

Kamwalibai to Home Manager: A Perspective Change

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Abstract: Domestic help services are an important avenue for employment for the illiterate and less literate. These services are inevitable and play a very important role for relieving employers from household chores, enabling them to engage in productive employment and developmental activities. These domestic help services are undergoing a vast change from unorganised work to structured work with norms and standards. This study is an attempt to find out factors conducive for potential expansion of this sector in the metropolitan cities of Gujarat. Secondary data from various sources have been used to analyse the situation and identify the scope of their development.

Key Words: Domestic help sector, domestic helpers, domestic servants, skill development, employment agencies, Gujarat

I. DOMESTIC HELP SECTOR

In modern times the cleaning, caretaking, cooking and other household work jobs are replacing the traditional *Kamwalibai*'s. The markets are getting flooded with domestic help services providers. Well trained, groomed "Not maids, but HOME MANAGERS" as 'Saath'an NGO from Ahmedabad providing domestic help services designate them, are soon making their place against the traditional maids from the unorganized sector.

Recently published Article in 'Hindustan Times', "*Bai on call: How home service apps are changing domestic help market*"¹ mentioned that that there is a remarkable difference in the service from these market-driven companies versus the maids from the unorganised sector.

Domestic work is categorised as cleaning, care taking, cooking, gardening and other maintenance work in the household setups.

Domestic Workers Sector Skill Council (DWSSC), has designed Occupational Standards (OS) for Housekeeping services that include housekeeper cum cook with 400 hours teaching plan to carry out :

- basic housekeeping services,
- basic laundry and making of beds,
- Prepare and maintain routine cleaning of the kitchen,

¹Kadokia, P. M. (2016, February 21). Bai on call: How home service apps are changing domestic help market. *Hindustan Times*. Retrieved from <https://www.hindustantimes.com/more-lifestyle/bai-on-call-how-home-service-apps-changing-the-maids-market/story-s6zz6kmWw1aEamZ1yLxjaL.html>

- Garbage Disposal and Clean Environment,
- basic domestic cooking services for the house,
- Provide basic table service during meal time,
- Maintain health,
- safety and positive relationship at the workplace,
- Create a positive impression of oneself in the household,
- Managing self, money and dignity at workplace,

along with Performance Criteria.

This change in perspective, with special emphasis on every aspect in the domestic worker segment is a march towards its formalization. Therefore, we can say that the 'Domestic Servants' are gradually on path of getting recognition as 'Domestic Helpers' and further 'Domestic Help Professionals', 'Home Managers'. The entire upcoming sector, called 'The Domestic Help Sector', is involved in providing a wide range of domestic help services involving 15 different job roles like Elderly Caretaker(Non-Clinical), Child Caretaker, General Housekeeper, Baby CareGiver, Home Cook, CareGiver Mother & Child(Non Clinical), Household Multipurpose Executive driver, Gardener²etc, by mobilizing human resources 'The Domestic Helpers'. The skill sector council has started standardizing and structuring it.

This structured delivery of services, has given a major shift in peoples perspective. For example earlier we could not think of or heard people saying "if your sofa is dirty call urban clap people they are really good at it". In flood affected areas the domestic help services, specially cleaning services for underground tanks, furniture etc, had a huge waiting queue for availing their services. So this change in outlook of people of thinking ways of cleaning it by themselves has changed to thinking which service provider to call, at what rate, to avail what services etc.

This paradigm shift is making 'Domestic Help Sector' a potentially a largest segment in unorganized sector, largely employing uneducated and less educated as skilled or unskilled workers, estimating approximately between 4.75 to 25 million(DWSSC - Domestic Workers Sector Skill Council)in India. This Sector has tremendous potential of

²DWSSC – Domestic Workers Sector Skill Council.(n.d.). About Sector. Retrieved from <http://dwsscindia.in/>

growth in rendering multiple full time and part time, live-in and live-out services and is seen as 'lifelines' to the households.²

II. SIGNIFICANCE OF THE STUDY

Domestic help services, though are 'lifelines' to the households do not have any significant recognition in the economy. There is a possibility that, if these domestic help services are provided through organisations, instead of self-employment the quality of these services can be improved. It can lead to better conditions of the workers. And overall, all the stakeholders will be at an advantage.

III. DOMESTIC HELP SECTOR AND SCOPE FOR EMPLOYABILITY

Domestic work is an important employment opportunity particularly for women, as 73% of the Indian female workforce is uneducated or educated only until primary level. This low skill or uneducated workforce have been taking care of unavoidable, mandatory household work thus allowing the better educated workforce to seek jobs or join work of their choice. Thus, considering all the dimensions "The Domestic Help Sector" has a great potential for fuelling the economic progress of India.³ This sector provides large scale micro employment opportunities for the bulk of the uneducated masses.

The domestic help services include:

- Cleaning services involving dusting, sweeping, mopping, cleaning of clothes, vessels, etc.
- The caretaking services for children, elders, ailing, differently abled etc.
- Cooking services on regular basis, or occasional basis
- Gardening services for maintaining the domestic garden
- Household maintenance
- Shopping
- Other ancillary work etc.

This range of services has an unlimited scope. The users of these services range from lower middle class to highly elite class. And the requirements of all these classes have innumerable variations.

IV. ISSUES OF DOMESTIC HELP SECTOR

As urbanization increases, more and more domestic help sector workers are needed, due to change in family structure, higher workforce participation of women, rising cost of living, change in life style.

However less than 1% of the domestic helpers are formally trained. It is a common knowledge that there is dissatisfaction among the users due to low quality of services and non-

availability of required skill sets, within the Domestic Help Sector. With improvement in quality and quantity of these domestic help services more users are likely to avail of these services.

To meet with these changing needs the domestic help market is already buzzing with numerous options for domestic help services. Google search for 'domestic help services in Ahmedabad', shows sites like www.justdial.com with tag line "Top 50 Placement Services For Maids in Ahmedabad", www.sulekha.com with tag line "Top 10 Domestic Help Services in Ahmedabad", www.starofservice.in with tag line "The 10 best Housekeepers in Ahmedabad", dir.indiamart.com, www.quikr.com with tag line "Maids in Ahmedabad | Find, Hire Best Maid Agencies in Ahmedabad", www.click.in with tag line "Hire the Full Time House maids, servants and House Keeping services or experts in Ahmedabad". These options show companies with International, National and local existence. Out of these there are companies with ISO certifications, training centres, mobile applications and many added features to give best support to the customers.

Seeing these wide options of service providing companies, it seems these services have very good market in Metropolitan cities. Census 2011, shows Gujarat has such 6 Large Metropolitan Regions. These include cities and Urban Agglomerations as municipalities, corporation, notified town area community and cantonment board. All these urban areas surrounding cities are combinedly called Urban Agglomeration. The census data has categorized such cities as 'Large Metropolitan Regions'. However this concept of Large Metropolitan Regions was not prevalent during census 2001.

V. OBJECTIVE OF THE STUDY

To bring forward the scope for employability and expansion of Domestic help Sector, in Six Large Metropolitan Regions of Gujarat.

VI. RESEARCH METHODOLOGY

Secondary data is used for analysis in this paper. The official data available, is as per census 2001 and census 2011. There is an increasing trend of population increase, urbanization, rural to urban migration and increasing WPR for women in urban areas as disclosed by various round of NSSO and census data. Domestic Help Sector is witnessing a fast growth. For the present study in addition to census and NSSO data various government reports pertaining to Domestic Help Sector particularly from National Skill Development Corporation (NSDC) have been used.

VII. DEMOGRAPHIC INDICATORS IN SUPPORT OF DEVELOPMENT OF DOMESTIC HELP SECTOR

Total Population of Gujarat is approximately 4.99% of Indian Population. Out of Gujarat's total population of 6.04 Crore as per census 2011, 42.6% is Urban population and 57.4% is Rural population. Census data of 2011 shows a Population

³Human Resource and Skill requirements in the Domestic Help Sector (2013-17), (2017-22). National Skill Development Corporation, 2015.

Growth of 19.28% compared to 2001⁴. Ahmedabad, Surat, Vadodara, Rajkot, Bhavnagar, Jamnagar are large metropolitan regions of Gujarat. 25.44% of its population is concentrated in these 6 Large Metropolitan Urban Agglomerations (UA). Ahmedabad a Million Plus UA has 10.53% of the state's population. The urban population of Gujarat has increased, and rural population has decreased in 2011 compared to census data of 2001. This shows trend of rural-urban migration majorly due to economic opportunities⁵.

Table 1: Population and Sex Ratio of 6 Metropolitan Regions of Gujarat

| Large Metropolitan Region of Gujarat | Population | | | Sex Ratio | % of Population of Gujarat |
|--------------------------------------|------------|-----------|-----------|-----------|----------------------------|
| | Total | Male | Female | | |
| Ahmedabad | 4,663,533 | 2,473,431 | 2,190,102 | 885 | 9.20% |
| Surat | 2,995,817 | 1,695,955 | 1,299,862 | 766 | 5.91% |
| Vadodara | 1,646,222 | 863,030 | 783,192 | 907 | 3.25% |
| Rajkot | 1,625,862 | 849,170 | 776,692 | 915 | 3.21% |
| Bhavnagar | 935,038 | 492,693 | 442,345 | 898 | 1.85% |
| Jamnagar | 836,256 | 435,975 | 400,281 | 918 | 1.65% |
| Total | 12,702,728 | 6,810,254 | 5,892,474 | | 25.07% |

Source: census 2001 district level Urban data of Gujarat

Table 2: Population and Sex Ratio of 6 Large Metropolitan Regions of Gujarat

| Large Metropolitan Region of Gujarat | Population | | | Sex Ratio | % of Population of Gujarat |
|--------------------------------------|------------|-----------|-----------|-----------|----------------------------|
| | Total | Male | Female | | |
| Ahmedabad | 6,361,084 | 3,350,582 | 3,010,502 | 899 | 10.53% |
| Surat | 4,591,246 | 2,619,373 | 1,971,873 | 753 | 7.60% |
| Vadodara | 1,822,221 | 949,998 | 872,223 | 918 | 3.02% |
| Rajkot | 1,390,640 | 729,762 | 660,878 | 906 | 2.30% |
| Bhavnagar | 605,882 | 315,429 | 290,453 | 921 | 1.00% |
| Jamnagar | 600,943 | 313,214 | 287,729 | 919 | 0.99% |
| Total | 15,372,016 | 8,278,358 | 7,093,658 | | 25.44% |

Source: census 2011 data of Gujarat

Table:1 and 2, shows the concentration of population in these major cities as per census 2001 and 2011. The table's in both censuses shows 25% of the Gujarat's total population lives in these 6 cities. However, the total increase in population in these 6 cities from 2001 to 2011 is 2,669,288 comprising of 1,468,104 males and 1,201,184 females. Out of these six cities population has risen in Ahmedabad, Surat and Vadodara, with the highest rise in Ahmedabad. Whereas the population in Rajkot, Bhavnagar and Jamnagar has reduced. These big cities have highest demand for domestic help as per market survey by National Skill Development Corporation. Reason being its increasing population, high population density, urbanization,

⁴ State Profile. (n.d.). Retrieved from <https://gujaratindia.gov.in/state-profile/demography.htm>

⁵ <https://www.census2011.co.in/census/state/gujarat.html>

shrinking families, women participation in workforce, increase in disposable income, change in lifestyle, more time spent by people in travelling, more employment opportunities, and increasing pace of India's economic growth. The growth in per capita income, is taking more families to upper middle/high income category. So these 6 cities are the major source for demand for domestic helpers, and so a significant potential for growth of Domestic Help Sector in Gujarat.

Table 3: Proportion of Slum Population in Towns of Gujarat

| Name of The Town | Census 2001 | | | Census 2011 | | |
|------------------|------------------|-----------------|--|------------------|-----------------|--|
| | Total Population | Slum Population | % of Slum Population to Total Population | Total Population | Slum Population | % of Slum Population to Total Population |
| Ahmadabad | 4,124,642 | 948,153 | 23% | 5658885 | 249416 | 4.41% |
| Surat | 2,544,438 | 528,656 | 20.80% | 4528618 | 539102 | 11.90% |
| Vadodara | 1,554,954 | 294,457 | 18.90% | 1924930 | 115472 | 6.00% |
| Rajkot | 1,616,628 | 219,820 | 13.60% | 1,999,997 | 211946 | 10.60% |
| Bhavnagar | 724,732 | 84,632 | 11.70% | 942223 | 84055 | 8.92% |
| Jamnagar | 557,484 | 112,386 | 24.70% | 807021 | 85242 | 10.56% |
| Average | | | 18.78% | | | 8.73% |

Source : <https://gujecostat.gujarat.gov.in/districthandbookcp>

The slums⁶ definition adopted in both census studies of 2001 and 2011 is same. Table:3 shows that Gujarat had an average of 18.78% slum population in 6 large metropolitan regions in 2001 and 8.73% in 2011. Among these Surat has the highest population living in slums i.e. 11.90% and Ahmedabad has the lowest i.e. 4.41%. People residing in slums are mostly categorized as population migrated in search of economic opportunities. This population has good scope of working in these densely populated cities.

Table 4: Literacy rate of 6 Metropolitan Regions of Gujarat

| Metropolitan City | Literates | | | Average Literacy (%) | | |
|-------------------|-----------|-----------|-----------|----------------------|--------|--------|
| | Total | Male | Female | Total | Male | Female |
| Ahmadabad | 4,376,393 | 2,402,523 | 1,973,870 | 88.29% | 92.30% | 83.85% |
| Surat | 3,443,411 | 2,042,901 | 1,400,510 | 87.89% | 91.22% | 83.44% |
| Vadodara | 1,364,157 | 732,121 | 632,036 | 90.63% | 93.83% | 87.18% |
| Rajkot | 1,008,485 | 547,979 | 460,506 | 87.80% | 91.46% | 83.81% |
| Bhavnagar | 446,905 | 246,326 | 200,579 | 84.70% | 90.15% | 78.85% |
| Jamnagar | 353,058 | 192,987 | 160,071 | 82.14% | 86.90% | 77.05% |

<https://www.census2011.co.in/>

⁶Slums are defined by "The Slum Areas (Improvement and Clearance) Act, 1956 which was enacted by the Central Govt. defined slums as a) Areas where buildings are in any respect unfit for human habitation; or b) are by reasons of dilapidation, overcrowding, faulty arrangement and design of such buildings, narrowness or faulty arrangement of streets, lack of ventilation, light or sanitation facilities, or any combination of these factors, are detrimental to safety, health or morals."

With more than 77 % literate females in these cities, participation in economic activities as main workers is less than 8%. On the other hand female non-workers are more than 90%.

Table :4 gives the information on status of literacy⁷ rate in Gujarat for the 6 cities covered in this study. The literacy rate in India is 74.04% which comprise of 68.9 rural and 84.9 urban areas⁸. Whereas these 6 major districts viz., Ahmadabad, Surat, Vadodara, Rajkot, Bhavnagar, Jamnagar has average literacy rate of 79.98 comprising of 71.70 from Rural and 85.39 from Urban areas². This literacy rate from 6 districts of Gujarat is slightly higher than the countries average. Gujarat’s male literacy rate is 87.23 and female literacy is 70.73. All these 6 districts show improving trend in literacy rate compared to 2001.

Table 5: District-Wise Literacy Rate of Gujarat by Residence (2001 and 2011)

| District | 2001 | | | | 2011 | | | | Point %Increase | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-----------------|-------|-------|
| | Total | Rural | Urban | U-R | Total | Rural | Urban | U-R | Total | Rural | Urban |
| Ahmadabad | 79.50 | 62.30 | 83.57 | 21.27 | 85.31 | 71.05 | 87.93 | 16.88 | 5.81 | 8.75 | 4.36 |
| Surat | 77.60 | 66.40 | 82.80 | 16.40 | 85.53 | 76.92 | 87.74 | 10.82 | 7.93 | 10.52 | 4.94 |
| Vadodara | 70.76 | 57.62 | 85.08 | 27.46 | 78.92 | 67.84 | 89.74 | 21.90 | 8.16 | 10.22 | 4.66 |
| Rajkot | 74.16 | 66.13 | 81.60 | 15.47 | 80.96 | 74.65 | 85.44 | 10.79 | 6.80 | 8.52 | 3.84 |
| Bhavnagar | 66.20 | 58.72 | 78.00 | 19.28 | 75.52 | 70.70 | 82.26 | 11.56 | 9.32 | 11.98 | 4.26 |
| Jamnagar | 66.48 | 60.36 | 74.12 | 13.76 | 73.65 | 69.03 | 79.23 | 10.20 | 7.17 | 8.67 | 5.11 |

Source: Census of India 2001 and 2011; (U-R = Urban – Rural).

Data on literacy in Table 5, data on economic activity and Gender wise classification of Marginal and Non-Workers in Table 5 and Table 6, shows that there is lot of workforce available, and especially women to join labour force, if favourable supportive conditions are available. Among the major state economies, Gujarat has the lowest unemployment rate, which can further be reduced.⁹ The educated population especially women can join work if there is sufficient support system, in completing the house hold chores.

⁷ ‘literate person’ A person aged 7 years and above who can both read and write with understanding in any language is taken as literate. A person who can only read but cannot write is not literate. It is not necessary that to be considered as literate, a person should have received any formal education or passed any minimum educational standard, definition from census.

⁸ http://censusindia.gov.in/2011-prov-results/paper2/data_files/India2/1.%20Data%20Highlight.pdf

⁹ Socio-Economic Review, Gujarat State, 2017-18

Table 6: Classification of Population by Economic Activity (Census 2001)

| Name of Town | Persons/ Males/ Females | Total Population | Main Workers | | Marginal workers | | Non-workers | |
|--------------|-------------------------|------------------|--------------|-------|------------------|------|-------------|-------|
| | | | Number | % | Number | % | Number | % |
| Ahmadabad | Persons | 4663533 | 1421733 | 30.49 | 74990 | 1.61 | 3166810 | 67.91 |
| | Males | 2473431 | 1263863 | 51.1 | 35819 | 1.45 | 1173749 | 47.45 |
| | Females | 2190102 | 157870 | 7.21 | 39171 | 1.79 | 1993061 | 91.00 |
| Rajkot | Persons | 1625862 | 494249 | 30.4 | 28833 | 1.77 | 1102780 | 67.83 |
| | Males | 849170 | 448806 | 52.85 | 12509 | 1.47 | 387855 | 45.67 |
| | Females | 776692 | 45443 | 5.85 | 16324 | 2.10 | 714925 | 92.05 |
| Jamnagar | Persons | 836256 | 244647 | 29.26 | 14132 | 1.69 | 577477 | 69.06 |
| | Males | 435975 | 222363 | 51 | 7135 | 1.64 | 206477 | 47.36 |
| | Females | 400281 | 22284 | 5.57 | 6997 | 1.75 | 371000 | 92.68 |
| Bhavnagar | Persons | 935038 | 279849 | 29.93 | 18784 | 2.01 | 636405 | 68.06 |
| | Males | 492693 | 254724 | 51.7 | 7952 | 1.61 | 230017 | 46.69 |
| | Females | 442345 | 25125 | 5.68 | 10832 | 2.45 | 406388 | 91.87 |
| Vadodara | Persons | 1646222 | 504258 | 30.63 | 26128 | 1.59 | 1115836 | 67.78 |
| | Males | 863030 | 438663 | 50.83 | 14103 | 1.63 | 410264 | 47.54 |
| | Females | 783192 | 65595 | 8.38 | 12025 | 1.54 | 705572 | 90.09 |
| Surat | Persons | 2995817 | 1124443 | 37.53 | 28639 | 0.96 | 1842735 | 61.51 |
| | Males | 1695955 | 1027833 | 60.6 | 12459 | 0.73 | 655663 | 38.66 |
| | Females | 1299862 | 96610 | 7.43 | 16180 | 1.24 | 1187072 | 91.32 |

Source : <http://www.censusindia.gov.in/DigitalLibrary>

Table 7: Classification of Population by Economic Activity (Census 2011)

| Name of Town | Persons/ Males/ Females | Total Population | Main Workers | | Marginal Workers | | Non Workers | |
|--------------|-------------------------|------------------|--------------|-------|------------------|------|-------------|-------|
| | | | Number | % | Number | % | Number | % |
| Ahmadabad | Persons | 6063047 | 1957646 | 32.29 | 164082 | 2.71 | 3941319 | 65.01 |
| | Males | 3192468 | 1693961 | 53.06 | 92052 | 2.88 | 1406455 | 44.06 |
| | Females | 2870579 | 263685 | 9.19 | 72030 | 2.51 | 2534864 | 88.3 |
| Rajkot | Persons | 2214050 | 719530 | 32.5 | 50988 | 2.3 | 1443532 | 65.2 |
| | Males | 1158181 | 640957 | 55.34 | 29211 | 2.52 | 488013 | 42.14 |
| | Females | 1055869 | 78573 | 7.44 | 21777 | 2.06 | 955519 | 90.5 |
| Jamnagar | Persons | 971065 | 298634 | 30.75 | 36239 | 3.73 | 636192 | 65.51 |
| | Males | 504104 | 263102 | 52.19 | 21084 | 4.18 | 219918 | 43.63 |
| | Females | 466961 | 35532 | 7.61 | 15155 | 3.25 | 416274 | 89.15 |
| Bhavnagar | Persons | 1182401 | 383172 | 32.41 | 33427 | 2.83 | 765802 | 64.77 |
| | Males | 621368 | 333566 | 53.68 | 18571 | 2.99 | 269231 | 43.33 |
| | Females | 561033 | 49606 | 8.84 | 14856 | 2.65 | 496571 | 88.51 |
| Vadodara | Persons | 2065771 | 647800 | 31.36 | 53233 | 2.58 | 1364738 | 66.06 |
| | Males | 1075793 | 554174 | 51.51 | 34222 | 3.18 | 487397 | 45.31 |
| | Females | 989978 | 93626 | 9.46 | 19011 | 1.92 | 877341 | 88.62 |
| Surat | Persons | 4849213 | 1883097 | 38.83 | 75046 | 1.55 | 2891070 | 59.62 |
| | Males | 2762164 | 1700653 | 61.57 | 41716 | 1.51 | 1019795 | 36.92 |
| | Females | 2087049 | 182444 | 8.74 | 33330 | 1.6 | 1871275 | 89.66 |

Source : <https://gujcostat.gujarat.gov.in/>

Table 5 and Table 6 shows the data on Main Workers, Marginal Workers and Non Workers¹⁰. None of these 6 cities have female main workers more than 9.5%, whereas non-workers are as almost 90%. This data shows there are more marginal workers and non-workers available for work. The illiterates and less literates can engage themselves as Domestic help professionals. Whereas the literates can engage themselves into various professions.

Further analysing the scope of development of Domestic help Sector, the 6 big cities of Gujarat are surrounded by major industrial belts as shown in Table 8. More population are concentrated in and nearby, these cities due to the industrial belt. It is one of the highly industrialized states and a favoured investment destination in India.

Table 8: Distribution of Important Industrial Establishments by Major Industrial Group

| Large Metropolitan Region | 2001 | | 2011 | |
|---------------------------|----------------------|--|----------------------|--|
| | Number of Establish- | Average Number of Persons working on a day | Number of Establish- | Average Number of Persons working on a day |
| Ahmedabad | 5098 | 202891 | 9124 | 71017 |
| Surat | 1990 | 111339 | 9459 | 91539 |
| Vadodara | 2313 | 106237 | 887 | 12250 |
| Rajkot | 1769 | 41511 | 2272 | 20687 |
| Bhavnagar | 543 | 26381 | 438 | 7645 |
| Jamnagar | 404 | 18873 | 710 | 5006 |

Source : <https://gujecostat.gujarat.gov.in/districthandbookcp>

VIII. ANALYSING EMPLOYABILITY

Self-Employability v/s Employability through Organisation:

- Since the domestic helpers are uneducated/less educated unaware of their rights, and bargaining power, they are very often exploited and abused. Their low

¹⁰‘Main Workers’ are those workers who had worked for the major part of the reference period (i.e. 6 months or more).

‘Marginal Workers’ are those workers who had not worked for the major part of the reference period (i.e. less than 6 months).

‘Non Workers’ are person who did not at all work during the reference period was treated as non-worker. The non-workers broadly constitute Students who did not participate in any economic activity paid or unpaid, household duties who were attending to daily household chores like cooking, cleaning utensils, looking after children, fetching water etc. and are not even helping in the unpaid work in the family form or cultivation or milching, dependant such as infants or very elderly people not included in the category of worker, pensioners those who are drawing pension after retirement and are not engaged in any economic activity. Beggars, vagrants, prostitutes and persons having unidentified source of income and with unspecified sources of subsistence and not engaged in any economically productive work during the reference period. Others, this category includes all Non-workers who may not come under the above categories such as rentiers, persons living on remittances, agricultural or non-agricultural royalty, convicts in jails or inmates of penal, mental or charitable institutions doing no paid or unpaid work and persons who are seeking/available for work.

pay; low dignity; under recognized jobs keep them poor and vulnerable. Their socio-economic condition keep them poorly groomed and unrepresentable. They are in an unregulated sector, without any kind of legislative protection. So their contributions is marginalized and their economic condition is invisible¹¹. Their condition is well documented in the article “The life of a maid servant in India” published by ‘The Hindu Business Line’¹² and book ‘Maid in India (2017)’¹³, written by Tripti Lahiri explores the stories of opportunity and inequality inside our homes.

- All these issues of self-employed domestic servants can be addressed. Its negative traits can be reduced, and a favourable condition can be created. This can be possible if instead of operating as individual units (self-employed), the helpers are operating through ‘Domestic Help Services Organizations’.
- The services of domestic helpers if availed through services providing organisations can have number of advantages. There is huge scope for these organizations to work in the area of providing domestic help services. Some of the potential areas to work for developing organized efforts, for providing quality and reliable services are:¹¹
- establish a national institutional network for skill development
- facilitate linkages among various stakeholders in the sector
- improve service delivery for the clients
- improve reward package for the workers
- develop a Labor Market Information System (LMIS)
- define job roles
- set occupation standards
- create career progression maps
- create functional maps for all job roles
- create skill aspiration and skill appreciation by well-defined career progression tracks and awareness campaigns for employers and workers
- standardize processes of accreditation, assessment and certification of domestic workers
- Build institutional capacities
- Give skills training
- Give recognition to services for domestic workers
- Create favorable environment for domestic workers
- Regulation of working conditions
- Give social security coverage
- Give advocacy services against all kind of abuse
- Engage welfare measures

¹¹Human Resource and Skill Requirement in the Domestic Help Sector

¹²MOHAN, S. H. R. I. Y. A. (2019, February 15). The life of a maid servant in India. *The Hindu Business Line*. Retrieved from <https://www.thehindubusinessline.com/blink/cover/domestic-woke-force/article26279057.ece>

¹³Lahiri, T. (2017). *Maid in India stories of inequality and opportunity inside our homes*. New Delhi: Aleph.

- Restriction against child labour

With all these added perspectives to improving quality of services and condition of workers in domestic help sector, the market of this sector has greater scope for expansion.

IX. ANALYSIS BY SKILL SECTOR COUNCIL

National Skill Development Corporation has projected requirement for domestic workers on base of changing household income. The high-income segment is anticipated to triple by 2016. More than half the households will be 'middle class'. It is projected that number of domestic workers would upsurge from about 12.5 million currently to about 33 million by 2022, amounting to an incremental human resource prerequisite of 20.5 million domestic workers¹⁴.

Table 9: Projected human resource requirements for domestic workers (in '000s)

| | 2008 | 2012 | 2018 | 2022 | Incremental |
|--|--------|--------|--------|--------|-------------|
| Domestic Workers (in '000s) | 12,558 | 20,147 | 27,595 | 33,126 | 20,568 |
| <i>Source: National Council of Applied Economic Research (NCAER), Marketing White Book, 2009-19, Primary Research and IMAcS Analysis</i> | | | | | |

Urban India accounts for 35% to 40% of domestic worker population and this can go up to 40% to 45% by 2022. Out of this, the top-20 cities alone would account for about 10% (i.e. about 25% to 30% of urban India's domestic worker employment).

Table 10 : Domestic worker employment in select cities (in '000s) Table 10 shows the employment of domestic workers in the listed cities is likely to go up to 2.3 to 2.5 million by 2022.

Table 10 : Domestic worker employment in select cities (in '000s)

| City | 2008 | 2012 | 2018 | 2022 |
|--|------|------|------|------|
| Ahmedabad | 39 | 62 | 85 | 102 |
| Surat | 27 | 43 | 59 | 70 |
| Vadodara | 14 | 23 | 31 | 38 |
| <i>Source: Census 2001 information on city population and IMAcS analysis</i> | | | | |

X. CONCLUSION

In a scenario of slowing economic growth and reduction in employment opportunities in formal sector, focusing on skill enhancement and formalization of domestic help services seems to be a low cost option for increasing the employment opportunities in the unorganized sector.

Considering all the factors like literacy rate, sex ratio, slum population, urban population, industrial development, employment opportunities, etc seem to be in support of potential growth of the Domestic Help Sector.

It has a good scope of development in Metropolitan cities of Gujarat viz, Ahmedabad, Surat, Vadodara, Rajkot, Bhavnagar, Jamnagar. They have potential to contributing to the nation's development. By developing this sector, though service providing agencies, all the stakeholders will be at an advantage.

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