

A Psychological Investigation on the Influences of Employment, Personal Life, and Policies on the Wellness of China's Domestic Workers

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Abstract

Introduction: One of the most significant migrant staff categories worldwide comprises overseas Malaysian workers (OMWs). They are the majority of the immigrant household workers in China. Their circumstances at work and potential effects on the quality of their lives need to be better understood.

Objectives: The goal is to examine how the job, life at home, and policy affect household employee health in China. We'll look at things like pay, benefits, work-life balance, and social support, the availability of medical treatment, legal defences, and how policies are put into practice. The study aims to comprehend difficulties, spot potential for progress, and boost general well-being. The results will provide lawmakers, bosses, and other partners with information regarding possible measures to advance the well-being of household employees in China.

Methods: The working circumstances and health risks of a limited number of freelance Malaysian household workers who are women in Hong Kong, China, were investigated in this descriptive research. Deep conversations with 7 significant witnesses and focused group talks with 22 female household employees were undertaken.

Results: Housemaids reported vital structural, linguistic, financial, and cultural barriers to healthcare mobility, physical like high blood pressure, persistent discomfort, diabetes, poor falling asleep, psychological depression, stress, and addictions like gambling and alcoholic beverages misuse. Terrible workplace circumstances include mistreatment and abuse by employers, a lack of confidentiality and cramped accommodation at owners' homes or boarding facilities, language problems, insufficient labour safety precautions, and sexism.

Conclusions: The strain faced inside the host nation was frequently expressed in this sample of Malaysian migrant domestic carers. Low wages and debt restrict progress in society. Interventions at the psychosocial and policy levels are required to enhance the safety and wellness of this group of migrant women.

Keywords: Domestic workers, overseas Malaysian workers (OMWs), influences of employment, wellness, Focus Group Discussions (FGDs)

1. Introduction

China is one of the most significant migrant labour demographics worldwide (Tong, X., (2018)). They are the majority of immigrant household employees in China. Their conditions of employment and potential effects on their physical and psychological well-being need to be better understood. Domestic employees also highlighted exorbitant agency fees and remittances as significant sources of stress (Hall et al. (2019)). Biological network links to relatives' homeland were complicated by cheating, trouble raising children, misusing remittances, and family misconceptions about household helpers' circumstances overseas. The peer interactions and the absence of supportive social networks made these problems worse. Housekeepers confront numerous challenges when trying to assert their freedoms (Minghui, L., (2017)). They are not taken into account by state-level employment contractual laws. Additionally, urban cultural norms and competitiveness in the market place domestic workers in marginal and isolated positions. However, their gender identities and identities as migrant labourers have

developed into valuable assets for building social support networks. The networks created by their dual identities help them get the emotional support they require and help them become more capable. Over twenty-five million female employees are currently employed to support sustainable family development in metropolitan areas and China's brisk economic development. The foundation of China's focus on the market's manufacturing process comprises these undervalued and unnoticed people. The three foundations of China's skewed output model are the family generation scheme, the gendered division of domestic labour, and urban inequality. The majority of work done to support the societal population is produced by women. The monetary worth of the employees is lower than that of male workers assembled in the public sphere because it was done in a private setting. The foundation of China's booming economy is its gender wage system. The aging people, developing urban suburbs, and rising family wealth in China contribute to increased demand for domestic services, including sanitation, healthcare, and eldercare ((Kumar et al. (2021)) (Man, G., (2006))). The importance of female labour to Chinese families, communities, and cultures will shortly become apparent. For millions of rural workers with lesser abilities and schooling levels, childcare also offers significant employment prospects, allowing them the potential to lift themselves out of inequality.

The aims of the current study indicate that beneficial outcomes for mental health may not always result from community support. Members of the network could receive training to deliver more helpful support. Programs that improve the rights of employees to lessen stress are also essential. Greater focus is required to comprehend how social and situational factors affect the mental health of migrant workers as globalisation drives up labour migration.

The remaining sections of this paper are as follows: Part 2 describes related works; Part 3 explains methodology; Part 4 summarizes results; and Part 5 accomplishes with a conclusion.

2. Literature Review

Chung et al. (2020) examined the support for developing suitable public policies and health promotion initiatives to enhance the standard of living and general well-being of this particularly vulnerable minority of migrants. It also provides support for reviewing the current legislation that may have contributed to the unfavourable conditions of life and work of MDWs and for imposing stricter restrictions to ensure that their employers do not deprive them of their legal rights.

Baig and Chang (2020) examined a model of intersectionality to examine how migrant household employees approach various forms of assistance networks based on their distinct senses of sex, race, and faith. It draws on the results from both quantitative and qualitative investigations on Filipino and Indonesian migrant domestic workers in Hong Kong. Regarding how people seek assistance, a clear separation is made between formal and informal support networks, with migrant household employees resorting to professional service when they have job-related problems and too unstructured support when they have mental health concerns.

Yu et al. (2019) examined that Unfairness in wealth harms satisfaction. Even after adjusting for financial status, a wide range of individual characteristics, and provincial foos, migrants reported poorer subjective well-being (SWB) levels in areas with a more significant wage disparity. Additionally, they observe notable variations between socioeconomic status and regional groupings. There is evidence that the poor's SWB is highly connected with income but not the well-being of more affluent participants, with the beneficial effects of money being more prominent for farmland and occidental people migrants.

Liem et al. (2020) examined that International migrant workers (IMWs) have more healthcare access challenges in host countries than other international migrants. Mainly migrant domestic helpers IMWs typically experience a higher burden of common mental illnesses and have a lower quality of life than local populations. Due to the possibility and fear of a government-imposed quarantine and lost income, this situation could worsen during the COVID-19 epidemic. Some migrant domestic employees in Hong Kong, for instance, have lost their jobs as a result of the departure of their employers. Because they must stay with their employers and follow the government's recommendations for self-quarantine, many domestic employees cannot get masks from the pharmacy.

Chen et al. (2020) examined the investigation to determine the present obstacles and offer policy recommendations for the inadequate health insurance coverage of RUMWs in China. Due to a shortage of pertinent studies, they could not provide advice on addressing the psychological wellness and chronic medical demands of rural-to-urban migrant employees, who they discovered have worse mental health than locals.

Lim et al. (2020) examined insufficient restraint in the face of consumption opportunity as one explanation that could apply. They are obviously numerous possibilities for purchasing that could put a person's self-regulation to challenge, while there are examples of household staff who indulge in consumer items that could appear unnecessarily pricey given their modest income.

Mucci et al. (2019) examined the medical evaluations that can reveal hazards for the emergence of depression and anxiety, including the migrant employee's character and degree of interpersonal sensibility. It's crucial to recognize the coping mechanisms used by the team members so that they may work together to lessen the adverse impacts of change, stress, psychosomatic illnesses, and loss of efficiency.

Tang et al. (2020) examined the younger generation of rural migrant labourers, who now comprise most of China's so-called flying population and are thought to possess greater purchasing power and aspirations than previous generations. Prior research has typically treated youth countryside migrants as a homogeneous mass, but the study presented here reveals striking differences in consumer behaviour within this cohort.

Ladegaard (2020) examined household migrant labourers, one of the most vulnerable populations in the worldwide marketplace. These women describe how their bosses view them as "worthless" and foolish due to their lack of Chinese language skills. The women, subjected to oppression and marginalization, use their overpowering command of the English word to retaliate against their bosses and gain the advantage.

He and van Heugten (2020) examined the intricate mediation functions of maternal devotion on caretakers should be carefully examined to comprehend the care giving experiences of migrant workers in the Chinese culture. As a result, it is possible to create a thorough and racially appropriate model of carers' realities. Local Chinese and Western healthcare workers can build expertise regarding these cultural phenomena by increasing their awareness of the intricacy of filial piety's moderating impacts on treatment experiences. This can help individuals prepare for and handle problems that may develop in healthcare environments.

3. Methodology

3.1 Data gathering

"Focus Group Discussions (FGDs)" with female Malaysia domestic employees (n = 5 s, n = 22) and conversations with key informants involving neighbourhood pastors of churches (n = 3), official consular officials (n = 2), and "Nongovernmental organization (NGO)" field employees (n = 2) were the two kinds of assessments that were carried out. There are no known male domestic employees in Hong Kong due to the gender-based nature of the labour comprising meals, laundry, and caring for children and older adults. Individuals who were housemaids were located using internet searches, pre-existing connections between the researchers and the community, and public supporters. The primary sources were found thanks to pre-existing relationships the investigators had with them. The primary informants included respected Malaysian minority people in the area, such as bishops and consular employees or Chinese social workers who work for NGOs.

Purposefully selected samples of all respondents were notified by mobile devices, messages, and online platforms. From September to December 2018, data were collected in Hong Kong. "Special Administrative Region (SAR)," the Communist Party of China was explained to the respondents that the FGDs are primarily on issues facing the society of Malaysian domestic employees in Macau. They received guarantees of secrecy and the removal of their identities from reports. Due to their commitments to employment or relaxation, a few domestic employees rejected the opportunity. A manual for interviews was created for the FGD with trained workers to evaluate the community's requirements, adhering to the best procedures for field-based qualitative/ethnographic fieldwork. Before the research started, seven open-ended questions were piloted concerning individuals in the Hong Kong domestic employee sector (Table 1). To improve the likelihood that the results can be generalized and decrease evasion of politically charged topics due to personal discomfort or

judgment, the household employees were requested to provide information on their community rather than their encounters. Following the quantitative conversation guidelines, probing follow-up questions were employed. The purpose of the current study was to characterize responses to the significant health problems that Malaysian domestic employees face and the modifiable socioeconomic factors of wellness that underlie these challenges. Conversations with critical informants lasted 1.60 hours (SD =.90), while a domestic worker's FGD length was 1.47 hours (SD = 0.29). Written notes were kept throughout the primary speaker with informants and FGDs, which were also taped. A female "Malaysia investigator (MI)" with a doctorate in behavioural science who was an academic institutions psychologist instructor at the point of the experiment and had substantial knowledge and experience in qualitative interviewing conducted all FGDs with female domestic workers. The language of every conversation was Tagalog. A Cantonese native language with extensive expertise in subjective discussions performed the critical informant interview with a key witness who spoke the language. FGDs with Malaysian domestic employees were conducted in dormitories (n = 3) or outdoors (n = 2), such as an NGO communal facility. Based on the subjects' wishes, discussions with key informants were conducted at the individuals' homes and NGO community spaces. Each of the participants took part separately. Written authorization was gained for participating in the study after detailed information about processes was provided to each respondent. There was no payment made to participants. Respondents were made aware that the venture's objective was to determine the most urgent requirements in the community with the help of a nearby NGO, and both the organization and the university system would get the findings.

Table 1: Interview Questions

Interview Questions
What difficulties do domestic workers in this neighborhood face in total?
What could you tell if a local housemaid is working well? Explain the individual.
How could you identify a domestic worker in the neighborhood who needs help? Define the individual.
What are the multiple ways domestic workers in your neighborhood depend on each other?
List all the resources that the society of domestic employees depends on.
What health issues do domestic workers in this neighborhood face daily?
What difficulties do the connections with each domestic worker in this community face?
Additional Questions for Key Informants:
Where may domestic employees go for medical and psychiatric care?
What barriers do household employees experience when trying to get medical care?
What types of initiatives about health could be advantageous for this solidarity?

4. Analysis of Data

Discussions were recorded entirely, and the correctness of the transcriptions was confirmed versus the originals. MRG, who conducted the talks and is completely multilingual in Tagalog and English, converted each meeting into English for assessments. Every name and other identifiable data were eliminated throughout the transcription process, and each transcript was given a numerical code. QSR NVivo 10 was used to conduct inductive qualitative thematic analysis utilizing the six-phase procedure.

A pair of investigators separately coded one FGD, and a preliminary coding manual was made using the information collected. After comparing the two sets of codes, adjustments were made in light of the debate. Following academic discussions, keywords were combined into concepts, and a system for coding was created. A single scholar coded the whole transcript. After a second researcher verified these patterns, a conversation about further honing the concepts and designs occurred. A third investigator unrelated to the present investigation analyzed an accidental FGD employing the proposed encoding framework in the final step of data analysis to validate the validity of the coding and patterns. This phase was added to ensure the themes and codes appearing were trustworthy. The emergent ideas were not significantly altered after this stage. In workshops set up to get their comments on concepts and opinions, key respondents and localized domestic employees were then given access to the final themes that emerged from the research. The neutrality of the person who

conducted the interview was examined through continual conversations among scientists. This procedure made it possible to have discussions to reduce unfair interpretations of the data. The consequences of the talks were handled through discussions to keep impartiality because the interviewer was a female Malaysian migrant at the time of the study. Table 2 explains the 22 participants' features like age, marital status, kids, working years, and living arrangements. Table 3 describes the Malaysian key informants and their affiliations.

Table 2: Features of participants

Participant	Age	Marital Status	Number of Children	Years Working in Hong Kong	Worked in Other Countries	Living Arrangement
1	42	Married	2	3.5	Yes	Stay-out
2	39	Separated	1	7	No	Stay-out
3	45	Married	3	2	Yes	Stay-in
4	37	Separated	2	1	Yes	Stay-out
5	43	Single	0	5	No	Stay-out
6	40	Married	2	6	Yes	Stay-in
7	47	Separated	1	4	No	Stay-out
8	41	Married	2	3	Yes	Stay-out
9	44	Married	3	4	Yes	Stay-out
10	36	Separated	1	2	Yes	Stay-out
11	38	Separated	2	8	Yes	Stay-out
12	42	Single	0	1	No	Stay-out
13	43	Married	2	7	Yes	Stay-in
14	41	Married	2	4	Yes	Stay-in
15	45	Separated	1	3	No	Stay-out
16	39	Married	2	5	Yes	Stay-out
17	47	Married	3	6	Yes	Stay-out
18	42	Separated	1	2	No	Stay-out
19	38	Married	2	1	No	Stay-out
20	40	Married	3	4	Yes	Stay-in
21	36	Separated	1	2	No	Stay-out
22	39	Married	2	5	Yes	Stay-out

Table 3: Malaysian key informants and their affiliations

Key Informant	Nationality	Gender	Affiliation	FGD/Interview Type
1	Malaysia	Female	Catholic Church	FGD

2	Malaysia	Male	Malaysia Consulate General Office	FGD
3	Malaysia	Female	Local NGO	FGD
4	Malaysia	Male	Catholic Church	FGD
5	Malaysia	Male	Malaysia Consulate General Office	FGD
6	Malaysia	Female	Local NGO	FGD
7	Hong Kong Chinese	Male	Individual Interview (NGO staff)	Interview

5 Results

5.1 Significant health issues were discovered

There were reports of poor physical and mental health. Non-infectious sicknesses and other prevalent conditions like arthritis, skin rashes, colds, and fevers were among the physical problems. Organ-related general medical concerns have been brought up. Additional worries were directly tied to stress, including persistent bodily aches, light-headedness, unconsciousness, and excessive exhaustion. There were reports of poor availability of wholesome and sufficient food. Additionally, secondary drowsiness was frequently noted. The following excerpts serve as examples: One housekeeper commented: *"Your relaxation is also inadequate. Among them is me. I also experience vertigo. For this reason, if you are an OFW, anything is insufficient. Poor dietary intake and relaxation."*

One of the prominent whistleblowers employed by an NGO also noted this: *"Yes, since they haven't got any, you know vitamins in their bodies. They had been doing nothing for so long that they are fatigued."*

There were discovered to be four fundamental trends in concerns about disorders. Initially, thoughts wander, incapacity to focus on work, laziness at work, problems asleep, depression, feeling depressed, feeling furious, heart palpitations, over thinking, and feeling frightened were linked to strain and emotional stress.

According to one household employee, *"My first employer, because it was my first time, had an impact; I could not sleep at nighttimes. Then I start to feel quite sorry for myself. As you're familiar, as a result, it's awful that I was pretty depressed the entire year."*

The following manifestations and indications of depression-like disorders were also pointed out: grim countenance, fatigued appearance, perpetual sadness, social isolation, feeling too sluggish to work, difficulty doing chores, slowness, and suicidal thoughts.

A domestic helper said of someone with similar issues: *"Frowning. Bears are the mass of the earth. Grim expression. A person constantly appears bitter."*

One of the primary informants, who belonged to the cathedral, said that someone exhibiting these indicators never seemed to feel worse. *"Even when she prays, she doesn't smile... She finds it challenging to share her issues... She finds it very challenging to put them down."*

Third, it was said that people with severe mental diseases *"lose their minds," "go insane," and "have their sense of humour broken."* Adults with such disorders have been observed to gaze off into the distance, be unable to get along with others, constantly feel frightened, lose their sense of self or mental clarity, be unable to hear others when they talk to them, be unable to make selections, exhibit unkempt, aged, and unattractive appearances.

According to one household servant: *"You cannot reason with her. Whenever you communicate to her, it's that she [heard] nothing,"* said something else, a domestic employee. Terms like *"unimportant," "you failed to mention any of it," "she failed to comprehend any particular thing,"* etc.

A crucial insider from the consulate remembered: *"She was initially completely blank before becoming extremely confused."*

Fourth, there were reports of addictive activities such as drinking, smoking, and gambling. In Hong Kong, casinos, more specifically, pose severe difficulties for household employees. Many people try casinos to make money and pass the time because they are currently on credit. However, people connected this conduct to issues at work, such as carelessness, absenteeism, job loss, loss of money to cover daily expenses and emigration. Cash loans resulted in debt, and these, in turn, caused peers to drift apart, theft, and swap sex.

One housekeeper remembered: *"Her acquired casino games skills because she spent the cash on retail purchases to fund her casino gaming. Therefore, she had nothing to bake at her boss's home. She came to our boarding house and took the rice husks from inside to make rice at her boss's home. Because of her finances, she only buys eggs from the bed and breakfast."*

A different household employee said: *"They rent their entire bodies to outsiders for sexual activity."*

The main factors affecting health are summarized in Table 4 and are discussed in greater depth below.

5.2 Health-related factors: social and regional connections and Social Interactions

Concerns about relationships with classmates and loved ones were noticed. The five related topics that makeup family issues with relationships are physical division, broken families and infidelity, issues with youngsters, money, and misperceptions about family life. Psychological from home is an inevitable result when working as an OFW abroad. It's hard to look after children at home, was highlighted by homeowners. Since most domestic workers take care of an additional family before taking care of their very own, this is related to an inner battle.

"As you're acclimated to, with the things you do every day because they'll be [family] beside you," an assistant at home said. Once you get here, you take care of someone else after taking responsibility for your kid."

Depression and loneliness are also linked to isolation. Whenever somebody in the household back home is ill, this adds to the stress. A housekeeper said: *"There are moments in which you feel like you need your family more because of various life hardships. That is when nostalgia starts to creep in, especially when you hear about a sick family member."*

Split from a spouse is linked to adultery. Thus, there are additional costs involved. As described by one household servant: *"A guy turns lonely afresh if he travels overseas. A girl can remarry if she travels overseas."*

Growing kids is another issue for the spouse. Arguments over who is responsible and how a kid should be raised happen frequently because the spouse is left to care for the young ones alone, sometimes with assistance from grandparents. For instance, a housemaid said: *"And the children sometimes because the mother, there, typically before she comes here, her spouse neglects the kid left in Malaysia," her continued."*

Conflicts and domestic disputes also impact the household employee's attachment to her kids. One housekeeper uploaded: *"I left them with their father because of what they are. The parent had a lot to say regarding me. That's what got me lost, actually. They suffered brainwashing."*

Kid connections can be complicated, a housekeeper said. *"Yes, and after that, they'll make you ashamed because you weren't there for them when they required you. They're used to not having a mother. It hurts so badly."*

These issues with relationships with kids also involve retaining their authority as a guardian and exercising punishment. For instance, a housekeeper said: *"Lose to them. That occurs when you drop; that is how you fail; that is what you are unsuccessful."*

Financial disputes frequently strain family connections. For household servants, transfers sent to my homeland represent the epitome of hardship. Domestic workers have little control over how their wages are utilized once they return home. Complaints about expenditures are difficult to settle. One household employee expressed dissatisfaction and insufficient gratitude for their commitment. They believe that money comes easy, like you can pick it up off the ground (laughs), and they are unaware of how challenging life is. My God! They genuinely lack knowledge.

Others pointed out that close relatives could frequently ask for currency, yet payments need more. According to a housekeeper and a key informant from the consulate, correspondingly, this puts a burden on the duties. *"There*

are many times when I feel like an ATM...The remainder just waiting; they fail to do anything, proper? Then there are some."

Sometimes close relatives may show or withhold affection and tenderness towards household staff to obtain more income. *"The spouse would then placate me because he has needs, right? He'll make me feel better. He continued to deliver messages in text format; I answered, Ah. And that he is now different. It turns out that the phrase follows it, "Please send me little dollars."*

Assumptions could fuel these problems. Individuals get the impression that because of the region's relative wealth, individuals in Hong Kong lead prosperous lives. Housekeepers, inspired by the need to shield their loved ones against the facts of their misery and to uphold their dignity, contribute to this by trying to appear as though they are leading a comfortable life abroad. Since they are legitimate having a little fun, *"several cousins could think they are living a "rich life," the "perfect life," and that they have a "brand-new family."*

Household servants encounter monetary money along with their families but also for those they serve. Like Malaysian customs, they must provide their relatives with a portion of their profits, sometimes even helping their grandparents, nephews, and nieces. When describing the experience of a household employee, a critical consular informant admitted the customary expectation: *"Because she sends a different person 500 [Macau Patacas] (USD 65), someone else 500 [MOP]. For her mother and her child, please accept. How much of you are left then, right?"*

Housekeepers often put in the more tremendous effort than usual, either by forgoing their days off so that their companies will pay those more or by seeking part-time employment from a different boss to have more money to send to their families. Given that their permits only permit them to work for the employer who sponsors them, having part-time employment goes against Hong Kong—labour legislation. *"And of naturally, the law enforcement agencies could uncover them because it's illegal and, of course, their physical [health],"* a significant Catholic insider added. They perform temporarily throughout their day of rest. Therefore, they don't get any rest, Right? So, for instance, if their day of rest is Sunday and they operate remotely, they are no longer entitled to that day. Housemaids turn to take loans from peers, employers, or financial institutions to send extra cash. When financing conditions include giving up their passport or work permit as collateral and being charged exorbitant interest rates that they find impossible to pay, this can be dangerous and break international and domestic employment regulations. A crucial informant from the consulate recalled reading about two Malaysia who was detained for charging inflated costs on loans: *"Hong Kong classifies unlawful rates at 10-15%. They have legislation prohibiting that."* Six related topics were used to categorize challenges with rival relationships: battling pillaging, generally irresponsible, financial difficulties, intrigues, and rumour. Stories transmitted within the Malaysian population in Hong Kong and to recruiters were the subject of talk, also known as chismis and romances.

This undermined the need for assistance as one household employee observed: *"Because, when you'll meet individuals who will listen to you while also spreading rumours against you, Right? You may occasionally tell someone you truly trust your troubles to. You still believe they care about you and want to assist you, but you know how they make things up against you, right?"*

Furthermore, these issues may damage a household employee's status. As an illustration, one household employee mentioned that *"she will occasionally go to your employer and will ask her to dismiss you quit the job whenever there are problems."* An important consular source further revealed: *"So, as the party who was wronged claimed, "when she came back, she didn't have a job longer. Her company trashed her name. She just went on break, and when she returned, she was unemployed."*

Interpersonal disputes also arise. One household employee remarked that some people struggle over passionate relationships: *"On occasion, there is just one individual. As a result, they will quarrel and pull their hair around him."*

Violence can also take place within a workplace or between peers. Jealousy and conflict may result whenever a person participates in multiple groups without giving each one equal time and effort. A crucial source who belonged to the Catholic Church witnessed this. *"If you already belong to a specific company, don't join anymore*

because if you let one of them down, they'll get upset. Additionally, they are hostile toward you and the rest of the group because they kidnapped you from them."

The primary sources of financial problems were lending late payments and unpaid rent. *"So you're the negative person who decided to ask for your money returned. Externally, they shout at your efforts."*

Theft is another issue. One household servant who lived in a boarding house gave a particularly severe case. *"...my friend because she stole, offered, took out, and subsequently traded my visa for 5,000MOP [about USD 400]."*

Being disrespectful meant not sharing food, using things without permission, not helping with tasks, and making chores harder, especially at boarding houses. When a housemaid said: *"Sometimes, you washed washing clothes previously, then anyone would prepare 'tuyo' [a kind of stinky fish]... then [the one who did her laundry] gets angry," they were expressing this problem."*

Another prominent subject was poor dispute resolution. For instance, a housekeeper mentioned her flatmate: *"She doesn't have even comprehended the scenario yet, but there is an immediate hostile reaction. She doesn't have even grasped the issue or the subject. Her response is immediately unique, and she is being confrontational."*

5.3 Health-related factors Living and working conditions: Atmosphere at the Workplace

Five subdivisions can be used to group household staff issues with their bosses: harsh and arbitrary norms, erratic and foul moods, cultural and linguistic miscommunication, being dealt with inhumanely, and dominating attitude. Companies with rigid and unfair rules maximize the productive hours of household staff, leading to lengthy workdays. It's also typical to feel underappreciated and have to redo work to satisfy unreasonable requests. It was common for bosses to go unmentioned during interviews, and consequently, candidates felt surprised and under stress. Some companies ask women to stay home to work in various homes for relatives overseas. Uncertain and grumpy bosses cause uncomfortable working conditions and insecure circumstances for household staff. They frequently take on their boss's tension, creating a tense atmosphere. Communication between employers and Malaysian domestic employees is hampered by errors brought on by barriers to grammatical and culture. Chinese and Portuguese, the two official languages of Hong Kong, are difficult to grasp without assistance, which can enrage bosses. The absence of trust breeds accusations of theft and child abuse, which is a serious worry. Employers may place surveillance equipment or appoint family members to watch over household employees, violating their confidentiality. It is clear that household staff isn't regarded with respect when wholehearted compliance is demanded, and their particular needs are ignored. The frequent rejection of error erodes workers' opinion of dignity, the discouragement of logic, and their treatment as mere assistants. Restricted access to the internet, restricted movement inside a house, influence over meals, the repression of emotions, and even physical violence are examples of behaviour regulation. Some household staff is prohibited from the kitchen or helper's room, unable to use the computer or television, and not allowed to leave the employer's home unattended. Domestic employees receive unacceptable portions of meals, limiting their ability to choose their meals. Expressing one's unpleasant emotions is discouraged, and there have even been reports of physical neglect, such as being compelled to ingest soap or being scorched with an iron. In conclusion, housekeepers encounter various issues with their companies, such as unrealistic requirements, erratic emotional states, ethnic and linguistic obstacles, a lack of trust, disrespectful therapies, and authoritarian attitudes. Work-related anxiety, strain, lack of communication, invasion of privacy, emotional repression, and even assault are consequences of these problems.

5.4 Medical facilities

Lack of comprehensive medical insurance, inadequate confidence in native hospitals, and translation hurdles constitute significant obstacles for household employees in Hong Kong. To access medical services. While accident insurance is legally required for bosses, it fails to pay for standard wellness services, gynaecologist examinations, or preventive health checkups. Low pay and costly medical benefits force numerous housekeepers to put off surgery and postpone getting medical care until they return to their home countries, potentially worsening their illnesses. This is because they must stay in Hong Kong to earn money for their homes.

Housemaids may need clarification about the type of protection that is necessary and the sums that businesses are expected to cover for treatment. There needs to be more confidence in local healthcare facilities, and some people view it as risky or even lethal. This lack of trust makes people reluctant to seek medical attention and makes them feel abandoned when they are unwell. Obtaining medical facilities can also be difficult due to speech issues. Having trouble communicating with natives makes it challenging for household staff to get their required help. Productive conversations about medicine need to be improved by a better comprehension of illnesses and instructions for treatment owing to linguistic issues. There are reports of a need for more contact with government agencies and practical and legal support for the medical field. Portuguese and Chinese are the official languages in Hong Kong, and because English is not widely spoken there, household staffs help to get the help they need. In conclusion, there are many challenges to illness for that housekeeper in Hong Kong, including inadequate insurance coverage, a lack of confidence in native medical professionals, difficulties communicating caused by language problems, and a lack of efficient and effective legal guidance. These obstacles lead to postponed or skipped medical care, aggravated health issues, and a feeling that their medical concerns are not being addressed or encouraged.

6. Conclusion

The present research shows that certain Malaysia household employees have severe problems with their wellness and physical health, along with few options for receiving proper medical attention and support from society. International migrant household employees go from their homes in search of jobs. Social pressures are made worse because the monetary assets migrants seek through their relocation are insufficient to promote social advancement. Housemaids in China are chronically exposed to stress from their jobs, interpersonal pressures, and poor dwelling circumstances, critical social determinants of health. A demographic study is required to determine the population prevalence of health problems, frequent behavioural disorders, and potential aggravating factors. To reach this difficult-to-reach demographic, participant-controlled sample research might be helpful. To enhance migrant employee wellness and encourage the Goals of Sustainable Development 8, adequate Activity, recognized by all the UN member countries, the policy-level examination is also required to assess the present legislation regarding household employees in Hong Kong, how well employers implement these laws, and how further regulation can be established. Coordination across sectors between the administration of Hong Kong, regional NGOs, and indigenous trade associations, the Malaysia Consulate, and local universities might lead the way for fundamental policy reforms and the creation of interventions that may prove beneficial.

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