

# Exploring Professional Challenges and Impact of Government Efforts on Addressing Issues Faced by Domestic Helpers in Noida

Priyam Gupta

Student, Department of Journalism and Mass Communication, VIPS-TC, Delhi, India

## Abstract

This research investigates the professional challenges faced by domestic helpers in Noida, India, and evaluates the impact of government interventions aimed at addressing these issues. The primary objective is to identify and understand the challenges encountered by domestic helpers, with a focus on advocating for policy reforms to support and safeguard their rights and well-being. Utilising a mixed-method approach, the study evaluates the effectiveness of existing government schemes and initiatives targeted at assisting domestic helpers.

Through surveys, interviews, and focus group discussions, both quantitative and qualitative data are gathered to assess scheme utilisation, awareness levels, and perceived impacts.

The key findings include prevalent challenges such as low wages and unsafe working conditions, along with suggestions to enhance program effectiveness. This study contributes valuable insights to policymakers and stakeholders, informing targeted policy reforms and initiatives to improve the lives of domestic helpers in Noida.

**Keywords-** Domestic helpers, Professional challenges, Government, Schemes, awareness. Initiatives, Rights and well-being, Scheme effectiveness, Survey, Noida

## 1. Introduction

Domestic helpers are essential components of Indian households, facilitating the efficient execution of daily tasks and supporting families in fulfilling their myriad commitments. Despite the critical role they play, domestic helpers face numerous challenges that impede their rights, welfare, and socioeconomic advancement. These obstacles include inadequate wages, extended working hours, substandard working conditions, limited access to nutritious food, instances of sexual exploitation, and a lack of healthcare and social security benefits. Additionally, the exploitation of child labour in domestic work is a significant concern, with many children trafficked and subjected to abuse by unregulated placement agencies. Despite the increasing demand for domestic workers, there remains a notable absence of specific legislation aimed at regulating this sector in India. (Ekta Rani and Rajni Saluja, 2024)

In 2010, Harish Rawat, the Minister of State for Labour and Employment, acknowledged the lack of reliable data on the number of domestic workers in India. According to the National Sample Survey (NSSO) 61st round conducted in 2004–05, the estimated figure of domestic workers in India was approximately 4.2 million. However, earlier data from the 2001 census suggested a higher count of around 6.7 million. A government press release from January 2019, based on the NSSO 68th round

conducted in 2011–12, estimated the total number of domestic servants at 3.9 million. These figures are contentious and likely underestimate the actual workforce. Minister Rawat himself speculated that the total number of domestic servants in India could be as high as 15 million, considering the prevalence of middle-class households employing domestic help. Media reports suggest even higher figures, around 90 million. The International Labour Organization (ILO) characterised the ambiguity surrounding the number of domestic workers in India as 'striking' and 'outstanding', with estimates ranging from 2.5 to 90 million.

Domestic workers represent the largest unorganised workforce in India, primarily comprising women and children from marginalised communities such as Scheduled Castes, Scheduled Tribes, and Other Backward Classes. Their responsibilities encompass a wide range of tasks, including cooking, cleaning, gardening, and purchasing household items. Many are also coerced into agricultural and allied work.

While comprehensive studies are lacking, a study conducted by the Catholic Bishops Conference of India in 1980 found that in Kerala and Tamil Nadu, 90 percent of domestic workers were female, while in Delhi, the figure was 45 percent. Despite the challenges in accurately determining the total number of domestic workers, it is evident that they form a significant portion of the Indian workforce and play a crucial role in the functioning of households nationwide. (Neetha N., 2009)

Defining a 'domestic worker' proves challenging due to the absence of a centralised statute in India governing this sector. The Domestic Workers (Welfare and Regulation of Employment) Bill, 2015, introduced in the Lok Sabha, offers a limited definition, describing a 'domestic worker' as someone employed for household tasks. However, this definition lacks specificity, as it broadly defines 'domestic work' as encompassing various household chores and personal care duties.

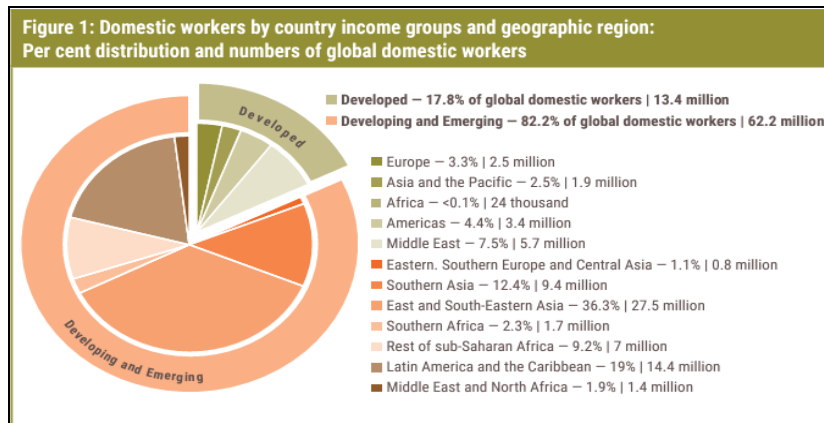
In contrast, the International Labour Organisation (ILO) Convention on Decent Work for Domestic Workers, 2011, provides a more comprehensive definition. According to this convention, a 'domestic worker' includes any individual engaged in domestic work within an employment relationship, regardless of whether the work is performed inside or outside the household. However, sporadic or occasional domestic workers are excluded from this classification.

In 2017, the Ministry of Labour & Employment initiated efforts to streamline and consolidate central labour laws into four labour codes. The Draft Labour Code on Social Security & Welfare offers an exhaustive definition of 'domestic worker,' encompassing individuals employed for household or allied tasks on various employment arrangements.

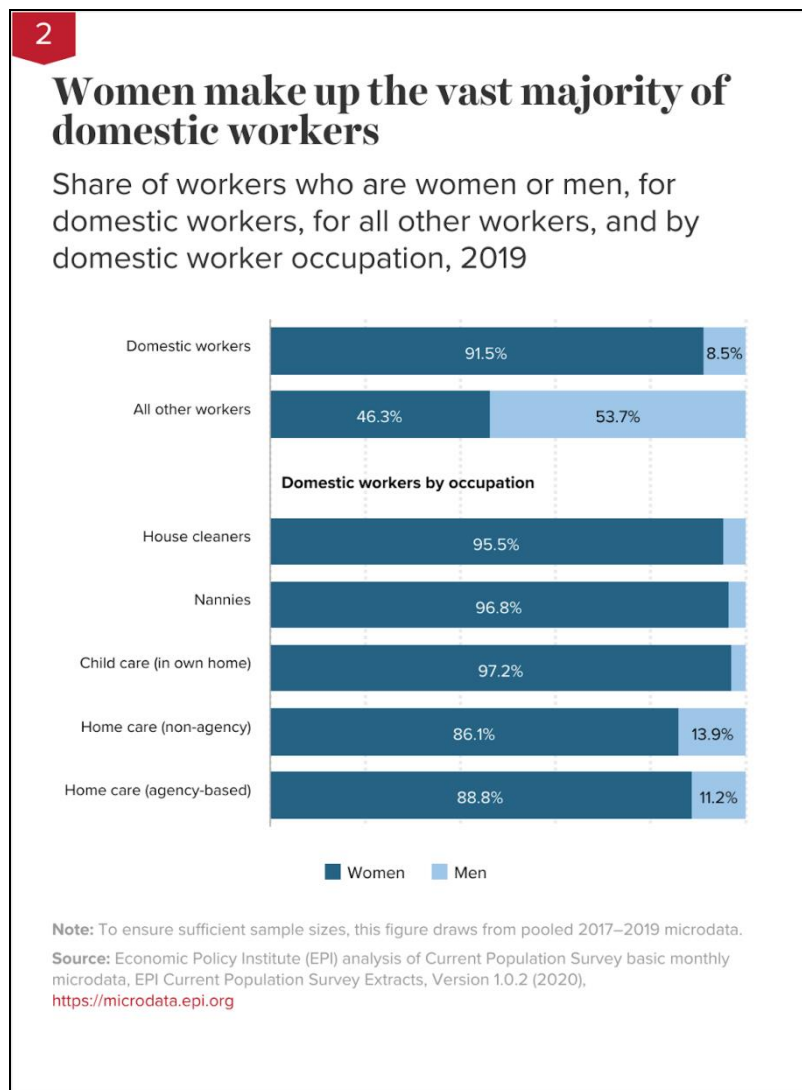
The evolution of the definition of 'domestic worker' was notable during the 2011 International Labour Conference, where the focus shifted towards emphasising the common characteristic of working within private households. This approach, reflected in the Domestic Workers Convention, 2011 (No. 189), clarifies that 'domestic work' entails tasks performed within or for households, while a 'domestic worker' denotes any individual engaged in such work under an employment relationship, excluding those who perform such tasks sporadically or occasionally.

Domestic work holds significant economic importance in India, particularly as a means for semi-literate or illiterate individuals, mostly women, to enter the workforce.

With 73 percent of India's female workforce having limited education, domestic work provides a vital opportunity for economic empowerment.

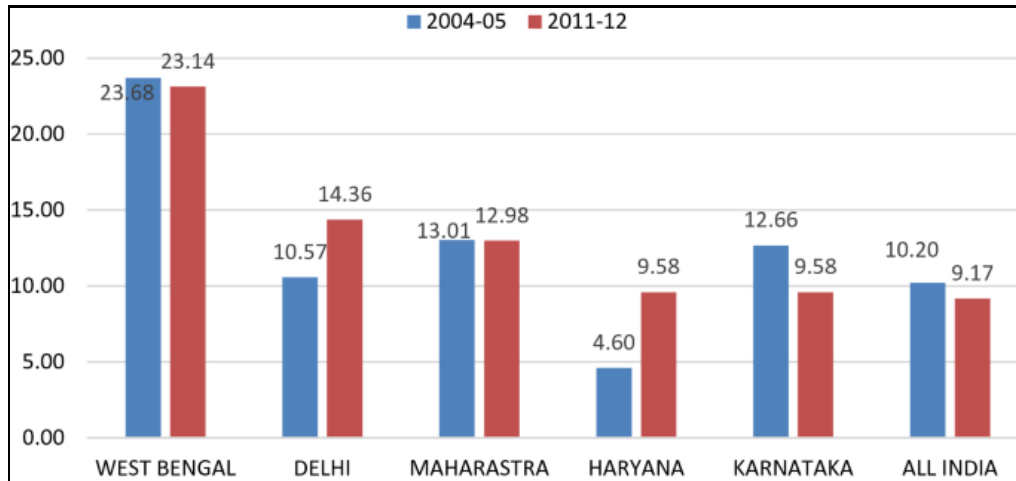


However, despite its significance, the sector is largely unstructured, leaving domestic workers unaware of their rights and devoid of legal protections. Furthermore, societal attitudes often undermine the dignity of domestic workers, portraying them as mere "servants" rather than acknowledging their role as paid professionals responsible for household tasks.

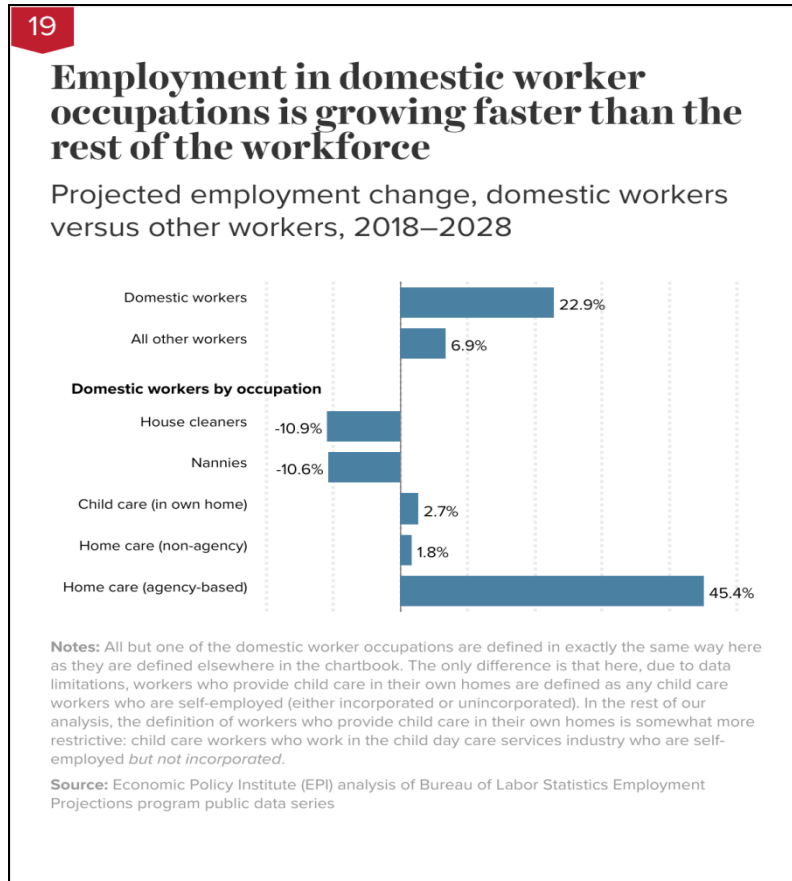


Predominance of women domestic helper - Economic Policy.

Several factors define the domestic work landscape in India, including rapid urbanisation, increased female participation in the workforce, and migration trends. Tier 1 and Tier 2 cities witness the highest demand for domestic help, driven by the economic growth leading to an expansion of the upper-middle and high-income categories. As a result, the demand for domestic workers is on the rise, with at least 2.5 million households seeking employees in India's eight largest cities alone, according to Get Domestic Help (GDH), an online job placement agency based in Delhi.



Demand for Domestic Workers in India: Its Characteristics and Correlates.



Domestic worker occupations are experiencing faster employment growth compared to other sectors.  
-Economic Policy.

Despite serving as a primary source of employment for women in the unorganised sector, formal training opportunities remain scarce, with less than 1 percent of the workforce undergoing formal training. The majority of domestic workers, approximately 80-85 percent, are classified as unskilled labour.

Hence, there is an urgent need to address the challenges confronting domestic workers in India, including the absence of legal protections, limited awareness of rights, and societal stigma. It is essential to ensure the preservation of their dignity, rights, and well-being in accordance with international labour standards and conventions.

The demographic composition of domestic workers in India underscores the significant representation of women and children within this workforce. Despite regulations prohibiting the employment of children below the age of 14, economic constraints often compel families to depend on the additional income earned by minors.

In terms of income, domestic workers in India typically receive a modest monthly wage of approximately INR 6,000. This stands in stark contrast to the significantly higher earnings of their counterparts in countries like Hong Kong or Singapore, where monthly wages range from INR 23,000 to 30,000. Discrepancies in earnings can be attributed to factors such as varying levels of education (with domestic workers abroad often possessing higher levels of education), divergent perceptions of the value of domestic labour among employers, and differences in the enforcement of minimum wage legislation by respective governments. ( Geneva: ILO, 2013. 146 p.)

Domestic workers, a vital segment of the workforce in India, exhibit a diverse spectrum encompassing three main categories: live-in, part-time/live-out, and migrant domestic workers. Live-in domestic workers, constituting a significant portion, typically reside within the premises of their employers' households. Here, they engage in a multitude of household tasks ranging from general cleaning and laundry to cooking and providing care for children or elderly family members. Remarkably, many of these workers are women who have traversed from rural villages to urban centres in pursuit of employment opportunities. Often, they comprise a vulnerable demographic, including unmarried or young girls, as well as widowed or separated women, seeking livelihood in metropolitan areas.

Contrastingly, part-time domestic workers predominantly inhabit slum areas within urban locales and cater to the domestic needs of multiple households. Despite their label as part-timers, their commitment to work is unwavering, although they do not reside with any single employer and are not on call around the clock. Their tasks may include laundry, dishwashing, or culinary duties, performed either throughout the day for one employer or repetitively for various households. Unlike their live-in counterparts, part-time workers maintain a level of autonomy and independence, as they live with their families and manage their own households alongside serving their employers. Moreover, migrant domestic workers, a subset within the broader category, face distinct challenges associated with migration and employment.

This group encompasses both inter-state and overseas workers, each encountering unique circumstances and obstacles. Inter-state domestic workers traverse geographical boundaries within the country in search of employment opportunities, often leaving behind their hometowns and families. Conversely, overseas domestic workers venture beyond national borders, seeking employment prospects in foreign countries. Both categories grapple with issues such as cultural adjustment, language barriers, and legal complexities, highlighting the multifaceted nature of domestic work in India.

Migrant domestic workers, primarily comprising women, undergo migration from rural areas to urban centres or even overseas destinations for employment as domestic workers. This migration unfolds in two main streams: inter-state domestic work within India and overseas domestic work, often in regions



like the Middle East or Southeast Asia. Regardless of the destination, these workers face the daunting challenge of adapting to foreign environments, grappling with unfamiliar languages, cuisines, and cultural norms. Typically employed as live-in domestic workers, they confront heightened vulnerability to various forms of exploitation, including physical and sexual abuse, excessively long work hours, and lack of basic necessities.

Many migrant domestic workers hail from tribal regions, compounding the challenges they face due to traditional gender discrimination and ethnic biases. Despite the numerous hardships associated with migration and domestic work, economic pressures force impoverished women to seek employment opportunities in urban centres and foreign countries, aiming to augment their families' meagre incomes. Migration within India often stems from factors like debt bondage, poverty, family crises, and limited employment prospects in rural areas. The allure of urban lifestyles further motivates young girls and women to migrate, albeit often unaware of the exploitative working conditions and meagre wages prevalent in the domestic work sector. Moreover, a significant portion of domestic workers originate from regions afflicted by natural calamities or socio-political conflicts, adding to the complexity of their migration experiences. ( ILO, global action programme on migrant domestic workers and their families) The rise of "trafficking agencies" has emerged as a significant catalyst driving internal migration, particularly in the realm of domestic work. Organised trafficking operations lure individuals, predominantly from rural areas, back to their hometowns to recruit more women, girls, and children into the domestic labour sector. Upon arrival in urban centres, these individuals often find themselves in exploitative situations, with their wages either withheld or locked to pay off fees charged by traffickers for securing employment opportunities.

Beyond India's borders, there exists a growing demand from wealthier, industrialised nations for cheap labour, including domestic workers. For migrants from economically disadvantaged countries like India, this presents an opportunity to seek employment abroad without necessitating high skills or education. Thousands of Indian women venture to destinations in the Middle East, Southeast Asia, and occasionally Europe and North America in pursuit of higher-paying jobs. Despite the potential for increased earnings compared to domestic work in India, these migrant workers often receive the lowest wages among foreign workers in their host countries.

The motivation to migrate abroad is often driven by the desire to send money back home to improve living standards in India. However, this pursuit exposes them to a myriad of risks, including corrupt recruitment practices, lack of formal work contracts, delayed or withheld salaries, and various forms of abuse – physical, sexual, and emotional – within the workplace. Additionally, many migrant workers find themselves stripped of their travel documents, effectively trapping them in foreign countries and preventing their return home. Within India, the process of migrating abroad for work remains largely unregulated, exacerbating the vulnerabilities faced by migrant workers. ( ILO, Indispensable yet unprotected: Working conditions of Indian domestic workers at home and abroad.)

The Indian government has failed to implement a pre-migration program aimed at educating migrants about their rights. To finance their journeys abroad, migrants are often compelled to borrow substantial sums of money, often at exorbitant interest rates, to pay fees to brokers.

Many of these migrants, often illiterate and unaware of the risks involved in entrusting large sums of money to strangers, fall victim to scams perpetrated by unscrupulous brokers. These fraudulent individuals fail to deliver on promised job opportunities abroad, provide false travel documents, or neglect to secure the necessary paperwork for legal employment as domestic workers. Consequently,

numerous women find themselves stranded in foreign countries without proper documentation, leaving them vulnerable to exploitation, unpaid wages, and conditions akin to slavery, with little recourse for seeking help from local authorities.

The majority of domestic workers are migrants, predominantly women and often minors, hailing from the most economically marginalised segments of society. Their precarious status makes them easily replaceable and highly susceptible to exploitation. Unfortunately, instances of abuse such as torture, physical assaults, sexual harassment, and unlawful confinement are rampant within this sector. Lacking the protections afforded to formal workers, domestic workers in the unorganised sector are deprived of fundamental rights, including minimum wage guarantees, access to health insurance, and job security.

The collusion between the state and the market has effectively excluded domestic work from economic regulation. Existing labour laws, including the Maternity Benefits Act and the Minimum Wages Act, along with numerous other regulations, do not extend to domestic workers.

This absence of legal protections means that domestic workers can be hired or fired arbitrarily, with no binding obligations on the part of employers. In a country where the vast majority of the workforce operates in the unorganised sector, domestic workers endure a heightened level of disenfranchisement—they are not even officially recognized as workers. Their essential tasks such as cooking, cleaning, dishwashing, and childcare are not acknowledged as legitimate employment by the state.

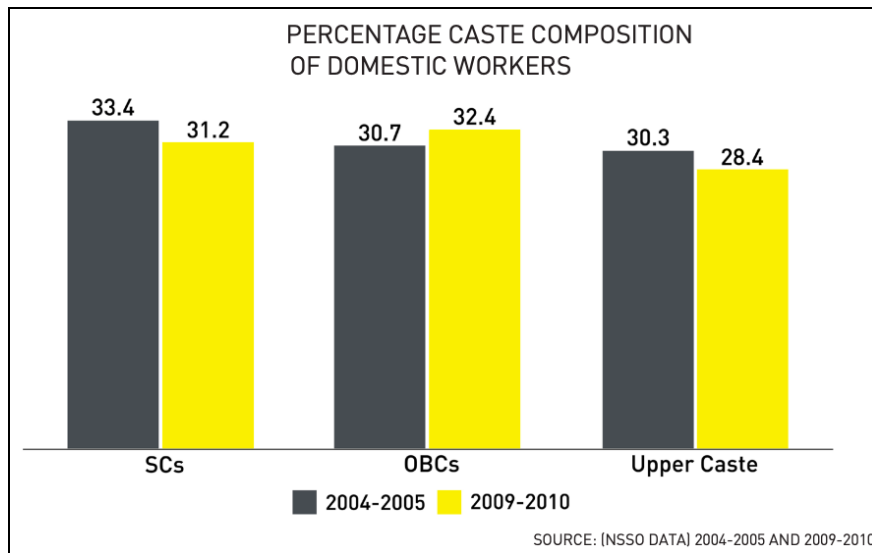
Beyond enduring routine exploitation characterised by meagre wages, heavy workloads, and prolonged working hours, domestic workers face even graver risks. Cases of employers confining and assaulting domestic workers surface frequently, underscoring the perilous nature of their employment. Compounding their vulnerability is the fact that their workplace is within the confines of the homes of individuals who typically hold more privilege and power. Despite the formulation of various policies by successive governments, these measures have yet to be enacted into law, leaving domestic workers in a precarious and marginalised position.

In ancient India, domestic labour formed a crucial aspect of society, with its roots deeply entrenched in the caste system and hierarchical structures. Serfs from lower castes, predominantly Shudras, comprised the workforce responsible for domestic tasks. These labourers lacked ownership of any means of production and relied solely on their manual labour for sustenance. Their roles were defined by the Varna system, where they served those belonging to higher castes, illustrating the stratification inherent in society.

The Jajmani system further institutionalised personal services, including domestic work, within this caste-based framework. It was customary for royalty and affluent households to employ domestic servants, perpetuating a system where individuals from lower castes were often relegated to servitude. Women from marginalised communities were especially vulnerable, sometimes coerced into serving as agrestic slaves in the households of the wealthy. This system subjected them to mistreatment, inadequate sustenance, and even severe punishment if they were deemed unfit for labour.

As India underwent periods of industrialization and urbanisation, accompanied by shifts in gender roles, significant changes unfolded in societal structures. Educated women, particularly from upper castes and classes, began participating in the workforce outside their homes, altering traditional patterns of domestic labour. Conversely, individuals from lower castes and classes, lacking access to education and opportunities in the emerging economy, faced marginalisation and continued to form a substantial portion of the domestic labour force.

This historical evolution highlights the enduring influence of caste and class dynamics on domestic labour in ancient India, shaping not only the nature of work but also the social status and treatment of labourers within society. (GOTHOSKAR, S., 2013).



Domestic work serves as a significant source of employment globally, accounting for 4.5 percent of the workforce. Despite its importance, domestic workers face substantial vulnerabilities, lacking decent working conditions, social protection, and often being subject to violence and harassment. These vulnerabilities are exacerbated by the inclusion of disadvantaged groups such as women, migrants, and children within the sector.

In response to these challenges, the International Labour Organization (ILO) adopted the Domestic Workers Convention, 2011 (No. 189) and Recommendation No. 201 to improve the rights and protections of domestic workers. Over the past decade, governments, along with workers' and employers' organisations, have taken steps to extend legal coverage to domestic workers, enhancing their income security, access to healthcare, and transition to the formal economy.

However, despite progress in legal coverage, only a small percentage of domestic workers are legally covered by all social security branches, with women experiencing lower coverage rates compared to men. The lack of comprehensive social security coverage, particularly for unemployment benefits, became evident during the COVID-19 pandemic, exacerbating job losses among domestic workers who lacked social security support.

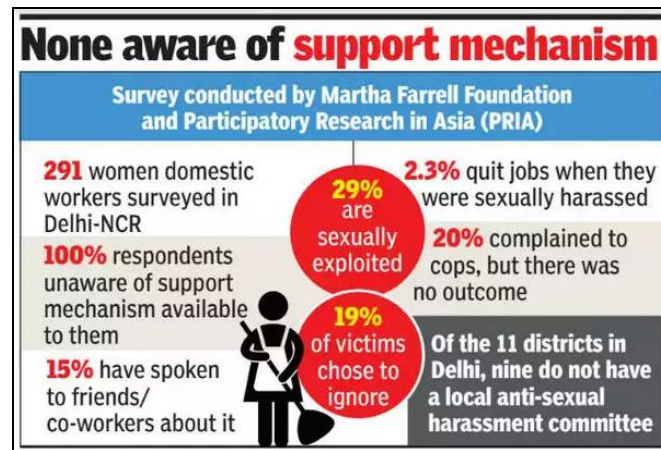
Expanding social security coverage for domestic workers is essential for sustainable development and social inclusion. Yet, challenges persist in effectively extending coverage, including legal exclusions, administrative barriers, and societal norms that undermine domestic work as a legitimate form of employment.

The vast majority of domestic workers, especially women, hail from marginalised segments of society and are highly susceptible to various forms of exploitation and discrimination. Often employed in unregulated sectors like entertainment and the sex industry, they endure forced labour, precarious working conditions, meagre wages, discrimination, and sexual exploitation. These adversities contribute to poor health outcomes among domestic workers.

Women in domestic work typically undertake unskilled and poorly remunerated roles, often enduring gruelling workdays, sometimes exceeding 15 hours, and frequently coerced into performing additional



tasks beyond their designated duties. Despite legal safeguards, they often face abuse, including sexual harassment, with many instances going unreported due to power imbalances and fear of reprisal. Furthermore, domestic workers generally possess limited education levels and lack awareness of their rights, further amplifying their vulnerabilities.



The employer-employee relationship in domestic work is often characterised by disparities and dependence, with workers having minimal bargaining power and fearing termination if they advocate for improved wages or working conditions. Living conditions, particularly for live-in domestics, are often substandard, with accommodations lacking privacy and basic amenities.

Social insecurity looms large over domestic workers, who typically lack access to social security benefits like pensions and health insurance, and grapple with challenges in saving for their future. Moreover, factors such as poverty, family issues, and educational deficits propel many women and children towards domestic work, while false promises of security and stability perpetuate the cycle of exploitation.

Domestic workers encounter a multitude of challenges, including entrenched social discrimination based on caste and class. They often endure verbal, physical, and sexual abuse from employers, alongside unsafe work environments. Discriminatory practices, such as providing separate utensils and restricting access to certain areas of the household, are common, particularly for workers from marginalised communities like lower caste or Dalit backgrounds.

Instances of physical and sexual abuse, frequently perpetrated by male colleagues or household members, are prevalent in the workplace. Despite legal safeguards outlined in the Sexual Harassment of Women at Workplace Act of 2013, enforcement remains lacking, leaving domestic workers vulnerable and often unable to seek recourse for harassment.

Furthermore, domestic workers face limitations on personal autonomy and financial independence, with their earnings often controlled by male relatives. They lack essential social security benefits, including minimum wage guarantees, maternity leave entitlements, and health insurance coverage, while enduring long working hours without adequate compensation or rest.

The absence of childcare facilities adds to the burden for working mothers, who must juggle earning income with childcare responsibilities. Maternity care is frequently neglected, leading to health complications during childbirth and contributing to high mortality rates among domestic workers.

Overall, domestic workers endure exploitative working conditions characterised by low wages, extended hours, and restricted rights. This underscores the urgent need for comprehensive legal protections and

robust social support systems to ensure their well-being and uphold their dignity. The majority of domestic workers, particularly women, come from marginalised backgrounds and are highly vulnerable to exploitation and discrimination. Often employed in sectors like entertainment and the sex industry without proper regulation, they face forced labour, precarious conditions, inadequate pay, discrimination, and sexual exploitation, resulting in adverse health outcomes (Reddy 1986, Connell 1994, United Nations 1994, Hugo 2002, IOM 2003, Reshmi 2003, United Nations 2004, Rodriguez 2005).

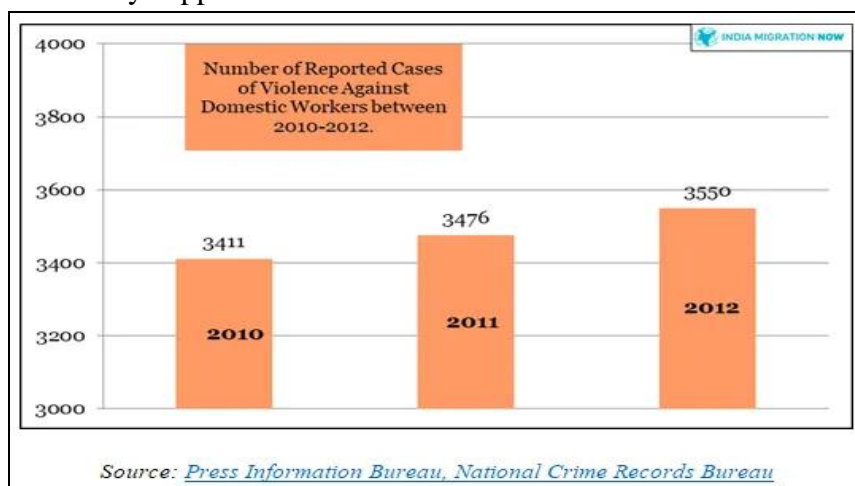
Women in domestic roles typically undertake poorly paid and unskilled tasks, enduring long and arduous workdays, sometimes exceeding 15 hours, and frequently compelled to perform additional duties beyond their scope. Despite legal protections, they often suffer abuse, including sexual harassment, with many cases going unreported due to power imbalances and fear of repercussions. Moreover, lacking education and awareness of their rights, domestic workers remain vulnerable (Reshmi, 2003).

The dynamic between employers and domestic workers is marked by inequality and dependency, with workers having minimal leverage and fearing job loss if they push for better conditions. Living conditions, particularly for live-in domestics, are often substandard, lacking privacy and basic amenities (ILO, 2016).

Domestic workers face social insecurity, lacking access to benefits like pensions and health insurance, and struggling to save for the future. Poverty, family issues, and educational gaps drive many women and children to this work, while false promises of security perpetuate exploitation (CWA Newsletter, 2004).

The National Crime Record Bureau data reveals a concerning trend: reported cases of violence against domestic workers rose from 3,411 in 2010 to 3,550 in 2012. This upward trajectory hints at the pervasive nature of abuse within this sector. However, it's essential to acknowledge that these figures likely represent only a fraction of the actual incidents. Many instances of violence against domestic workers remain hidden from official records due to various factors, including fear of reprisal, lack of trust in law enforcement, and social stigma.

Moreover, the challenges faced by domestic workers extend beyond the immediate threat of physical harm. Legal recourse for these individuals is often limited, further exacerbating their vulnerability. The complex dynamics of power and privilege at play make it difficult for domestic workers to seek justice or protection through legal channels. As a result, many continue to endure abuse and exploitation in silence, lacking the necessary support and avenues for recourse.



According to the International Labour Organization (ILO) 2016 report, approximately 1 in every 25 women workers globally is engaged in domestic work. However, the absence of a comprehensive legislative framework not only perpetuates the stigma surrounding domestic work but also fails to adequately protect the rights of those who depend on it for their livelihood. This lack of regulation leaves many domestic workers in vulnerable and uncertain working conditions, posing significant challenges to their well-being and security.

Assisting domestic workers in India entails facilitating their participation in a range of governmental programs tailored to enhance their financial stability, physical health, and overall quality of life. This encompasses enabling their enrollment in diverse initiatives designed to safeguard their economic interests, promote their healthcare needs, and foster their holistic welfare.

Under the Pradhan Mantri Jan Dhan Yojana, domestic workers can open basic bank accounts without a minimum balance requirement, receiving benefits like a Rupay debit card, accident insurance up to Rs. 2 lakh, and an overdraft facility up to Rs. 10,000. Recurring accounts can also be opened to encourage regular saving habits.

Health insurance options include the Ayushman Bharat scheme, offering coverage up to Rs. 5 lakh per family annually, and the Rashtriya Swasthya Bima Yojana, providing coverage up to Rs. 30,000 per family per year. These schemes offer cashless hospitalisation and cover pre-existing conditions, with subsidised premiums.

Additional financial protection can be provided through schemes like the Pradhan Mantri Suraksha Bima Yojana, offering accident and disability cover, and the Pradhan Mantri Jeevan Jyoti Bima Yojana, providing life insurance cover. These schemes offer affordable premiums and can be easily accessed through bank accounts.

Encouraging domestic workers to enrol in the Atal Pension Yojana can provide them with a regular pension post-retirement, ensuring financial security in their old age. Similarly, initiatives like the Pradhan Mantri Garib Kalyan Anna Yojana aim to address food security concerns by providing free food grains to migrants and the impoverished.

Legal protections for domestic workers are often found within existing legislation such as the Unorganized Sector Social Security Act, the Sexual Harassment of Women at Workplace Act, and the Minimum Wages Act. Efforts to pass bills like the Domestic Workers' Welfare Bill seek to provide specific legal recognition and protection for this workforce.

Various government schemes targeting women's welfare offer support to vulnerable women, including domestic workers, facing difficult circumstances. These include the Swadhar Greh Scheme, Ujjawala Scheme, and Pradhan Mantri Matru Vandana Yojana.

Internationally, conventions like the Domestic Workers Convention and the Convention on the Elimination of All Forms of Discrimination against Women stress the rights and protection of domestic workers, urging member states to ensure fair working conditions and eliminate discrimination.

Within the Indian context, constitutional provisions under Articles 14, 15, 17, and 21 safeguard vulnerable sections of society, including domestic workers. Statutory frameworks like the Minimum Wages Act and the Sexual Harassment Act further reinforce their rights and well-being.

State governments also play a vital role in enhancing the welfare of domestic workers through initiatives such as minimum wage regulations, welfare boards, and health insurance coverage. These efforts aim to foster a more inclusive and supportive environment for domestic workers, upholding their dignity and rights.

The growth of the domestic work sector in India is driven by increasing urbanisation, rising female workforce participation, and the decline of joint family structures. However, existing laws and policies, or their enforcement, fail to adequately regulate domestic work and protect its workers. While there are several legislations at both the state and central levels concerning minimum wages, protection against abuse, and insurance, such as the Unorganized Social Security Act of 2008, the Sexual Harassment against Women at Workplace Act of 2013, the Rashtriya Swasthya Bima Yojana (RSBY), and various Minimum Wages Schedules, their implementation falls short.

Instances of abuse, exploitation, and violence against domestic workers are on the rise, underscoring the inadequacies in the implementation of existing policies. Notably, only seven states have notified minimum wages for domestic workers under the Minimum Wages Act of 1948, while just three states—Kerala, Maharashtra, and Tamil Nadu—have established Welfare Boards for domestic workers. Although RSBY was extended to cover domestic workers in 2011, only a handful of states, including Kerala, Jharkhand, Chhattisgarh, and more recently, Haryana, have implemented it.

There is a clear need for comprehensive and universally applicable national legislation that ensures fair employment terms and appropriate working conditions for domestic workers. For instance, such legislation should mandate the total number of working hours, weekly holidays, and sick leave entitlements.

## 2. Literature Review

In their August 2011 paper, "**Working and Living Conditions of Women Domestic Workers: Evidences from Mumbai**," authors Bino Paul, Susanta Datta, and Venkatesh Murthy examine primary data collected from 1510 women domestic workers in Mumbai. The study reveals that domestic work in Mumbai reflects critical deficits in human development, lacking core entitlements necessary for enjoying the freedoms guaranteed by democratic society. The findings underscore the necessity of establishing a comprehensive social security system for domestic workers in India, considering their working and living conditions. The study covers various themes including demographics, nature of services, access to social security, consumption patterns, health, union awareness, time use, household assets and liabilities, habitat, and attitudes towards gender and domestic violence.

The 2014 **Handbook for Legislation on Violence against Women** authored by Didier Burkhalter and Georgina Vaz Cabral aims to address human trafficking for domestic servitude in diplomatic households and protect private domestic workers. It provides guidance on regulating and monitoring employment conditions, preventing exploitation, and responding to abuse. While some countries have implemented preventive measures, global cooperation is essential to address employment disputes and protect domestic workers, promoting shared values and strengthening the international community's reputation across the OSCE region.

The study "**Child Labour in Unorganized Sector in India**" by Nagendra Pratap Bharati and Dr. Rajesh Kesari in December 2014 delves into the socioeconomic conditions of child laborers in India's unorganized sector. This sector, contributing about half of the country's GDP, employs children in various fields like construction, agriculture, and domestic help. Despite existing legal protections, children in this sector face numerous challenges including poor health conditions, substandard working environments, inadequate wages, and lack of education opportunities. With an estimated thirty crore people working in this sector, the prevalence of child labour remains a significant concern, reflecting the broader issue of India's unorganised sector.



The study titled "**Socio-demographic and Health Profile of Child Labour in Uttar Pradesh**," conducted by **Swatantra Kumar in 2014**, aimed to investigate the socio-demographic and health characteristics of child labourers aged 5-18 in Uttar Pradesh. Findings revealed that the majority of these children belonged to economically disadvantaged, large, joint families, with most being adolescents. They were engaged in various sectors such as agriculture, small workshops, domestic help, and vending. Health issues were prevalent among them, including under nutrition, anaemia, and substance abuse. The study concludes that these children, often pressured by poverty and family circumstances, face significant health risks and neglect, highlighting the urgent need for rehabilitation programs that extend support to adolescents up to 18 years of age.

Mahanta, Upasana, and Gupta, Indranath's 2015 article "**Road ahead for domestic workers in India: legal and policy challenges**" highlights the vulnerability of domestic workers in India's informal workforce due to inadequate legal protection. Challenges persist in recognizing their work, establishing employer-employee relationships, and acknowledging the domestic environment as a workplace. Despite media coverage of abuse cases, comprehensive data on exploitation is lacking. Urgent legislative action is required to safeguard their rights, but implementing recommendations from the pending National Policy on Domestic Workers presents challenges. Overall, protecting and promoting domestic workers' rights remains a formidable task.

"**Women Domestic Workers and Their Family Life (A Case Study of Gulbarga City)**" authored by Dr. A.G. Khan and Dr. Ramadevi. K. in 2016, delves into the socio-economic circumstances of female domestic workers in Gulbarga city. These workers, predominantly women and children, operate within the informal economy and endure various forms of exploitation and mistreatment, encompassing physical, sexual, and psychological abuse. Despite their substantial societal contributions, domestic work lacks official recognition as "work" by the Indian government, leading to discrimination and the denial of rights. The study advocates for collective action to empower domestic workers, including the establishment of unions to advocate for fair treatment and the enactment of legislation to safeguard their rights. Recognizing domestic workers as legitimate employees and regulating their working conditions could significantly influence social policy and reshape the perception of women's labour in India.

In their 2016 study, "**A Study on Domestic Help Workers and Factors Affecting Realisation of their Rights in the State of Punjab**," Ekta Rani and Rajni Saluja investigate the conditions and challenges faced by domestic help workers in Punjab, focusing on factors that impact the realisation of their rights. The study underscores the pervasive challenges encountered by domestic workers across India, such as low wages, lack of legal protection, and poor working conditions. Traditionally relegated to women's duty without pay, these workers endure exploitation and discrimination. Urgent action is necessary to extend labour laws and social security schemes to the unorganised sector, ensuring the rights and dignity of domestic workers are upheld nationwide.

In April 2016, Shraddha Chigateri, Mubashira Zaidi, and Anweshaa Ghosh authored a study titled "**Locating the Processes of Policy Change in the Context of Anti-Rape and Domestic Worker Mobilizations in India**." This research examines how the state responds to women's advocacy, particularly regarding domestic worker mobilizations. It analyses factors influencing policy changes and reveals a complex process marked by intermittent gains and reversals. While anti-rape mobilizations have led to widespread reforms, responses to domestic worker mobilizations remain sporadic, influenced by factors such as governmental champions and mass demonstrations.



In India, over ninety percent of the workforce operates informally, yet they often remain invisible to legal and policy frameworks due to the absence of union representation. To address this, informal workers are forming alternative associations tailored to their unique needs. In this article titled **"Informal Workers' Aggregation and Law"** by Routh Supriya in 2016, Supriya Routh examines these organisations among self-employed informal workers in India, outlining their characteristics and functions. Routh argues that these associations provide a model for collective action among informal workers, offering potential solutions to their invisibility within legal and policy circles.

In a December 19, 2016 article by Rina Chandran, the **"Uberisation" of India's domestic work market** is explored. While digital platforms matching domestic workers with employers offer some benefits, such as increased access to opportunities, concerns persist about perpetuating low wages and discrimination. The unregulated nature of the market leaves workers vulnerable, with many facing long hours, dire living conditions, and abuse. Despite proposals for minimum salaries and benefits, legislation remains elusive. While on-demand companies claim to improve conditions, critics highlight the lack of oversight and urge for regulation to protect workers' rights. The model, although expanding rapidly, presents challenges in reaching illiterate workers and ensuring fair treatment, raising questions about its true impact on empowering domestic workers in India.

**The study on home-based and domestic women workers in Vadodara**, conducted by Sarika Patel and Rameshwari Pandya in August 2017, highlights the challenges faced by women in the informal sector. Women in this sector, often marginalised and economically disadvantaged, lack access to legal protections and face exploitation due to their dependency on intermediaries for employment. Economic compulsion drives many women to work in this sector, where they endure low wages, insecure employment, and heavy work burdens. Despite their crucial role in the workforce, they are denied benefits like maternity leave and childcare support. To improve their situation, women workers need support from organisations such as trade unions, self-help groups, and cooperatives to advocate for their rights and economic empowerment.

In her 2017 article, **"Overworked, underpaid, abused: Inside the world of India's domestic workers,"** Alison Saldanha discusses Tripti Lahiri's book "Maid In India," which sheds light on the lives of domestic workers. Tripti Lahiri highlights a significant increase in their numbers from 1991 to 2001, primarily comprising women from India's least-developed regions. Despite rising literacy rates among women, abuse remains a prevalent issue within this sector.

In his August 9, 2017 article, **"Challenges associated with domestic workers in India,"** Gudipati Rajendera Kumar highlights the varying estimates of domestic workers in the country, ranging from 3.9 to 10 million. He emphasises the necessity for India to address the legal status and protection of domestic workers by reviving discussions on the Domestic Workers Security bill.

In the 2017 paper **"Living on the Margins of Development: Domestic Women Workers"** by Tewathia Nidhi, the challenges faced by domestic women workers in India's informal sector are highlighted. It emphasises their unacknowledged and undervalued contributions to society, with the home serving as their workplace, making them vulnerable to exploitation and abuse. The study underscores the urgent need for legislative and policy interventions to formalise their employment relationships, provide basic protections, and ensure a minimum standard of living. It calls for collective action among workers, unions, employers, and the government to address these issues and recognize domestic work as a valuable service. The paper also emphasises the importance of changing societal attitudes towards domestic work and the need for fair distribution of resources to achieve social justice.

In her article **Migration, Moralities and Moratoriums: Female Labour Migrants and the Tensions of Protectionism in Indonesia** published on Jan 17, 2018, Maria Platt delves into the gendered moral dilemmas faced by female labour migrants in Indonesia, primarily employed as domestic workers overseas. These dilemmas stem from media portrayals of abuse and concerns about women's safety and sexuality abroad. The Indonesian government's proposed moratorium on overseas domestic work, initially set for 2017 but later retracted, serves as a focal point for exploring these tensions. Platt argues that while the moratorium aimed to protect domestic workers, it also reflects state-driven paternal protectionism. Through ethnographic research in Singapore and East Java, Platt examines how women navigate these moral complexities while seeking employment abroad.

In their paper "**Social Security for Domestic Workers in India**," Utkarsh Agrawal and Shailja Agarwal, 2018 highlight the challenges facing domestic workers in the informal sector. They propose a decentralised social security model but stress the need for policy changes to prevent further informalization and address competition among workers. Their analysis underscores the necessity of a holistic approach.

In March 2019, Amrita Ghatak and Kingshuk Sarkar authored the paper "**Status of Domestic Workers in India: A Tale of Two Cities**," which explores the conditions of domestic workers in India, who are a vital part of the informal labour sector. It highlights the lack of written contracts, standardised wage determination methods, and social security. Utilising data from the NSS 68th round and primary surveys conducted in Ahmedabad and Kolkata, the study illustrates the vulnerability of domestic workers and their lack of legislative protection. Despite some variations between the two cities, the findings align with the overarching challenges faced by domestic workers nationwide, including informal norms, uncertain wage structures, and inadequate working conditions.

Domestic workers in India are often excluded from labour laws, leaving them vulnerable. Authored by Uday Shankar in August 2019, this analysis is from the book "**Recognition of the Rights of Domestic Workers in India**" (pp. 19-34). It questions whether their entitlements should be seen as welfare measures or rights. The chapter advocates for a shift to a rights-based framework to ensure adequate protection for this essential workforce.

"**Gender Equality and Sustainable Urbanisation: Analysis, Best Practices, and Recommendations for India**" by Bhavya Pandey and Sikha Jaiswal in September 2020, examines the challenges faced by urban women in India and proposes policy changes based on global best practices. It highlights that ensuring safety and access to transport in cities can increase women's participation in the labour market. The paper conducts a SWOT analysis and recommends improvements in education, technological integration, economic development, and policy and political participation to foster gender equality in urban development in India.

"**An Empirical Study On The Vulnerable Sector Of Domestic Helpers**" by Dr. Kavita Solanki in November 2020 explores the challenges faced by domestic helpers in India. The study reveals various issues such as exploitation, lack of legal protection, and adverse working conditions. Findings indicate that most domestic helpers are women, facing difficulties ranging from long working hours to inadequate living conditions. The study emphasises the need for policy interventions to safeguard the rights and well-being of domestic helpers, including measures such as social security schemes and improved regulation of placement agencies. Additionally, it highlights the nexus between placement agencies, police, and NGOs, underscoring the complexity of addressing these issues effectively.

The December 2020 analysis by C. Lalrempuii and H. Elizabeth sheds light on **the issues and challenges faced by female domestic workers in Mizoram**, an often neglected group in the unorganised workforce. Lack of education, unemployment, and vocational skills contribute to the increasing trend of employing women as domestic workers. Despite their crucial role in households, they are economically disadvantaged and undervalued. The absence of legal safeguards, welfare measures, and empowerment provisions exacerbates their vulnerability to injustices and exploitation. Rural poverty and migration further compound their challenges. Empirical research and interventions are lacking in Mizoram, perpetuating a poor understanding of their rights. Without proper support networks, domestic workers remain vulnerable to abuse, highlighting the need for effective legal instruments and humanitarian considerations to ensure their protection and empowerment.

In his paper "**Locking Down the Wage Labourers in the Informal Sector**," Pawan S. Harsana, 2021 discusses how the Covid-19 pandemic exacerbated the socio economic hardships faced by informal sector workers. He highlights the pre-existing class conflict and economic inequalities in society, arguing that the pandemic worsened these conditions by disrupting the means of survival for the most economically vulnerable. Harsana emphasises the need to acknowledge and address the systemic issues of class-based oppression and economic inequality in order to effectively respond to crises like the Covid-19 pandemic.

The protection of domestic workers in India poses significant challenges due to the nature of their work being within households for non-commercial purposes. **The Rights of Domestic Workers in India**, authored by Udit Goel in 2021, advocates for a decentralised social security system tailored to their unique needs, integrating measures such as minimum wages, skill development, and increased awareness and bargaining power. Drawing on analysis of existing legal provisions and successful practices, it offers suggestions for enhancing protections for domestic workers in India.

In 2022, Ms. Meenakshi and Dr. Ritu Bakshi explored **gender inequalities in India and the legal frameworks aimed at empowering women**, including the Beti Bachao Beti Padhao (BBBP) scheme. Despite legislative efforts, challenges like domestic violence, female infanticide, and gender stereotypes persist. Women's empowerment is crucial for national development, with initiatives like BBBP promoting girl child protection and education. The Ministry of India emphasises women's development, aligning with UNDP's goal of gender equality in sustainable development. BBBP has shown positive outcomes, with increased girl child enrollment in schools, but ongoing efforts are needed to ensure their survival, protection, and empowerment, aiming to eradicate violence and discrimination against girls and women.

In their January 2023 study titled "**A Study of Domestic Workers in India**," **Kumar Ashok** examines the rising demand for domestic workers, predominantly female, across households in India. The research highlights a concerning increase in violence and abuse against these workers, prompting government intervention through enacted legislation. Additionally, welfare measures for domestic workers are on the rise in response to these challenges.

### 3. Research Objectives and Methodology

#### Research Objectives:

Research objectives are specific goals or aims that a researcher aims to achieve through their study. These objectives guide the research process and provide a clear direction for conducting the study.

Research objectives typically outline what the researcher intends to accomplish, clarify the purpose of the study, and help in focusing the research efforts. The objectives of this Research are:

Primary Objective:

- Identify and comprehend the challenges encountered by domestic helpers in Noida, aiming to advocate for policy reforms and enhancements to support and safeguard their rights and well-being.
- Secondary Objectives:
- Evaluate the efficacy of existing government schemes and initiatives aimed at assisting domestic helpers.
- Generate awareness about the challenges faced by domestic helpers and government initiatives in addressing these issues.

### **Research Methodology:**

The systematic study of the media and their audiences, using a variety of methods to collect and analyse data. Media research methodology is interdisciplinary, drawing on theories and methods from fields such as sociology, psychology, communication studies, and political science. (McQuail)

### **Research Approach**

The research employs a mixed-method approach to assess the efficacy of government initiatives aimed at mitigating the challenges encountered by domestic helpers in Noida. This comprehensive method integrates quantitative and qualitative methodologies to delve into the multifaceted issues faced by domestic helpers and the effectiveness of the implemented schemes in addressing these challenges. Quantitative analysis involves statistical data examination to gauge the impact of government interventions on various aspects of domestic helpers' lives, such as financial security, health, and overall well-being.

Qualitative methods entail gathering firsthand accounts and perspectives from domestic helpers regarding their experiences with the implemented schemes, as well as their perceptions of the support provided by the government. By employing both quantitative and qualitative approaches, the study aims to offer a thorough evaluation of the government schemes and their effectiveness in addressing the needs and challenges faced by domestic helpers in Noida.

### **Sampling Technique**

Sampling is a critical process in research, involving the selection of a smaller group of participants to provide insights into what a larger population might reveal if all its members were surveyed. In this study, a non-probability sampling technique was employed to draw the final sample. Within the realm of non-probability sampling, two methods were utilised: Convenience Sampling and Snowball Sampling. These methods were chosen to efficiently gather data from individuals who were readily accessible and to leverage existing networks to identify additional participants who met the criteria for inclusion in the study. Through this approach, the researchers aimed to capture diverse perspectives and experiences within the target population, providing a comprehensive understanding of the phenomenon under investigation.

### **Sampling Procedure**

This step holds significant importance since, often, studying the entire population can be challenging due to factors such as time constraints, budget limitations, and logistical constraints.

Convenience sampling is a non-probability sampling technique in which the researcher selects participants who are readily available and accessible. The merits of employing this method lay in its simplicity, efficiency, and the maintenance of data quality through meticulous selection of a compact

sample, which, in turn, had no adverse impact on the response rate due to the well-defined sample group. (Dr. Gary G. Berridge)

Snowball sampling is a non-probability sampling technique in which researchers start with a small number of participants and then recruit additional participants by asking initial participants to refer them to other potential participants who meet the study criteria. (Luke Sloan, 2013)

The **universe** is defined as the aggregate of all persons or things falling under the category or concept being studied. (George Gerbner) In this study, the universe consisted of Mainstream Rom-Com Movies made in the past two decades, based on the evolution in directorial interpretation.

**Population** is the entire set of individuals or elements that are of interest to the researcher. (W. Russell Neuman)

For this study, the population consisted of Female Domestic Helpers in Noida.

A **sample** is the subset of a population which is selected to represent the entire population. (Don R. Obermiller) For this study, the sample consisted of Female Domestic Helpers in Noida.

A **sample unit** is a single element of a population which is selected to be included in a sample. (Dr. Gary R. Wurtzel) Female Domestic Helpers in Noida. Each participant within this group constitutes a separate sampling unit, and data are collected from them to represent the larger population.

The **sample size** denotes the number of individual elements or observations chosen from a broader population for the purpose of a study or research. This particular study took 100-150 Female Domestic Helpers in Noida.

### **Data Collection Method and Tool**

In a questionnaire, the introduction and demographics sections typically contain quantitative questions, as they involve gathering factual information such as age, gender, income, etc. These questions aim to collect numerical data that can be analysed statistically.

On the other hand, the qualitative aspect of the questionnaire comes into play in sections where respondents are asked open-ended questions or to provide their opinions, experiences, or perceptions. These qualitative questions allow individuals to express their thoughts, feelings, and experiences in their own words, providing deeper insights into their perspectives, attitudes, and behaviours. Qualitative questions are often used to explore complex issues, understand motivations, or uncover underlying reasons behind certain phenomena. They do not yield numerical data but instead offer rich, descriptive responses that require interpretation and analysis.

### **Data Analysis**

Data analysis is the process of using statistical and qualitative methods to make sense of large amounts of data about media consumption, production, and effects. (Dr. W. Russell Neuman) Maintaining data integrity necessitates the precise and suitable examination of research results. Incorrect statistical evaluations can warp scientific conclusions, deceive lay readers, and potentially impact how the public perceives the research. Issues of integrity are equally pertinent when it comes to scrutinising non-statistical data.

The survey responses underwent analysis using Excel as the primary statistical tool. Descriptive statistics, such as frequencies and percentages, were utilised to concisely present the data, providing a comprehensive portrayal of the research findings. This systematic methodology guaranteed the precision and interpretability of the results.



#### 4. Data Analysis and Interpretation

The research, titled "Exploring professional challenges and impact of government efforts on addressing issues faced by domestic helpers in Noida," aims to identify challenges faced by domestic helpers and advocate for policy reforms to support their well-being. It also evaluates existing government initiatives and aims to raise awareness about these challenges and government efforts.

Data serves as the cornerstone for deriving meaningful insights and conclusions, providing empirical evidence essential for rigorous analysis and interpretation. Through meticulous data presentation and analysis, researchers can uncover patterns, trends, and correlations, thereby enhancing the credibility and robustness of the study. Data analysis is crucial for substantiating research hypotheses, deepening understanding of the subject matter, and contributing significantly to scholarly discourse.

In the context of media research, data analysis involves collecting, cleaning, and transforming data from various media sources into insights that shed light on how people consume and engage with media content (Michael Schudson).

This research utilised quantitative methodology, employing a questionnaire as a primary tool for data collection and interpretation.

**Table No. 1: Respondents Information**

<b>Gender</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Female	100	100
Transgender	0	0
Prefer not to say	0	0
<b>Nationality</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Indian	100	100
<b>Age</b>	<b>Numbers</b>	<b>Percentage(%)</b>
20-25	9	9
26-30	10	10
31-35	32	32
36-40	43	43
41-45	1	1
46-50	2	2
51-55	2	2
56-60	0	0

61-65	0	0
66-70	1	1
<b>Where is your hometown located?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
West Bengal	38	38
Bihar	45	45
Uttar Pradesh	14	14
Jharkhand	1	1
Assam	1	1
Karnataka	1	1
<b>How would you classify your hometown as?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Remote	7	7
Rural	72	72
Semi Urban	17	17
Urban	3	3
Metropolitan	1	1
<b>Marital Status</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Single	10	10
Married	88	88
Divorced	0	0
Widowed	2	2
Separated	0	0
Prefer not to say	0	0
<b>What is the highest level of education you have completed?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
No formal education	51	51
Primary school	36	36

Secondary school	10	10
Higher secondary Graduation	3	3
<b>Employment Status</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Employed full-time	74	74
Employed part-time	26	26
Unemployed	0	0

**Table No. 2: Participants Responses**

Monthly Household Income	Numbers	Percentage(%)
Less than 10,000	4	4
INR 10,001 - 20,000	72	72
INR 20,001 - 30,000	22	22
INR 30,001 - 40,000	2	2
INR 40,001 - 50,000	0	0
INR 50,001 - 60,000 INR	0	0
How many children do you have?	Numbers	Percentage(%)
0	11	11
1	23	23
2	57	57
3	7	7
4	1	1
5	1	1
How many dependents do you have (excluding the children)?	Numbers	Percentage(%)
0	21	21
1	67	67

2	11	11
3	1	1
<b>How many individuals currently contribute to the household income in your family (Including you)?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
1	3	3
2	73	73
3	17	17
4	7	7
<b>How did you find your current employment?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Through an agency	1	1
Responded to a job advertisement	0	0
Referred to by an acquaintance , friend or relative	99	99
Found through an online platform	0	0
<b>How many hours do you typically work per day?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
0-5	10	10
6-10	68	68
11-15	22	22
<b>How many holidays are you entitled to per month?</b>	<b>Number</b>	<b>Percentage(%)</b>
1-2	73	73
3-4	26	26
5-6	1	1
<b>Do you prefer work arrangements suitable for a bachelor or for a family?</b>	<b>Number</b>	<b>Percentage(%)</b>
Bachelor	7	
Family	82	82
No preference	11	11

<b>Is proof of verification required by your employer prior to being hired?</b>	<b>Number</b>	<b>Percentage(%)</b>
Yes	95	95
No	5	5
<b>In what ways does your employer help uplift and support you in your job?</b>	<b>Number</b>	<b>Percentage(%)</b>
Vocational Training opportunities	1	1
Bonuses or incentives	33	33
Access to education	4	4
Access to education for children	0	0
Flexible work hours	10	10
Free Meals	95	95
Clothes and other household items	98	98
Lending Money	94	94
Extra Leaves	82	82
<b>Who do you typically turn to for support or assistance in times of need or difficulty?</b>	<b>Number</b>	<b>Percentage(%)</b>
Employer	91	91
Family members	95	95
Friends	88	88
Co-workers	41	41
Community or support groups	1	1
<b>Have you faced any instances of exploitation or mistreatment by your employers?</b>	<b>Number</b>	<b>Percentage(%)</b>
Yes	69	69
No	20	20
Maybe	11	11



<b>If yes, please specify the type(s) of exploitation or mistreatment you have experienced</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Mental Abuse	70	70
Unnecessary Complaints and Constant Nagging	95	95
Verbal Abuse	59	59
Physical Abuse	2	2
Sexual Harassment	2	2
Withholding of Wages	71	71
Long Hours and No Rest Breaks	78	78
Exploitation of Vulnerability	65	65
Unhygienic working conditions	68	68
Others- None	1	1
<b>What do you think are the most common problems faced by other domestic helpers in your area?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Low Wages	94	94
Lack of Job Security	92	92
Unsafe Working Conditions	85	85
Exploitation and Abuse	83	83
Limited Access to Benefits and Services	80	80
Social Isolation and Discrimination	86	86

<b>(Numbers and % will be same)</b>					
<b>How frequently do domestic helpers experience such forms of mistreatment? (With 1 representing infrequent occurrences and 5 indicating very frequent incidents)</b>	<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>
Mental Abuse	4	10	22	9	55

Verbal Abuse	12	4	25	57	2
Physical Abuse	50	48	0	1	1
Sexual Assault	94	3	2	0	1

<b>Are you aware of any government schemes or initiatives aimed at assisting domestic helpers in Noida?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Yes	62	62
No	15	15
Maybe	23	23
<b>From whom or where did you learn about the schemes designed to aid domestic helpers</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Employer	82	82
Coworkers	75	75
Friends, Acquaintance or Relatives	74	74
Support Groups	9	9
Non- Profit Organisations	8	8
Others-(don't know about them)	4	4
<b>Have you personally benefited from any of these government schemes?</b>	<b>Numbers</b>	<b>Percentage(%)</b>
Yes	49	49
No	38	38
Maybe	13	13

<b>(Numbers and % will be same)</b>					
<b>Please specify the name(s) of any scheme(s) you are familiar with and your level of awareness regarding them.</b>	<b>Very Aware</b>	<b>Aware</b>	<b>Neither Aware or unaware</b>	<b>Unaware</b>	<b>Very Unaware</b>

Pradhan Mantri Jan Dhan Yojana	2	71	22	2	3
Pradhan Mantri Jan Arogya Yojana	3	70	23	2	2
Pradhan Mantri Suraksha Bima Yojana	1	61	29	6	3
Pradhan Mantri JeevanJyoti Bima Yojana	2	65	25	6	2
Atal Pension Yojana	1	66	23	7	3
Pradhan Mantri GaribKalyan Anna Yojana (PM-GKAY)	1	70	25	2	2
Swadhar Greh Scheme	2	82	12	4	0
Ujjawala Scheme	1	2	82	10	5
Pradhan Mantri Matru Vandana Yojana (PMKVY)	0	3	79	11	7
Beti Bachao Beti Padhao Scheme	17	72	8	1	2
One-Stop Centre Scheme	0	8	72	15	5
Women Helpline Scheme	1	23	63	10	3

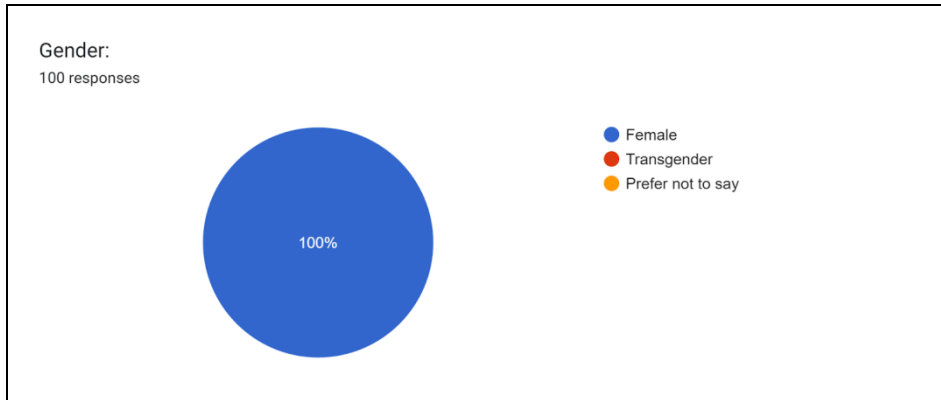
<b>(Numbers and % will be same)</b>					
<b>Please specify the name(s) of the program(s) that have assisted you and your level of satisfaction with them.</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied or Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Pradhan Mantri Jan Dhan Yojana	1	50	46	2	1
Pradhan Mantri Jan Arogya Yojana	1	7	89	2	1
Pradhan Mantri Suraksha Bima Yojana	1	5	92	2	1
Pradhan Mantri JeevanJyoti Bima Yojana	1	6	89	4	0

Atal Pension Yojana	1	13	84	1	1
Pradhan Mantri GaribKalyan Anna Yojana (PM-GKAY)	1	11	86	1	1
Swadhar Greh Scheme	1	3	93	3	0
Ujjawala Scheme	1	3	92	3	1
Pradhan Mantri MatruVandana Yojana (PMKVY)	1	5	91	2	1
Beti Bachao Beti Padhao Scheme	5	62	30	2	1
One-Stop Centre Scheme	1	6	87	5	1
Women Helpline Scheme	1	10	84	4	1

Have you experienced individuals coming forward to offer help or empathise with your situation?	Numbers	Percentage(%)
Yes, frequently	0	0
Occasionally	58	58
Rarely	41	41
Never	1	1
What types of support have you received while working as a domestic helper through your employer?	Numbers	Percentage(%)
Financial assistance	88	88
Mental guidance	19	19
Moral support	58	58
Physical assistance	3	3
Emotional support	7	7
Legal advice	1	1

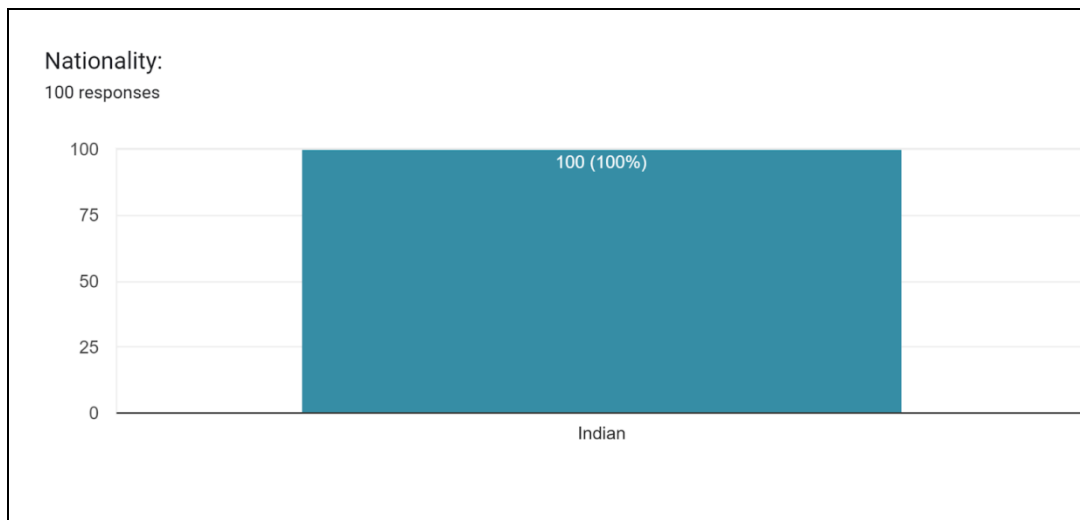
Educational assistance	3	3
<b>What types of support do you expect while working as a domestic helper through your employer?</b>	<b>Numbers</b>	<b>Percentage%</b>
Financial assistance	85	85
Mental guidance	83	83
Moral support	88	88
Physical assistance	20	20
Emotional support	83	83
Legal advice	10	
Educational assistance	31	31
<b>Do you believe there is enough awareness about the challenges faced by domestic helpers in Noida?</b>	<b>Numbers</b>	<b>Percentage%</b>
Yes	51	51
No	22	22
Maybe	27	27
<b>What changes would you like to see in the working conditions or treatment of domestic helpers in Noida?</b>	<b>Numbers</b>	<b>Percentage%</b>
Fair Treatment and Respect	97	97
Fair Compensation and Benefits	93	93
Safety and Security Measures	92	92
Access to Education and Training	86	86
Social Integration and Inclusion	86	86
Advocacy and Awareness	83	83
Regulated Working Hours	91	91
Zero Tolerance for Abuse and Harassment	89	89

**Response Analysis**



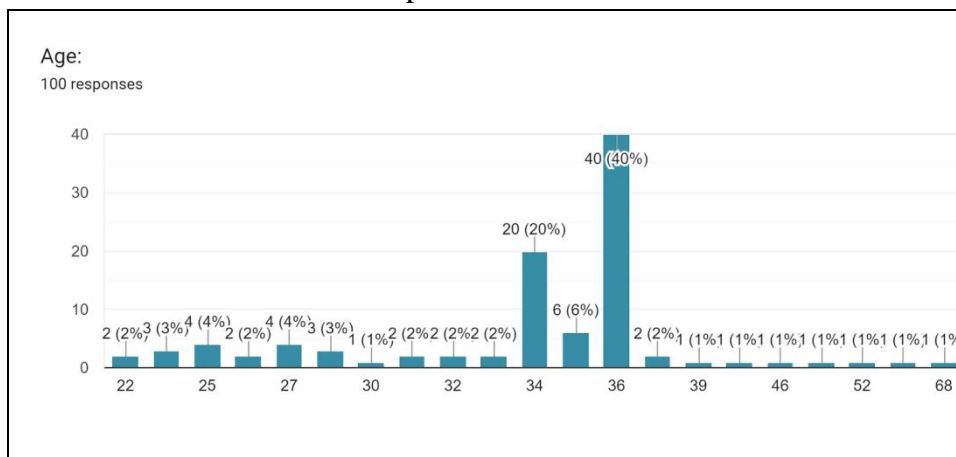
**Figure 1: Gender.**

All Respondents are Female.



**Figure 2: Nationality.**

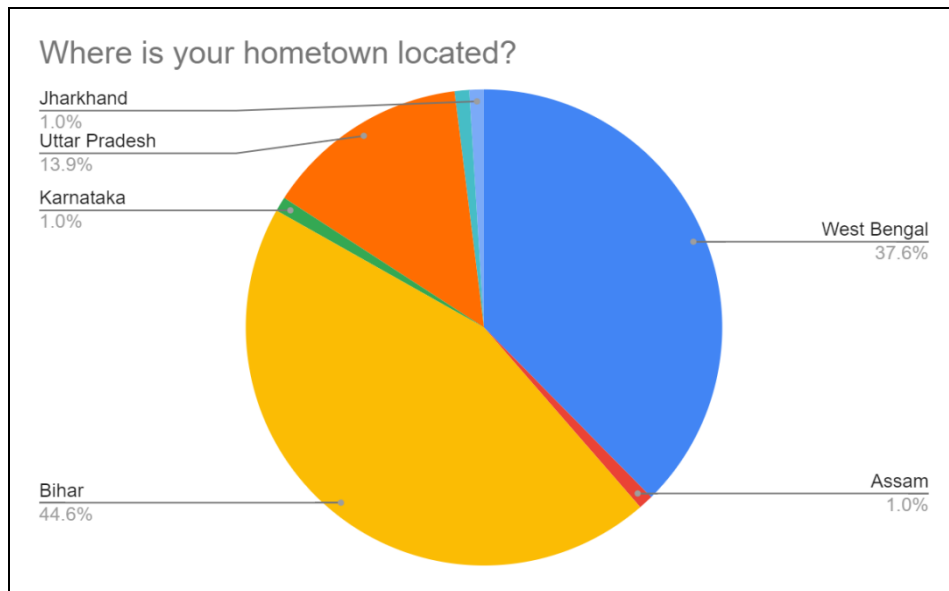
All Respondents are Indian.



**Figure 3: Age.**



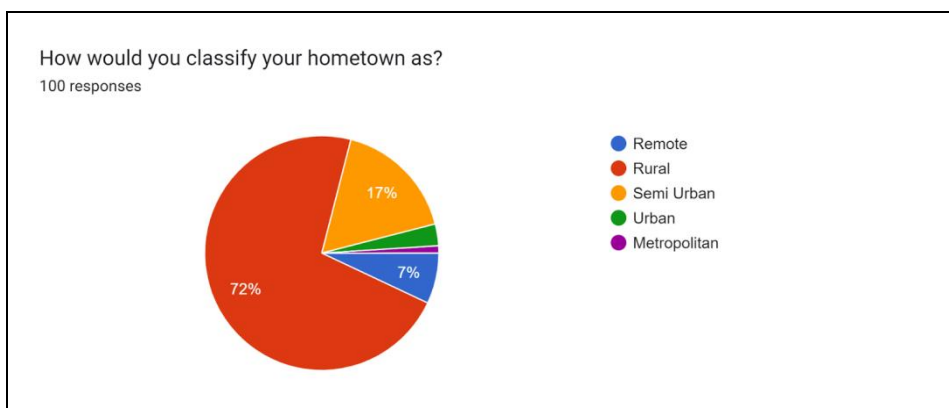
This data includes 100 domestic helpers with ages ranging from 22 to 68 years old. Most of them are around 34 years old. The average age is about 25.56 years, but the middle value (median) is 34 years, showing a slight skew towards older ages.



**Figure 4: Location of Hometown.**

The dataset comprises individuals' hometowns, reflecting a broad geographic representation across various states in India. Among these, Bihar(44.6%) and West Bengal(37.6%) emerge as prominently mentioned states, indicating a notable concentration of individuals originating from these regions. Despite this concentration, the dataset also encompasses hometowns from other states such as Assam(1%), Karnataka(1%), Uttar Pradesh(13.9%) and Jharkhand(1%), suggesting a diverse range of origins among the individuals included.

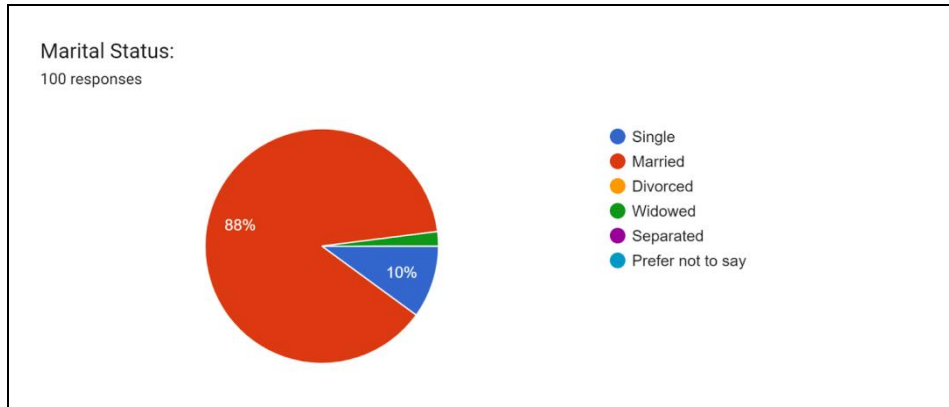
This distribution underscores the geographic diversity within the dataset, with Bihar and West Bengal serving as focal points while still allowing for representation from other regions of India.



**Figure 5: Classification of your Hometown.**

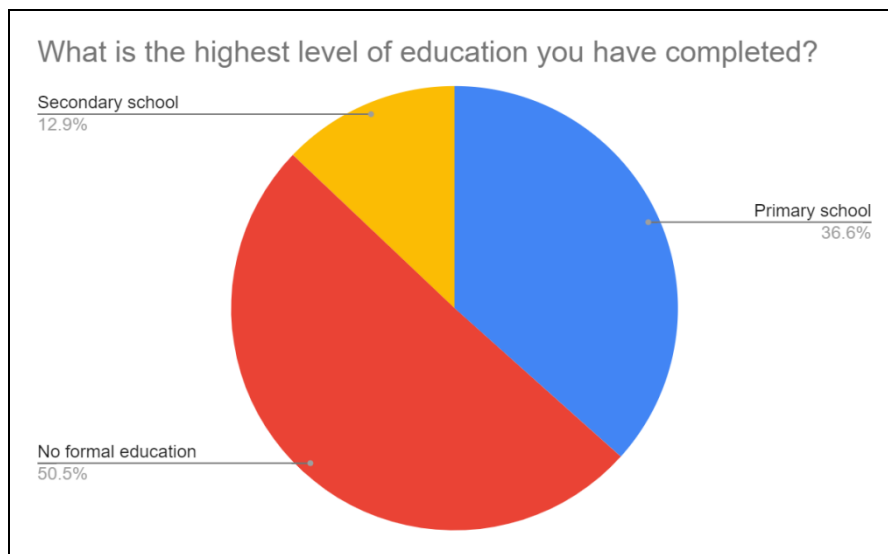
The dataset categorises individuals' hometowns into Rural, Semi Urban, Urban, Metropolitan, and Remote areas. Rural areas make up the majority at about 72%, followed by Semi Urban areas at 17%. Urban areas represent about 3%, while Metropolitan areas constitute 1%, and Remote areas account for

approximately 7%. This breakdown emphasises the predominance of rural and semi urban hometowns in the dataset, with lesser representation from urban, metropolitan, and remote regions.



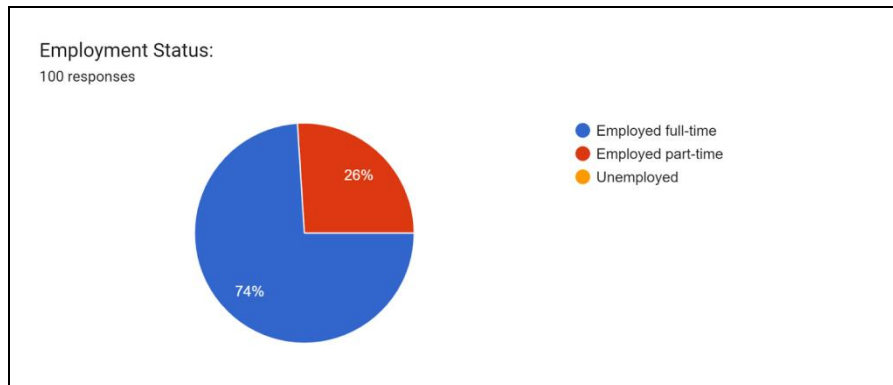
**Figure 6: Marital Status.**

The dataset primarily consists of individuals who are married(88%), reflecting a significant majority. Additionally, there are mentions of individuals who are single(10%) and a few instances of widowed individuals(2%).



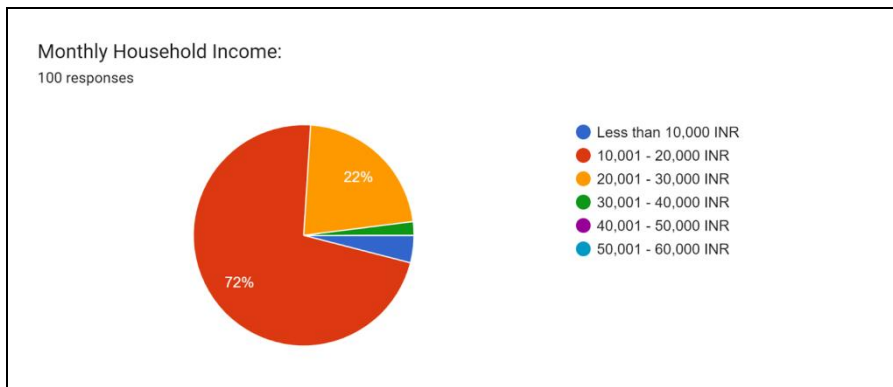
**Figure 7: Highest level of Education obtained.**

The dataset encompasses individuals' highest education levels, including Primary school, Secondary school, Higher secondary, Graduation, and No formal education. Primary school completion is the most prevalent response, representing 36.6% of the sample, indicating a significant portion has achieved this level. Additionally, 12.9% report completing Secondary school, while a substantial 50.5% mention having received no formal education, underscoring potential disparities in educational access.



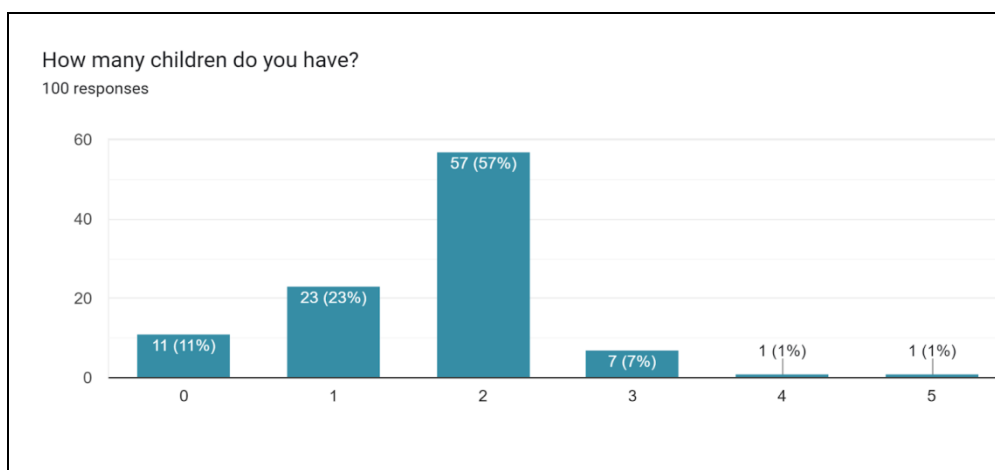
**Figure 8: Employment Status.**

The dataset reveals individuals' employment status, primarily Employed full time (74%) and Employed part time (26%). This indicates a predominant preference for full time employment, with a notable minority opting for part time work.



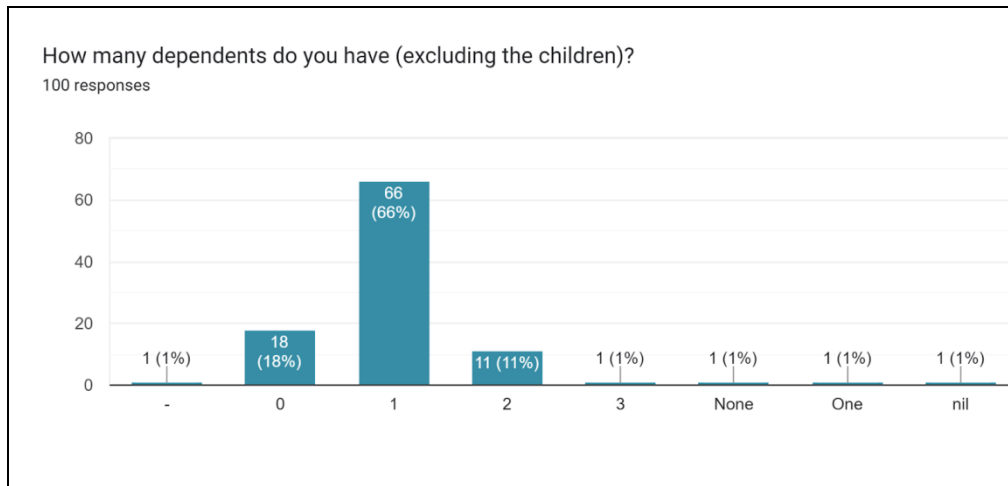
**Figure 9: Monthly Household Income.**

The dataset covers different monthly household income ranges, with the most common being 10,001 20,000 INR, accounting for 72% of responses. There are also mentions of incomes between 20,001 30,000 INR, representing 22% of responses, and 30,001 40,000 INR, making up 2% of responses. Additionally, incomes below 10,000 INR constitute 4% of responses. This distribution highlights the prevalence of incomes in the 10,001 20,000 INR range, reflecting varying financial situations among households.



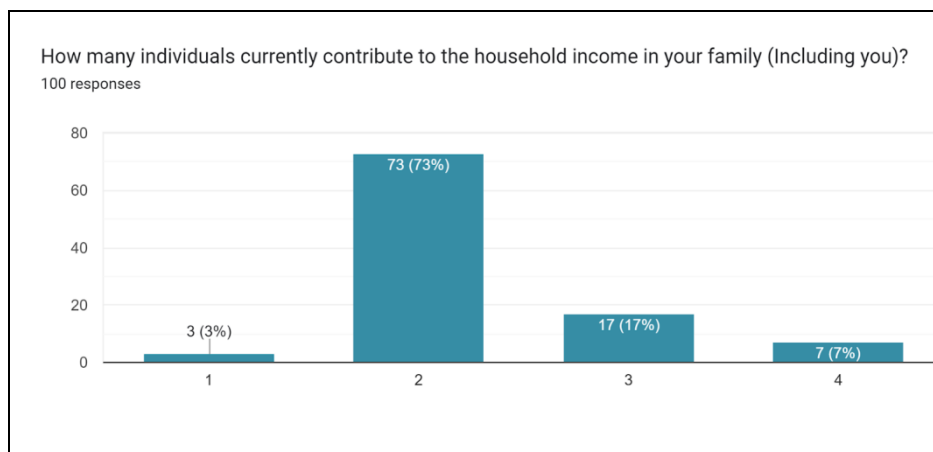
**Figure 10: No. of Children.**

The dataset reveals diverse family sizes among respondents. Approximately 11% report having no children, while 23% have one child. The majority, comprising 57%, have two children, indicating the most common family size. Additionally, 7% report having three children, while 1% have four children, and another 1% have five children. These percentages offer insights into the distribution of family sizes within the dataset, highlighting the prevalence of households with two children.



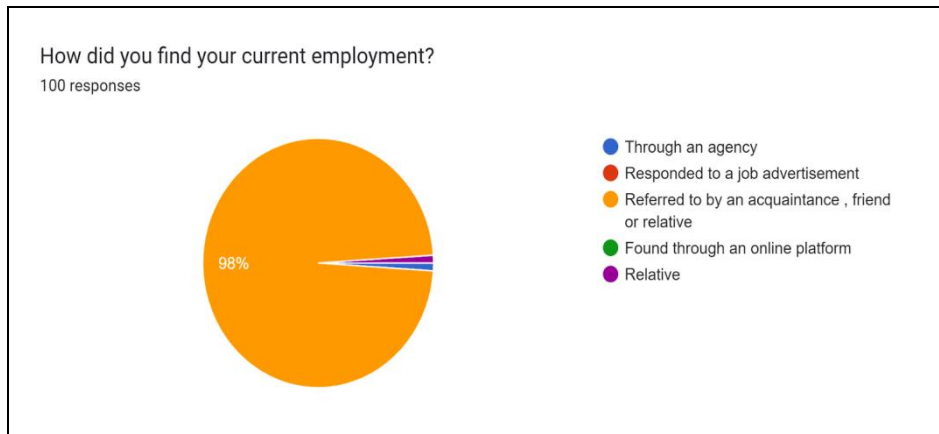
**Figure 11: Total dependents per household, excluding children.**

The dataset provides insights into the number of dependents per household, excluding children. Upon analysis, it reveals diverse household compositions, with 21% reporting no dependents, 67% indicating one dependent, 11% mentioning two dependents, and only 1% reporting three dependents. This distribution underscores the prevalence of households with one dependent and a notable portion without any additional dependents.



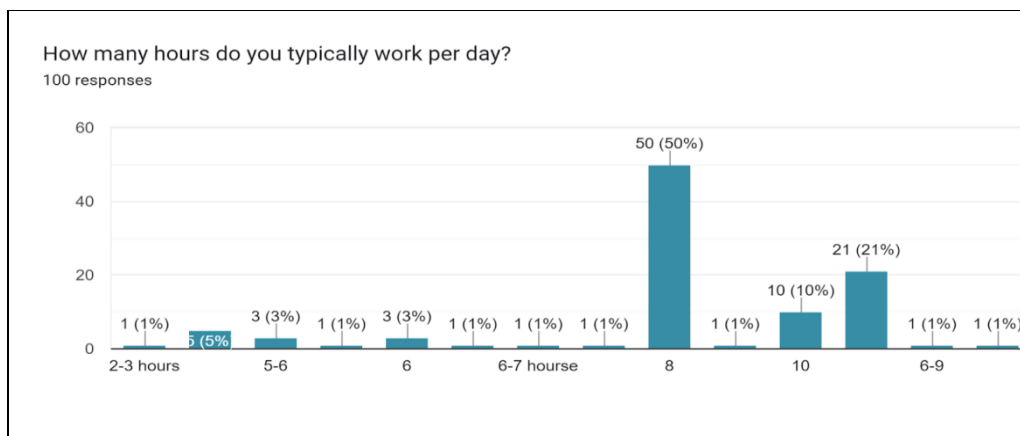
**Figure 12: No. of Household income contributors including you.**

The dataset provides insights into the number of individuals contributing to household income, including the respondent. Upon analysis, it reveals that 3% of households have one contributor, 73% have two contributors, 17% have three contributors, and 7% have four contributors. This distribution underscores the prevalence of dual income households, with a significant majority having two contributors. Additionally, there are notable instances of households with three or four contributors, highlighting varying levels of financial support within the dataset.



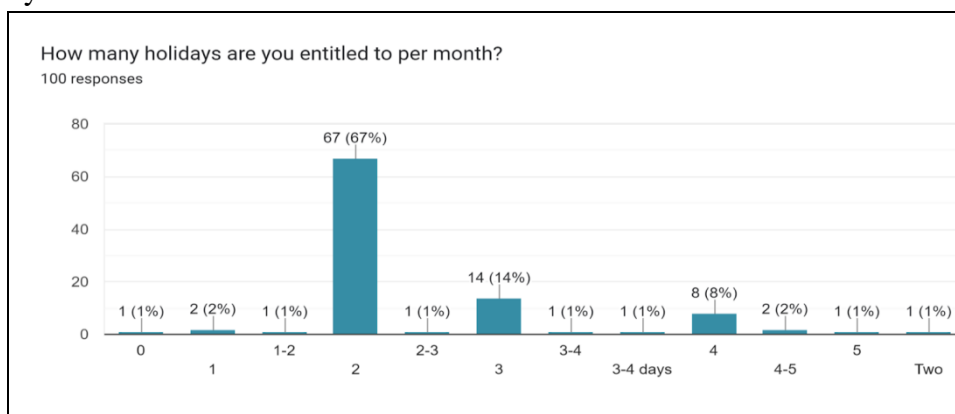
**Figure 13: Medium through which you found your employment.**

The dataset reveals that the overwhelming majority, constituting 99% of respondents, found their current employment through referrals by acquaintances, friends, or relatives. However, a mere 1% of individuals reported securing their jobs through an agency. This stark contrast underscores the predominant reliance on personal networks for job acquisition within the dataset, with only a minimal proportion resorting to employment agencies.



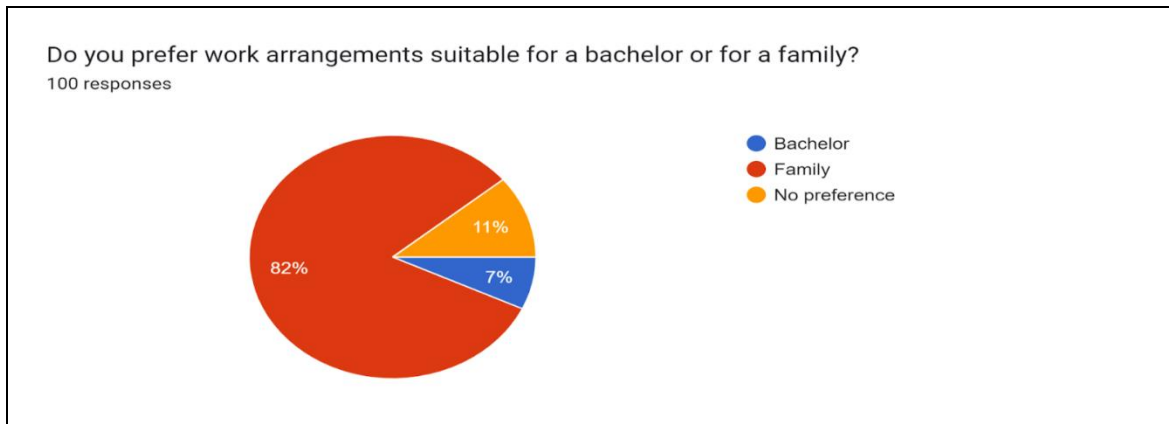
**Figure 14: Hours Worked Per Day.**

The distribution of "Hours Worked Per Day" ranges from 3 to 12 hours, with 8 hours being the prevailing choice. This variety reflects diverse work schedules within the dataset. Considering the average of 8 hours per day, individuals would typically accumulate approximately 240 working hours in a standard 30 day month.



**Figure 15: Holidays Per Month.**

The data shows that most people get around 2 holidays per month. However, some have more, like 3 or 4 days, and some have a range, such as 34 or 45 days.



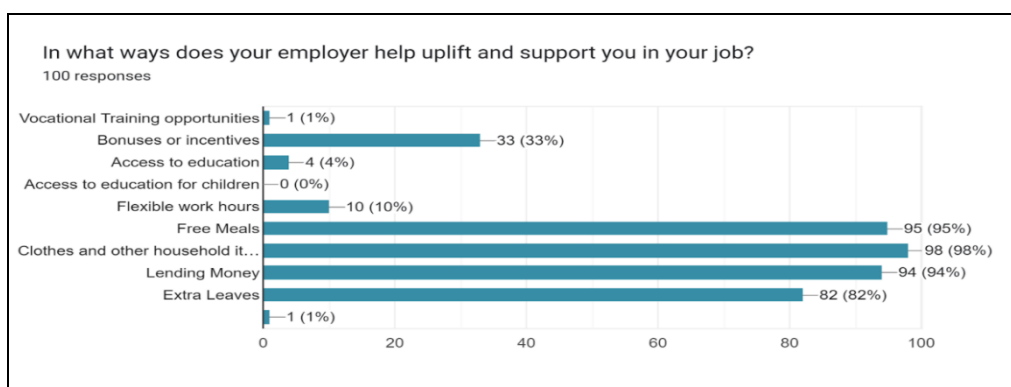
**Figure 16: Work arrangement preference.**

The data shows that the majority of respondents, comprising 82%, prefer work arrangements suitable for a family. Meanwhile, 11% have no specific preference, and 7% prefer arrangements more suitable for a bachelor lifestyle. This highlights a clear preference for family oriented work setups among the respondents.



**Figure 17: Verification Proof Requirement.**

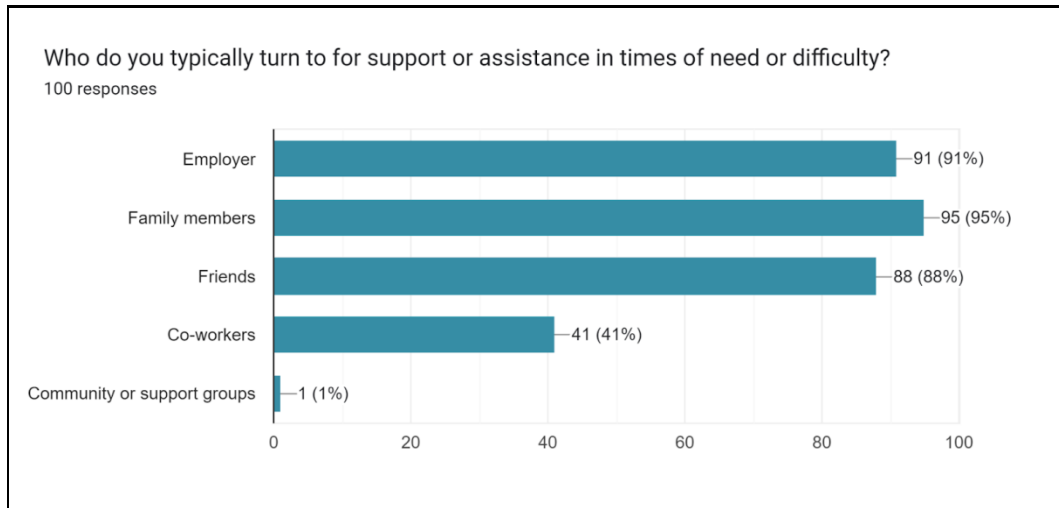
The data indicates that the majority of respondents, comprising 95% of the dataset, state that proof of verification is required by their employer prior to being hired. Conversely, only 5% of respondents report that proof of verification is not required.



**Figure 18: Ways of Employer Upliftment Support.**

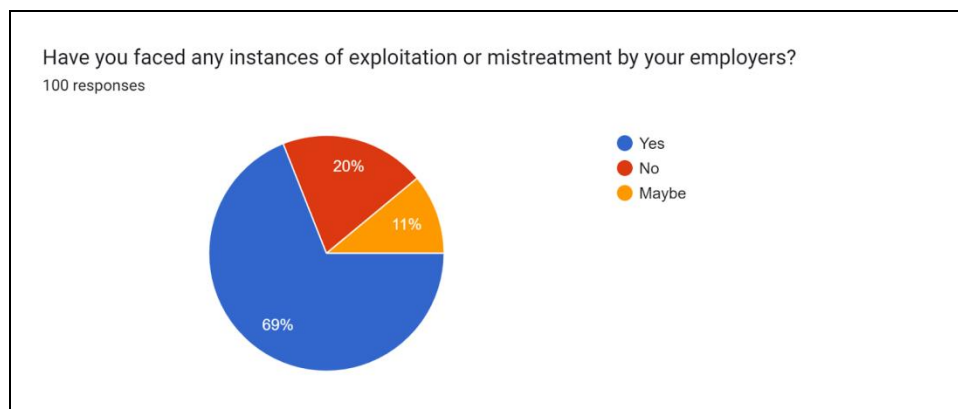


Employers provide a range of supportive measures to their employees. This includes bonuses or incentives (33%), access to vocational training opportunities (1%), access to education (4%), access to education for children (0%), flexible work hours (10%), free meals (95%), clothes and other household items (98%), lending money (94%), and extra leaves (82%). This suggests a varied landscape in terms of the types of assistance provided, with some areas of employee support being more widely prioritised than others.



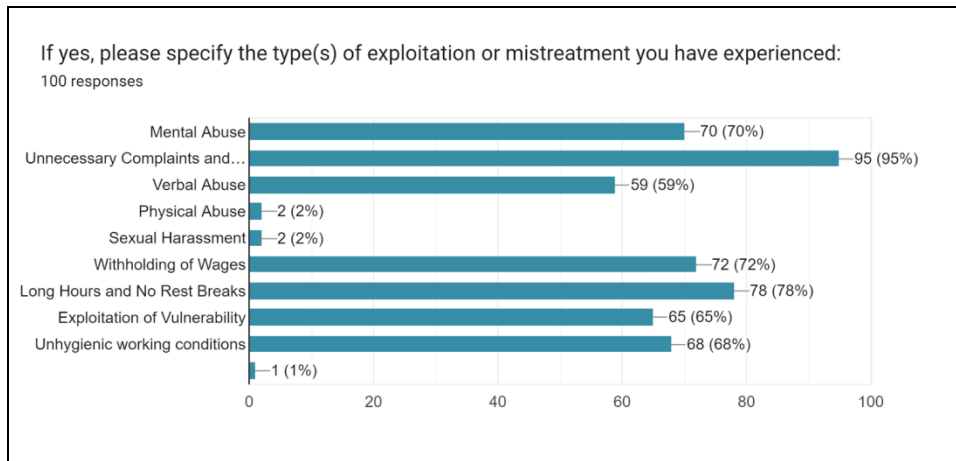
**Figure 19: Support Network in Times of Need.**

The data presents insights into the sources individuals turn to in times of need. It reveals a predominant reliance on family members (95%) and friends (88%), highlighting the enduring importance of personal relationships. Concurrently, a substantial percentage (91%) leans on their employers, indicating a significant expectation for support from the workplace. Interestingly, while coworkers (41%) are still sought out for assistance, their role appears less prominent compared to family, friends, and employers. Conversely, community or support groups seem to play a minimal role, with only 1% of individuals turning to these resources.



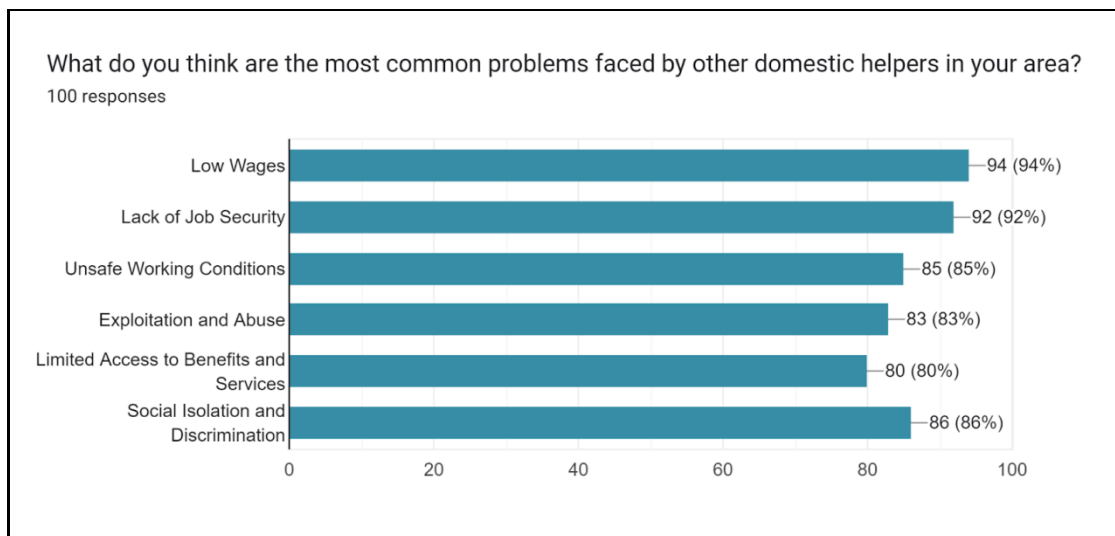
**Figure 20: Mistreatment experienced through Employer.**

The analysis of mistreatment experienced through employers indicates varying degrees of dissatisfaction among respondents. While the majority (69%) reported experiencing mistreatment, a significant portion (20%) stated they had not encountered such issues. Additionally, a notable minority (11%) remained uncertain, expressing ambiguity or mixed feelings about their experiences.



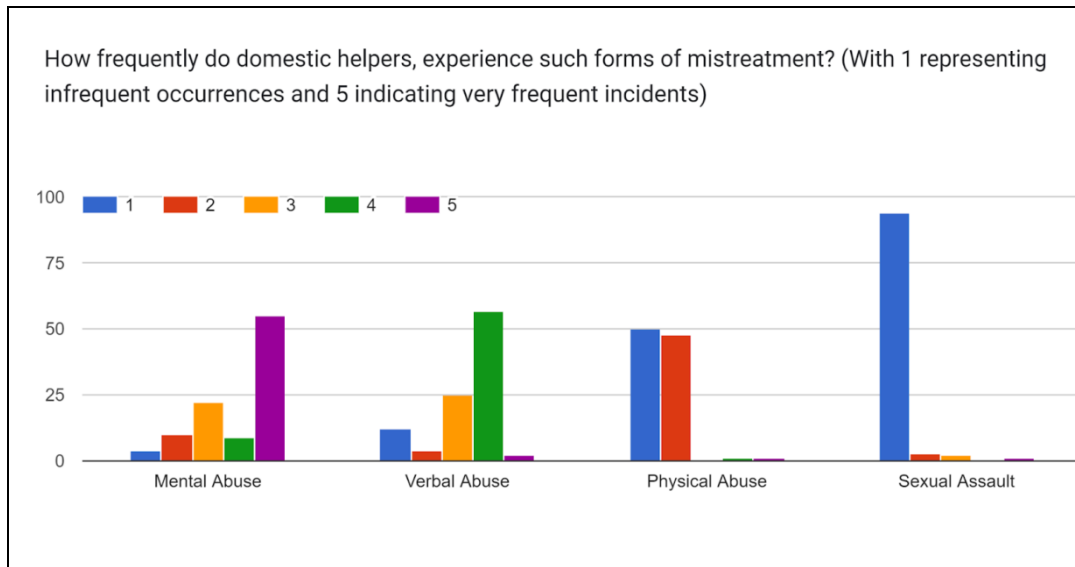
**Figure 21: Types of mistreatment experienced.**

The data on types of mistreatment experienced through employers reveals several concerning trends. The most prevalent form reported is unnecessary complaints and constant nagging, with 95% of respondents citing this issue. This is followed closely by long hours and no rest breaks, reported by 78% of respondents, and withholding of wages, noted by 72%. Mental abuse, verbal abuse, and exploitation of vulnerability are also significant concerns, reported by 70%, 59%, and 65% of respondents, respectively. Additionally, unhygienic working conditions were cited by 68% of respondents. Despite being less common, instances of physical abuse and sexual harassment were reported by 2% of respondents each.



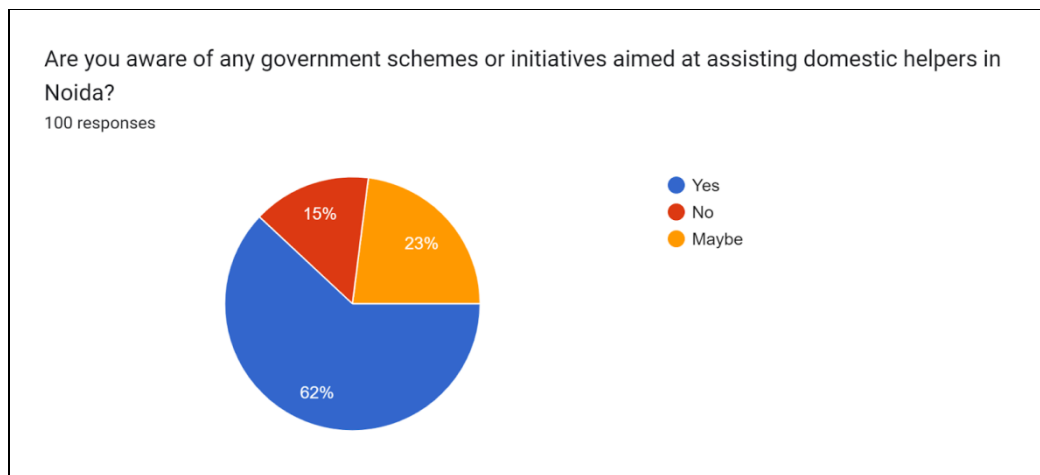
**Figure 22: Problems faced by other Domestic helpers.**

The data on problems faced by domestic helpers highlights several significant challenges within the industry. The most prevalent issue reported is low wages, with 94% of respondents citing this concern. Lack of job security closely follows, reported by 92% of respondents, indicating a pervasive sense of instability in employment. Unsafe working conditions were also a major concern, with 85% of respondents expressing worry over this issue. Additionally, exploitation and abuse, as well as limited access to benefits and services, were cited by 83% and 80% of respondents, respectively. Social isolation and discrimination were reported by 86% of respondents, indicating broader societal challenges that domestic helpers face beyond just the workplace.



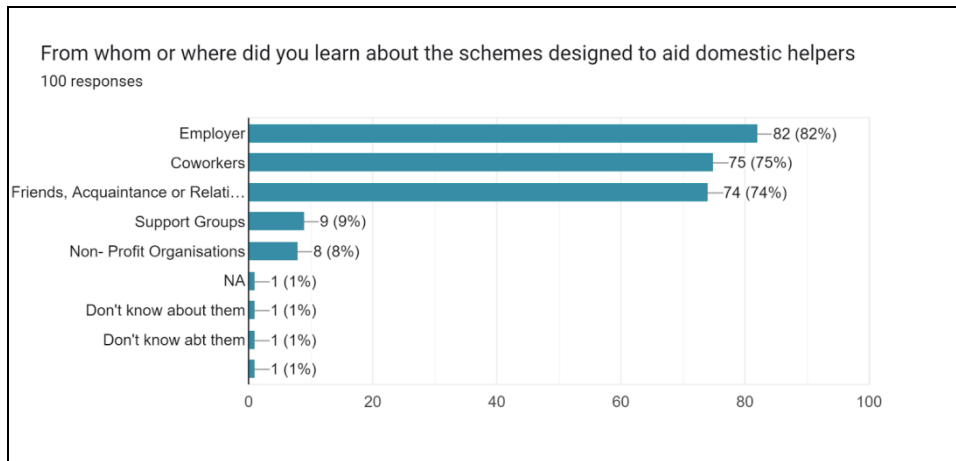
**Figure 23: Frequency of mistreatment experienced**

The data provides insights into the frequency of mistreatment experienced by domestic helpers across various forms of abuse. Mental abuse appears to be the most commonly reported, with respondents indicating a range of experiences from infrequent to very frequent occurrences. Verbal abuse follows a similar pattern, with a majority reporting moderate levels of frequency. Conversely, physical abuse and sexual assault are reported less frequently, with most respondents indicating infrequent occurrences. These findings shed light on the challenges faced by domestic helpers, highlighting the prevalence of psychological and verbal mistreatment in their work environments.



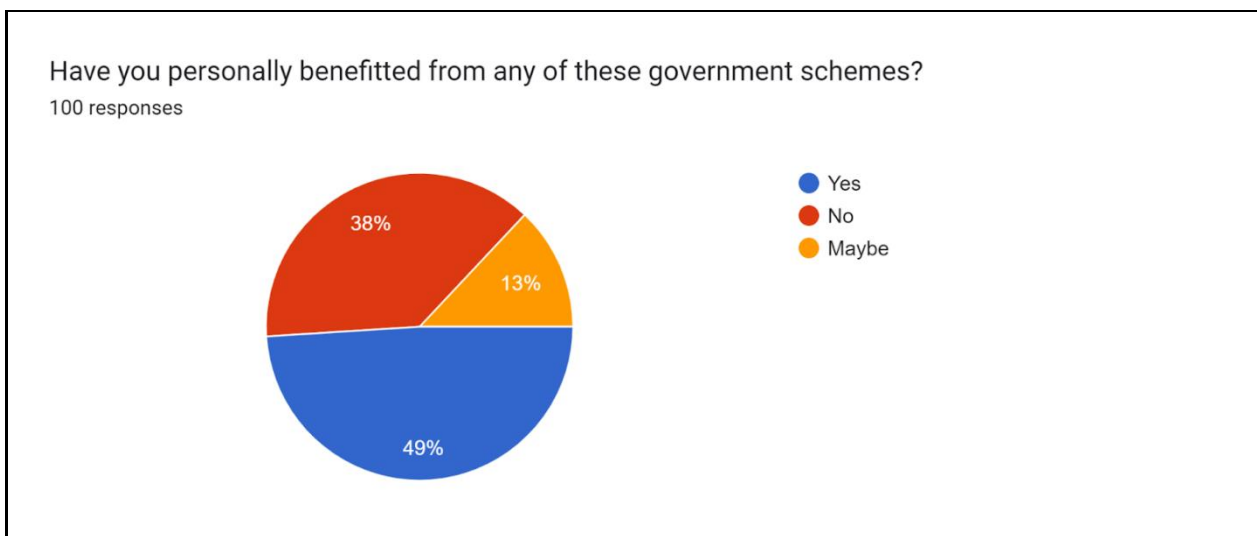
**Figure 24: Awareness of Government Schemes.**

It seems that a majority of respondents, approximately 62%, are aware of government schemes or initiatives aimed at assisting domestic helpers in Noida. However, there is also a sizable portion, around 23%, who are uncertain about the existence of such programs, and 15% indicated they are not aware of any government schemes or initiatives for domestic helpers.



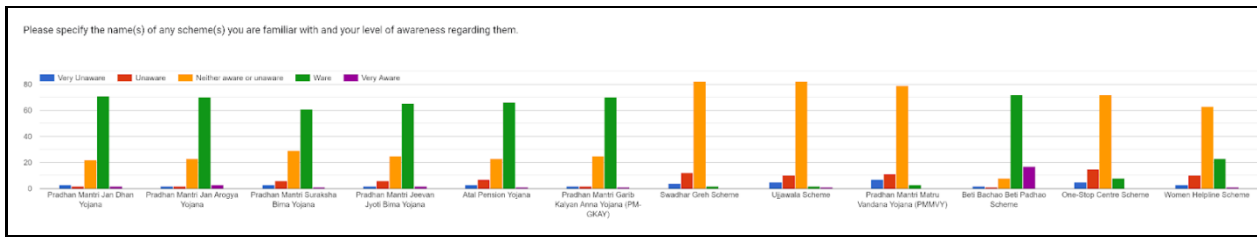
**Figure 25: Sources of Awareness for Government Schemes.**

The data suggests that domestic helpers primarily rely on their employers, coworkers, and friends, acquaintances, or relatives for information about government schemes, with percentages of 82%, 75%, and 74% respectively. Support groups and nonprofit organisations seem to play a less significant role, with only 9% and 8% respectively. A small portion, 4%, admitted to not knowing about these schemes at all. This underscores the importance of enhancing communication channels between domestic helpers and formal support systems to ensure they are well informed about available resources and assistance programs.



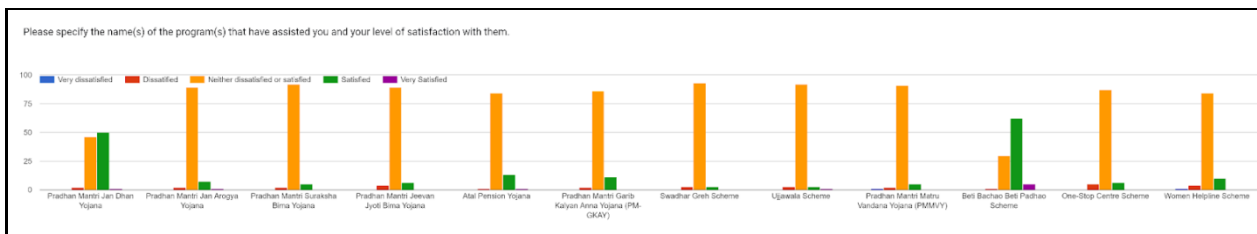
**Figure 26: Personal Benefit from Government Schemes.**

The data indicates that approximately 49% of respondents have personally benefitted from government schemes, while 38% have not, and 13% are uncertain or undecided about their benefit. This suggests a significant portion of respondents have experienced some form of assistance or support from government initiatives, while a notable proportion remains unsure about the impact of such schemes on their lives.



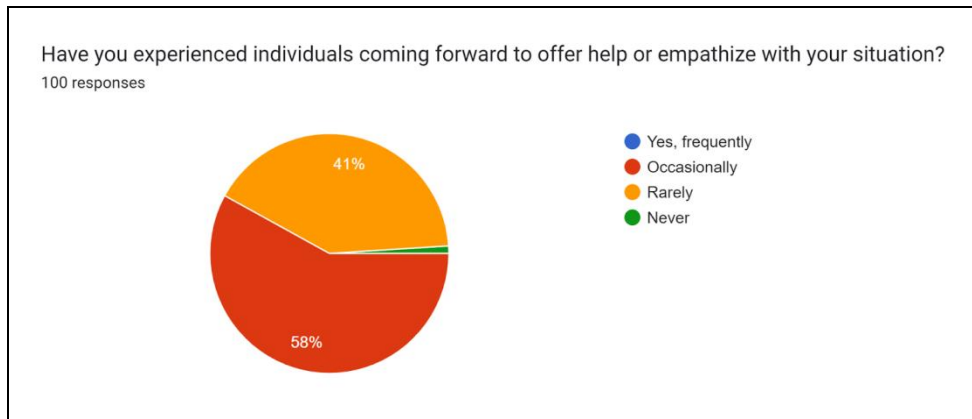
**Figure 27: Awareness levels of Government Schemes.**

The data presents awareness levels for various government schemes in India. Among the schemes listed, Pradhan Mantri Jan Dhan Yojana and Pradhan Mantri Jan Arogya Yojana are relatively well-known, with 71 and 70 respondents aware, respectively. Conversely, schemes like Pradhan Mantri Suraksha Bima Yojana and Pradhan Mantri Jeevan Jyoti Bima Yojana have a considerable number of respondents in the neither aware or unaware category, indicating mixed awareness levels. Similarly, while Atal Pension Yojana and Pradhan Mantri Garib Kalyan Anna Yojana (PM-GKAY) have significant awareness, there's room for improvement in clarity. The Swadhar Greh Scheme stands out with high awareness, with 82 respondents aware, showcasing its widespread recognition. The Ujjwala Scheme also enjoys considerable awareness, though with 10 unaware respondents, highlighting a need for enhanced communication. Pradhan Mantri Matru Vandana Yojana (PMKVY) faces a challenge with 7 unaware respondents, indicating gaps in dissemination. Beti Bachao Beti Padhao Scheme demonstrates high awareness, but with 8 respondents in the neither aware or unaware category, suggesting scope for better outreach. Similarly, One-Stop Centre Scheme and Women Helpline Scheme exhibit moderate awareness, indicating opportunities for improved communication strategies.



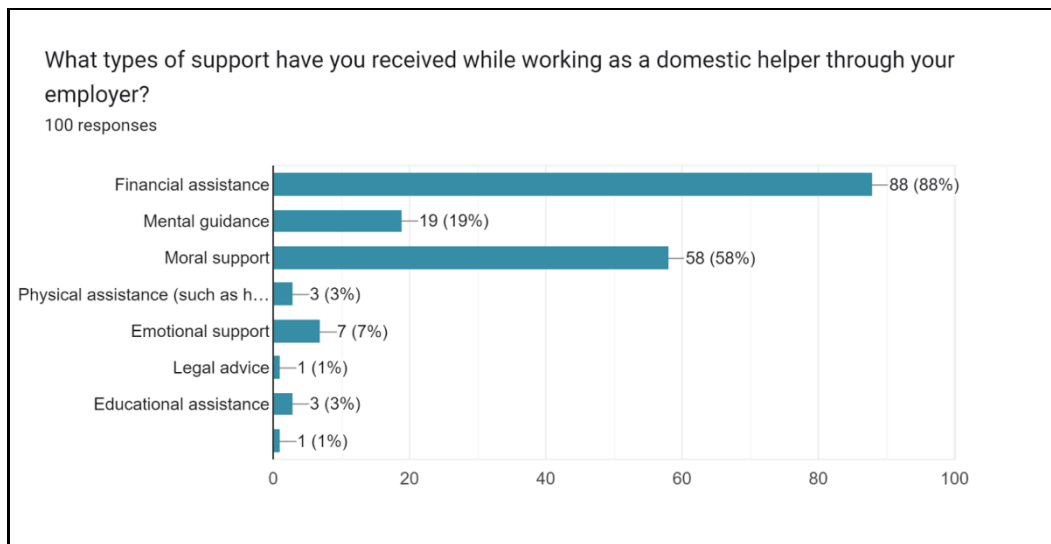
**Figure 28: Satisfaction levels of Government Schemes.**

The satisfaction levels regarding various government schemes in India vary across the board, with some schemes garnering more positive feedback than others. The Pradhan Mantri Jan Dhan Yojana receives a relatively balanced response, with half of the respondents expressing satisfaction, while the majority remain neutral. Similarly, the Pradhan Mantri Jan Arogya Yojana and Pradhan Mantri Suraksha Bima Yojana largely evoke a neutral stance, with minimal satisfaction or dissatisfaction expressed. Conversely, the Pradhan Mantri Jeevan Jyoti Bima Yojana registers a slightly higher dissatisfaction rate compared to satisfaction. The Atal Pension Yojana demonstrates a moderate level of satisfaction among respondents, with a notable proportion expressing satisfaction. The Swadhar Greh Scheme and Ujjwala Scheme mostly receive neutral feedback, indicating neither significant satisfaction nor dissatisfaction. However, the Beti Bachao Beti Padhao Scheme stands out with a relatively higher satisfaction rate compared to other schemes. The One-Stop Centre Scheme and Women Helpline Scheme witness a similar trend of mostly neutral feedback, with a small proportion expressing satisfaction. Overall, while some schemes enjoy moderate satisfaction levels, there's room for improvement to address dissatisfaction and enhance the effectiveness of these initiatives.



**Figure 29: Responses of Individuals on being Offered Help or Empathy.**

The table depicts responses to individuals being offered help or empathy, with 41% indicating that they rarely experience such gestures, 58% occasionally receiving them, and only 1% reporting never encountering them. This distribution suggests that while rare, instances of assistance or empathy do occur for most respondents, with a small minority never experiencing them.



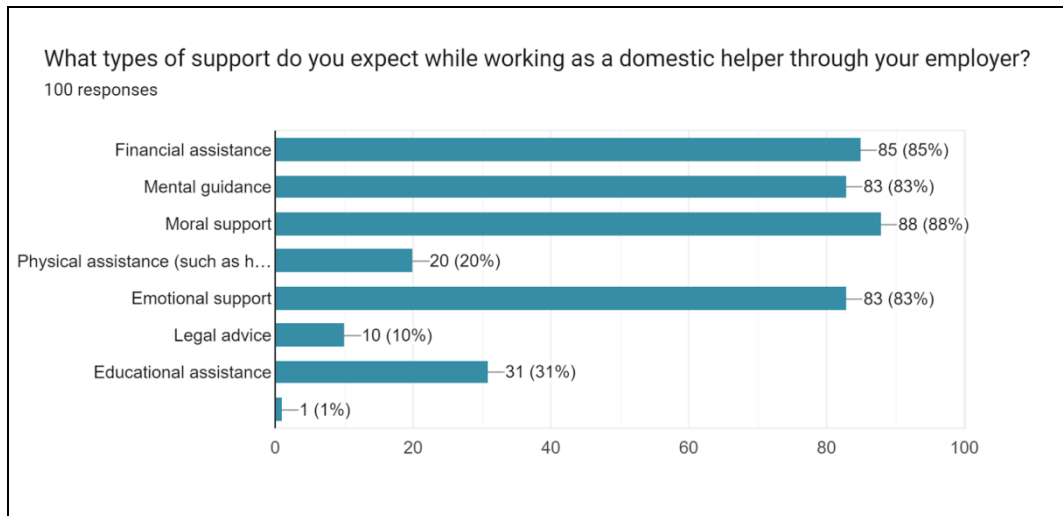
**Figure 30: Types of Support received.**

The data presents a diverse range of support received across various categories. Financial assistance stands out as the most prevalent form of aid, with 88% of respondents reporting access to financial resources, indicating a strong network of financial support. Moral support follows suit, with 58% of individuals receiving encouragement and empathy, suggesting a significant level of social backing. However, the data reveals lower levels of support in other areas.

Mental guidance, emotional support, and physical assistance demonstrate comparatively lower percentages, at 19%, 7%, and 3%, respectively. This suggests potential gaps in addressing mental health and physical needs within the support network.

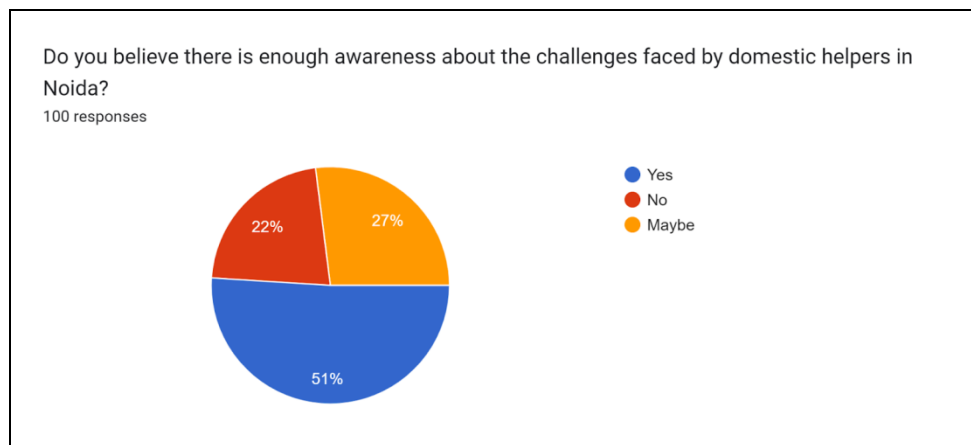
Legal advice and educational assistance appear to be the least accessed forms of aid, with only 1% of respondents reporting assistance in these areas, highlighting potential challenges in accessing legal resources and educational support.





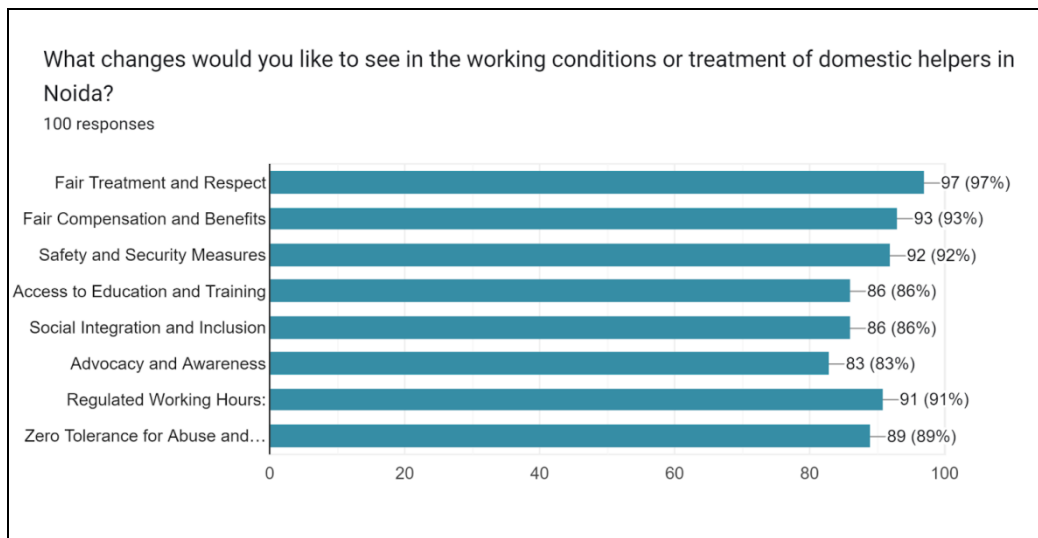
**Figure 31: Types of support expected.**

The data reveals a spectrum of anticipated assistance across various categories. Financial assistance emerges as the most anticipated form of aid, with 85% of respondents expecting support in this aspect, reflecting the crucial role of financial resources in addressing needs. Moral support follows closely behind, with 88% expressing an expectation for empathetic encouragement and solidarity. Mental guidance and emotional support are also highly anticipated, with 83% of individuals expecting assistance in maintaining mental well-being and emotional resilience. In contrast, physical assistance is less expected, with only 20% of respondents foreseeing help with practical tasks. Legal advice shows a moderate level of anticipation at 10%, while educational assistance is expected by 31% of respondents, indicating a desire for support in educational pursuits.



**Figure 32: Awareness about challenges faced by Domestic Helpers.**

The data suggests a mixed perception regarding the awareness of challenges faced by domestic helpers in Noida. While a significant portion of respondents (approximately 51%) believe there is enough awareness, a notable number (around 22%) express uncertainty or disagreement with this notion. Additionally, a considerable portion (around 27%) chose the "Maybe" option, indicating further ambiguity. This mixed response underscores the need for deeper investigation into the level of awareness among different segments of the population and the effectiveness of awareness campaigns targeting domestic helper issues in Noida.



**Figure 33: Changes in treatment of Domestic Helpers.**

The data highlights several key expectations regarding the treatment and rights of domestic helpers. Fair Treatment and Respect are overwhelmingly prioritised, with 97% of respondents emphasising their importance.

This is closely followed by the demand for Fair Compensation and Benefits, which garnered a significant 93% agreement. Safety and Security Measures, including protection from abuse and harassment, are also deemed essential, with 92% of respondents emphasising their significance. Access to Education and Training, Social Integration and Inclusion, and Regulated Working Hours are identified as important factors for 86% of respondents. Advocacy and Awareness initiatives are also highly valued, with 83% expressing support.

**Experiences of Domestic Helpers, Highlighting some of the Challenges they face:**

1. Working While Unwell: Some domestic helpers shared instances where they had to go to work despite being unwell, indicating the lack of sick leave or flexibility in their work arrangements.
2. Reprimanded for Mistakes: Instances were reported where helpers accidentally broke items and faced verbal abuse or shouting from their employers, highlighting a hostile work environment.
3. False Accusations of Theft: Cases were recounted where items went missing, and the helpers were unfairly blamed for theft, leading to unjust accusations and suspicion.
4. Uncomfortable Work Environment: Several helpers expressed feeling uncomfortable due to the behaviour of their employers, indicating potential harassment or mistreatment.
5. Discrimination Based on Appearance: Instances of racial discrimination were shared, where employers made derogatory comments based on the helper's skin colour, reflecting prejudice and bias.
6. Sexual Harassment: Shockingly, some helpers disclosed experiences of being touched inappropriately by their employers' family members, leading to immediate resignation due to safety concerns.
7. Religious Discrimination: Discrimination based on religion was reported, making it challenging for some helpers to find work, highlighting systemic biases and barriers.
8. Withheld Earnings: Helpers shared instances where their employers withheld their earnings without valid reasons, indicating exploitation and financial abuse.

9. Unwarranted Suspicion: Many helpers expressed discomfort due to constant suspicion from their employers, affecting their sense of dignity and respect in the workplace.
10. False Accusations and Verbal Abuse: Instances of false accusations and verbal abuse for minor issues were reported, indicating a lack of respect and fair treatment.
11. Forced to Work in Illness: Some helpers shared experiences of being forced to work long hours even when they were sick, compromising their health and well-being.
12. Denial of Basic Needs: Helpers recounted instances where they were denied access to basic amenities like clean drinking water, indicating neglect and disregard for their well-being.

### **Some Challenges Faced by Other Domestic Helpers They Know Of:**

1. Assault Threat: My friend narrowly avoided an assault while returning home after completing her work duties.
2. Kidnapping Ordeal: Another friend experienced the traumatic ordeal of her child being kidnapped, only for the police to initially refuse to file a report. Fortunately, the child was found after a month.
3. Wrongful Accusation: A friend was unjustly accused of theft, resulting in her losing her job.
4. Workplace Harassment: Runa, a domestic helper, faced constant harassment from the family she worked for. She endured nagging about trivial tasks, restrictions on using hot water during winter, and threats of replacement or salary deductions when her husband was bedridden due to an accident, forcing her to be the sole breadwinner.
5. Unfair Termination: Another friend was abruptly fired from her job without valid reasons, highlighting the lack of job security and instances of verbal abuse prevalent in the domestic helper profession.

## **5. Findings, Conclusion, Limitations and Suggestions**

### **5.1 Findings**

1. The geographic representation of domestic helpers' hometowns shows Bihar (44.6%) and West Bengal (37.6%) as the most prominently mentioned states, with significant contributions also coming from Uttar Pradesh (13.9%), along with smaller percentages from Assam, Karnataka, and Jharkhand. The majority (72%) hail from rural areas, followed by semi-urban (17%), urban (3%), metropolitan (1%), and remote (7%) regions.
2. Approximately half (50.5%) of domestic helpers indicate having no formal education, while the completion of primary school is the most common (36.6%), followed by secondary school completion reported by 12.9% of respondents.
3. The most prevalent monthly household income range among domestic helpers is 10,001 - 20,000 INR, representing 72% of responses, followed by 20,001 - 30,000 INR (22%), 30,001 - 40,000 INR (2%), and below 10,000 INR (4%).
4. Nearly all respondents (99%) secured their current employment through referrals by acquaintances, friends, or relatives, with only a mere 1% obtaining their jobs through an agency. The predominant selection for "Hours Worked Per Day" is 8 hours, showcasing diverse work schedules within the dataset. Based on an average of 8 hours per day, individuals typically accumulate around 240 working hours in a standard 30-day month.
5. The majority of individuals (approximately 72%) receive around 2 holidays per month, with some reporting either more holidays or a range of holidays.

6. Among respondents, 82% prefer work arrangements that align with family needs, while 11% have no specific preference, and 7% prefer arrangements better suited for a bachelor lifestyle.
7. Prior to being hired, 95% of respondents indicate that their employer requires proof of verification. Among respondents, 69% reported experiencing mistreatment from their employers. The most prevalent forms reported include unnecessary complaints and constant nagging (95%), long hours without rest breaks (78%), and withholding of wages (72%). Mental and verbal abuse are reported with moderate to very frequent occurrences by most respondents.
8. Around 62% of respondents are aware of government schemes designed to assist domestic helpers in Noida. They primarily rely on information from employers, coworkers, and friends or relatives about these schemes. Approximately 49% of respondents have personally benefited from these government initiatives. Awareness levels differ among various government schemes, with some enjoying widespread recognition while others encounter challenges in dissemination.

## 5.2 Conclusion

The research ‘Exploring professional challenges and impact of government efforts on addressing issues faced by domestic helpers in Noida’, sheds light on the intricate dynamics surrounding domestic helpers in Noida. Through comprehensive data analysis, several significant insights have emerged, delineating the socio-economic realities and challenges faced by this segment of the workforce.

Firstly, the demographic profile of domestic helpers reveals a notable concentration originating from states such as Bihar and West Bengal, predominantly hailing from rural areas. This underscores the regional disparities in economic opportunities and educational access, reflecting the broader socio-economic landscape of the country.

Secondly, the reliance on personal networks for employment acquisition underscores the importance of social capital in navigating the labour market. Referrals from acquaintances, friends, and relatives serve as the primary avenue for securing employment, highlighting the informal nature of job recruitment in this sector.

Furthermore, the prevalence of mistreatment and exploitation within the workplace is a glaring issue. Instances of withheld wages, long working hours, and verbal abuse underscore the vulnerability of domestic helpers and the urgent need for robust labour protections and enforcement mechanisms.

Additionally, the lack of access to essential support services, including mental health resources, educational opportunities, and legal assistance, exacerbates the challenges faced by domestic helpers. Addressing these gaps is paramount to ensuring their holistic well-being and socio-economic empowerment.

In essence, this research underscores the imperative for policy interventions and advocacy efforts aimed at enhancing the rights, protections, and socio-economic opportunities for domestic helpers in Noida. By fostering a more equitable and supportive environment, we can strive towards a society where the dignity and rights of all workers are upheld and respected.

## 5.3 Limitations

1. Financial Constraints: Limited budgetary resources may hinder the hiring of additional staff, access to specialised resources, and the coverage of expenses related to data collection, analysis, and dissemination.
2. Time Constraints: Time limitations may restrict the duration available for data collection, analysis, and interpretation, potentially affecting the comprehensiveness of the research outcomes.


3. **Scope Limitation:** The study's scope may be restricted due to resource constraints, potentially impacting the depth and breadth of the research findings.
4. **Access to Information:** Constraints on accessing relevant data sources or government records may hinder the thoroughness of the evaluation of government schemes and initiatives.
5. **Geographic Constraints:** Constraints on travel or fieldwork may limit the ability to gather data from a diverse range of locations within Noida, potentially skewing the findings.
6. **Sampling Bias:** The study's focus on domestic helpers in Noida may limit the generalizability of findings to other regions, potentially overlooking diverse experiences.
7. **Response Bias:** Reliance on self-reported data may introduce inaccuracies due to participants providing socially desirable responses or misrepresenting their experiences.

#### 5.4 Suggestions

1. To comprehensively address the professional challenges faced by domestic helpers in Noida and evaluate the impact of government efforts, a multifaceted approach is warranted.
2. Firstly, conducting in-depth interviews with domestic helpers can provide a nuanced understanding of their daily struggles, interactions with government schemes, and suggestions for enhancement.
3. Additionally, comparative analysis of government initiatives in Noida with those in other regions can identify best practices and areas for improvement. Moreover, assessing the real-world impact of policies on employment stability, wages, and access to social services is crucial for informed decision-making.
4. Exploring employer perspectives, particularly regarding regulations, labour rights, and employee welfare, can offer valuable insights for policy formulation. Furthermore, a gender analysis is necessary to address disparities in wages, opportunities, and exposure to gender-based violence within the workforce.
5. Longitudinal research tracking changes in the socio-economic status of domestic helpers over time can provide insights into the effectiveness of interventions. Stakeholder consultations involving domestic helpers, government officials, NGOs, and advocacy groups are essential for fostering dialogue and co-creating solutions.
6. Ultimately, evidence-based policy recommendations must be developed to improve working conditions, welfare, and rights, emphasising practical measures for implementation by policymakers and stakeholders alike.

#### Appendix

Google Form: [https://docs.google.com/forms/d/e/1FAIpQLSe-7K4cdN\\_fqUmjX8RWxNGTvp3PJBL01qOfiZJjUvHhqCe7SA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSe-7K4cdN_fqUmjX8RWxNGTvp3PJBL01qOfiZJjUvHhqCe7SA/viewform)



**Exploring professional challenges and impact of government efforts on addressing issues faced by domestic helpers in Noida.**

The aim of this research is to understand the challenges faced by domestic helpers and work towards improving their well-being and rights.

priyam.g2807@gmail.com [Switch account](#)

Not shared

\* Indicates required question

**Name: \***

Your answer \_\_\_\_\_

**Gender: \***

Female

Transgender

Prefer not to say

---

**Contact No. \***

Your answer \_\_\_\_\_

---

**Nationality: \***

Your answer \_\_\_\_\_

---

**Age: \***

Your answer \_\_\_\_\_

---

**Where is your hometown located? \***

Your answer \_\_\_\_\_

**How would you classify your hometown as? \***

Remote

Rural

Semi Urban

Urban

Metropolitan

---

**Marital Status: \***

Single

Married

Divorced

Widowed

Separated

Prefer not to say

**What is the highest level of education you have completed? \***

No formal education

Primary school

Secondary school

Higher secondary

Graduation

---

**Employment Status: \***

Employed full-time

Employed part-time

Unemployed

---

**Monthly Household Income: \***

Less than 10,000 INR.

10,001 - 20,000 INR.

20,001 - 30,000 INR.

30,001 - 40,000 INR.

40,001 - 50,000 INR.

**How did you find your current employment? \***

Through an agency

Responded to a job advertisement

Referred to by an acquaintance, friend or relative

Found through an online platform

Other: \_\_\_\_\_

---

**How many hours do you typically work per day? \***

Your answer \_\_\_\_\_

---

**How many holidays are you entitled to per month? \***

Your answer \_\_\_\_\_

**Do you prefer work arrangements suitable for a bachelor or for a family? \***

Bachelor

Family

No preference

---

**Is proof of verification required by your employer prior to being hired? \***

Yes

No

---

**In what ways does your employer help uplift and support you in your job? \***

Vocational Training opportunities

Bonuses or incentives

Access to education

Access to education for children

Flexible work hours

Free Meals

Clothes and other household items

Lending Money

Extra Leaves

Who do you typically turn to for support or assistance in times of need or difficulty? \*

- Employer
- Family members
- Friends
- Co-workers
- Community or support groups
- Other: \_\_\_\_\_

---

Have you faced any instances of exploitation or mistreatment by your employers? \*

Yes

No

Maybe

If yes, please specify the type(s) of exploitation or mistreatment you have experienced: \*

- Mental Abuse
- Unnecessary Complaints and Nagging
- Verbal Abuse
- Physical Abuse
- Sexual Harassment
- Withholding of Wages
- Long Hours and No Rest Breaks
- Exploitation of Vulnerability
- Unhygienic working conditions
- Other: \_\_\_\_\_

---

Could you share a personal story or recount an experience of you highlighting some of the \* challenges or memorable you have faced?

Your answer \_\_\_\_\_

Could you share a personal story or recount an experience of you highlighting some of the \* challenges or memorable you have faced?

Your answer \_\_\_\_\_

---

What do you think are the most common problems faced by other domestic helpers in your area? \*

- Low Wages
- Lack of Job Security
- Unsafe Working Conditions
- Exploitation and Abuse
- Limited Access to Benefits and Services
- Social Isolation and Discrimination
- Other: \_\_\_\_\_

---

Could you share a personal story or recount an experience of someone you know who has \* worked as a domestic helper, highlighting some of the challenges they faced?

Your answer \_\_\_\_\_

How frequently do domestic helpers, experience such forms of mistreatment? (With 1 representing infrequent occurrences and 5 indicating very frequent incidents) \*

	1	2	3	4	5
Mental Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Assault	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Are you aware of any government schemes or initiatives aimed at assisting domestic helpers in Noida? \*

Yes

No

Maybe

From whom or where did you learn about the schemes designed to aid domestic helpers? \*

- Employer
- Coworkers
- Friends, Acquaintance or Relatives
- Support Groups
- Non- Profit Organisations
- Other: \_\_\_\_\_

---

Have you personally benefitted from any of these government schemes? \*

Yes

No

Maybe

Please specify the name(s) of any scheme(s) you are familiar with and your level of awareness regarding them. \*

	Very Unaware	Unaware	Neither aware or unaware	Ware	Very Aware
Pradhan Mantri Jan Dhan Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Jan Arogya Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Suraksha Bima Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Jeevan Jyoti Bima Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atal Pension Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Garib Kalyan Anna Yojana (PM-KAY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swadhar Greh Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ujjawala Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please specify the name(s) of the program(s) that have assisted you and your level of satisfaction with them.					
	Very dissatisfied	Dissatisfied	Neither dissatisfied or satisfied	Satisfied	Very Satisfied
Pradhan Mantri Garib Kalyan Anna Yojana (PM-GKAY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swadhar Greh Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ujjawala Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Matru Vandana Yojana (PM-MVY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beti Bachao Beti Padhao Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-Stop Centre Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women Helpline Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Jan Dhan Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Jan Arogya Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Suraksha Bima Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Jeevan Jyoti Bima Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atal Pension Yojana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Garib Kalyan Anna Yojana (PM-GKAY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swadhar Greh Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ujjawala Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pradhan Mantri Garib Kalyan Anna Yojana (PM-GKAY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swadhar Greh Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ujjawala Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pradhan Mantri Matru Vandana Yojana (PM-MVY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beti Bachao Beti Padhao Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-Stop Centre Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women Helpline Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you experienced individuals coming forward to offer help or empathize with your situation? \*

Yes, frequently  
 Occasionally  
 Rarely  
 Never

What types of support have you received while working as a domestic helper through your employer? \*

Financial assistance  
 Mental guidance  
 Moral support  
 Physical assistance (such as help with tasks or chores)  
 Emotional support  
 Legal advice  
 Educational assistance  
 Other: \_\_\_\_\_

What types of support do you expect while working as a domestic helper through your employer? \*

Financial assistance  
 Mental guidance  
 Moral support  
 Physical assistance (such as help with tasks or chores)  
 Emotional support  
 Legal advice  
 Educational assistance  
 Other: \_\_\_\_\_

Do you believe there is enough awareness about the challenges faced by domestic helpers in Noida? \*

Yes  
 No  
 Maybe

What changes would you like to see in the working conditions or treatment of domestic helpers in Noida? \*

Fair Treatment and Respect  
 Fair Compensation and Benefits  
 Safety and Security Measures  
 Access to Education and Training  
 Social Integration and Inclusion  
 Advocacy and Awareness  
 Regulated Working Hours  
 Zero Tolerance for Abuse and Harassment  
 Other: \_\_\_\_\_

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