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# **WOMEN DOMESTIC WORKERS BASELINE REPORT**



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**Wezesha Jamii Project**

**Baseline Study for Women Domestic Workers in  
Informal Settlements in Nairobi County**

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Although every effort was made to reflect as accurately as possible, information and data provided by the various respondents, views expressed in this report are those of the authors. Any errors of omission or commission that may be found in this report are purely those of the authors.

Principal Investigator

Philip Mbugua



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## LIST OF ACRONYMS AND ABBREVIATIONS

<i>Chama:</i>	Kiswahili word for organized groups, comprising of 10-25 people that meet regularly, with the objective of meeting the social and financial needs of its members
ESRC:	Ethics and Scientific Review Committee
FGDs:	Focus Group Discussions
KIIs:	Key Informant Interviews
KUDHEIHA:	Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers
ILO:	International Labour Organization
M-Shwari <sup>TM</sup> :	A banking product that runs on a mobile phone and allows one to save and borrow money
NHIF:	National Hospital Insurance Fund
NOPE:	National Organization for Peer Educators
NSSF:	National Social Security Fund
WDWs:	Women Domestic workers
WEL:	Women Empowerment Link

### Notes:

The exchange rate used in this report is 1 US Dollar = KSH 100

## EXECUTIVE SUMMARY

**Background:** The Constitution of Kenya (2010) lays a framework for fair labour practices and provides provision for recognition and protection of the rights of all workers. Under the Employment Act (2007), domestic workers enjoy the same terms and conditions of employment as other employees, including 8 hours of work, annual leave of 21 days, and three months maternity leave without forfeiture of leave, sick leave, housing provision, medical attention and a right to be unionized. In July 2015, the Ministry of Labour, Social Security and Services published new regulations setting the minimum wage for domestic workers in Nairobi at Ksh 10,954, up from Sh9,781 set last year. Domestic workers in Kenya are covered by the Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA).

As a signatory to the International Labour Organization (ILO), the Ministry of Labour, Social Security and Services is yet to ratify the ILO (2011) Domestic Workers Convention No. 189, which articulates the global standards for decent work for domestic workers and accurately frames the current reality of domestic work.

Studies in Kenya have documented that domestic workers face many challenges. These include low and unreliable incomes, poor negotiation skills, overworking, harassment, extortion, arbitrary arrests, physical and sexual violence, limited knowledge of their rights, limited access to markets and credits, and inadequate business skills. In addition, there is no one union that covers domestic workers exclusively because KUDHEIHA also covers workers from the hotel, educational and hospital institutions.

In response to these issues, the National Organization for Peer Educators (NOPE), in partnership with Oxfam Kenya, SITE Enterprise Promotion and Women's Empowerment Link (WEL), with funding from the European Union, are implementing a four-year project targeting poor and vulnerable women domestic workers in five urban settlements of Nairobi county, namely; Mukuru, Kibera, Korogocho, Mathare and Kawangware. The project will use a multi-sectoral approach to enhance the socio-economic status of these women through strategic empowerment and advocacy.

This baseline study was conducted to provide the project partners with information for guiding project implementation, as well as provide benchmark indicators for monitoring the progress of the project and evaluating its impact at midline and endline.

**Objectives:** The broad objectives of the study were: (1) To generate baseline information on the environment within which women domestic workers operate in Nairobi county, i.e. incomes levels, skills held, relevant policies, participation in decision making, and existing challenges of women domestic work, (2) To determine the key interventions in promoting labour and human rights of women domestic workers, including policies and actions that deserve priority attention.



**Methodology:** A mixed-methods approach using qualitative and quantitative data collection procedures was used. The qualitative phase included 12 key informant interviews with relevant stakeholders, 10 focus group discussions and 3 case studies with women domestic workers. The quantitative survey sampled 594 women domestic workers from the five settlements. This sample was distributed in each area using probability proportional to size methods. In each settlement, random cluster sampling methods were used to interview about 10 women domestic workers per cluster/village. In each cluster, representation of the women domestic workers was ensured by interviewing boarders, day and casual workers. All data were collected face-to-face using pre-tested data collection tools. Quantitative data were captured using mobile devices while the qualitative data were captured using audio recorders. After field data collection, the data were downloaded and analyzed using appropriate data analysis software (SPSS for quantitative data and Nvivo for qualitative data).

## **Key Results**

**Income:** The results indicate that women domestic workers (WDWs) in the five urban settlements enumerated earn a mean monthly wage of Ksh 4864 (USD 48.64). This wage is below the July 2015 Ministry of Labour, Social Security and Services regulations that set the minimum wage for domestic workers at Ksh 10,954 (USD 109.54). Only 12% had alternative sources of income and 11% were offered any additional support by their employers. It is not surprising therefore that most (87%) of them were not satisfied with their current wage.

**Education and Skills held:** Two-thirds (66%) of the women domestic workers had attained a primary level education, and only 26% had attained any post-formal education training. The most popular post-formal education training ever attended was tailoring/dressmaking (49%). Only 5% of the women domestic workers had been trained in domestic work, most of which was on-the-job training. Despite this low training in domestic work, most (79%) of them said that they were adequately equipped to perform their current duties. Despite this, employers expressed a need for them to be trained in first aid and home management. Also, the 21% who did not feel adequately equipped to perform their current duties would like to be trained in some home management skills such as cookery and housekeeping.

**Work-related violations faced by women domestic workers:** The data showed that women domestic workers have long working hours. They work an average of 13.75 hours per day, they get an average of 9 hours off every week and an average of 7 days annual leave. All these is in contravention of the Employment Act (2007) that stipulates that all workers are entitled to an 8-hours work day, a 48-hours weekly off and 21-day annual leave.

**Human rights violations faced by women domestic workers:** Four in ten WDWs had ever been shouted at or denied food. One in ten had ever been physically or sexually abused. Despite these violations, only a quarter of them reported these cases. These reports were made to the police or to relatives and friends. Those who didn't report cited fear of repercussions from their employers.

**Awareness of labour and human rights guidelines:** Awareness of these guidelines was low. Only a quarter of the respondents knew of guidelines that stipulate the number of days they are supposed to work per week. Only three in ten were aware of the guidelines that stipulate their minimum monthly wage.

**Awareness of the Union representing domestic worker:** Only one in ten WDWs were aware of KUDHEIHA, the domestic workers union that advocates for their rights. KUDHEIHA was known mainly by the key informants. Although the respondent from the Union and project partners said that it has done a lot advocacy work for the rights of domestic workers, the rest of the key informants reported that the Union needs to create more awareness among domestic workers and educate them on the modalities of being members. Most (91%) of the women domestic workers said they would be interested in joining KUDHEIHA.

**Awareness and use of social protection schemes:** Only 5% of the women domestic workers were members of NSSF. Four percent were members of NHIF through themselves and 14% were members of NHIF through their spouses.

**Relevant policies:** Discussions with the key informants indicate that the current policy and societal structures for domestic workers are lacking in some ways. At a policy level, the Ministry of Labour, Social Security and Services is yet to ratify the ILO Domestic Workers Convention No. 189. Once this has been done, there will be need for a legal framework to enforce it, guidelines for regulation of the domestic work and a code of conduct.

**Participation in decision making at the family and county level:** Reports indicate that women domestic workers are consulted by their family members before important decisions are made, which means they are considered valuable members of the family. At the local community, some participate in local community or church events such as street cleaning. Most of them had never heard about the Nairobi County planning and budgeting process and did not know how they could be part of the process. They would be interested in participating if their participation would help curb the rising cost of living. However, because of their low education levels, they do not feel confident to participate in such a meeting and they are not sure whether their views would be considered.

## **Recommendations**

There is need to create **an enabling policy environment** by working with the Ministry of Labour, Social Security and Services to have the ILO Domestic Workers Convention No. 189 ratified into law. This will facilitate creation of a legal framework for enforcing guidelines (such as the minimum wage), for regulating the domestic work sector and having a code of conduct.

The project should **embrace inclusivity by partnering** with diverse stakeholders to cater for the different needs of women domestic workers, such as the County Government of Nairobi, local administration (chiefs), Ministry of Labour, Social Security and Services, the Kenya Police, churches and health facilities at the community level. Most importantly, it will be crucial to include employers so as to foster buy-in and empower them to treat domestic workers with respect and dignity.

The Wezesha Jamii project will need to **create linkages and awareness about related services** for women domestic workers. For example, linkages to healthcare, psycho-social and legal institutions for when they have been violated and training institutions to get additional technical skills.

The project will need to link with and educate the women domestic workers about the importance and modalities of being members KUDHEIHA, and of joining NHIF and NSSF. They will also need to be educated on the modalities of participating in the Nairobi County planning and budgeting process.

The project should **provide relevant training** to the women domestic workers to help them execute their duties, such as home management and first aid. Most importantly, they will need training in business/financial management to help them actualize their ambitions of being self-employed in the future. This training should have a component on saving and should link them with financial institutions where they can access credit and loan facilities to start their businesses.

There is need for **massive community sensitization forums** for all community members to appreciate the value of domestic work. Community members, employers and the women domestic workers themselves should be educated to regard domestic work with dignity and respect. This will make all to feel free to open up and participate in the project without stigma. On the same vein, women domestic workers should be educated on their labour and human rights as concerns domestic work. These initiatives would make them more confident to participate in the Nairobi County planning and budgeting process.

Finally, the project should **take advantage of already-existing *chama* groups and technology via mobile phones**. About half of the women domestic workers are in *chama* groups. These should form the entry points for mobilization and peer education sessions. In addition, 86% of the domestic workers have mobile phones. This tool should be used for providing information, for remitting money to NHIF and NSSF, and for calling a toll-free hotline when they need help or have questions. NHIF already has a mobile platform for making the monthly payments that the WDWs should be educated about this platform. The NSSF should be encouraged to form such a platform. The project should also consider establishing a toll-free helpline where domestic workers can call for help.

## 1. INTRODUCTION

The National Organization for Peer Educators (NOPE), in partnership with Oxfam Kenya, SITE Enterprise Promotion and Women's Empowerment Link (WEL), and funding from the European Union (EU), is implementing a four-year project targeting poor and vulnerable women domestic workers (WDWs) in five urban settlements of Nairobi County. The project aims to use a multi-sectoral approach to enhance the socio-economic status of these women through strategic empowerment and advocacy. This project was informed (in part) by a sexual and reproductive health project for domestic workers that was implemented by NOPE and the Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA) between July 2013 - May 2014, and a community empowerment project to access and demand justice in Nairobi's informal settlements of Mukuru, Korogocho and Kibera implemented by the EU and Oxfam Kenya between 2010 - 2013.

Project partners will intervene among women domestic workers to ensure that they have enhanced basic technical skills, access to financial information, advocacy and negotiation skills, and are linked to relevant services. The project will also enhance their knowledge on their rights, help them in claiming those rights when they are violated and engage in decision making and leadership. The policy component will target the Nairobi County, the national government and community opinion leaders with the aim of influencing policies, practices and attitudes. These efforts will benefit the millions of domestic workers in Nairobi and in Kenya as a whole. The direct project beneficiaries will be 10,000 women domestic workers residing in Mukuru, Kibera, Korogocho, Mathare and Kawangware informal settlements within Nairobi County.

This baseline study was conducted to provide the project partners with information for guiding project implementation, as well as provide benchmark indicators for monitoring the progress of the project and evaluating its impact at midline and endline.

## 2. BACKGROUND

The International Labour Organization (ILO) (2011) Domestic Workers Convention No. 189 defines domestic work as work performed in or for a household or households. Therefore, a domestic worker is defined as any person engaged in domestic work within an employment relationship. This excludes people who perform domestic work only occasionally or sporadically and not as an occupation.

Article 41 of the Constitution of Kenya (2010) lays a framework for fair labour practices and provides provision for recognition and protection of workers' rights. Specifically, the Employment Act (2007) states that an employee is a person employed for wages or a salary. Therefore, under this Act, domestic workers enjoy the same terms and conditions of employment as other employees, including 8 hours of work, annual leave of 21 days per year, three months maternity leave without forfeiture of leave, sick leave, housing provision and medical attention.

In addition, domestic workers are also covered by the Labour Institutions Act (2007), the Labour Relations Act (2007), the Work Injury Benefits Act (2007) and the Occupational Safety and Health Act (2007). In July 2015, the Ministry of Labour, Social Security and Services published new regulations setting the minimum wage for domestic workers in Nairobi at Ksh 10, 954, up from Sh9,781 set last year (Business Daily, 2015).

In Kenya, domestic workers are covered by the Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA). According to the Global Network (Year not shown), although on paper domestic workers are covered by law in terms of their rights at the workplace, in reality this is not the case. Domestic workers, most of whom are not well educated, are not familiar with their rights. Also, due to the scarcity of employment opportunities most tend to endure harsh working conditions in order to get a meal and be able to provide for their families.

The ILO (2011) Domestic Workers Convention No. 189 articulates the global standards for decent work for domestic workers and accurately frames the current reality of domestic work. Although Kenya is a signatory to the ILO, the Ministry of Labour, Social Security and Services is yet to ratify this Convention into law. The Solidarity Center (2013) recommends the ratification of this Convention into law as one of the ways of creating an enabling policy environment for registration and empowerment of domestic workers. The report goes on to state that its ratification would ensure that issues of domestic work are viewed from a “rights-based” approach, which might help change the social dynamics of domestic workers, their employers, and society, fostering both appreciation of and respect for domestic workers’ rights. Ratifying this law would also induce greater compliance with existing laws.

Currently, many employers have difficulty conceiving their home as a workplace and their employees as possessing labour rights because they have an intimate relationship not common to other employers and employees outside the domestic sector. Increasing compliance requires changing this mindset to one that recognizes and respects domestic workers’ labour rights. A rights-based approach enables and empowers persons to claim their rights, and also helps them define the right and raises awareness that what has been claimed is not a privilege or an aspiration, but a right. These recommendations for more legislation for domestic workers work rights are supported in a report by the Global Network (Year not shown). This report calls for legislation stating that domestic workers have a right to join a union; provision of healthcare, education and training; establishment of minimum terms and conditions of employment; right to social security; and legislation discouraging discrimination and sexual harassment.

A baseline survey conducted by Oxfam Kenya (2013) among domestic workers in Mukuru settlement found that domestic workers are exposed to abusive treatment, discrimination and receive low wages that are less than half the recommended minimum daily or monthly wages. However, these workers are aware of their rights to safe and healthy working environment, right to fair wages and reasonable working conditions, and right not to be discriminated against. They also recognized their right to redress in instances of rights violations. An analysis of domestic workers’ rights by the Global Network (Year not indicated) documented similar experiences.



This report recommended that domestic workers be supported to acquire relevant entrepreneurship skills and capital to create alternative income options alongside domestic work. It also recommended that KUDHEIHA should negotiate with the state on behalf of women domestic workers to secure favorable conditions for obtaining registration and documentation. In addition, the Ministry of Labour, Social Security and Services should support and register more domestic workers' training agencies to educate and empower both employers and domestic workers to realize compliance with relevant laws and regulations, and for improved work relations.

An FHI 360 (2014) study conducted following a NOPE/KUDHEIHA project to empower domestic workers with sexual and reproductive health (SRH) information and life skills identified several barriers that hindered domestic workers' access to SRH information and services. Having limited or no time-off were a major obstacle to seeking health care or even to listening to the radio or watching television. Social stigma was also identified as a multi-faceted barrier that needed to be addressed. In addition, women domestic workers were reported to face sexual coercion and rape in their areas of operation. The study recommended efforts to link domestic workers to post-assault services, but even more importantly to reduce their risk of encountering harm in the first place. The authors also recommended that other means of providing information to women domestic workers such as mobile phones be explored and that their employers be involved in interventions targeting domestic workers.

These Kenyan studies are corroborated by other studies conducted in India by John (Year not indicated) and Vimala (Year not indicated), which indicate the need for interventions to empower women domestic workers. These include the need for domestic workers to be made aware of the exploitation that they face and to inspire them to organize themselves to protect their rights and to work towards implementing enactment of laws by the government.

Estimates indicate that there are about two million domestic workers in Nairobi (Schwenken and Heimeshoff, 2011). Because of the informal area in which domestic work takes place, the numbers of domestic workers are often based on estimates of other variables. For example, these estimates were derived from the number of households with employed workers. In addition, the FHI 360 (2014) study found that women form the bulk of domestic workers and recommended that domestic workers' programs should focus on women.

This baseline study assisted in answering two main questions: (1) What are the justifiable and relevant interventions that can help in promoting labour and human rights of women domestic workers in Nairobi and Kenya as a whole? (2) What is the current environment within which domestic workers operate in Nairobi County?

The results of this baseline study will inform the project design and implementation, as well as add to the body of evidence on issues around women domestic workers. All these initiatives will help in enhancing the socio-economic status of women domestic workers in Nairobi, and in Kenya as a whole.

The study captured women domestic workers who have been working as domestic workers for the last six months (at least). These included both monthly salaried and casual workers, and were further divided into three to fit into the Kenyan context, as follows:

1. Day workers: Go to work every morning and get a monthly wage.
2. Boarders: Reside in the household where they work and get a monthly wage.
3. Casual workers: Are employed on a day-to-day basis by different employers and are paid on a daily basis.

## 1.1 Objectives of the Study

### General Objectives of the Baseline Study

1. To generate baseline information on the environment within which domestic workers operate in Nairobi city, including the existing incomes levels, skills held, relevant policies, participation in decision-making, existing challenges of domestic work and key stakeholders.
2. To determine the key interventions in promoting labour and human rights of women domestic workers that include specific policies and actions that deserve priority attention with justification on their relevance.

### Specific Objectives

- a) To determine the current status of income levels of women domestic workers in Nairobi in relation to the current inflation and the minimum wage bill.
- b) To determine women domestic workers' education levels, technical skills and capacity gaps in performing their duties.
- c) To determine women domestic workers' knowledge and understanding of labour and human rights.
- d) To determine women domestic workers' level of participation in community decision making and control of resources.
- e) To determine the key violations and challenges faced by women domestic workers.
- f) To determine the societal support structures needed to mitigate the violations and challenges faced by women domestic workers.
- g) To determine the knowledge and use of health services (including sexual and reproductive health) and social schemes among women domestic workers.
- h) To assess community perceptions towards domestic work.
- i) To establish the existing federations/associations representing women domestic workers, their membership status and activities conducted.

## 1.2 Conceptual Framework and Operationalization

The overall aim of the project is to enhance the socio-economic status of women domestic workers through strategic empowerment and advocacy. The overall objective of the project is to contribute to the achievement of secure and productive lives of vulnerable populations dependent on the informal economy in urban Nairobi by empowering women domestic workers economically and socially to attain better livelihoods for themselves and their dependents.

The project will seek to achieve four key results, namely: (1) Increased livelihood opportunities and social support for women target groups, (2) Greater equity and resilience of women target groups, (3) Women target groups empowered about their rights and having a collective voice, and (4) Government and other stakeholders well-informed and delivering their responsibilities toward the target groups with increased efficiency.

Specifically, the project will organize and mobilize target groups and enhance coordination with specialized agencies to provide capacity building and vocational training and creation of linkages for financial support. This is hoped to increase the number of women with a sustainable micro-business and domestic workers earning minimum wage. In addition, the project will facilitate linkage of women target groups to the National Hospital Insurance Fund (NHIF) and the National Social Security Fund (NSSF) and enhance advocacy for provision of social services. This will in turn increase the number of women in national health and pension schemes. The project will also seek to sensitize women on their rights, facilitate creation of women domestic workers federations at the county level, build corporate capacity and networks and linkages to increase their participation in decision-making processes.

Furthermore, the project will advocate and lobby at national/county levels, facilitate dialogues/platforms between rights holders and service providers, campaign on rights of domestic workers, and on obligations of the government, private sector and employers leading to reduction in labour rights violations and ratification of the ILO Convention No. 189 by the Government of Kenya.

## 2. STUDY DESIGN AND METHODOLOGY

A descriptive and exploratory study design with a mix of qualitative and quantitative methods was used. Secondary data were collected through review of project documents. The primary data were collected using face-to-face interactions by trained research assistants and moderators.

### 2.1 Sampling for Qualitative Interviews

Qualitative interviews using key informants (KIs), focus group discussions (FGDs) and case studies with the target groups were conducted. Table 1 below shows the description and samples for these qualitative interviews.

**Table 1: Description of the qualitative interviews conducted**

Type of interviews		Number
<b>Key Informant Interviews with stakeholders (n=12)*</b>		
Project staff of implementing partners		3
Women domestic workers representative		1
Training institution for women domestic workers		1
Employment agency ("Bureau") for women domestic workers		1
Institution that champions rights of women domestic workers		1
Relevant women's organization		1
Employers of WDWs		2 (one male and one female)
Representative from NHIF		1
Representative from relevant international NGO		1
<b>Focus Group Discussions with Women Domestic Workers (n=10)</b>		
Area	Casual workers	Monthly employed (boarders and day workers)
Mukuru	1	1
Kibera	1	1
Korogocho	1	1
Mathare	1	1
Kawangware	1	1
<b>Case studies with target groups (n=3)</b> In-depth interviews were conducted with women domestic workers to document a typical day in their life, their challenges and successes. One case study was conducted for each of the three categories enumerated.		

\*Despite repeated calls and visits, we were not able to conduct interviews with staff from the Ministry of Labour, Social Security and Services, Federation of Kenyan Employers and NSSF.

Each focus group discussion had eight participants, so in total we had 80 women domestic workers giving their views on key themes. These respondents were selected purposively so that relevant and willing respondents were interviewed. In order to elicit in-depth conversations with the respondents, the moderators used appropriate in-depth probing skills. The FGDs with the target groups were conducted at a time and location that was convenient for them.

## 2.2 Sampling for Quantitative Interviews

Using the overall population in the five settlements as the universe (620,749 people), the online sample size calculator<sup>1</sup> calculated a sample of 544 women (at 95% confidence interval and margin of error of +/-4.2). This was rounded off to 550 Women Domestic Workers.

Probability proportional to size (PPS) methods were used to proportionately distribute this sample size across the five areas based on their populations, i.e. areas with higher population were allocated a higher sample size. To allow for 10 interviews per cluster (described below), these samples per area were further rounded-off to be divisible by 10. Eventually, a sample of 594 women domestic workers were interviewed. Table 2 shows the samples interviewed in each area.

**Table 2: Allocation of sample size to the five settlement areas**

Area	Population*	Calculated PPS sample of Women Domestic Workers per area	Samples rounded-off to be divisible by 10 (to allow 10 interviews per cluster)	Final achieved samples
Kibera	170,078	135	140	146
Kawangware	113,286	105	100	118
Korogocho	41,946	65	70	76
Mathare	94,397	100	100	104
Mukuru	201,042	145	140	150
Total	620,749	550	550	594

\*Source: Kenya Population and Housing Census, 2009

To ensure adequate coverage of households in all the five areas, cluster sampling methods were employed. The villages formed the clusters. In each cluster, 10 or more successful interviews were completed, before research assistants moved to the next cluster. All willing and available respondents were interviewed. When a respondent refused to participate in the study, the next available and willing respondent was approached to participate in the study.

Of the ten interviews conducted in each clusters, three were with boarders, three were with day workers and four were with casuals. This was meant to ensure adequate representation of the three types of women domestic workers.

In an effort to interview the three types of WDWs mentioned above, different approaches were used. The boarders and day WDWs were mostly interviewed at the households where they work.

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<sup>1</sup> <http://www.surveysystem.com/sscalc.htm>



The casual WDWs were interviewed both at households, at their own homes and in areas where they wait for work.

Where appropriate, snow balling techniques were also used to identify suitable respondents. For the interviews at the household level, permission was sought from employers for the women domestic workers to participate in the study.

### **2.2.1 Inclusion Criteria for the Women Domestic Workers**

Only WDWs who met the following criteria were included in the study.

- Meet the definition of domestic worker, i.e. perform domestic work as an occupation and get paid for it.
- Were 15 years and over. Because they are working, these are “mature minors” with autonomy in decision-making.
- Have been a domestic worker at least for the last 6 months.
- Provided informed consent and signed or thumb printed it.
- Were willing and available to participate in the study at the time of the interview.

## **2.3 Data Collection**

### **2.3.1 Qualitative**

Semi-structured and open-ended tools that allowed for probing and open discussion on issues were used. The questions for the focus group discussion with WDWs focused on their attitudes towards domestic work, their current work situation, issues around their hopes and dreams for the future, and access to different social and health services.

Questions for the key informant interviews focused on their views on the issues that women domestic workers face, and the current and future organizational strategies to manage these issues. All key informant and focus group discussions were audio-recorded. For ease of communication, the FGD guide for women domestic workers was translated to Kiswahili.

### **2.3.2 Quantitative**

A structured questionnaire was developed through extensive consultation with all the project partners. Questions asked included information on their demographics (e.g. age/level of education/marital status), psychographics (e.g. lifestyle/ hopes/ambitions/self-esteem) and negotiation skills. Questions explored the key labour and human rights violations and how they affect their livelihoods. They were asked about their technical skills set, income levels, savings and investment, membership in national health funds (NHIF), social security/retirement funds (NSSF), women group memberships and social support structures. They were also asked about their knowledge and understanding of their rights and response mechanisms in case they are violated. This tool was also translated to Kiswahili to allow for ease of communication with the women domestic workers.

### **2.3.3 Data Collection using Mobile Devices**

For all the quantitative components of this study, the structured questionnaire was programmed for use on an android mobile device. Responses were keyed directly into the mobile devices during the interviews and the data were downloaded onto a database immediately, eliminating the need for data entry and allowing for efficient quality checks on the data.

### **2.4 Training of Research Assistants and Piloting**

A centralized training for research assistants was conducted. Only mature research assistants who had worked in similar capacities for more than 5 years were recruited to participate in this study.

Different teams were trained on the qualitative and quantitative interviews. The teams were trained on all aspects of the study including the tools, data collection strategies on the ground, identification of correct respondents and ethical conduct of research. The tools and fieldwork procedures were piloted with similar target groups in a similar urban settlement (Kangemi). All changes noted during the piloting were integrated into the final tools.

### **2.5 Data Quality Checks**

The qualitative and quantitative phases of this study were conducted concurrently using two separate teams. The field data collection was completed in 14 days (including weekends). A team of four (two moderators and two note takers) and one supervisor conducted qualitative interviews and case studies. This supervisor was in-charge of making the initial contacts with respondents and booking the interviews.

Sixteen research assistants and three supervisors conducted the quantitative phase. A supervisor accompanied some of the interviews for quality checks. About 10% of the quantitative interviews were randomly selected and called back to ascertain that they were interviewed. Data were collected within three weeks i.e. July 13<sup>th</sup> to 29<sup>th</sup> 2015.

A Quality Control Clerk monitored and reviewed the streaming data on a daily basis. They flagged any data errors, outliers and/or missing data. This was communicated to the field supervisors, who worked with the responsible research assistants to make any relevant corrections, or to re-interview the respondents where necessary.

In addition, the mobile devices gathered GPS (Global Positioning System) coordinates of the locations of the interview. This allowed the Quality Control Clerk to view the research assistants' movement and ensure that the interviews were being conducted in the identified clusters/villages.

## 2.6 Ethical Considerations

This study received ethical approval from the AMREF Ethics and Scientific Review Committee (ESRC). All members of the study team undertook the National Institute for Health's online research training on protection of human subjects<sup>2</sup>. This training was aimed at ensuring that all data collectors understood how to assure and protect the rights of the study participants (who were poor and vulnerable women). The broad topics covered in the training included respect for persons, beneficence and justice. The course also covered how to administer the informed consent form and the rationale for each part of the form.

Informed consent forms were administered to all respondents to seek their consent to participate in the study. The consent forms provided information about the study, risks and benefits for participating, procedures to ensure confidentiality and anonymity of responses, assurance of voluntary participation and that their participation in the survey would not affect their employment. The respondent and the researcher both signed the consent form. All respondents were given a copy of the consent form with the contact details of the Principal Investigator, the AMREF ESRC contact person and asked to report any harm that they may encounter as a direct result of participating in the study. The study was non-intrusive and so the associated risks were minimal. However, the potential risks and harm included if the WDWs got harmed in any way as a direct result of participating in the study (e.g. verbal/ physical abuse or termination of employment). The benefits for participating in the study included the contribution they were making to inform policy and programming for WDWs.

To avoid undue influence of respondents, no incentives were provided for participating in the quantitative interviews. For respondents attending the focus group discussions, they were given a transport allowance of Ksh 200 (USD 2) to cater for their transport to and from the central location for the discussions. During the discussion they will were given some light refreshments.

The study teams worked with the village elders in each settlement area to make community announcements so that employers were aware about the survey and did not victimize the women domestic workers once they learned that they had participated in the study.

### 2.6.1 Confidentiality and Anonymity of Data

Strict policies were put in place to ensure confidentiality of data. All interviews were held in private and all written records were kept confidentially while in the field. The mobile phones were password protected to protect the data therein. In the office, all data records were kept in secured cabinets. All databases, field notes and typed transcripts were stored in password-protected computers with access only to the research team. All respondent identifying information was delinked from the dataset.

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<sup>2</sup> <https://phrp.nihtraining.com/users/login.php>

## 2.7 Data Processing and Analysis

Qualitative data were audio-recorded, then transcribed verbatim, translated and typed. A coding frame was generated and used to code the transcripts. Two coders were used to code the transcripts to reduce inter-coder subjectivity. *NVivo* Version 10.0 software was used for coding and generating the summarized reports. These summaries were used to analyze the qualitative data by key emerging themes.

Quantitative data were downloaded from the mobile data collection database and converted into the Statistical Package for the Social Sciences (SPSS) Version 18. The data were cleaned, coded and analyzed using descriptive analysis to generate frequencies and cross tabulations. The key variables used for cross tabulations were settlement area, type of domestic worker and age group. Percentages presented in the Tables are column percentages. Analysis of wage excludes eight cases that were considered outliers. These had reported wages of less than Ksh 1,000 (USD 10) and more than Ksh 30,000 (USD 300).

This report has used the data collected using the different data collection methods (KIs, FGDs and questionnaires) to triangulate and interpret the findings. The qualitative data have been integrated with the quantitative figures to explain them further.

## 2.8 Study Limitations

The major limitation of this study is that it solely relied on reported information and there were no means of verifying the responses. For example, we could not verify from their employers the reported wage they gave. Despite these limitations of reported data, the results from all data sources were triangulated and they corroborated.

# 3. RESULTS

## 3.1 Description of the sample

A total of 594 women domestic workers were interviewed. Out of these, 20% were from Kawangware, 25% were from Kibera, 13% were from Korogocho, 18% were from Mathare and 25% were from Mukuru. Overall, 31% were boarders, 40% were day workers and 30% were casual workers.

Further analysis of the three types of domestic workers indicate that the young women aged 15-20 years were more likely to be boarders (49%), the married ones were more likely to be day workers (48%), as were those with children (44%), and those aged over 41 years were more likely to be casual workers. The Table below shows the distribution of types of women domestic workers interviewed by settlement area.

**Table 3: Distribution of type of domestic workers by total and settlement area**

	Total	Kawangware n=118	Kibera n=146	Korogocho N=76	Mathare n=104	Mukuru n=150
<b>Total</b>	<b>594</b>	<b>20%</b>	<b>25%</b>	<b>13%</b>	<b>18%</b>	<b>25%</b>
Boarder	31%	28%	31%	33%	32%	31%
Day	40%	42%	38%	40%	39%	40%
Casual	30%	31%	31%	28%	29%	29%

Over half (61%) of the domestic workers interviewed were below 30 years. The mean age was also 30 years, with a mode of 26 years. The Table below shows the distribution of the WDWs age group by the five settlement areas.

**Table 4: Domestic workers' mean age, mode and range (years) by total and settlement area**

Age (years)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
<b>Age group</b>						
15-20 years	8%	8%	8%	8%	13%	6%
21-30 years	53%	55%	49%	59%	52%	53%
31-40 years	25%	23%	29%	17%	27%	25%
>41 years	14%	14%	14%	16%	9%	15%
Mean	30	30	31	30	29	31
Mode	26	22	23	22	21	26
Range (15-80)	65	49	50	35	65	49

Only seven of the WDWs were aged between 15-17 years. Among those who were over 18 years (n=498), most of them (85%) had a national identity card. This means most of them can register for social protection and banking services.

Over three quarters (78%) of the interviews were conducted in Kiswahili, while the rest were conducted in English. Therefore, during project implementation, the main language of communication should be Kiswahili.



### 3.2 Demographic and Socio-Economic Characteristics

About half of the WDWs (51%) were married, and almost all of them (95%) were Christians. Their level of education was relatively low with only 35% of them reporting having attained some secondary and post-secondary education. Most (80%) of them had a child.

Among these with a child (n=476), three-quarters (76%) of them live with their children. The Table below shows the detailed demographic characteristics of all the WDWs who were interviewed.

**Table 5: Demographic characteristics of the women domestic workers**

Characteristics (n=594)		n	Percent
Marital status	Married	304	51%
	Single	202	34%
	Divorced/separated/widowed	85	14%
Religion	Christian Catholic	139	24%
	Christian Protestant	424	72%
	Muslims	16	3%
	Others	11	2%
Highest education level attained	None	2	2%
	Primary incomplete	29	30%
	Primary complete	34	34%
	Secondary incomplete	18	18%
	Secondary complete	15	15%
	Post-secondary education	2	2%
Have children		475	80%
Live with children in Nairobi (answering "Yes")		360	76%
Number of children (n=475)	1	124	26%
	2	142	30%
	3	102	22%
	>4	107	23%

Over half (63%) of the WDWs live in their own (meaning they are not housed by their employers) houses where they pay rent. As expected, over 70% of the day and casual workers live in houses where they pay rent. Also, the older WDWs over 30 years were more likely to live in rented houses and not with their employers.

Only 5% of the respondents were related to their employers. Those likely to be related to their employers were those aged 15-20 years (14%) and boarders (10%). Most (84%) of the WDWs were born in the rural areas (there were minimum differentials by category). Those who were born in the rural areas came to Nairobi when they were 19 years old (mean). The mode for age when they came to Nairobi was 20 years.

In terms of their socio-economic status and ownership of assets, the data indicate that the top three assets owned are mobile phones (not smart phones), radios and TVs. Most (86%) of the respondents have a mobile (not a smart phone), 60% have a radio and 43% own a TV. Hence, mobile phones will be a useful tool that the project should use to reach WDWs with information and to encourage them to access services such as mobile saving and borrowing services such as M-Shwari<sup>TM</sup>.

Less than 10% of the WDWs own tools for farming, sewing or hairdressing. Such tools are important to own because they can help one to generate an alternative source of income. The Table below shows the distribution of the assets owned by settlement areas.

**Table 6: Ownership of assets by settlement areas**

% Assets owned	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
Other mobile phone (not smart phone)	86%	86%	85%	89%	87%	85%
Radio	60%	68%	60%	58%	53%	61%
TV	43%	48%	51%	25%	41%	39%
Smart phone	8%	8%	10%	0%	6%	10%
Farming tools	6%	8%	9%	4%	4%	4%
Sewing machine	4%	4%	5%	1%	3%	5%
Hair dressing equipment	3%	3%	3%	1%	1%	3%

### 3.3 Psychographics and Aspirations of Women Domestic Workers

Data from the FGDs indicate that few women domestic workers chose to be domestic workers. Many of them were forced into domestic work due to various life circumstances such as poverty (hence dropping out of school), early pregnancies, and abusive partners who did not support them or their children. Many were encouraged by friends and neighbors to try domestic work as a means of earning a living.

his implies that domestic work is considered a temporary venture only undertaken for lack of an alternative. As a result, the subsequent data in this report indicate that many WDWs were working on strategies to exit domestic work. The Wezesha Jamii project will be beneficial to the WDWs if it capacitates them to make this transition, through training on business skills and linking them to financial institutions to access seed capital for their start-ups. The Table below shows their likes and dislikes, and some recommendations to their employers, as documented during the FGDs.

**Table 7: Likes, dislikes and recommendations for employers, women domestic workers in five settlements**

Likes	Dislikes	Recommendations to employers
<ul style="list-style-type: none"> <li>When they are given extra food and other supplies/support so that they can save their income</li> <li>When supported when in need, especially with education of their children</li> <li>To be treated with respect "like human beings"</li> <li>Not to be quarreled for no reason</li> <li>When allowed to attend training and if this is paid for by the employer</li> <li>When left alone in the house</li> </ul>	<ul style="list-style-type: none"> <li>Not being paid on time (mentioned many times)</li> <li>For the casual workers – getting little money for loads of work</li> <li>Being despised or disrespected by employers</li> <li>Being followed around or supervised while working</li> <li>Being denied the food that the rest of the family is eating</li> </ul>	<ul style="list-style-type: none"> <li>"Treat us with respect</li> <li>Pay us on time as we have agreed</li> <li>For casuals – Pay us depending on the amount of work you give us</li> <li>Give us the food that the rest of the family is eating</li> <li>Be careful about our working hours</li> <li>Give us a sick-off when we are sick and pay for our treatment</li> <li>We are also parents. Be understanding when we have to attend school functions for our children</li> <li>Stop being so suspicious of us, not all of us are thieves</li> <li>Allow us some leeway and freedom to get out of the house and talk to the neighbors. We are not children".</li> </ul>

Despite the above negative encounters, some women domestic workers did say that they have good employers who treat them with respect, allow them to go for further training and paying for it, educate their children, take them to hospital when they are sick, and buy them some groceries when they are going home. They are treated like family.

Given this, the Wezesha Jamii project should involve and create awareness among employers of the strategies they need to adopt in order to have positive working relationships with their employees.

*I like mine because she does not segregate me she treats me like her sister, we do things together even when they are going somewhere we go together; she treats me like her sister (Kawangware, monthly WDW)*

Many aspire to have a better future life, by getting further training, getting more money or starting a business. Their worst fear is to remain in the same situation. They want their children to have a better life than they have had.

*I respect her because she helps me educate my children and [the children to] go past where I reached, so that they can uplift themselves, instead of working as domestic workers [such as myself] (Mukuru, Casual WDW)*

### 3.4 Training and Technical Skills in Domestic Work

Attendance of training after formal education was somewhat low, with only 26% reporting that they had ever attended any other training after their formal education. Respondents from Kawangware and Kibera were more likely to have attended other training after their formal education (both at 31%), compared to those from Korogocho (18%) and those aged over 41 years (19%).

The type of training most likely to have been attained was tailoring/dressmaking/design (49%), hair dressing/fashion (24%) and computers/secretarial/front office (12%). Only 8% had attended training in home management, which is relevant to their work. Specifically, only 5% cited that they had been trained in domestic work, that is, cleaning, cooking, washing and ironing; with half of them citing that this was on-the-job training by the employer. Among those who attended some post-formal education training (n=157), only 39% got a certificate. Those most likely to have a certificate were those from Kawangware (46%), 15-20 years old (46%), boarders (46%) and day workers (50%). With these low levels of certification, it means that most of those who attended some post-formal education training cannot apply for formal employment.

Despite this minimal training in domestic work, many (79%) of the domestic workers who had not attended any training in domestic work still felt adequately equipped to perform their duties. Respondents from Mathare (82%), those over 41 years (84%) and day workers (82%) were the most likely to feel equipped to perform their duties as domestic workers.

On this issue of whether they were adequately equipped to perform their DW duties, there was a disconnect between the WDWs and the employers. Whereas discussions from the FGDs indicate that WDWs felt confident that they could perform domestic work without any training “*after all it’s just cleaning and cooking*”, their employers said that they could benefit from training on First Aid and Home Management. The Wezesha Jamii project will have to balance these training needs to ensure that the needs of both the WDWs and the employers are catered for.

### 3.4.1 Other Training Needs

Among the 21% who felt not adequately equipped to perform their duties in domestic work (n=118), they said that training in cookery (66%) and housekeeping (21%) would make them better equipped to perform their duties. Other preferred training mentioned was childcare (18%) and negotiation skills (18%) to build their capacity to bargain for better employment terms.

Nonetheless, most (86%) of the respondents feel they are in charge of their lives and destiny. This was consistent across all categories. About 76% of them said that they need some training to make them feel more in control of their lives. This wish was more likely to be expressed among respondents from Kawangware (80%) and those aged 15-20 years (92%). The specific training needs mentioned were in business skills (68%), general life skills such as self-esteem and negotiation (37%), and financial management (28%). One FGD participant said:

*My suggestion would be if you can train us on business empowerment. Korogocho, Day WDW*

More than half of the women domestic workers have future plans to continue with their education, with 66% reporting that they intend to go back for further training in the near future. This was especially the case for respondents aged 21-30 years (76%) and the singles (76%). The FGD participants corroborated this. Hence the training sessions that the project is planning for will fit into the plans of the WDWs.

When asked what their plans for the next two years are, very few (8%) intend to be in their current work in the next two years. Over half (54%) of them intend to start a business, 29% intend to get a better job or go to rural area to farm, while 28% intend to go for further education/training. Among those reporting that they would start a business (n=306), selling of clothes (new or second hand) was the business most likely to be mentioned (35%), followed by selling of green vegetables (15%). These results indicate that in order to cater for their future aspirations, the preferred training topics for the Wezesha Jamii project will be in business skills. The Table below shows some of these characteristics by settlement area.

**Table 8: Training and technical skills by settlement area**

% Characteristics	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
Ever attended any other training after your formal education (total, n=594)	26%	31%	31%	18%	25%	23%
Got a certificate after the training (among those trained, n=157)	39%	46%	44%	21%	27%	43%
Ever been trained in domestic work (n=594)	5%	7%	5%	4%	3%	5%
Intend to go for further training in near future (n=594)	66%	68%	68%	70%	72%	59%
<b>Top three plans for next two years:</b>						
Start business	54%	51%	47%	57%	60%	57%
Get a better job/go to rural area to farm	29%	31%	23%	32%	22%	37%
Go for further education/training	28%	29%	33%	24%	33%	23%

In addition, most (91%) of the respondents would be interested in being trained by a domestic worker like themselves on issues of rights, health, finances and other social issues, saying that:

*[explaining why a peer would be ideal to educate them] My workmate understands me well, understands the kind of work I do, because she does the same work. Kibera, casual WDW*

However, a few respondents during the FGD sessions said they would not trust their fellow DWs as they might give them the wrong information, especially if they are not credible people and if they are jealous of them “she is just like us”. Therefore, peer educators should be people who are credible among the target groups.

### 3.5 Circumstances around the Current Work

About three quarters (74%) of the respondents said that they were doing domestic work because it was the only work available/had no choice/it just happened. As one FGD participant said:

*It was not my choice, I didn't have any other choice since I have children, my husband is a casual labourer and he earns very little and my children must go to school so I decided to do that job so that I can support them. Kibera, Monthly WDW*

More than half (67%) of the women domestic workers got the current job through a relative/friend. Those aged 15-20 (84%) and boarders (76%) were the groups most likely to report that they got the current job through a relative/friend. About 29% of the respondents got the current job through a chance encounter. The casuals were the most likely group to report this (45%). Only 4% were sourced from an employment agency ("bureau"). This means that employers prefer to get domestic workers from known contacts (relatives/friends) and not from employment agencies ("bureau").

Only about a tenth (12%) of them had a job contract. Respondents from Kawangware (18%) and those aged more than 41 years (21%) were the groups more likely to have a job contract. This means that most engagements were verbal and subject to abuse.

Overall, only 13% of the respondents said that it was either very easy or easy to find work. A quarter (26%) said it was somewhat easy while 61% said that it was not easy at all. Respondents from Mathare (22%) were more likely to report it was very easy/easy to get work while those from Kawangware (15%) were the least likely to say so.

#### 3.5.1 Wages, Negotiation and Satisfaction with Wages

The overall mean monthly wage was Ksh 4,867 (USD 48.67), with a range Ksh 1000 - 20,000 (eight cases with outliers who reported of wages of less than Ksh 1000 and more than Ksh 30,000 were excluded from this analysis). This mean wage is less than half of the minimum wage of Ksh 10,954 (USD 109.54) for domestic workers, according to the new regulations published in July 2015 by the Ministry of Labour, Social Security and Services.

About half (49%) of the respondents reported a monthly wage of Ksh 4,000 and below, especially among 15-20 year olds (69%) and those from Korogocho (82%). Another 44% reported that they earn between Ksh 4,001 - 8,000 per month. Therefore most (93%) WDWs earn Ksh 8,000 and below.

Respondents from Kawangware had a higher mean monthly wage of Ksh 5,795 (USD 57.95) compared to those from Korogocho (Ksh 3,359; USD 33.59). Among the three types of domestic workers enumerated, boarders had the highest mean wage at Ksh 5,286 (USD 52.86), followed by day workers at Ksh 4,802 (USD 48.02) and casuals at Ksh 4,511 (USD 45.11).

These differences in wage earned could be because WDWs from Kawangware are more likely to serve the more affluent areas of Lavington, Kilimani and Kileleshwa compared to their counterparts from Korogocho who are likely to serve the less affluent areas of Kariobangi South

and Dandora. It's possible that the casual workers have the lowest mean wage because of the days they go without work.

Overall, 73% of the respondents negotiated for this pay, with those from Kawangware (73%) more likely to have negotiated for their pay compared to their counterparts from Korogocho (66%). The younger WDWs aged 15-20 years (61%) were the least likely to have negotiated for their wage. During the FGD sessions, the casual WDWs narrated how sometimes they agree on a certain amount and then at the end of the day they are given less than the agreed amount:

*You may go and work and after working, the money that you get is not what you had agreed on. It is less. Kawangware, casual WDW*

Or they are added more work but the negotiated amount remains the same:

*What I don't like is when I go and we negotiate a price for some work, when you are done with the work, he adds another work which he is not going to add more money. Kawangware, casual WDW*

Sometimes they are paid in installments:

*You are supposed to enter and start laundering but there is no money to pay you, the employer waits until when you have finished laundering. And you were depending on that money to use, then the employer tells you come "after two days to take your money" - that really irritates us completely. They should tell us before we start laundering so that we can tell them if we are in agreement or not. Korogocho, casual WDW*

Overall, 74% of the WDWs reported that their pay had never been increased within the same household. Korogocho respondents (86%) and casual workers (81%) were the ones most likely to mention this. The FGD participants expressed their frustration with the lack of increments, as seen in this quote:

*The problem is that you can be told that your salary is going to be increased after sometime; you can even wait for six years without getting a salary increment. It would be better if you are told that you will get a salary increase after one year but when you are told to wait, you don't know for how long you are going to wait. Mukuru, Monthly WDW*

Given this scenario, it is not surprising that overall, only 13% of the respondents were satisfied with their current wage. Respondents from Korogocho were the least satisfied at 7%. Respondents said that they would be satisfied with a mean wage of Ksh 10,318 (USD 103.18) (Kawangware: Ksh 11,633; USD 116.33 and Korogocho: Ksh 8,130; USD 81.30), which is almost the amount recommended in the July 2015 Ministry of Labour, Social Security and Services legal notice that increased the minimum wage for domestic workers to Ksh 10,954, up from Ksh 9,781 for last year.

Asked whether their employers offered them any other support such as education for themselves or their children, only 11% of the respondents said that they do. Kawangware respondents (14%) and those aged 15-20 years (20%) were more likely to get this additional support from their employers compared to the rest of the categories. The Table below shows the distribution of these variables by the five settlement areas.

**Table 9: Percent monthly wage, negotiation, satisfaction levels and employer support by settlement areas**

Characteristics (%)		Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>		<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
Mean monthly wage earned (Ksh)		4867	5795	5041	3359	4082	5262
Wage bands earned	4,000 and below	49%	40%	42%	81%	66%	36%
	4,001-8,000	44%	42%	53%	19%	32%	56%
	8,001-12,000	6%	15%	4%	0%	2%	7%
	>12,001	1%	3%	1%	0%	0%	1%
Mean wage would be satisfied with (Ksh), among those not satisfied with current wage, n=515		10,318	11,633	10,508	8,130	9,412	10,988
Negotiated for pay	% saying "Yes"	73%	73%	75%	66%	79%	71%
Last time got pay rise	Pay has never increased	74%	64%	71%	86%	84%	73%
	Increased within last 6 months	15%	18%	16%	5%	12%	19%
	Increase within last one year	6	8%	6%	7%	5%	5%
	Increased more than two years ago	5	11%	7%	3%	0%	3%
% content with the amount of money made every month from domestic work		13%	17%	16%	7%	11%	13%
% provided other support by employer		11%	14%	11%	9%	13%	10%

In trying to explain this situation, the key informant from the NHIF said that the reason employers pay low wages is because of the low salaries that they get.

*...our salaries in Kenya are generally very low. In our country we still have very low purchasing power; our employers are paying very low wages to their staff. KII, NHIF*



### 3.5.2 Hours Worked per Day, Days Off and Annual Leave

Overall, the mean time that the respondents wake up is about 0525 hours, with small variations across the different categories. The mean time they go to bed is 2116 hours with respondents from Kawangware going to bed earlier (2030 hours) compared to their counterparts from Korogocho (2149 hours). The reported mean number of hours rested (had a break from work) in a day was 2 hours and 16 minutes. Therefore the mean number of hours worked in a day can be extrapolated to be about 13 hours and 75 minutes. This is five hours above the recommendation in the Employment Act (2007) of an eight-hour working day for all employees.

The FGD participants narrated their experiences with long working hours:

*...for those who are day scholars you get to work very early in the morning and then leave very late. Korogocho, monthly WDW*

Although the key informant from KUDHEIHA said that domestic workers are supposed to work for eight hours, the rest of the key informants reported that the guidelines that stipulate the number of hours they are supposed to work are not clear. This shows that these respondents were ignorant of the Employment Act (2007) that stipulates an eight-hour work day for all employees.

When asked about the number of hours off they get every week, overall, 37% of the respondents get 0-4 hours off every week, 34% get 5-8 hours off and 27% get more than 8 hours off. Boarders (42%) were more likely to get a weekly off of 5-8 hours while casuals (46%) were more likely to get an off of 0-4 hours a week.

Day workers get between 0-4 hours (37%) and 5-8 hours (35%) a week. Hence, most of the WDWs interviewed do not get a 48-hour weekly off as recommended in the Employment Act (2007).

When asked about the number of annual leave days they get in a year, overall, 77% reported that they get 0-4 days annual leave every year. Day (80%) and casual (90%) workers were more likely to get 0-4 days annual leave. About 22% get more than 4 days annual leave, with boarders (37%) being more likely to get more than 4 days of annual leave. Reports from the FGDs indicate that day and casual workers are more likely to have very fewer annual leave days because the casual nature of their work does not allow them to have a break. All the key informants concurred that very few employers give DWs the mandatory 21-days annual leave as stipulated in the Employment Act (2007). The Table below shows this distribution by settlement area and type of domestic workers.

**Table 10: Distribution of hours worked, days off and annual leave by settlement area**

Characteristics (%)		Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>		<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
Number of hours get off per week	0-4 hours	37%	42%	43%	45%	25%	34%
	5-7 hours	34%	37%	28%	35%	40%	35%
	>8 hours	27%	22%	29%	19%	36%	32%
Mean number of <u>hours get off</u> per week		9	8	9	8	9	9
Number of days get off per year	0-4 days	77%	80%	80%	71%	80%	79%
	More than 4 days	22%	23%	20%	29%	21%	22%
Mean number of <u>days get leave</u> per year		7	6	7	10	8	6

### 3.5.3 Work-Related Violations Faced by Domestic Workers

About 30% of the respondents said that they had ever been fired without notice. Given that they had worked for longer, the women aged over 41 years (43%) were more likely to report this. Among these, 56% were not sure of the reason for this arbitrary firing. About 12% said it was because of reporting late to work, while 11% said it was because they made repeated mistakes at the household. The Table below shows this distribution by settlement area.

**Table 11: Work-related violations faced by women domestic workers by settlement areas**

Characteristics (%)		Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>		<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% ever been fired without notice		30%	31%	32%	21%	38%	27%
Top three reasons for being fired without notice	Not sure of reason	56%	59%	51%	69%	49%	60%
	Came late to work	12%	11%	13%	6%	13%	13%
	Made repeated mistakes at household	11%	8%	15%	13%	13%	5%
% ever been shouted at or denied certain foods while at work		44%	44%	47%	58%	45%	35%

In particular, women domestic workers face challenges when they fall sick. Only 15% of all respondents said that their employers pay for their treatment when they are sick. The younger women aged 15-20 years (31%) and boarders (32%) were more likely to have their treatment paid by their employers when they are sick. The day (9%) and casual workers (6%) were the least likely to mention this. The quote below narrates this experience:

*There's a time I was sick and he told me that he's taking me to hospital. Then he took me to a private hospital. When I got to the hospital, I didn't know that I was paying for myself. I got treated but it was expensive. At the end of the month I was asked to pay. He told me that he deducted my hospital bill. Kibera, casual WDW*

Also worrying is that only 55% said that they get sick off when they are sick so as to recuperate. This means that 45% of them have to work even when they are unwell. Respondents from Kawangware (64%) and those aged 15-20 years (69%) were more likely to get a sick off when they are sick, compared to those from Mathare (44%). The quote below gives an example of the challenges faced.

*Mine when I tell her I am sick she gets me medicine, mainly painkillers and you know those won't help so you will wait for your off day to go to hospital on your own account. Kawangware, monthly DW*

Only 17% of the respondents said that they have ever undergone an HIV test as a requirement for employment, with a fifth (21%) of the boarders reporting this. The Employment Act (2007) stipulates that HIV testing is not a prerequisite for getting employment.

Despite these work-related violations that WDWs face, only 21% know of a place they can report when they feel they have been terminated unfairly (for no reason or without notice). Respondents from Kawangware (26%) were more likely to know of such a place while those from Mukuru (17%) were the least likely to know of a place they can report to.

### 3.5.4 Human Rights Violations Faced by Domestic Workers

Nearly half (44%) of the WDWs reported that they had ever been shouted at or denied certain foods while at work. The older respondents over 41 years (60%) and those from Korogocho (58%) were more likely to report these human rights violations. The quotes below describe these experiences.

*Other times you cook good food for them, but they give you Ugali made from sifted maize flour with strong tea; and they tell you that this is what I give my housemaids. Mukuru, casual WDW*

*I sit down and wonder how lowly does she think of me, does she think she was born differently from me, why is she so inhumane towards me? Sometimes when I think of how she treats me I shed tears. Kawangware, monthly WDW*

Participants of the FGD sessions narrated how they are required to wash underwear, discriminated against, not talked to and generally mistreated, aptly highlighted in this quote:

*Sometimes when they give you innerwear to wash and you start not to get along well. They eat first and give you the leftovers. They can't allow you to eat with them, can't sit with them. They don't even give you time to express yourself. People discuss issues even with their employer and they talk about what you like and don't like. So you don't understand each other. Mukuru, casual WDW*

It is worth noting that the WDWs also face harassment from security personnel, who give false information to their employers, which jeopardizes their jobs.

*You can find that the security officer loves you while you are not interested in him, so he may be giving false information about you [to the employer] - saying that you leave the baby to cry or you bring in visitors. Kawangware, monthly WDW*

All the key informants concurred with these challenges faced by women domestic workers. They opined that domestic workers are overworked, underpaid, not paid at all, not paid in time, denied comfortable sleeping quarters, falsely accused, denied privileges and visiting rights with their families, and employers renege on their promises. Despite all these violations and challenges, many WDWs fear reporting these issues due to fear of repercussions from their employers.

*...most of them are overworked, others have reported to us that they are being forced to wash dead bodies. Others are being denied their pay, you work for someone and then at the end of the day when you are terminated, you are not being paid. Some of them ... are falsely accused of stealing from their employers. KII, women organization*

### 3.5.5 Sexual and Physical Violations

All the respondents were asked whether they had ever been sexually or physically violated while at work. Just about a tenth (9%) of them reported on the affirmative. These proportions were similar across all the settlements apart from Mukuru that reported lower rates of 6%. Among these who were violated (n=52), 62% reported that they had been violated by a male employer. The quote describes a sexual violation incident:

*..when you get there, you find a man who gives you clothes to wash. He is in the house. Instead of him paying you after washing, he wants you to do other immoral things. You get out of there without being paid your wages. We do take risks in those jobs. Kawangware casual WDW*

The women employers physically assault women domestic workers:

*...when for example the employer comes to the house, checks for dust with her finger then asks you 'what is this?' sometimes they even slap you and me, being very respected by my children I don't understand why you would hit me. Kawangware, monthly WDW*

Only 25% of those who were violated reported this violation. The few that reported (n=13) did so at a police station or to relatives/friends. Out of these, only 3 said they were satisfied with the course of action taken after making the reports. The FGD reports indicate that WDWs face numerous challenges in trying to access recourse from the local administration, saying that they may be friends to their employers and so would turn the situation against them:

*We fear to go and report to the village elders because they might be friends with your employer. If you go and tell him, he also goes to the chief's place and says that you've stolen from him so that he can counteract your action. So we fear going to report. Mukuru, casual WDW*

Among those who had never been violated (n=543), they were asked the action they would take if they were ever violated. Overall, 71% said they would report at a police station, with 11% saying they would report at a health facility. The variances in the responses across the different categories were minimal.

### 3.6 Community Perception towards Domestic Work

During the FGD sessions, the women domestic workers narrated how they are stigmatized and disrespected by members of the community. In fact, some said that their family members don't know that they are DWs. For the day and casual workers, their neighbors don't know the kind of work they do. This is because of the stigma attached to this work where they are regarded as the lowest members of the community because they "wash other people's underwear and scrub pans" - and so they are embarrassed of the work they do.

*It's embarrassing. It's not the kind of work that you can stand and tell people that this is what you do, it's only that the next option is to go sell yourself. So you'd rather do this type of job to feed the kids, despite of it being embarrassing. Mukuru, casual WDW*

It is disheartening to note that this stigma is also shown to their own children, who are discriminated against and disrespected because of the nature of their mothers' work.

On the part of employers of domestic workers, they concurred that most domestic workers are mistreated and abused by their employers.

*What I have heard, some are mistreated in the homes where they work, and some are paid very badly, some are not even fed, wake up at odd hours. Like now I was being told the one who wakes up at 4 am. Where is she going at 4 am? Female employer*

The key informants also agreed with this, saying that WDWs are not well regarded in the community. Their job is considered demeaning. Because of their low education levels and general lack of awareness, many people take advantage of them. The WDWs also have low self-esteem and they are not aware of their rights.

*...the key thing in my opinion that affects them mostly with regards to domestic workers in Nairobi is on the issue that most of them are very, very uninformed, they are not aware. KII, women's organization*

### 3.7 Challenges Employers Face with Domestic Workers

In-depth discussions with employers revealed that they too face a number of challenges with the women domestic workers they employ. They attributed most of these challenges to their low education levels and training, lack of exposure and poor communication skills, which makes them unable to articulate the issues they may be facing.

The main challenges mentioned by employers were domestic workers terminating employment without notice and limited capacity and skills to handle their duties as required. Skills in first aid were mentioned many times as a mandatory skill that they should have, especially when taking care of young children.

*I think my biggest challenge is maybe the academic level because that makes us not understand each other. Because if they were just a little bit enlightened we would be able to just understand each other well... Even how they express themselves when they have a problem, they could express themselves better so that I could be able to help them. But many times what I hear is that*

*they wake up and go. I mean can't you tell your employer "I am fed up I want to go?" KII, Female employer*

Other challenges mentioned were mistreating children, poor etiquette and dress code, stealing, bringing strangers to the house and having relationships with family members (especially husbands), which threatens the family unit.

### 3.8 Awareness of Labour Guidelines and Unions

About a quarter (26%) of the respondents were aware of government guidelines that stipulate the number of days they are supposed to work in a week. Older respondents aged over 41 years (36%) and those from Kibera (31%) were more likely to be aware of these guidelines. Overall, about a third (30%) of the respondents were aware of government guidelines that stipulate the minimum wage for domestic workers. The Table below shows this distribution by settlement areas.

**Table 12: Awareness of labour guidelines and unions by settlement area**

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% aware of unions that advocate for the work rights of women domestic workers	10%	7%	13%	8%	12%	9%
% are you aware of government guidelines that stipulate the number of days to work in a week	26%	22%	31%	29%	25%	25%
% aware of government guidelines that stipulate the minimum wage for domestic workers	30%	31%	30%	36%	26%	27%
% know a place can report if terminated unfairly	21%	26%	22%	21%	21%	17%

Only a tenth of all respondents were aware of a group/union that advocates for the work rights of women domestic workers in their community. Respondents from Kibera (13%) were the most aware of such groups while those from Kawangware (7%) were the least aware of such groups. Among these women aware of such groups (n=59), only 14% of them were members of these groups.

The key informants confirmed this lack of awareness about the domestic workers' union (KUDHEIHA). Although most of them knew that KUDHEIHA is the union that advocates for the rights of DWs, they said that it has not done enough to create awareness about its mandate to the target groups. This is made worse by the fact that DWs operate in situations where they are generally not exposed to information, as seen in these quotes.

*I think in terms of them [KUDHEIHA] coming out for more people to know about them because I think either they don't [create awareness] or they lack capacity in terms of being able to create awareness for this people [domestic workers] to be able to know they can be members of such unions. KII, Project Partner*

*They don't know about KUDHEIHA ... I think the reason that most of them don't know about KUDHEIHA, it's because they are not exposed to the environment of knowing these institutions.*  
KII, Project Partner

Most (91%) of the WDWs across all the categories expressed an interest in joining a group/organization that advocates for their rights. Almost all (97%) respondents in Korogocho expressed this need. The main barriers to joining such groups mentioned during the FGDs would be high membership fees and stringent rules and regulations that are not clear. To facilitate their joining, WDWs said that the membership fees to such unions should be minimal, and their rules and regulations should be clarified.

### 3.9 Awareness and Use of Social Protection Schemes

Almost all (98%) of the WDWs were aware of the National Social Security Fund (NSSF). However, only 5% make contributions to NSSF. Those over 41 years (7%) and from Mukuru (9%) were slightly more likely to be members of NSSF.

Almost all (98%) of the WDWs were aware of the National Health Insurance Fund (NHIF). However, only 4% of the respondents contribute to NHIF themselves and 10% contribute through their partners (total 14% on NHIF). Among these (n=81), 23% have ever made use of it during a hospital visit, mainly for payment of inpatient bed charges. The Table below shows the percent distribution of awareness and use of these schemes by settlement area.

**Table 13: Distribution of NSSF and NHIF membership by settlement area**

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% contributing members of NSSF/Mbao Pension Fund	5%	4%	3%	3%	3%	9%
% contributing members of NHIF	14%	13%	17%	12%	6%	17%

On probing about the facilitators for joining of these schemes, FGD participants said it was past employers who had facilitated them to join these schemes as they had made it a mandatory requirement during employment.

Others said they were facilitated by community education sessions that showed them the application procedures. One respondent was prompted to join NHIF after she got hospitalized and learned of its importance:

*There is a time I was admitted and the doctor told me if I had NHIF things would have been easy. I had a caesarian section and that is when I realized how important it is to have NHIF. On leaving the hospital I got it. Kawangware, monthly WDW*

The noted barriers to being members of these schemes include difficult processes for making the monthly payments, little confidence in NSSF after witnessing a parent's struggle to get their

retirement package, and insufficient wages to manage the monthly payments, as seen in this quote:

*I used to have NHIF, but I got to a point that I couldn't afford because I didn't have money. My salary wasn't enough and I didn't have any means of paying it. So I had to suspend it for a while, because my salary was little. Mukuru, casual WDW*

The key informant from NHIF confirmed that enrollment of WDWs in the scheme is still very low, at less than 1%. They said that they are still carrying out sensitization and awareness creation to WDWs to increase enrollment. They reported a number of challenges in enrolling members to this scheme including low awareness on its importance, temporary nature of domestic work and the logistics around payment of the monthly premiums. They also said that because of the low wages that WDWs get, some find it difficult to make the contributions.

### 3.10 Financial Awareness and Behavior

#### 3.10.1 Alternative Sources of Income

In order to understand the financial well-being of the women domestic workers, all of them were asked whether they had an alternative sources of income. Overall, about a tenth (12%) of the respondents had alternative sources of income, with day (16%) and casual workers (16%) slightly more likely to have an alternative source of income. This may be the case because compared to the boarders, the day and casual workers have more flexibility to engage in alternative income generation.

Respondents from Kibera (16%) were more likely to have an alternative source of income, while those from Korogocho (9%) were the least likely. Among these (n=74), 72% are engaged in small-scale trade. Respondents from Mukuru (89%) were more likely to say this compared to those from Kawangware (62%). Selling of fruits and vegetables was the most common small-scale trade they were involved in (43%). The mean amount of money made from these alternative sources every month was Ksh 3,821 (USD 38.21). The Table below shows this distribution by the settlement areas.



**Table 14: Distribution of financial behavior and alternative sources of income by settlement area**

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% get wage in cash	98%	99%	99%	95%	100%	96%
% have bank account	21%	23%	27%	9%	13%	25%
% have alternative source of income	12%	11%	16%	9%	11%	13%
<b>Alternative source of income (among those with one, n=72)</b>						
% engage in small scale trade	72%	62%	63%	71%	73%	89%
<b>Types of small scale trade engaged in (n=46)</b>						
% Sell vegetables and fruits	43%	57%	58%	40%	13%	43%
% Sell groceries (milk, sugar etc.)	11%	14%	8%	40%	0%	7%
% Sell new/second hand clothes	15%	0%	0%	20%	38%	21%
% Sell cooked food	15%	29%	8%	0%	25%	14%
% sell other items	14%	0%	25%	0%	26%	14%
Mean amount of money made from alternative sources (per month, Ksh)	3,831	5,577	3,667	2,929	3,445	3,400

In addition, 60% of all respondents offer monthly financial assistance to their relatives. Respondents from Kawangware (74%) were more likely to offer this assistance as compared to those from Korogocho (38%). The mean amount of money given to relatives ranged from Ksh 1,000 - 2,000 (USD 10 - 20). Almost all (98%) of the respondents across all the settlements said that they are the ones who decide how to use their money.

### **3.10.1.1 Challenges to having an Alternative Source of Income**

Most (93%) of those who don't have alternative sources of income (n=520) said that they would be interested in having another source of income. These proportions were consistent across all the five settlements. When asked what was preventing them from starting an alternative source of income, 75% cited lack of capital. Those from Korogocho (84%) were more likely to cite lack of capital as a hindrance to initiating an alternative source of income, compared to those from Mukuru (65%). Also, about a tenth of the respondents (13%) cited lack of time as a hindrance, especially the boarders (20%) –which makes sense, given that they hardly have any free time from the homes where they work.

Only 13% of day workers and 5% of casual workers reported lack of time as a hindrance for not having an alternative source of income. These respondents who did not currently have an alternative source of income said they would be willing to have businesses in selling of clothing (36%), fruits and vegetables (24%) or general groceries (11%).

### 3.10.2 Savings Behavior

Almost all (98%) the women domestic workers interviewed said that they get their wages in cash. About a fifth (21%) of the respondents said they have a bank account. Respondents from Kibera (27%) were more likely to have a bank account compared to those from Korogocho (9%). Therefore this target group has not taken up formal banking products.

Just over a third (37%) of the respondents said that they save some money from their current earnings. Respondents from Kibera (43%) were more likely to report some savings, compared to those from Korogocho (25%). The mean amount saved (in general) was Ksh 1,313 (USD 13.13) while the mode was Ksh 500 (USD 5). The highest savings were noted in Mukuru at Ksh 1,686 (USD 16.86) (mean) while the lowest were noted in Korogocho at Ksh 787 (USD 7.87) (mean).

Mobile banking (systems such as M-Shwari™) is the most popular mode of saving with 44% saying that they save using this tool, especially the younger ones aged 15-20 years (56%). Given that most WDWs have mobile phones and this mode of saving is already being used by almost half of them, the Wezesha Jamii project should reinforce and encourage more WDWs to adopt this mode of saving.

About 31% of the WDWs save through women (*chama*) groups/friends; especially the older ones aged over 41 years (45%). The FGD sessions mentioned the importance of *chamas* in helping them save:

*Other times you might get into a group and save, because if you save on your own you'll find that you're tempted. So getting into a group you also get to save in a different way. Mukuru, casual WDW*

Nearly half (47%) of them reported that they belong to women (*chama*) groups where they meet and make regular monetary contributions. Respondents from Kibera (55%), and the day (50%) and casual workers (51%) were more likely to be members of *chama* groups (most likely because they have more flexible time to attend the meetings). The project should also reinforce and encourage the WDWs to be members of these women groups. In addition to being useful social support structures, they help them to save. However, some challenges were noted with *chamas*, including lack of time to attend group meetings and lack of money to make the regular contributions.

*I used to save but I stopped, because my income was small ... At the end of the month the debts owed were in large sums...so I stopped. Then because of the nature of our work you find that when they meet you're not available and then they tell you to take full fine. Come the end of the year, all your money is deducted because you were on full fine and then they share the money. So there's no work that you've done [in being in the group]. Kibera, casual WDW*

The mode amount contributed to these women groups as savings is Ksh 500 (USD 5). Overall, a third (33%) of them make their contributions weekly, 44% make them monthly and 20% make them contributions daily. The Table below shows the distribution of this saving behavior by the settlement areas.

**Table 15: Distribution of saving behavior by settlement areas**

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% save any money from current earning	37%	37%	43%	25%	30%	41%
Mean amount saved (Ksh)	1,313	1,280	1,298	787	979	1,686
<b>% places save (multiple response, % more than 100)</b>						
Commercial bank	18%	16%	29%	0%	6%	20%
Chama group/with friends	31%	26%	32%	22%	55%	25%
Mobile money	44%	40%	39%	67%	32%	52%
Other places save	14%	21%	13%	11%	9%	15%
% are members of women group where they meet and make regular monetary contributions	47%	47%	55%	41%	48%	41%
<b>Frequency of making contributions at women group meetings</b>						
Daily	20%	9%	23%	58%	18%	8%
Weekly	44%	54%	48%	26%	38%	43%
Fortnightly (every two weeks)	3%	2%	1%	0%	8%	5%
Monthly	33%	36%	29%	16%	36%	44%

### 3.10.3 Loan Taking Behavior

Most of the respondents seem risk-averse to taking loans because only 9% said that they had ever taken a loan, with respondents aged over 41 years (16%) and those from Kibera (16%) more likely to have ever taken a loan.

Among those who had ever taken loan (n=52), overall half of them accessed them through their *chama* groups. However, respondents of Mathare were more likely to have accessed their loans through micro-finance (Half of Mathare respondents accessed their loans through microfinance compared to 12% of respondents overall). The most frequently mentioned borrowed loan amount was Ksh 10,000 (USD 100).

More than half (58%) of the loans taken were taken more than 6 months ago. The reasons for taking the loans were to pay tuition fees for others (not themselves) (37%), mostly mentioned by respondents aged 15-20 years. Others were to start a business/investment (21%), to buy

property (12%), and to buy basic needs (12%). Yet others took loans to buy an asset (6%), to move to a new house (4%) and to deposit the money to a bank account (4%). The latter reason justifies the need for financial education for this group. Topics should include importance of having a bank account, how to save (e.g. via mobile money or women groups), how to take a loan and the purpose for loans.

When asked how easy it is to take a loan if they needed to, 60% of the respondents conceded that they did not know, 29% said it was not easy while only 11% said that it was easy. Respondents from Korogocho (70%) were more likely to say they did not know the process of taking a loan. The Table below shows the detailed distribution of these characteristics by settlement areas.

**Table 16: Loan taking behavior by settlement areas**

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
% ever taken a loan	9%	10%	16%	4%	6%	5%
<b>Source of loan (among took loans, n=52)</b>						
Microfinance bank	12%	8%	9%	0%	50%	0%
SACCO	12%	0%	13%	0%	17%	25%
Chama group/with friends	50%	50%	52%	67%	17%	63%
Mobile money	10%	25%	9%	0%	0%	0%
Other sources	18%	16%	17%	33%	17%	13%
<b>Amount of loan amount taken</b>						
Mean (Ksh)	51,650	9,008	16,139	4,667	343,333	16,563
% took loan more than 6 months ago	58%	42%	52%	67%	67%	88%
<b>Purpose of loan</b>						
Start a business/investment	21%	17%	26%	33%	33%	0%
Education of others	37%	42%	43%	33%	33%	13%
Buy property (house, land)	12%	0%	9%	0%	0%	50%
Buy basic needs	12%	33%	4%	33%	0%	0%
Others	20%	8%	17%	0%	34%	39%
Mean number of times ever took loan since starting to work	3	4	2	2	1	4

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>How easy is it to get a loan if you need one? (n=594)</b>						
Easy	11%	14%	14%	8%	10%	7%
Not easy	29%	27%	34%	22%	37%	25%
Don't know	60%	59%	53%	70%	54%	67%

### 3.11 Knowledge and Use of Health Services

The data indicate that 61% of the respondents go to a public health facility when they are unwell, 24% choose to buy drugs from a chemist, while 14% go to a private facility. Respondents from Kibera (70%) were most likely to seek care at a public facility while those of Kawangware (49%) were the least likely. Compared to the rest, those from Kawangware have a slightly higher number (18%) who seek care at private clinics when unwell. A significant number of WDWs seem to self-medicate. They need to be encouraged to seek medical attention when they are sick.

A third (33%) of the respondents have ever sought a medical checkup when they were not feeling unwell. The older respondents aged over 41 years (46%) were the most likely to have done so.

It is encouraging to note that 66% of the respondents who did not intend to have a baby in the next two years (n=436) were using contraceptives. Use of contraception was highest among respondents aged 31-40 years (76%), among those with a baby (70%) and those from Kawangware (70%). This may be attributed to maturity, wanting to space births and the fact that women from Kawangware seem to be generally empowered in all areas. This behavior needs to be reinforced and encouraged.

Overall, the contraception methods likely to be used were the injectable (38%), implants (22%), oral contraceptive pills (14%) and condoms (9%). The Table below shows the details of these characteristics by settlement area.

Table 17: Knowledge and use of health services

Characteristics (%)	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>594</b>	<b>118</b>	<b>146</b>	<b>76</b>	<b>104</b>	<b>150</b>
<b>Action taken when sick</b>						
Buy drugs from chemist	24%	28%	18%	22%	22%	27%
Visit public hospital	61%	49%	70%	68%	64%	54%
Visit private hospital	14%	18%	11%	8%	12%	17%
Others	2%	6%	1%	1%	2%	3%
% ever attended medical checkup when not sick	33%	31%	35%	39%	30%	31%
% Currently using a method (among those not intending to have a baby in next two years, n=436)	66%	70%	67%	63%	67%	63%
<b>Methods of contraception used (among those using a method, n=287)</b>						
Male condoms	9%	11%	11%	5%	10%	9%
Oral contraceptive pills	14%	16%	11%	18%	10%	17%
Injectable contraceptives	38%	33%	38%	53%	42%	32%
Intra-uterine contraceptive device (Coil)	5%	4%	11%	3%	0%	4%
Contraceptive implants	22%	28%	21%	15%	25%	22%
Others (Tubal ligation, natural methods, emergency pills)	11%	9%	8%	8%	13%	16%

### 3.12 Health Risk-Taking Behavior

All respondents were asked whether in the course of their duties they had ever had sex in exchange for money, goods or a job contract. The data indicate that 31 (5%) of them have ever done so, including 17 WDWs aged 21-30 years, 11 WDWs from Mukuru, 12 day workers and 10 casuals. WDWs need to be educated on the dangers of engaging in transactional sex. When not avoidable, they need to be made aware of how to protect themselves, by always using a condom.

A majority (85%) of all respondents had ever gone for an HIV test. Respondents from Mathare (93%) and those who were married (90%) were most likely to have gone for an HIV test. Overall, most (77%) of the respondents who had ever tested (n=503) had done so in the last 6 months. This behavior needs to be reinforced and encouraged.

Only 38 respondents (6%) conceded that they take alcohol. Among these, they take alcohol on average two times a week. An average of five glasses is taken at a sitting, with respondents from Korogocho taking an average of 8 glasses at a sitting. Seven respondents conceded that they take recreational drugs, taken on average 4 times a week. As alcohol and drug intake is on the increase in Kenya, these women need to be educated on the dangers of engaging in this behavior, and especially on the dangers of getting addicted.

### 3.13 Media Consumption Patterns

A quarter (25%) of the respondents said they listen to radio or watch TV during their relaxation time, especially among the younger ones aged 15-20 years (33%). About 31% said they go to church/park/other social venue while 17% socialize through meeting friends/relatives.

#### 3.13.1 Radio Listenership

Majority (86%) of the respondents do listen to radio. Among these (n=508), the most favorite radio stations listened to are Radio Jambo (37%) and Radio Citizen (20%). Others are Radio Ramogi (9%) and Radio Maisha (4%). Radio Jambo and Citizen would be the best radio stations to place communication targeting this group. The Table below shows the radio listenership by settlement area.

**Table 18: Radio listenership by settlement area**

% Radio stations listened to	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
<b>Total</b>	<b>508</b>	<b>111</b>	<b>126</b>	<b>62</b>	<b>84</b>	<b>125</b>
Citizen Radio	20%	15%	22%	18%	21%	23%
Jambo FM	37%	42%	31%	44%	30%	40%
Radio Maisha	4%	6%	4%	3%	1%	4%
Ramogi FM	9%	1%	13%	18%	17%	4%
Others	30%	35%	30%	18%	31%	29%

The WDWs listen to the radio at varying times, with 40% of them listening between 7.00 p.m. and 9.00 p.m., and 38% listening to radio between 5.00 a.m. and 9.00 a.m. These morning and evening hours would be the ideal times for placing the radio communication.

#### 3.13.2 Television Viewership

About 70% of all respondents reported that they watch television. Among these (n=413), Citizen TV was the most favorite TV station for many (70%) of the respondents, across the five settlements. This is followed by KTN (9%) and NTV (6%). Citizen TV is the clear winner among women domestic workers and would be the ideal TV station to use for placing any TV

communication targeting WDWs. The Table below shows the television viewership by settlement area.

**Table 19: TV Viewership by settlement area**

% TV stations watched	Total	Kawangware	Kibera	Korogocho	Mathare	Mukuru
Total	413	94	112	34	73	100
CITIZEN	70%	64%	70%	79%	75%	68%
NTV	6%	4%	9%	9%	0%	6%
KTN	9%	10%	6%	6%	8%	15%
Q TV	5%	6%	4%	3%	5%	4%
KBC	2%	2%	4%	3%	0%	0%
K24	3%	2%	3%	0%	4%	5%
Others	6%	12%	5%	0%	7%	2%

About 56% of the WDWs watch TV between 7.00 p.m. and 9.00 p.m. Again, this would be the ideal time to place TV communication materials targeting this group.

### 3.13.3 Reading and Presence in Social Media

Only about a quarter (24%) of the WDWs said that they ever read any written materials such as newspapers, novels or magazines. However, respondents from Kawangware (30%) and the younger women aged 15-20 years were more likely (41%) to have ever read such material.

Only about a tenth (12%) of the respondents were on social media such as Facebook, WhatsApp and Twitter. Again, young respondents aged 15-20 years were more likely (24%) to be on social media. Overall, social media is mainly used to connect with family and friends (77%) and learn what is happening (22%).

For the young respondents aged 15-20 years, social media is used to both connect with family and friends (58%) and to learn what is happening (42%). Less than 10% of all respondents across the different categories had an email address.

This indicates that it might be ideal to use reading materials and social media to reach the younger WDWs with project materials, but not the older ones.

## 3.14 Involvement in Community Activities and the County Budgeting Process

During the FGD sessions, the participants reported that their families do consult them when making important decisions in the family. Some of the WDWs said that they do participate in community initiatives such as street cleanups and volunteering at the local health facilities.



Others participate in church activities and make monetary and/or in-kind contributions to help the needy in their communities, while others are in counseling groups that help pregnant teenage girls. Those who are members of *chamas* also help each other whenever a need arises, e.g. paying of a hospital bill.

When asked whether they would be interested in being trained to participate in the planning and budget making process of Nairobi County, many of the FGD respondents said they had never heard of such a process and they were not aware that they could be part of it. Regardless of this, they displayed a lot of interest in participating in this process especially if their participation would help to curb the rising cost of basic commodities.

However, they displayed lack of confidence in participating in this process and skepticism on whether their views would be considered. They also wondered whether their role in the process was out of genuine concern for their welfare or whether it was meant to make the organizers look inclusive, as seen in this quote:

*If I can be involved and it makes an impact then it would be fine, but we should not be involved for show - just to show people that an ordinary person has been involved. You can say to them that the price of flour is high, but it won't make an impact. Mukuru, casual WDW*

Others were skeptical about the being involved in a process where, due to corruption, funds would be misappropriated:

*Because even when the budget is done the money is not spent well. Some people squander the money. Corruption has become too much. Even if we're involved, there's nothing we can do. They're more powerful than us. Where will I take them? Kibera, casual WDW*

### **3.15 Societal Support Structures to Mitigate Issues Faced by Domestic Workers**

While commenting on the policy framework around employment of domestic workers, most of the key informants said that the employment framework for domestic workers is addressed under the current Labour Laws, i.e. Employment Act Cap. 226 (adapted from the International Labour Organization [ILO]). However, the project partners reported that the ILO Domestic Workers Convention No. 189, the law that addresses the specific issues of domestic workers, is yet to be ratified into law.

In terms of current societal support structures, the key informant KUDHEIHA said that the role of the Union is to advocate for the rights of DWs and to act as a bridge to bring the DWs and employers together, so as to foster mutual understanding. The respondent from the Employment Agency said that they train both the DWs and the employers on their rights. The specific rights issues they handle focus on number of days off, leave days, and the need for proper medical attention for DWs.

However, many of the key informants seemed to concur that the current societal structures for domestic workers were lacking in many ways. Most said that the Union has not done enough to

create awareness among the DWs and employers on its mandate and requirements for membership.

The employer to a WDW who was interviewed was not even aware of the existence of this Union and said that the only societal support structure that WDWs had were their fellow peers.

*...I think the only social structures they have is fellow house girls where they meet and maybe exchange their problems amongst themselves...Employer, female*

Key informants gave the following recommendations for mitigating some of the issues faced by domestic workers.

Recommendations by key informants to mitigate the issues faced by women domestic workers	Responsible organization for forming linkages
<ul style="list-style-type: none"> <li>Work on a legal framework to enforce the current employment policies relating to issues of domestic workers, e.g. minimum wage.</li> <li>Work to regulate the domestic work sector and have a code of conduct.</li> <li>To protect both the WDW and the employers, they should have legally binding contracts before engagement.</li> <li>Ministry of Labour, Social Security and Services can have a hotline where WDWs can report when they are violated.</li> </ul>	Ministry of Labour, Social Security and Services
<ul style="list-style-type: none"> <li>KUDHEIHA should be more progressive in implementing its mandate, by creating extensive awareness on the rights of WDWs and educating members on the requirements for registration. The Union should play its rightful place as a bridge between WDWs and employers and it should work closely with employment agencies ("bureau").</li> </ul>	KUDHEIHA
<ul style="list-style-type: none"> <li>Employers should be trained on the labour rights of domestic workers.</li> <li>Employers and the community at large should be encouraged to treat WDWs with respect and be empathetic towards the needs of WDWs.</li> </ul>	Federation of Kenyan Employers
<ul style="list-style-type: none"> <li>The police, local administration (chiefs) and health providers should be empowered to support WDWs when they report any violations to them.</li> <li>Counseling centers should be put in place to deal with the psychological wounds for WDWs who have been violated (e.g. in churches).</li> </ul>	Kenya Police  Local Administration (chiefs)  Health Facilities - Ministry of Health  Churches
<ul style="list-style-type: none"> <li>The Government and other legal organizations should offer WDWs free legal services to manage their cases when they have been violated.</li> </ul>	Attorney General's office  Kituo Cha Sheria  Federation of Women Lawyers on Kenya (FIDA)
<ul style="list-style-type: none"> <li>To ensure social protection, there is need to encourage domestic workers to join NSSF, NHIF and Savings and Co-operatives Unions (SACCOs).</li> </ul>	NSSF  NHIF  SACCOs

## 4. Conclusions

Most of the women domestic workers in the five urban settlements enumerated were young, with 61% of them being below 30 years. Analysis of the three types of domestic workers indicate that the younger women (15-20 years) were more likely to be boarders, the married ones with children were more likely to be day workers and the older ones (over 41 years) were more likely to be casual workers. This means that as the women grow older they prefer to move out of their employers houses to get married (hence becoming day workers), and as they get older they prefer to diversify their employment by engaging in other activities (hence becoming casual workers).

Analysis of the data further indicate that the women domestic workers from Kawangware, and to some extent those from Kibera had better indicators than their counterparts from Korogocho and Mathare. For example, WDWs from Korogocho and Mathare were less likely to have attained any technical skills after formal education, they were more likely to earn the least, not to have a bank account and not to have an alternative source of income. These differences can be attributed to the neighbourhoods they serve. Domestic workers from Kawangware serve the more affluent neighbourhoods of Lavington, Kilimani and Kileleshwa. Those from Kibera serve the middle to high income neighbourhoods of Ngummo, Golf Course, Kilimani and Ngong Road. On the other hand, those from Korogocho and Mathare serve less affluent neighbourhoods of Kariobangi South, Dandora and Mathare North.

Among the three types of workers, the casual workers were found to be the most vulnerable, followed by the day workers. For example, they were the least likely to have a day off, annual leave, or to have their treatment paid by their employers. Compared to the boarders, these two types of domestic workers have additional expenses such as rent, transport and food (which the boarders do not incur). Also, the casual workers sometimes go for days without work. These groups will need special attention during implementation of the project.

The specific conclusions were as follows:

**Current income levels of domestic workers:** The results indicate that women domestic workers in the five urban settlements are financially vulnerable. They earn a mean monthly wage of Ksh 4867 (USD 48.67). This wage is below the July 2015 Ministry of Labour, Social Security and Services regulations that set the minimum wage for domestic workers at Ksh 10,954 (USD 109.54). Less than 10% own assets - such as farming, sewing or hairdressing equipment - that would aid them in generating an alternative income. Only 12% have alternative sources of income and 11% are offered additional support by their employers. It is not surprising therefore that most (87%) of them are not satisfied with their current wage. In addition, reports from the focus group discussions indicate that some employers pay them in installments, while other renege on the amount they had agreed upon (especially for the casual workers).

**Education levels, technical skills and capacity gaps in performing their duties:** Most (66%) women domestic workers are primary school leavers. Only a quarter had attained any post-formal education training. Only four out of ten had a certificate they can present when seeking formal employment. Very few (5%) of them were trained in domestic work, which was mainly on-the-job

training. Despite this, many (79%) feel equipped to manage their duties and feel no need for training in domestic work.

However, employers would want them trained on domestic work, especially in First-Aid. Two-thirds have future plans to pursue further education and so they welcomed the idea of being trained by this project. Also, about half (54%) of the WDWs would want to be self-employed in future and so would need to be trained on business management skills.

**Financial behavior:** All women domestic workers get paid in cash. Only a quarter of them had a bank account. About a tenth (12%) had an alternative source of income, mainly in small-scale trade selling green groceries. Many (93%) were interested in starting an alternative source of income but cited lack of capital (72%) as the hindrance. A third of them save some money every month, mainly through mobile banking service such as M-Shwari<sup>TM</sup>. The mean amount saved was Ksh 1,300 (USD 13) per month. Half of them were in *chama* groups where they make regular contributions. Very few had ever taken a loan (less than a tenth). Six in ten did not know where/how they can get a loan. Loans were mostly taken through *chama* groups. The most likely borrowed amount was Ksh 10,000 (USD 100).

**Awareness of labour and human rights guidelines:** The data indicate that awareness of these guidelines was low. Only a quarter of the WDWs knew of guidelines that stipulate the number of days they are supposed to work per week, and three in ten were aware of the guidelines that stipulate their minimum wage. Only one in ten domestic workers had a job contract. Reports at the focus group discussions indicate that some employers renege on the agreed terms and the domestic workers lack an avenue for recourse. Only one in five WDWs knew of a place they could report when they have been mistreated. Even the few WDWs who do report these cases to the police or the chiefs are scared of the repercussions from the employer, and were worried that they may not be believed.

**Awareness of the Union representing domestic worker:** Only one in ten WDWs were aware of KUDHEIHA, the domestic workers union that advocates for their rights. KUDHEIHA is mainly known by the key informants. Although the respondent from the Union and project partners said that the Union has done a lot in advocating for the rights of domestic workers, most of the other stakeholders said that the Union needs to create more awareness among domestic workers, especially because they work under situations where they are generally not exposed to information. Most (91%) of the WDWs said they would be interested in joining KUDHEIHA if the membership fees are not high and if the rules and regulations for joining are clarified to them.

**Awareness and use of social protection schemes:** Though awareness of these schemes was high (almost all WDWs knew of NHIF and NSSF), use was low. Very few women domestic workers were members of NSSF (5%) and NHIF (14%). Compared to NSSF, the membership rates of NHIF was higher because of membership through spouses. That is, whereas NHIF membership by the WDWs themselves was only 4%, NHIF membership through spouses was 14%. Given that 48% of the WDWs were single/divorced/widowed, they need to be encouraged to join NHIF.

**Work-related violations faced by women domestic workers:** Women domestic workers have long working hours of about 13.75 hours per day, they get only 9 hours off every week and 7 days annual leave. Three in ten WDWs had ever been terminated without notice.

Most (85%) employers do not pay for their treatment when they are sick, and about half of them do not get a day off when they are sick. All these are in contravention of the Employment Act (2007) that stipulates fair working conditions for all workers, which include an 8-hour work day, 48-hour weekly off, 21-day annual leave and medical attention.

**Human rights violations faced by women domestic workers:** Four in ten WDWs had ever been shouted at or denied food. One in ten had ever been physically or sexually abused. Despite these violations, only a quarter of them had reported these cases. These reports were made to the police or to relatives/friends. Those who didn't report cited fear of repercussions from the employer. It will be important for the project to partner with the Kenya Police and the local administration to empower them to take appropriate action when WDWs report to them with these violations. It will also be crucial to empower employers so that they do not perpetuate these violations.

**Community perceptions towards domestic work:** Reports from the focus group discussion indicate that women domestic workers are stigmatized and disrespected by community members. As a result, they have low self-esteem and are too embarrassed to disclose the nature of their work to their families or neighbors.

**Level of participation in community decision-making and control of resources:** Women domestic workers were consulted by their family members before important decisions are made, which means they are considered valuable members of the family. In addition, six in ten of them offer some financial assistance to their families. At the local community, some participate in community initiatives, church events and *chamas*. Most of them had never heard about the Nairobi County planning and budgeting process and did not know the process of participating. They would be interested in participating if their participation would help curb the rising cost of living. However, because of their low education levels, they did not feel confident to participate in such a meeting and they were not sure whether their views would be considered.

**Societal support structures needed to mitigate the violations and challenges faced by domestic workers:** The key informants acknowledged that the current societal and policy structures for domestic workers were lacking in many ways. At a policy level, the Ministry of Labour, Social Security and Services is yet to ratify the ILO Domestic Workers Convention No. 189. They said that once this has been ratified into law, there will be need for a legal framework to enforce it. They continued to say that the domestic work sector needs to be regulated and to have a code of conduct. They also said that KUDHEIHA needs to do more to create awareness among domestic workers.

Key informants expressed the importance of including all relevant government departments in the project, such as the County government, local administration, Ministry of Labour, Social Security and Services, the Kenya Police, churches and health facilities at the community level. They also stressed on the importance of linking domestic workers to different organizations that can manage their different needs, including psycho-social, training, legal, financial, healthcare needs.

Finally, employers and the society at large should be included in the project and encouraged to treat domestic workers with dignity and respect.

**Knowledge and use of health services:** More than half (61%) of the interviewed women domestic workers use public health facilities when they are sick. However, a quarter of them buy drugs from a chemist. These should be discouraged. Use of contraceptives among those who need (not intending to be pregnant in next two years) is the same as national usage rates (66%), which is encouraging and should be reinforced. Three-quarters of the WDWs had taken an HIV test in the past six months. A few (5%) of them had ever engaged in transactional sex, and a few of them reported current use of alcohol (6%) and recreational drugs (1%). WDWs should be educated on risk reduction behavior, such as correct and consistent use of condoms and reduction/elimination of alcohol and drug use.

**Media consumption patterns:** Overall, 86% of the WDWs listen to radio. The most popular radio stations are Radio Jambo (37%) and Radio Citizen (20%). Another 70% watch TV. The most popular TV station is Citizen TV (70%). These are the media channels that would be most ideal for placing communication targeting women domestic workers.

## 5. Recommendations

Based on the data, the following are the recommendations for the project:

1. **Enabling policy environment:** The project should work with the Ministry of Labour, Social Security and Services to ensure that the ILO Domestic Workers Convention No. 189 has been ratified into law. This will create an enabling policy environment to create a legal framework for enforcing guidelines (such as the minimum wage), for regulating the sector and having a code of conduct.
2. **Embrace inclusivity:** For a holistic approach, there is need to include diverse stakeholders to cater for the different needs of women domestic workers. This includes the County Government of Nairobi, local administration, Ministry of Labour, Social Security and Services, the Kenya Police, churches and health facilities at the community level. Especially important will be the inclusion of employers in the project so as to foster buy-in and empower them to treat domestic workers with respect and dignity.
3. **Create linkages and awareness about related services:** It is important to link women domestic workers to different organizations that can manage their different needs (e.g. healthcare, psycho-social and legal institutions for when they have been violated, training

institutions to get additional technical skills, financial institutions for loans and credits). The Wezesha Jamii project should also link and educate the WDWs about KUDHEIHA, sensitizing them about the importance and modalities of joining this union. Linkages and education about the importance of joining NSSF and NHIF will also be crucial. For example, the NHIF has implemented a user-friendly method of remitting money using mobile money, which the project should sensitize the WDWs about.

The NSSF should be encouraged to create a similar short code for sending remittances using mobile money. In addition, the WDWs should be made aware of the Nairobi County planning and budgeting process and the modalities for participating.

4. **Provision of relevant training:** Women domestic workers need to be offered relevant training to help them execute their duties and to capture the needs of their employers, such as home-management, cookery and first aid. More importantly, they need training in business management to help them actualize their ambitions of being self-employed. This training should have a component on saving and should link them with financial institutions where they can access credit and loan facilities.
5. **Community sensitization:** There is need to hold sensitization forums with community members on the value of domestic work. The community should be educated to regard domestic work with respect and dignity. Women domestic workers should be encouraged to treat their work and themselves in a dignified and respectful manner. This will make all to feel free to open up and participate in the project without stigma and discrimination, and would empower them to feel confident to participate in activities such as the Nairobi County planning and budgeting initiative.
6. **Education and awareness creation among women domestic workers:** The Wezesha Jamii project should educate women domestic workers so that they are aware of their labour and human rights. For example, they should be encouraged to have job contracts clearly stipulating the terms of engagement and termination. The casuals should be empowered with negotiation skills so they can negotiate for a wage that is commensurate with the workload for the day. Most of all, they should be educated about the places they can report if their labour and/or human rights have been violated by their employers. These places should be safe so that they do not face retribution from their employers.
7. **Take advantage of *chama* groups and technology via mobile phones:** About half of the women domestic workers are in *chama* groups. These should form the entry points for mobilization and peer education sessions. In addition, 86% of the domestic workers have mobile phones. This tool should be used for providing information, for remitting money to NHIF and NSSF, and for calling a toll-free hotline when they need help or have questions. NHIF already has a mobile platform for making the monthly payments that the WDWs should be educated about. The NSSF should be encouraged to form such a platform. The project should also consider establishing a toll-free helpline where domestic workers can call for help.

## 6. CASE STUDIES

### **A day in the life of a casual domestic worker**

Sarah\* is a domestic worker who lives in Mukuru and works in the South B. She is married with two children. She was born in the rural area. She gets a monthly wage but she goes to work daily. She got this job after she finished her secondary education and didn't pursue higher education. This forced her to look for a job and because she couldn't get any this was the last option. She opted for this job so as to take care of her family. She loves her job because it is easy to get and it is not as hard to do as other jobs.

She loves to be happy and to pray, and hates being angered by people. She hopes to continue doing this job for a while and then she can start her own business. Her worst fear is her child falling sick. Her ambitions are to educate her children so that they do not have to do the same work she does. The main challenge she gets with her work is when the family members (even children) do not respect her and when her employer stresses her.

She wakes up at 5.45 a.m., she organizes her own house and then leaves for work at 8.00 a.m. When she gets there, her employer has a young child so she first feeds the child and then gets on with work. She leaves work at 4.30 p.m. Her typical day is not bad because her current employer is nice to her. This means that she lets her relax and rest in the course of the day. A good day for her is when she has finished her work, has some time to relax and call the person taking care of her own child to enquire how they are doing. A bad day is when she is being supervised while doing her work and being given numerous instructions. The worst is when she is told to stop what she is doing and do something else.

In closing, she says life in Nairobi is very expensive and she would like a salary increment.

### **A day in the life of a domestic worker who goes to work daily**

Jane\* is a domestic worker who lives in Mathare and work in Buruburu. She was born in 1958. She has worked in many homes and has taken care of many children who are now adults. Her motivation to do domestic work is because she needs the money. She also wants to educate her children through the four years of secondary school so that she can start a business of green grocers.

She loves doing housework and cleaning the house. When she is not working she likes to pray and read the bible. She likes to respect others and to be respected, and dislikes being rude to someone. She has no fears or worries in life.

Her typical day starts at 6.00 am when she wakes up and goes to work. There, she makes breakfast, cleans the house and washes clothes. She then cooks lunch, relaxes for a while and then starts preparing supper. A good day for her is when she goes to church and prays. A bad day is when she wakes up feeling unwell and dull. The main challenges with her work are learning to understand the likes and dislikes of her employer, which takes time. She says that if one manages to cope with the environment they find themselves in then there would be no problem.

She likes her work because she is comfortable and she gets an income at the end of the month.



### **A day in the life of a domestic worker who boards**

Mercy\* was born in 1995 in Emali. She attended primary school up to class 6. She has been working as a domestic worker for five years. She opted to be a domestic worker in-order to help her mother in meeting basic needs.

She loves listening to music and dancing. She also likes seeing people being happy and taking care of children. She doesn't like being idle or seeing people angry. Her dream is to start a supermarket or soap making business. To achieve this dream, she saves some money every month in a bank account. For now she has no fears or worries.

Her typical day starts at 6.00 am when she wakes up and prepares the child for school. When the children are not going to school, she wakes up at 7.00am. She then prepares breakfast and wakes the child. After breakfast, she washes clothes and looks after the child. Her best day is on Sunday because that is when she is free and can do anything she likes. A bad day is when somebody makes her angry. She loves her job. She likes it when they live harmoniously with her employer and have a good relationship with the children. She does not like when the children are naughty or when the relationship with her employer is not good. Her family members know that she works as a domestic worker because she supports them.

\*Not their real names.

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## 8. ANNEX

### Baseline Indicators

Expected results	Data needs and questions	Question asked at baseline	Baseline Value
Overall objectives: To contribute to achieving secure and productive lives of vulnerable population dependent on informal economy in Nairobi urban settlements.	Average monthly income for the women engaging in domestic	How much money do you make in a month from domestic work?	Ksh 4,867
S0 - To enhance socio-economic empowerment of poor and vulnerable women dependent on the informal economy in Nairobi urban settlements	% of DWs with businesses	Do you have another source of income?	12%
	% of DWs earning more than the minimum wage	How much money do you make in a month from domestic work? (those earning more than Ksh 10,000)	5%
	Proportion of DWs with savings and operating active bank accounts	Do you save any money from your current earning as a domestic worker?	37%
		Do you have a bank account? (whether current or savings)	21%
R1 - Increased livelihood opportunities and social support options of women target groups	% with knowledge and skills to undertake household chores (adding value to increase payment)	Have you ever been trained in domestic work?	5%
	% with business management skills such as record keeping and savings	What type of training have you attended? (among those who ever attended any training after formal education)	1%

Expected results		Data needs and questions	Question asked at baseline	Baseline Value
		% of DWs with existing businesses	Do you have another source of income?	12%
		Awareness levels of the existing financial service providers and products available among DWs	Where/how do you save this money? (among those who save. n=207)	Mobile money: 44%  Chama group: 31%  Commercial bank: 18%  Microfinance: 2%  SACCO: 1%
			Where did you get the loan from? (among those who had ever taken a loan. n=52)	Chama group/friends: 50%  Microfinance: 12%  SACCO: 12%  Mobile money: 10%  Commercial bank: 6%
		% of DWs accessing financial services	Do you have a bank account? (whether current or savings)	21%
			Have you ever taken a loan?	9%
			Do you save any money from your current earning as a domestic worker?	37%
		R2 – Greater equity and resilience of women target groups	Proportion of DWs aware of NHIF services	
% of DW registered/covered under NHIF scheme			Do you or your spouse make monthly	Self: 4%  Spouse:10%

Expected results		Data needs and questions		Question asked at baseline	Baseline Value
				contributions to NHIF?	(combined is 14%)
	Relevance of the products offered to the needs of the target group			Not much awareness given about their relevance. Those educated about their importance have joined the schemes.	
	Challenges in accessing the scheme			Remittances considered too high given their low incomes.  Little awareness on how to join the schemes	
	% of DW aware of NSSF/RBA scheme				98%
	% of DW registered under NSSF/RBA scheme	Do you make monthly contributions to NSSF/Mbao Pension Fund?		5%	
	Relevance of the products offered to the needs of the target group			Not much awareness given about their relevance. Those educated about their importance have joined the schemes.	
	Challenges in accessing the scheme			Remittances considered too high given their low incomes.  Little awareness on how to join the schemes	
R3 - Women target groups empowered about their rights and having a collective voice	Level of understanding of human rights and labour rights related to domestic work	Are you aware of any government guidelines that stipulate the number of days you are supposed to work in a week?		26%	
		Are you aware of any government guidelines that stipulate the minimum wage for domestic workers?		30%	
	% with skills to negotiate for their rights	Did you negotiate for the wages that you get?		73%	
	Awareness of institutions that they can get support on issues of labour and human rights	Do you have a place you can report to in case you feel you have been fired for no reason or fired without notice?		21%	
		Are you aware of any groups/unions that advocate for the work rights of women domestic workers in this		10%	

Expected results		Data needs and questions	Question asked at baseline	Baseline Value
		community or in the country?		

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