

THE SOCIOECONOMIC FACTORS IN SHAPING
THE INTENTION TO HIRE FOREIGN DOMESTIC
HELPERS IN KLANG VALLEY

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DEDICATION

To Dr. Wong Hong Chau, my final year project supervisor,

To my family and all my loved ones,

And

All the respondents.

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PREFACE

This research objective is to examine the socioeconomic factors that influence the intention to hire foreign domestic helpers in Klang Valley.

Past statistics showed the hiring of foreign domestic helpers decreased from 169,000 persons in 2013 to only 128,308 persons in 2017, according to the Immigration Department Malaysia. The decline in number is in contrast with the increased economic growth and living standards in Malaysia, so, the main objective for this study is to find out the underlying factors that influence households to hire foreign domestic helpers.

The outcome of this study is expected to provide an insight of intention of hiring foreign domestic helpers among households reside in Klang Valley, Malaysia. Furthermore, the outcomes of this study shall serve as a guideline for employment agencies in Malaysia pertaining to the different requirements of each household when seeking helpers.

ABSTRACT

Advanced industrialised and developing countries have relied on the migration of foreign domestic workers in response to the increasing demand for outsourced domestic work, reeling from the impact of socio – demographic challenges, such as declining fertility rates, ageing population, and an increase in female participation in labour force. As such, changes of the socio – demographic landscape had certainly enhanced the scope of domestic services from the traditional care domestic work (e.g. childcare and elderly care) to inculcate the non-care domestic work as well (e.g. housekeeping and cooking). In order to perform domestic work contractually, domestic helpers who are normally referred as housekeeper, amah, nanny or maid, are engaged by households to assist in two main duties that are housekeeping and caregiving services.

Therefore, this study is to examine the socioeconomic factors that influence the intention to hire foreign domestic helpers in Klang Valley. There are five independent variables were used in this research to identify the intention to hire foreign domestic helpers which are necessity, convenience, income, quality of life and social status.

Total 295 respondents from Klang Valley who had respond in this survey. Results from the survey found out that only two independents variables are significant positive relationship to the intention to hire foreign domestic helpers which are income and social status. Researcher suggested few proposals to government and business provider to meet the consumer needs.

CHAPTER 1

INTRODUCTION

1.1 Introduction

Advanced industrialised and developing countries have relied on the migration of foreign domestic workers in response to the increasing demand for outsourced domestic work, reeling from the impact of socio – demographic challenges, such as declining fertility rates, ageing population, and an increase in female participation in labour force. As such, changes of the socio – demographic landscape had certainly enhanced the scope of domestic services from the traditional care domestic work (e.g. childcare and elderly care) to inculcate the non-care domestic work as well (e.g. housekeeping and cooking). In order to perform domestic work contractually, domestic helpers who are normally referred as housekeeper, amah, nanny or maid, are engaged by households to assist in two main duties that are housekeeping and caregiving services.

It is difficult to encapsulate domestic workers' scope of work as the complexity often overlap between the care and non-care services. Looking at the current scenario, domestic helpers are required to look after elderly person or child/ children that includes personal services, household services that requires cleaning and tidying of private work place (hirer's property) as well as kitchen services which cook for the family. Generally, domestic work simply means jobs encompassing activities to be conducted daily within the premise of the employers. In addition to those tasks, periodically they are required to perform errands such as grocery shopping, making trips to laundry shops, or dropping or picking up children.

In the face of socio-demographic challenges, an increasing number of households prefer to outsource domestic work even if female family members do not participate in the labour market and even there are certain of public provision of social care available (Song, 2015). This is due to the fact that domestic work require long hours to complete with same routine every day and younger generations are perceiving it negatively as to restricting their freedom of movements.

The availability of foreign markets provide relatively easy alternative for households to employ foreign domestic helpers worldwide from economically poor countries to rich ones depending on the hiring costs to the government policies and the hirer's personal requirements. The costs of hiring foreign domestic helpers differs with those from Cambodia are cheaper than those from the Philippines. Most employers hire helpers from the Philippines to double up as the 'private tutor' to their children due the higher proficiency in English language.

Taking stock in Malaysia, households can source female only domestic helpers from approved countries by the government of Malaysia (Immigration Department of Malaysia, 2018) – Indonesia, Thailand, Cambodia, The Philippines, Sri Lanka, India, Bangladesh, China, Myanmar, Nepal, Pakistan, Vietnam and Laos and there are estimated 1.283 million registered foreign domestic helpers in Malaysia in 2017. Table 1.0 provides the numbers of foreign domestic workers in Malaysia from 2013 to 2017.

The population of these workers do fluctuate according to the set of rules and regulations imposed on immigration, minimal wage reforms and increased occupational work safety awareness however, the demand for foreign domestic helpers in Malaysia as in other countries in the region, is still strong.

Table 1.0: Statistic on Foreign Domestic Helpers According to Countries in Malaysia from 2013 to 2017

NO.	COUNTRY OF ORIGIN	2013	2014	2015	2016	2017
1	BANGLADESH	91	126	150	135	122
2	CAMBODIA	8,228	4,511	3,194	2,195	1,605
3	CHINA	41	148	287	106	65
4	INDIA	877	950	978	908	92
5	INDONESIA	121,107	105,927	99,983	92,675	89,987
6	LAOS	77	46	26	18	16
7	MYANMAR	108	114	124	103	910
8	NEPAL	84	84	77	69	60
9	PAKISTAN	56	62	35	32	38
10	FILIPINA	35,945	40,220	41,246	36,592	34,027
11	SRI LANKA	1,898	2,058	1,399	895	667
12	THAILAND	348	335	350	325	311
13	VIETNAM	1,028	949	778	522	408
	TOTAL	169,888	155,530	148,627	134,575	128,308

Source: Immigration Department of Malaysia (2018)

1.2 Foreign Domestic Helper Initiatives

Governments and private entities are increasing concern on the issues pertaining foreign domestic helpers globally, therefore they have been actively addressing the needs by developing as well as standardising laws, regulations, guidelines (for communities and religion) and awareness programmes (Liu, 2017; Cojocaru & Rezaul, 2015). As there are many reported cases (many more undisclosed) of foreign domestic helper abuse, torture and neglect worldwide, these initiatives are welcomed to improve the working and living conditions for them. Majority if not almost all of the foreign domestic helpers are illiterate and coming from poor families. They are often taken advantage of because their workplaces are within

the employers' compound and subjected to instructions without regards to the time as long as they are not dismissed for the day.

On top of the hectic routines, foreign domestic helpers have to endure psychological and physical abuse by alienation by the employers' families (isolation during functions and below par living area), restriction of movements as security measure by the employers, and difficulties in connecting to families back home. Becoming one in this profession is often not by choice but a necessity of getting an income to support their families back home. Most of them have to make loans to fund their travelling expenses also to the agents in order to work oversea – all by a glimpse of hope for better life and future. Their occupation can be both oppressive and yet empowering at the same time because back at home, these women found themselves in complete control by the head of families via the patriarchal system (Abdul Razak, Anuar, Mohd Sahar, & Matsuni, 2015). Being foreign domestic helpers are deemed to be most vulnerable white collar workers who are constantly subjected to harsh and unfair treatments despite the contributions they provided to the employers and society.

Not denying that many had acquired new set of skills working abroad such as speaking new languages and duplicating their employers' lifestyle as well as thinking, upon returning home, they in turn introducing new economic opportunities to setting up own businesses with many success stories. Therefore, active groups should come to their aid and defence through systematic monitoring and reporting.

The total number of foreign domestic helpers whom worked in Malaysia has declined nearly 13.5 percent from 155,530 in 2014 to 134,575 in 2016 despite there was an increase of total household income from RM6,141 to RM6,958 per month during the corresponding period, with the same average household size i.e. four to five persons in a household. From macro-perspective, the decline in numbers of foreign domestic helpers could be resulted from some political and economic factors. In the context of this study, Malaysia had introduced several mechanisms to 'limit' the numbers of foreign domestic helpers by restricting the number of countries of origin to source from, specifying the economic sectors

according to the migrant workers country and imposing levy payments on employers (Soo, 2017). The impact of these actions had somehow increased the cost and created bureaucracy for hiring foreign domestic helpers in Malaysia causing a declining trend in recent years albeit strong demand from households in general. Table 1.1 illustrates the trend of foreign domestic helpers recruitment, household income per month, and average household size between 2014 and 2016.

Table 1.1: Trend of Foreign Domestic Helpers Recruitment, Household Income per Month, and Average Household Size between 2014 and 2016

	Year	
	2014	2016
Total Foreign Domestic Helpers*	155,530	134,575
Total Household Income per month**	RM6,141	RM6,958
Average Household Size***	4.3 person	4.3 person

Source: * Immigration Department of Malaysia (2018)

** Department of Statistic Malaysia (2016)

*** ArcGIS (2018)

1.3 Problem Statement

The new wave of domestic services that is taking shape is just a part of the new socio-economic realities countries confront as the result of attempts by households and governments to cope with three types of deficits which are ‘care deficit’, ‘time deficit’ and ‘job deficit’. Hence, outsourcing of domestic work is conceptualised as a process by which the government and family increase their reliance on private markets to carry out both care and non-care domestic work (Estevéz-Abe & Hobson, 2015).

Before we delve into the determining factors on this study, it is pertinent that we understand the geographical aspect of Klang Valley that is an area in Malaysia which is centered in Kuala Lumpur, and includes its adjoining cities and towns in the state of Selangor. A more recent alternative reference to this

would be Greater Kuala Lumpur. A metropolis which the population is expected to reach 10 million by the year 2020 with the total contribution of over 37% of nation's gross domestic product.

Under the National Transformation Programme (NTP), Klang Valley is experiencing more developments that witnessed major projects being delivered. The High Speed Rail (HSR) connection between Kuala Lumpur and Singapore is seen as a major game changer eagerly anticipated by Malaysians and Singaporeans alike that will spark a new era of improved and thriving relations between two of the most prominent cities in Southeast Asia (PEMANDU, 2012). Thus generating the influx of more diversified people in and around Klang Valley creating along with them new demands in terms of needs as well as personal arrangements.

The emergence of highly educated women is regarded as one of the main factors that influence the three new socio-economic realities. It is acknowledged that womens' education investment had significantly increased thus reflected into higher employment. The decline of manufacturing and the growth of service oriented sector and the improvised government policies had propelled the creation of more jobs for women as well as jobs that come with higher remuneration. Malaysian census indicated number of women in labour market has increased steadily over the span of 14 years with the significant rise of 60% in 2014 comparing the data in 2000 (Ministry of Women, Family and Community Development, 2016). With the ever higher employability, traditional domestic care shouldered by women traditionally is diminishing in society today resulting in 'care and time deficit' situations and therefore hiring domestic helpers is regarded as necessity to cope with their responsibilities.

Moving forward, the millennial generation is the largest age group to emerge since the baby boomer, and as this group grows significantly as a proportion of the workforce over the next 20 years. Millennials are well educated, skilled in technology, very self-confident, able to multi-task, and have plenty of energy. They have high expectations for themselves, and prefer to work in teams, rather than as individuals. Millennials seek challenges, yet work life balance is of utmost

importance to them (Moore, 2014). While work satisfaction is important for them, personal time after work is equally important as part of their beliefs. Taking work life balance and its association to quality of life, into the context of this study, hiring foreign domestic helpers is for the household convenience for the millennials.

A research paper (Ramos, Francis & Philipp, 2015) had implied that amount of time, psychological involvement and level of satisfaction to work and family are associated with positive values to life because such balance reduces work-family conflict and stress. Thus, foreign domestic helpers are supposed to be filling the 'job and time deficits' so could millennials could sustain their family and work demands. Office workload remains the main issue to achieving the balance even so in the perspective of blue collar workers. Expectations of working beyond office hours and workplaces had caused a sense of unmanageable workload that lead to stress, anxiety, as well as other mental illnesses. This will spill over to the other family members. A study conducted on the work – life balance among the academicians and professional staff had indicated the reality of the work related stress caused mental, physical, and relationship health issues (Bothwell, 2018). Academicians were required to multitask between their academic work and also other clerical demands. With less support provided by the top management as well as the shortage of general administrative personnel, they felt the burden has gone beyond control. Academicians with family naturally were the first hit by the workload so much so that they think that their family is the deterrent for their career success. As the trend is increasing worrying the whole community, steps have been taken to tackle the crux of the matter.

In most developing countries including middle-income nations, the demand for foreign domestic helpers not only originates from the wealthy but also from the middle class (Fakih & Marrouch, 2014). Emergence of middle class families (with dual earners) had blurred the line between housework and child care which are often viewed as the primary responsibilities of women, likewise breadwinning is the responsibilities of men. Hence, households with high or comfortable income are more likely to employ foreign domestic helpers to fill the deficits implicated as majority middle class households are dual-earners.

Elevating social status among peers or communities signifies an interesting factor that influence the intention to hire foreign domestic helpers as an indicator of wealth, authority and success. In this context, the more foreign domestic helpers is reflective to the household's status in the society even when there is no necessity as well as deficit at all to justify the need for the helpers. The intention of hiring foreign domestic helpers is merely to 'show off' among the peers within the class although there could be more than one helpers doing the same job at a time. There are limited research and study on this perplexing behaviour, nonetheless sociologists defined social status as "a social context that individuals inhabit in enduring and pervasive ways over time" — is a fundamental lens through which we see ourselves and others (DeAngelis, 2015). In this sense, the higher class or social status often perceived as ranking higher than others at the lower class and among themselves.

Supporting the study indicated, Cheng et. al. (2010) concluded that the emotion of pride is an effective mechanism that motivates status seeking efforts of which supplies psychological rewards and recalibrates psychological systems to sustain established status. Individuals with higher degree of prestige and pride in the social class are preceived by their peers as achieving higher status in the class. In gaining desired achievement in the society, numbers are equally important as the perceptions conceived by the general people around the mentioned individuals. Therefore, the more foreign domestic helpers indicates the accomplishment in wealth and dominance in the social class hierarchy.

The research by Savage et. al. (2013) revealed that the social classes differences extended beyond economical comparision in terms of finance and capital gains to cultural capital (the size of social network and extent of engagement with various cultural activities. Hence, it seems the desire of setting such different social and economic class had considerable impact not only to the people within the class but those of different class. The outcome of the research had also identified 7 social classes as explained in the Table 1.2:

Table 1.2: The Social Class and the Description

Social Class Type	Main Characteristics
Elite	On all dimensions, it is the most advantaged and privileged group by having the highest levels financially, economically powerful and highest number of social contacts. Thus setting apart with the rest of other six classes.
Established Middle Class	The group with good economic capital even though not extremely wealthy but maintains good deal of social contacts. This group tend to be considered as 'high status' people with majority of them come from professional and managerial families.
Technical Middle Class	A more distinctive and original group with relatively good household finance and comfortable amount of social contacts with some restriction. As suggested by the class name, this group is scientifically and technically oriented and utilised their skills for economical gains.
New Affluent Workers	The 'emerging' cultural capital where the members are socially and culturally active with moderate scores on finance and capital aspects. They tend to originate from non- middle class families.
Traditional Working Class	Moderately poor class with majority of them are blue collar workers. They recorded average social contacts probably embodied the traditional characteristic of the class itself.
Emergent Service Workers	While this group has significant number of social contacts probably due to the nature of their job requirements, their intellectual social attribute remained low.
Precariat	Lowest class categorised, this group scored the lowest financially as well as number of social contacts even they form a relatively large percentage of the population.

Source: Savage, M., Devine, F., Cunningham, N., Taylor, M., Li, Y., Hjellbrekke, J., Roux, B. L., Friedman, S., & Miles, A. (2013). A new model of social class?

Perhaps the biggest impact to our current socio – economic change may have sparked or caused by the evolution of the fourth industrial revolution (4IR). The 4IR was introduced by Professor Klaus Martin Schwab back in 2016 by World Economic Forum held in Davos-Klosters, Switzerland. Comparing the previous three industrial revolutions, it is evolving at an exponential rather than a linear pace. Moreover, it is disrupting almost every industry around the globe and the impact of these changes herald the transformation of entire systems of production, management, and governance. The key characteristic of 4IR mainly by advances in technology. These technologies have been continuing to connect billions of more people, drastically improve the efficiency of business and organisations and help regenerate the natural environment through better asset management (World Economic Forum, 2016).

Hence, the 4IR is regarded as the catalyst to raise global income levels and improve the quality of life for populations around the world. To date, consumers are able to afford and access the digital world; technology has made possible new products and services that increase the efficiency and pleasure of personal lives as a whole. Again, the millennial workers are taking advantage of the rise of the digital era not only they were born coincidentally with the birth the Internet, but it is seemingly to be the way of life now.

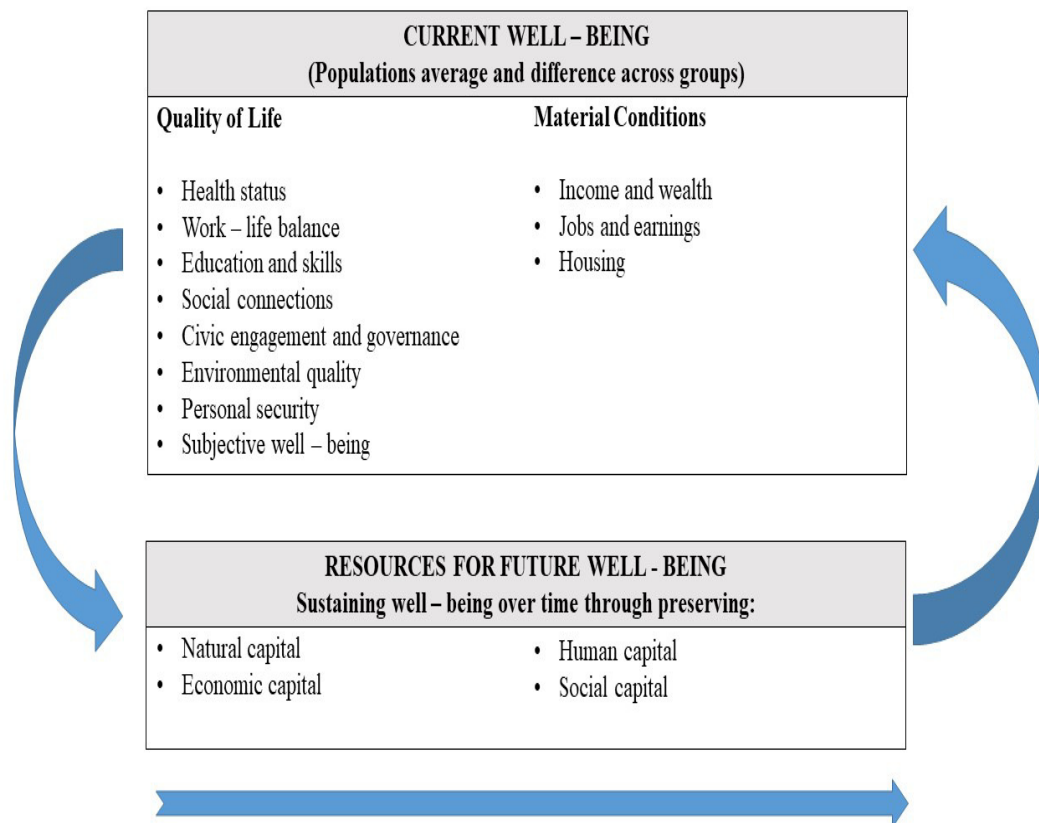
In the context of this study, the 4IR provides households with more information agencies that provided foreign domestic helpers, more avenues to exchange ideas and solicit services, and gain more knowledge on the scope of domestic helpers along with the terms of service. On top of that, the revolution of information technology enables the employers to monitor their domestic helpers at the comfort of their handheld devices at anytime and anywhere.

On the other side of the coin, the 4IR offers smarter technology that could facilitate households that are tech – savvy enough to work from home. Work from home options has becomingly popular in the United States with the upwards trends indicated by the surveys. This option has plenty of advantages namely improving workers’ productivity, away from stressful office environment thus

sustaining output, and of course being with the families. It has contributed to the family well – being especially households with children (Timsal & Awais, 2016).

The Organisation for Economic Co-operation and Development (OECD) had developed a framework to measure people’s well – being that encompasses economic and non-economic factors to increase the understanding whether life is getting better for them. Ultimately, the framework helps identify the drivers that changes people’s life (Durand, 2015). In this context, OECD recognised the importance of work – life balance as an indicator for quality of life as indicated in the well - being framework as in Figure 1.

Figure 1: The OECD Well – Being Framework



Source: Durand, M. (2015, August). The OECD better life initiative: How’s life? and measuring well-being.

However successful, work from home in Malaysia remains at the deliberation stage (although there are companies had implementing it) as clear and standardised policies have to be outlined as well as governed before adapting it. Therefore, the purpose of this study is to conduct research and identify the contributing factors to that influence the intentions to hire foreign domestic helpers in Klang Valley, Malaysia.

1.4 Research Objectives

The primary objective of this study is to examine the socioeconomic factors that influence the intention to hire foreign domestic helpers in Klang Valley, Malaysia. This study is derived on two focus areas which are:

- i. To determine the factors of demand on foreign domestic helpers, and
- ii. To analyse the relationship between necessity, income, convenience, quality of life and social status with the intention to hire foreign domestic helpers.

1.5 Research Questions

Research questions to examine the determinants on the intention to hire foreign domestic helpers for this study are as follow:

- i. Is the socio – economic factors influencing the intention to hire foreign domestic helpers in Klang Valley?
- ii. Are there any relationship between necessity, income, convenience, quality of life and social status with the intention to hire foreign domestic helpers in Klang Valley?

1.6 Significance of Study

The outcome of this study is expected to provide an insight of household intention on foreign domestic helpers in Klang Valley, Malaysia. Furthermore, the outcomes of this study shall serve as a guide or facilitate employment agencies in Malaysia the different requirements of each household when looking for helper(s). Thus, by meeting the needs (getting the right helper to the right household), agencies and employers alike will save tremendous time and effort.

1.7 Conclusion

Past statistics showed the hiring of foreign domestic helpers decreased from 169,000 persons in 2013 to only 128,308 persons in 2017, according to the Immigration Department Malaysia. The decline in number is in contrast with the increased economic growth and living standards in Malaysia, so, the main objective for this study is to find out the underlying factors that influence households to hire foreign domestic helpers. Thus, it could help the business provider to come out new business model and at the same time assist government to plan new policy to fulfill the market needs.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter conceptualise the determining factors on hiring foreign domestic workers in Klang Valley. Zooming into this study, it is crucial to outline the fundamental understandings on domestic workers, job characteristics and the environment they are facing daily. Subsequently, the determining factors are introduced to serve as a link or to relate them with the hiring of foreign domestic helpers. Therefore, the very purpose to conduct the review of literature is to analyse and investigate the characteristic together with the terms of the mentioned relationship.

2.2 Foreign Domestic Helpers

According to the International Labour Organisation (ILO), domestic workers or defined as domestic helpers in this study, are employed for private households, often with vague terms of employment, unregistered by the authorities and exclude from the scope of labour legislation. While domestic helpers comprise a significant part of global workforce, they are categorised among the most vulnerable groups of workers because majority of them have limited access to proper education. In addition to the lack of education, many domestic helpers are migrants thus making them more vulnerable to exploitation however so, abusive cases are low in Malaysia. ILO estimates over 53 million domestic helpers worldwide of whom more than 21 million are in Asia and the Pacific. This figure is on the rise in both developed and developing countries (ILO, 2018). Even

though a substantial number of men work as domestic helpers – often as gardeners, drivers or butlers, it remains a highly feminised occupation with about 80 per cent of them are women.

The government of Malaysia is particularly active in developing and enforcing laws and regulations pertaining to the welfare of foreign domestic helpers. Immigration Department of Malaysia (JIM), being the first agency responsible to control the entry of visitors, in this context, foreign domestic helpers, had explicitly indicated the employment criteria (e.g. list of approved countries and employers requirements) and even provided a sample of the contract of employment (Immigration Department of Malaysia, 2018).

Addressing the concerns involving the welfare of domestic helpers and to inculcate the harmonious relationship between them with their employers, Labour Department of Peninsular Malaysia under the Ministry of Human Resources, had engaged with ILO in 2017 and developed the Guidelines and Tips for Employers of Foreign Domestic Helpers (Labour Department of Peninsular Malaysia, 2017). This guideline served as the principal reference for employers to define the scope of work, expectations and commitments from both the domestic helpers as well as employers. The outcome of the deliberation by both parties are proposed (under the guideline) to be translated into contractual document. Ultimately, the holistic approach in the guideline is important for employers or employers – to – be in setting the demarcation lines of work, providing a conducive workplace and acknowledging the rights on both parties.

2.3 Requirements to Hire Foreign Domestic Helpers

Applications can be submitted either by the employer himself or through employment agencies registered with the Immigration Department of Malaysia at the Immigration office of the State as per employer's address. Make sure the application form and required documents are complete before submission. The employer and his spouse should have children below 15 years of age or parents

who are sick / ill. The employer must earn an income, and each family is eligible to apply for one foreign domestic helper. Table 2.0 and Table 2.1 illustrate the employer qualifying wages according to the country of origin.

Table 2.0: Employer Qualifying Wages

No.	Country of Origin	Employer's Net Income
1.	Indonesia	RM 3,000.00
2.	The Philippines	RM 5,000.00
3.	Sri Lanka	RM 5,000.00
4.	Thailand	RM 3,000.00
5.	Cambodia	RM 3,000.00
6.	India	RM 5,000.00
7.	Laos	RM 3,000.00
8.	Vietnam	RM 3,000.00

Source: Immigration Department of Malaysia (2018)

Table 2.1: Employer Qualifying Wages for Hiring More Than One Foreign Domestic Helpers.

No.	Application	Employer's Net Income
1.	Second Foreign Domestic Helpers	More than RM 10,000.00
2.	Third Foreign Domestic Helpers	More than RM 15,000.00
3.	More than Three (3) Foreign Domestic Helpers	Approval by Director General

Source: Immigration Department of Malaysia (2018)

Employers who have been declared bankrupt are not eligible to apply. In order to apply for second foreign domestic helper, the employer must have a valid reason, and have income under the conditions stipulated by the Immigration Department of Malaysia. Employers who are Muslims are allowed to hire only Muslim foreign domestic helpers. Table 2.2 illustrates the fee structure for hiring foreign domestic helpers in Malaysia.

Table 2.2: Foreign Domestic Helper's Levy, Visa, Pass and Processing Fees

No.	Application	Levy (RM)	VPTE (RM)	Process (RM)	VISA		Total
					Country	VISA Fee SEV/MEV	
1	First foreign domestic helper	410	60	125	Indonesia	15	610
					Philippine	36	631
					Sri Lanka	50/100	645/695
					Thailand	FOC	595
					Cambodia	20	615
					India	50	645
					Laos	20	615
					Vietnam	13	608
2	Second foreign domestic helpers and above	590	60	125	Indonesia	15	790
					Philippine	36	811
					Sri Lanka	50/100	825/875
					Thailand	FOC	775
					Cambodia	20	795
					India	50	825
					Laos	20	795
					Vietnam	13	788

Source: Immigration Department of Malaysia (2018)

2.4 Theory of Reasoned Action and Theory of Planned Behaviour

This study was developed using Theory of Reasoned Action (Fishbein & Ajzen, 1975) and Theory of Planned Behavior (Ajzen, 1985) and the variables indicated in the 'blueprint' shall be thoroughly constructed using established, coherent explanation and relationships (Grant & Osanloo, 2014).

Theory of Reasoned Action (TRA) and Theory of Planned Behavior (TPB) are utilised to develop a foundation for this study to examine and understand motivational influences as well as perception of behavioural control on intention (behaviour) to hire foreign domestic helpers.

2.5 Defining Dependent Variables

2.5.1 Availability of Foreign Domestic Helpers

ILO estimated that there are about 67 million domestic helpers worldwide and of which 11.5 million are migrant or foreign domestic helpers (ILO, 2015). This estimate by ILO gives us the indication that the availability of resources on domestic helpers is huge. With more are joining the workforce annually coupled by the increasingly easy mobility, foreign employers are spoilt of choices depending on their needs and financial capabilities. In the Malaysian's context, common households are allowed to employ foreign domestic helpers from approved countries – Indonesia, Thailand, Cambodia, The Philippines, Sri Lanka, India, Bangladesh, China, Myanmar, Nepal, Pakistan, Vietnam and Laos (Immigration Department of Malaysia, 2018).

Hence, young working parents would prefer helpers from Indonesia, Sri Lanka or The Philippines as the normal choices with helpers from the later country has the advantage (but also more expensive to hire) as they acquire relatively better English as they are generally higher educated by comparison (Asato, 2004). Helpers from Cambodia, Indonesia and Myanmar are considered to be hardworking and not fussy in terms of accommodation making them handy helpers.

Now that employers are able to employ foreign domestic helpers directly instead through agents simply created enormous access to the pool of workforce along

with variety of choices available to facilitate families that are facing care, time and job deficits.

2.5.2 Intention to Hire Foreign Domestic Helpers

The emergence of cosmopolitans across developing countries in which multicultural, multilingual and multinational communities living as a single entity had broaden the scope beyond the traditional way of life for the locals. Social changes that affected the local, often the effect of globalisation, created new lifestyles and households have more options than before in making decisions (Yeoh & Soco, 2014). Increased household incomes had influenced the behaviour and decision making as such employing non – local helpers had become a norm in the modern society. The acceptance level had increased so much so that members of the society would recommend foreign domestic helpers whenever another is facing difficulties in coping with the work – life routines.

Of course, the opportunity cost has always been the choices of time and effort versus income, more time and effort allotted for work very well means more earnings for the household. The time and effort missing in this context will be covered by the foreign domestic helpers. It is acknowledged however, cost of hiring a foreign domestic helper does not come cheap as the minimal cost is around RM 4,000.00 (self-hiring) to RM 14,000.00 (through agent) with the minimum monthly salary of RM 900.00 to RM 1,400.00 (depending on the country of origin) (Andria, 2018). The consequence of such global household phenomenon is the increased reliant on foreign domestic helpers in filling up the gaps generated by social and economic activities.

2.6 Defining Independent Variables

2.6.1 Factors of Demand

A research indicated that households with couples who are in full time employment are more likely to hire domestic helpers to outsource their domestic work especially dual earning families with young children (Sullivan & Gershuny, 2017b). The research had also found that women's income also attributed to the engagement of domestic helpers to cope with the time and care pressure. Hence, the higher the wives' economic resources, the higher the percentage of outsourcing domestic work. The research also conducted an in-depth study on multitasking activities in households of which domestic work and caring task were factored in. The outcome indicated a positive relationship between households where mothers in full time dual earner couple (particularly time pressured group) with intention on hiring domestic helpers.

Supporting to that theory, another research had also summarised that the amount of multitasking is higher with families with children leading to the pursuit of equilibrium of life (Kalenskosi & Foster, 2016). Modern parents are converging their roles at home more than ever where husbands' involvement in household chores increased dramatically (husbands doing laundry and caring children is a common sight now, at the envy of previous generation women), while wives are contributing the household income (wives involving in businesses/ working from home or outside is also very much common now, at the worries of their husbands). The magnitude of multitasking for working parents with children are similar regardless to husband or wife and their subjective to time pressure is similar. This implied that households with time, care and job deficits are more likely to hire foreign domestic helpers to create an opportunity (personal space) than to the deficits, literally.

2.6.2 Necessity

Leveraging on the ICT use and the exponential growth to the utilisation of internet of things (IoT) that enhanced our connectivity in mobility, today's society is perceived as the 'speed up' society where everything seems to be function with time constraint. Often, the increased tempo of daily life were related to the modernisation and the effect of ICT which recorded significant change over years. While we had always relate the concept of speed up society with ICT, the research conducted showed no evidence that time pressure is increasing when compared to indicators like time fragmentation, multitasking and ICT use (Sullivan & Gershuny, 2017a). On the other spectrum, the study concluded that time constrain are more strongly associated in 'constrained' activities (employment and family care). The study also indicated that time pressure was strikingly higher among working women.

In another development, a research conducted on modern parenthood (Kim & Wang, 2013) had studied scenario on household whereby either husband or wife is the sole breadwinner. While it is rare decision for only either one of the spouse contributes the household economic wellbeing, this research intended to ascertain the amount of burden shouldered by different sex. In the household where the husband is the sole breadwinner, the total workload exceeds that of his spouse by roughly 11 hours. Conversely in households where the wife is the sole breadwinner, her total workload exceeds that of her spouse or partner by about 25 hours per week. The result was somewhat shocking as it revealed that the fairer sex has more responsibilities to cater leading to other possible health related issues.

The same research has concluded another find where husbands spend more time than women in leisure activities (such as watching televisions, playing games and socialising). This gender gap in leisure time is bigger amongst families without children (37 hours per week for men against 32 hours per week for women). The time spent decreased in households with young children, the study found out that husbands spend 28 hours per week while wives 25 hours on leisure. Hence, in relation to the total workload by husbands and wives in modern society, some how

parents managed to squeeze out some personal time despite of hectic schedules. Perhaps by hiring foreign domestic helpers, modern parents are able to have more leisure time also more focus on their work respectively.

Every household at any point of time has to make certain decision depending on the events that incurred time, care and job deficits. A study indicated that household with children has high significance to hire domestic helper. Conversely, married women with no children indicated not in favour on the decision of outsourcing the housework, including mothers with low income. Another significant finding was foreign domestic helpers substitute for housework, they freed up local women to join the labour market (Cortes & Pan, 2013). Hence, families do not hire foreign domestic helper if they are still able to cope with the workload they shouldered daily and the demand increases when the work – life pressure becomes more apparent.

Increasing aging population and urbanisation created a vacuum in caregiving needs thus foreign domestic helpers are employed to meet the demands. Providing care for older people is a stressor that can lead to family conflict even more significant when there is a shortage of caregivers as well as lack of understanding of the caregiving needs in the household (Wong et. al., 2015). In this context, Ho, Chiang, Leung and Ku (2018) indicated that foreign domestic helpers were not passive but actively engaged in the caregiving to the older people. Their study found out that ‘relationship was not a mere exchange in care service for monetary reward, but there was a transition from performance of tasks to performance of affection in the realm of home care by migrant helpers’. The first hypothesis of this study is developed as:

H₁: There is a significant positive relationship between necessity and intention to hire foreign domestic helpers.

2.6.3 Convenience

Foreign domestic helpers are employed simply because they are ‘convenient’ option to household where they are required to have long working hours on daily basis (Cheung, Chung, Ho & Elijah, 2017). It is an inevitable outcome of strong government policy (domestic support) and doubled by lack of monitoring by the relevant authorities or parties simply because their work is carried out in private space of the household commonly considered as beyond the reach of law. Hence, domestic works by foreign helpers had dominated by formal as well as irregular chores resulting in long working hours (MRCI, 2015).

Although this factor was viewed from a different angle, the outcome of it benefited the employers in coping with the pressure or seeking the work – life balance by both working adults. The study revealed a significant negative effect on long working hours on life quality of the foreign domestic helpers surveyed therefore implying that employers hired them to maximise the gain in time, care and job deficits.

An interesting study conducted that brought the in – sight of over dependency of foreign domestic helpers in households that indirectly created ‘soft’ generation. This generation whom brought up under the care domestic helpers since tender age had become significantly less resilient when they entered school and labour market (Huang & Yeoh, 2015). Foreign domestic helpers had since an integral part of households from cleaning up the house to preparing meals and even handling basic to unrealistic needs. In one way or another, foreign domestic helpers had pampered the children, something that was lacking by most working parents in the household. Hence, a hypothesis can be formulated as the intention to hire foreign domestic helpers in the mentioned context as such:

H₂: There is a significant positive relationship between convenience and intention to hire foreign domestic helpers.

2.6.4 Income

The increasing trend of hiring foreign domestic helpers is often interpreted as the response to the increasing household income and in postindustrial societies, women's participation in the workforce had increased the demand for domestic helpers (Cheung & Lui, 2015). The demand of foreign domestic helpers is the consequence of women leaving the traditional house work in the ever demanding socio – economical needs and potentially enable them to take up even more demanding occupations.

Foreign domestic helpers had also substitutes mothers' child care role and created a positive effect on their economic activity status. Therefore, foreign domestic helpers in general assisted local women into labour market (Chan, 2006). In higher income households, the domestic routine is handed to foreign domestic helpers, mothers can focus more on their families that includes emotional and physical care. In other word, the higher income households are likely to spend economic resources to their families and also more likely to afford more investment in time and energy to cultural capital as well.

A study reaffirmed the notion that household's income of dual earners had significant influence to hire domestic helper in housework. It also indicated that women had the striking influence in the decision to hire domestic helper and happened to be the ones that bearing the bulk of the cost of hire (Pons, 2015; Stancanelli & Stratton, 2013) . It is interesting to understand the inequality of cost sharing exists when hiring a domestic helper and it may suggest that probably housework is considered to be women's task (cleaning, laundry, ironing and child care), whereas more physical tasks are considered to be men's work (repair works, house maintenance and home improvements).

A study conducted had found out that demographic and economic landscape for the past 40 years had reduced the number of workers in less – skilled jobs such as domestic helpers. Another possibility is that foreign workers do dirty, dangerous and difficult jobs local people reluctant to do and would do so if the salary or wages is high (Bean et. al., 2012). This indicates that the economic wealth had

developed the behaviour of people to be choosy in their career. Of course, the main factor of engaging foreign domestic helpers is the cost and while the household with higher income could afford of hiring them, mostly would source helpers from poorer countries.

The most significant relations between income and the employment of foreign workers that includes domestic helpers in Asia in the wider perspective and in Malaysia in particular was during the 1997 economic crisis. During the crisis, the government as well as private sector were taking measures to reduce costs and taking measures to control the outflow of Malaysian currency (Abdullah & Chan, 1998). The study indicated that the demand for domestic helpers was on the down trend as more households were facing financial constraints.

Taking the outcomes and results from the studies, the formulation of the subsequent hypothesis is:

H₃: There is a significant positive relationship between income and intention to hire foreign domestic helpers.

2.6.5 Quality of Life

While there are not many researches on household well – being on the intention of hiring foreign domestic helpers, Noll (2004) in his study on measurement on well – being mentioned that the factors were the relation of it to individual household’s goals and oriented to societal goals. Camfield and Skevington (2008) in the study to understand the relationship between conceptualisations of quality of life and well – being. They suggested in conclusion of the study that both are highly correlated and therefore any changes to quality of life translate to significant effect to well – being and vice versa.

Work – life balance is another key factor in determining quality of life in the context of this study. One of the key findings in this study was that people have more choices in life when they are offered flexible work arrangement and minimise work interference with family (Allen et. al., 2013). In post – industrial era, work – life balance awareness has been increasing and many studies had been conducted to determine the effects on both the employees and employers as it has significant contribution to creativity at workplace (Aleksić, Mihelič, Černe & Škerlavaj, 2017). Housework is also defined as a form of work even it occurred at private home and interferes as well as consumes ‘family time’ resulting family conflict. Positive work – life balance arrangement also increased job and life satisfaction according to a study conducted by (Haar, Russo, Sune & Ollier-Malaterre, 2014). The benefit on job and life is more apparent for individual with highly gender equalities cultures where both women and men share amount of responsibilities within and outside the family establishment. Furthermore, with flexible work arrangement, families have considerable amount of alternatives in determining their choices. While some mothers had opted to leave labour market and others chose part – time job, having a foreign domestic helper to do housework is a valid option.

There is an increasing quantified organisations that focus on the wellbeing of their employees so much so that contribute to the investment in digital data-driven communication and information about employees’ health. In the era of workplace computerisation, the smart wearable devices had made it much easier for organisations to provide targeted initiatives and incentives to assist employees to stay well. Despite being uncommon practice in traditionally, these organisations recognise that employees’ wellbeing has positive impact to productivity and increasingly seen as tractable through wearable devices link to the companies’ systems. Arguably the records did indicate the decline of number of days lost due to sickness, anxiety as well as depression with the help of early detection by the devices, but this initiative also resulted in large quantities of detailed personal data being gathered about each and every employee (Moore & Piwek, 2017).

The drawbacks of this computerised wellness approach is basically on the range of ethical questions on the usage of the data gathered to rationalise the workforce, the

lack of legal response to the personal privacy act, and negative stigma on the digitalised work orders. This approach may be the solution to the wellbeing of the employees should the organisations involved were to be sincere and committed to the people than dollar and cents.

In the context of this study, the relationship household's pursuit of quality of life by hiring foreign domestic helpers to minimise the effect of deficits (time, care and job) can be explored further. Testa and Simonson (1996) mentioned in the study that quality of life can be measured indirectly by constructing a series of questions which measures the concept or construct.

While many would argue that the evolution of the information communication technology has improvised the quality of life that it was seen as reducing the workload and at the same time enables employees to work anytime and anywhere possible. However, in reality, virtual work had been one of the culprits that caused on the work life relationship especially to families with children or elderly parents. Digital workplace has invaded the personal spaces at home that working hours has virtually changed to 24/7 instead of normal nine to five (Weisbord, 2012). The work pressure seeming virtually inevitable, the available option households have in order to keep up with their personal lives are to hire foreign domestic helpers. Therefore, fourth hypothesis is stated as:

H₄: There is a significant positive relationship quality of life and intention to hire foreign domestic helpers.

2.6.6 Social Status

Social influence can be defined as a person's relations with others be it individual, group, institution or group that translated to his intellectual activities, emotions or actions (Abrams & Hogg, 2015). The existence of social class in current society created a pressure within and outside the group to comply with the existing norms

or to move up the class pyramid. The moving 'up the ladder' actions had created a race to move up the ranks thus achieving individual's social status.

The focus of this variable (social class) is to form a relation between the desired 'top' hierarchies in the social class amplifying the recognition of the achievement through the numbers of foreign domestic helpers in the household. This phenomenon of 'bragging rights' or 'kiasu' is seen as a method by the people in the class or group identify themselves in terms of the group as well as to view among themselves within the group. This gives the prototypical member within the group a great deal of influence over others thus taking the leadership role.

Expectation states theory argues that the most important characteristics of the leader is the individual's performance and ability to achieve the group's or class's goals (Barreto & Hogg, 2017). The article indicated that the higher the effectiveness of the leader in steering the group, the higher the group's identification, thus setting it apart from other group or social class in the society.

Further study on social class indicated that the higher class people are more concerned about losing their privileged position in society (Manstead, 2018). Thus, a research had proven that dominance and prestige are effective strategies for attaining social rank in society as a whole and even the members compete among themselves for ranks within the class itself (Cheng et. al., 2012).

In general, individuals acquired rank through dominance strategy underemphasised the importance of abilities and competence, while prestige is defined as a strategy to acquire rank by demonstrating social attractiveness. According to *The Ties That Bind* (1996), hiring a foreign domestic helper is seen as a luxury life style in the elite middle class family. In the context of this study, it is suggested that a method to rank higher in the social class order or to attain social status by hiring more foreign domestic helpers, as such the final hypothesis is formulated by the numbers of workers acquired by them.

H₅: There is a significant positive relationship between social status and intention to hire foreign domestic helpers.

2.7 Conclusion

Literature reviews conducted clearly indicated domestic work is an intimate labour and crafted global socio – assimilation when migrant helpers embodied local social, economic and political cultures or sometimes referred as forces of domesticity. Foreign domestic helpers' contracts normally require them to leave abroad for a long time, while their families stay at home causing long family separation (Silvey, 2017). Their contributions toward the societies had proven to be invaluable in helping their employers to cope with time, care and job deficits. Directly or indirectly, it helps the surrogate country socially and economically.

This study had outlined five factors to determine the intention to hire foreign domestic helpers (necessity, convenience, income, quality of life and social status). More empirical researches are required to test all of the indicated hypotheses, whether every determinant factor has significant correlation towards the intention of hiring foreign domestic helpers being the prime objective of this study itself.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

While there are fair numbers of researches conducted on the needs of hiring foreign domestic helpers in the developed countries, there are growing amount of them being produced in developing countries across the world. Even the ILO (2018) is actively conducting studies on domestic helpers in various spectrums to highlight the plight of the local and foreign domestic helpers.

On the positive note, the increased supervision by the arms of laws doubled by the tireless awareness campaigns by both the governments as well as the non-profit organisations, the welfare of domestic helpers had significantly improved over the years. Nonetheless, we need to understand the fundamental factors of the intention to hire foreign domestic helpers at the first place and determine the hierarchy in order the assist more researches in the future.

For data collection purpose, Klang Valley is selected as the percentage of foreign domestic helpers hired in Klang Valley represents 64.1 percent throughout Malaysia in 2017 (Table 3.0). On top of being the highest employment, this region has the most significant economic activities in various sectors in Malaysia other than Penang (5.9 percent) in the northern region and Johor (8.4 percent) in the southern region respectively. In all, respondents from Klang Valley encompasses the whole spectrum of data needed by this research.

Table 3.0: Statistic on Foreign Domestic Helpers By States between 2016 and 2017

NO.	STATES	2016	2017
1	SELANGOR	54,872	52,541
2	JOHOR	10,705	10,835
3	WP KUALA LUMPUR	30,734	29,217
4	PULAU PINANG	3,633	7,590
5	SABAH	7,924	8,279
6	SARAWAK	8,838	3,197
7	PERAK	4,646	4,384
8	NEGERI SEMBILAN	2,804	2,551
9	MELAKA	2,625	2,758
10	PAHANG	2,330	2,059
11	KEDAH	2,108	1,931
12	TERENGGANU	773	661
13	WP PUTRAJAYA	523	530
14	KELANTAN	997	846
15	PERLIS	184	175
16	WP LABUAN	879	754
	TOTAL	134,575	128,308

Source: Immigration Department of Malaysia (2018)

There is however some limitation to obtain the exact number of helpers in Klang Valley because of its geographical boundaries with the state of Selangor as some parts of Selangor itself are regarded Klang Valley whereas the other parts remain in Selangor. More extensive research is required to obtain the exact locations of every households that hire foreign domestic helpers in Selangor in order to segregate and determine the number in Klang Valley separately with Selangor and Kuala Lumpur.

This study will go in-depth discussing the research methodology utilised to determine the relationship between the determining factors on hiring foreign

domestic workers in Klang Valley, which are necessity, convenience, quality of life, income and social status. The most suitable research design, sample selection methodology, empirical study or pilot test in the context of this study, data collection, and data analysis will be carefully deliberated in this chapter.

3.2 Hypotheses Development

In every research, there are various ways they are conducted in which the researcher indicates the hypotheses that will eventually determine the research design, to reach the conclusion about cause and effect, and the statistical approach to undertake. The researcher has to utilise the hypotheses design that effectively convey the desire of the research, undergo the due processes, and produce a quality findings. There are three types of hypotheses designs as indicated in Table 3.1 (Devlin, 2006):

Table 3.1: Types of Hypotheses Designs

No.	Type of Hypotheses	Main Characteristic
1	Correlational Design	Examination of relationship between variables. It focuses on either A causes B, B causes A, or that a third variable is involved.
2	Quasi-Experimental Design	No manipulations of any variables and the selection of groups upon which a variable is examined, without any pre-selection test
3	Experimental Design	Involving manipulations of variables to study the extent about cause and effect on groups.

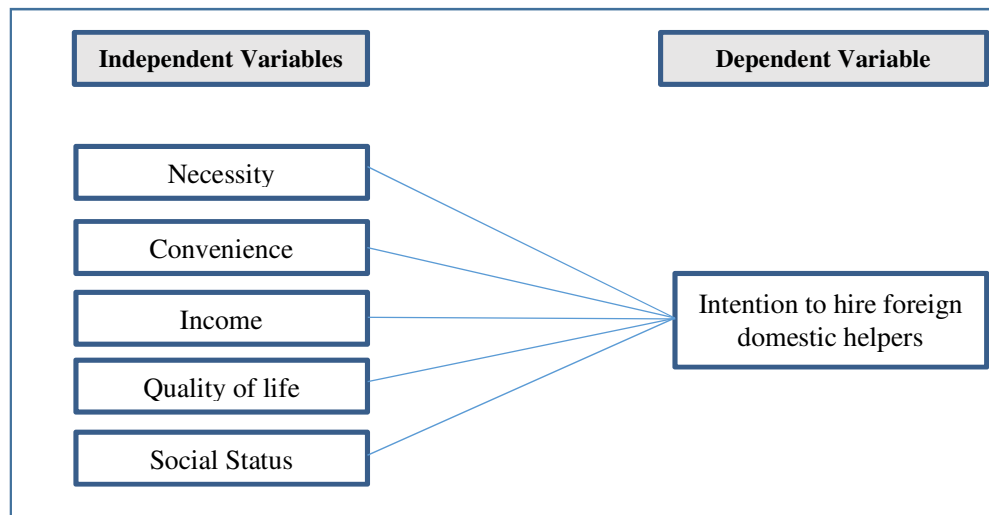
Source: Devlin, A. S. (2006). *Research Methods: Planning, Conducting and Presenting Research*. Thomson Wadsworth, 42-29.

Hence, this research utilised passive design in which there is no manipulation of variables in developing hypotheses.

3.3 Proposed Research Framework

This study proposed five variables (necessity, convenience, quality of life, income and social status) that have certain extend of correlation to the intention on foreign domestic helpers. Figure 2 indicates the conceptual framework to examine the hypotheses concerning the intention to hire foreign domestic helpers in Klang Valley, Malaysia.

Figure 2: Proposed Conceptual Framework



3.3.1 Necessity and Intention to Hire Foreign Domestic Helpers

Working women and the urbanisation phenomena in combination had reduced the level of kinship support systems available to households (Dociu & Dunarintu, 2012). For many women in particular, the challenge of work and domestic responsibilities had increased, not decreased creating a pressure for a way out. Hence, it is perceived that households experiencing the deficits (time, job and care) are subjected to hire foreign domestic helpers to mitigate the challenges. The first hypothesis can be derived as:

H₁: There is a significant positive relationship between necessity and intention to hire foreign domestic helpers.

3.3.2 Convenience and Intention to Hire Foreign Domestic Helpers

Female employment patterns contributes largely to the demand for domestic helpers, coupled by majority of today's households are dual-earners. Therefore empowering them to make choices of hiring helpers or not. The availability of options happens simply because the household does not experience any deficit be it job, time nor care deficit. Hence, a hypothesis can be formulated as the intention to hire foreign domestic helpers in the mentioned context as such:

H₂: There is a significant positive relationship between convenience and intention to hire foreign domestic helpers.

3.3.3 Income and Intention to Hire Foreign Domestic Helpers

Past studies had indicated that increased household income (husband and wife combined incomes) is a consistent factor in hiring domestic helper. In this context, wife's income has some extend become a prime factor in hiring domestic helper (Cheung & Lui, 2015). Taking the indications from the studies, the establishment of the subsequent hypothesis is:

H₃: There is a significant positive relationship between income and intention to hire foreign domestic helpers.

3.3.4 Quality of life and Intention to Hire Foreign Domestic Helpers

Two determinant factors which are economic (income and development) and non-economic (health, well-being, environment) are utilised to measure the quality of life (Aggarwal, 2017). In order to achieve the balance of work – family fulfilment, outsourcing household tasks seems to be a feasible strategy to reduce conflicts. Therefore, fourth hypothesis is stated as:

H₄ : There is a significant positive relationship between quality of life and intention to hire foreign domestic helpers.

3.3.5 Social status and Intention to Hire Foreign Domestic Helpers

Social class study indicated that people in the upper class have the privileges to focus on the self (Kraus, Piff & Keltner, 2011) and they tend to establish a set of social clusters separating the haves and have nots. This psychological behaviour often linked to the desire to accomplish highest possible social status. Past empirical evidences indicated that people with higher social status tend to show their wealth, power and authority as such the final hypothesis is formulated by the numbers of workers acquired by them. According to The Ties That Bind (1996), hiring a foreign domestic helper is seen as a luxury life style in the elite middle class family.

H₅: There is a significant positive relationship between social status and intention to hire foreign domestic helpers.

3.4 Research Design

The research design is classified as the overall strategy that integrates the different components of the study in a coherent and logical way that ultimately addresses the research problem. Research design also constitutes the blueprint for the collection, measurement and analysis of data (USC Libraries, 2018). A research design functions as a guide that address the research problem effectively by specifying the type of evidence needed to collect and test, also evaluating the data and assess the findings of the analysis. Finally, it determines the results of the observable phenomenon or correlations. Hence, a critically thought after research design is vital to ensure the overall validity of this study will be conclusive.

3.4.1 Quantitative Research

The quantitative method relies heavily on primary data which makes it more solid and measurable. This study utilises the quantitative method that focuses on gathering numerical data and generalising it across groups of people or to explain a particular phenomenon. This method to study social science allows greater objectivity and accuracy of results.

3.4.2 Qualitative Research

In contrast to quantitative research, qualitative research is 'diagnostic exploratory nature' which tends to pursue an in – depth knowledge of the phenomenon under the study (Kapoulas & Mitic, 2012). Qualitative research focuses on the qualities of elements and on processes not on measurable approach such as quantity, amount, nor frequency.

3.5 Data Collection Method

To collect the pertinent information for this study, researcher conducts both primary and secondary data collection methods. Survey is selected method to collect the primary data to test the hypotheses of this study. On the other hand, secondary data was gathered from journals, articles as well as publications from either the Internet or printed materials to construct the hypothesis.

3.5.1 Primary Data

Primary data is vital for any research project mainly because it was designed to collect the information specifically for the study purposes (Institute for Work and Health, 2015). Researchers will tailor the questions to draw out the data that will

help them with their study based on the identified factors. Polished and tested questions are then utilised by the researcher for data collection process which is normally done by using surveys, interviews and direct observations.

The outcome of data gathered from the targeted respondents by using questionnaires which includes online survey, can determine the characteristic of the population. The collection of data using direct observations is technically more tedious because it requires a longer time frame to achieve the goals. In this case, the researchers have to count and code the number of times the relevant practices or behaviours by the respondents required by the study at a specific time frame and places. These data may be tabulated according to the specified settings for the analytical process later.

3.5.2 Secondary Data

Secondary data is equally useful to the research if the project is conducted at the same scale or in the same depth. Secondary data uses the data collected through previous research in a new study. By doing so, it is often considered as cost – efficient and time – saving way of analysing data resources that are readily available (Economic and Social Research Council, 2015).

There are several types of secondary data which include statistical data collected by the Government agencies for example national population census to the road accidents statistics. Hence, administrative data is the commonly used data by researchers as it is in the ‘raw’ form and normally it has large sample due to the routine collection over a lengthy time (Institute for Work and Health, 2015). In this study, the researcher obtains the secondary data mainly from the ILO, Immigration Department of Malaysia and DOSM.

3.6 Sampling Design

Sampling is a process where a research is conducted in a specific part of the whole of a population. The information generated from the sample is employed to develop useful generalisations about the population (Ross, 2005). Sampling is often used by researchers to reduce cost and time of their researches over the coverage of overall population.

3.6.1 Target Population

This study utilises mainly quantitative approach and therefore requires more data for analysing the research problem later. Hence, the results are generally based on large sample size that represents the population. Therefore, it is important to define and understand the elements of the target population. This study has to identify exactly the target population for the sampling design and in this context, the target population is the households that are facing time, job and care deficits. These deficits are identified from the literature reviews are concluded as the main drivers that sparked the intention to hire or to re-hire foreign domestic helpers in Klang Valley. Table 3.2 indicates the target population:

Table 3.2: The Description of the Target Population

NO.	TYPES OF HOUSEHOLD			RELEVANCE FOR THE STUDY
	WORKING ADULT(S)	WITH CHILDREN	WITH ELDERLY	
1	YES	YES	YES	APPLICABLE
2	YES	YES	NO	APPLICABLE
3	YES	NO	YES	APPLICABLE
4	YES	NO	NO	APPLICABLE
5	NO	YES	YES	APPLICABLE
6	NO	YES	NO	APPLICABLE
7	NO	NO	YES	APPLICABLE

Having the knowledge of the mentioned deficits that are the cause for hiring, the researcher had identified five main factors that relates to the intention to hire foreign domestic helpers. Hence, by analysing the results, the researcher can derive an accurate correlation between the factors relating to the Malaysian's behaviour in hiring foreign domestic helpers.

3.6.2 Sampling Size

Many researchers had conducted studies to determine the appropriate sample size to generate more accurate information from the data gathered from respondents. While some suggested minimum sample size is 50, others would require as many as 1000 (Delice, 2010). Israel (2003) had provided a useful guide to estimate the sample size according to the target population. Using the formula for calculating a sample from a large population, the study had computed a detailed list of sample size as a reference to all researches.

In the context of this study, the target population in Klang Valley in this study is 82,288 people, the estimate sample size where the confidence level is at 95 percent and 93 percent and in the range of 50,000 to 100,000 people are 398 and 204 respectively. Taking into consideration of all the factors, the researcher determines the sample size as 300. This study involves 300 respondents from the target population and reached by different modes of survey. Sample size of 300 is sufficient to represent a population (Saunders, Lewis & Thornhill, 2012). Self-administered questionnaires will be used to collect data from a total of 300 respondents through application of Google forms. To test the hypothesised relationships, targeted respondents would be those hiring or have hired foreign domestic helpers in Klang Valley.

3.6.3 Sampling Frame and Sampling Location

Sampling frame is a list of components of the target population and a well – constructed sampling frame allows the researcher to control the survey process. The usage of stratification variables in constructing sampling frame is important to present the results of the analysis of the sample data that had collected from particular strata within the sampling frame (Ross, 2005). Using the target population indicated in Table 4.0, the researcher has determined that working adults who are married, divorced, widowed, or not married are included as respondents for the study. In this context, working adults in the labour markets are the people who meet the requirements as stipulated as well as elaborated in the hypotheses.

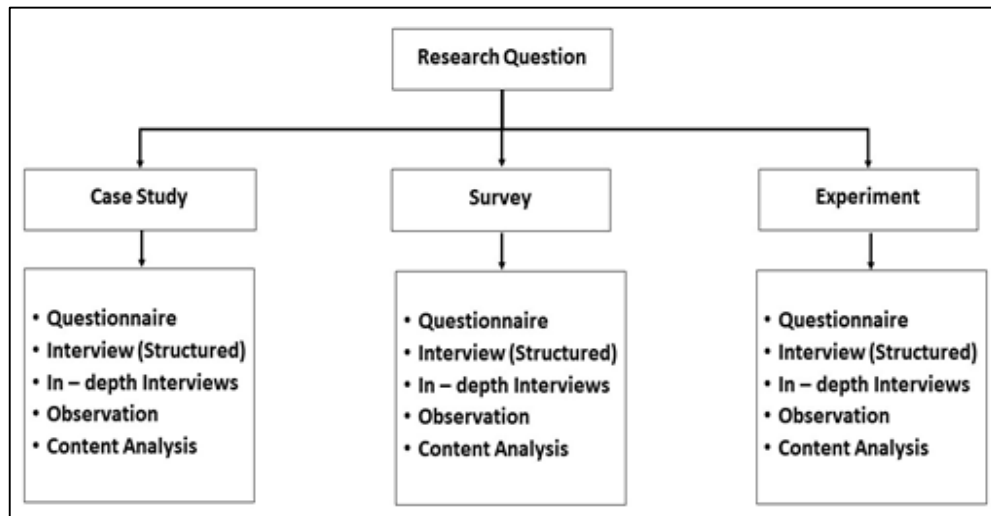
The researcher utilises non – probability sampling to gather samples as this technique is less expensive, extensively used by researchers, and does not require large population. There are three types of non – probability sampling which are judgement, convenience, and quota samples (Ross, 2005). This study uses a combination of non – probability sampling to conduct the sampling activity. Judgement sampling is based on the selection of respondents who represent a typical sample from the target population. In this context, this study of the intention of hiring foreign domestic helpers is targeting working adults.

On top of judgement sampling, researcher is implementing convenience sampling due to the accessibility of the target population. Traditional structured interviews and distribution of questionnaires are used to gather information from the respondents. Researcher conducts interviews with suitable respondents randomly at schools, offices, and shopping complexes. In line with the Internet, researcher is leveraging on the online survey by administering questionnaire through web – based application. This approach will cover more working adults for the data gathering purposes. However, researcher does not choose quota sampling because it is restricting the number of sample elements per stratum thus creating a scenario where the researcher would have to discard samples that have exceeded the quota.

3.7 Research Instruments

There are many options to obtain data which are case study, survey and experiment as indicated and elaborated in the figure below. In this context, questionnaire is considered a research instrument which consists of variety of techniques of data collection which every respondent is asked by using the same set of questions in predetermined manner (De Vaus, 2013). It is used as a means of collecting information about respondents' knowledge, believes, behaviours, and reactions to the factors of researches.

Figure 3: Methods of Research and Technique of Data Collection



Source: De Vaus, D. (2013). *Surveys in social research*. Routledge.

3.7.1 Data Collection Tool

Questionnaire is commonly used tool to gather data from the respondents by researchers and the uniformity of the questions enables a standardisation of data gathering. It is a fast as well as an efficient way to get information from a large number of respondents. However, designing a questionnaire requires complex and time-consuming process, and the quality of the data that collected is determined by the quality of the questionnaire itself. While administering questionnaire, researchers can reduce errors when recording the responses and the bonus is it

guarantees confidentiality. Therefore, respondents can answer the questionnaire without embarrassment or fear (Furaiji, Małgorzata Łatuszyńska & Agata Wawrzyniak, 2012).

There are plenty types of questions to choose based on the content areas and intention of the researcher's program. Every questions developed is important to for capturing each piece of relevant information required in the study. Basically there are the open – ended questions that do not place restrictions on the answers respondents can provide and the close – ended questions in which respondents must choose among specific response options. The open – ended questions are intended to collect informations on individual's experience, expression, and thoughts on the research (Colosi, 2006). It is useful to explore the range of possible outcomes to a topic especially when conducting pilot test prior to the actual research. However, due to many possible interpretations of each and every respondent's information, coupled by the inability to indicate with certain degree of confidence to their responses, the generation of reports for the entire group is rather difficult.

Another type which is the close – ended questions are pre – determined and allows the respondents to choose their answers from the same frame of questions. Hence, the result garnered is more specific and more likely to promote consistency among respondents in terms of understanding the questions and the requirement of the questionnaire. Perhaps the most commonly used close – ended type is Likert scale (Colosi, 2006). It has proven to be more systematic in data gathering as well and analysing the data is relatively easy when the researcher has to only compute the frequency of responses for each question.

In this study, the collection of data are conducted by two methods which are through a self-administered questionnaire with either existing employers and families that are facing deficits (time, care and job) as well as via online survey. The of the key reasons of using Internet survey are online survey have the upper hand in terms of the coverage of the population in the Klang Valley and the ease of capturing the data provided by the respondents.

The benefits of utilising the Internet, the speed of gathering information as well as the amount of data collected can be maximised by carefully considering and drafting the online survey as to entice the respondents (Maronick, 2009). By considering this, there are many web – based tools that can assist the survey by creating easy yet fun online forms for the respondents and covers all aspects and elements needed for this study to conduct analysis. The seven favourite survey tools available for free or minimal payments are Survey Monkey, Typeform, Google Forms, Client Heartbeat, Zoho Survey, Survey Gizmo, and Survey Planet (Wordstream, 2017).

3.8 Constructs Measurements

The measurements for each construct in this study are carefully defined and developed according to past studies. In measurement instrument, each construct becomes a measurement scales that are utilised by researcher to collect data. After determining the constructs (also the measurements), the more important step is placing all of them into a layout that will influence the quality of the data collected. Specific considerations in the format are general appearance, typeface, blank space, order of constructs and the placement of the instructions (Colosi, 2006).

3.8.1 Origins of Constructs

All of the questions for each variable were adopted from multiple studies and modified to suit for this study as indicated in Table 3.3:

Table 3.3: Modified Scale Items Used For Each Variables

NO.	VARIABLES	QUESTIONS	SOURCES
1.	Dependent Variable: Intention to hire Foreign Domestic Helpers	<ol style="list-style-type: none"> 1. Do you prefer to eat at home or eat outside for daily meals? 2. How often do you do household tasks? 3. How much time do you spend for household tasks each time? 4. Do you think that hiring foreign domestic helper fit well with your lifestyle? 5. Do you think that personal/ family constraints has an effect on your hiring foreign domestic helper? 	Giang, P. H. (2016)
2.	Necessity	<ol style="list-style-type: none"> 1. We often find the stress of raising my childreenn / look after sick parent overwhelming. 2. Our relationship with children / parent has gotten better when/ if we hire/ hired foriegn domestic helper. 3. We will look after our children / support our parents for their living by hiring a foriegn domestic helper. 4. I often feel inadequate as parent / son or daugther. 	Home Affairs Bureau of Hong Kong (2011)

NO.	VARIABLES	QUESTIONS	SOURCES
3.	Convenience	<ol style="list-style-type: none"> 1. Making up my mind about indoor and outdoor activities was easy. 2. Foreign domestic helper is available to perform multiple house chores. 3. Working hours of foriegn domestic helper is convenient for me. 4. Complete house chores with little effort foriegn domestic helper is able to resolve my problems. 	Colwel, S.R., Aung, M., Kanetkar, V. and Holden, A.L. (2013)
4.	Income	<ol style="list-style-type: none"> 1. Husband's income is the determinant factor to hire foreign domestic helper. 2. Wife's income is the determinant factor to hire foreign domestic helper. 3. Husbands and wives working outside the home with domestic helpers responsible for the house-work is the best household arrangement. 4. Both husbands and wives working, and domestic helpers responsible for the house-work are the best household arrangement. 	Cheung, A. K. L., & Lui, L. (2017)

NO.	VARIABLES	QUESTIONS	SOURCES
5.	Quality of Life	<ol style="list-style-type: none"> 1. You are satisfied if a foreign domestic helper does your household activities. 2. You are satisfy with your leisure time activities when hire foreign domestic helper. 3. You are satisfied with your social relationship when hired foreign domestic helper. 4. You are satisfied with your mood and overall sense of wellbeing when hired foreign domestic helper. 	Endicott, J., Nee J, Harrison, W. and Blumenthal, R. (1993)
6.	Social Status	<ol style="list-style-type: none"> 1. Hiring foreign domestic helpers reflected career success and social status. 2. Hiring foreign domestic helpers brings self-confidence and self-esteem. 3. Hiring foreign domestic is popular and common practice in my circle. 4. Hiring many foreign domestic helpers is to show off and flashy. 5. You will influence your friends to hire foreign domestic helpers. 	Yi, J., Yuan, M.F., and Kumah, S. (2013)

Source: Cheung & Lui (2017); Colwel, Aung, Kanetkar & Holden (2013); Endicott, Nee, Harrison & Blumenthal (1993); Giang (2016); Home Affairs Bureau of Hong Kong (2011); Yi, Yuan & Kumah (2013).

3.9 Data Analysis

Data analysis is the process of developing the data collected to verify the hypotheses through examination as well as interpretation processes. Data analysis is imperative for researchers to understand results from surveys (Statistics Canada, 2009). According to Leek (2013), there are six main types of data analysis methods as indicated Table 3.4 from the simplest to the complicated types in terms of methodology, costs, and time.

Table 3.4: Types of Data Analyses

NO.	TYPES	EXPLANATION
1.	Descriptive	Commonly used to analyse data in quantitative research and applied to large volumes of data.
2.	Exploratory	This method analyses data sets to discover new connections and useful for developing future studies/questions.
3.	Inferential	An approach that tests theories about the nature of the world and relies heavily on both the population as well as the sampling design.
4.	Predictive	This method uses the historical and current data to predict the future events. Appropriate variables are required to ensure accurate predictions.
5.	Causal	The implementation normally requires randomised studies to find out the consequences to one variable when altering the other.
6.	Mechanistic	The most complex and require most effort to accomplish. This analysis is to understand the exact changes in variables that constitutes to the changes in other variables.

Source: Leek, J. (2013). Six types of analyses every data scientist should know.

In conducting the data analysis, the researcher utilises Statistical Package for the Social Sciences (SPSS) version 17 to test and verify the correlation between the variables in this study. Since the measurement scales were adopted from past studies and adapted in this study, the explanatory factor analysis (EFA) is not required.

3.10 Conclusion

This chapter discussed in length the methodology and methods employed to conduct the research for this study. It is vital to ensure the research design as well as the research instrument right from the beginning to ensure the result of the data collection are valid in determining the relationship between the variables.

CHAPTER 4

DATA ANALYSIS AND RESULTS

4.1 Introduction

In this chapter, we present the data analysis and the result of our study. The SPSS software is used to convert the collected data into some useful and relevant information. Descriptive analysis, factor analysis reliability analysis and inferential analysis (Independent Sample t-test, Person Correlations, and Multiple Linear Regression) to analysis the research data.

4.2 Descriptive Analysis

4.2.1 Respondents' Demographic Profile

The main characteristic of the target 295 respondents in Klang Valley area is illustrated in Table 4.0. For gender, 56.3 percent of the respondents are male and the female respondents are 43.7 percent which is lower if compared.

With regard to the marital status, 86.1 percent of the respondents are married, follow by single 8.8 percent, divorced 3.4 percent and widow only 1.7 percent out of 295 respondents.

On the age factor, the age group of 31 to 40 years old and 41 to 50 years old are majority, with 40.3 percent and 26.4 percent respectively. 18.6 percent of respondents are under the group of 51 to 60 years old. In addition, 8.1 percent respondents are from the age group of more than 60 years old and only 6.4 percent respondents are from 21 to 30 years old group.

By looking to the employment status, government servant consists 42 percent, follow by private sector 20.7 percent. In addition, 17.6 percent are self-employed, 8.8 percent retired, 8.5 percent are employer and homemaker is 2.4 percent.

For level of education section, there are 0.3 percent without formal education, 3.1 percent respondents are holding primary school, 11.2 percent respondents are holding secondary school, 6.1 percent respondents are holding pre university/STPM/A-level, 13.2 percent respondents are holding Certificate/Diploma, degree holder is 41.4 percent, Master/PHD is 19.3 percent and professional qualification is 5.1 percent. Clearly, the largest percentage of respondents is Degree holders.

For household's monthly income, only three group consist more than 10 percent whereas 15.9 percent in range RM9,001 to RM10,000 , follow by 14.6 percent household's monthly income more than RM20,000 , 14.2 percent in range RM10,001 to RM12,000, others household's monthly income are less than 10 percent.

Further, by looking at the total number of maid hired at one time by the respondents, almost 90 percent of the respondents only hire one maid at one time, follow by 2 maids (2.8 percent), 3 maids (1.7 percent), 4 maids (1.4 percent) and only one respondents hired more than 5 maids at one time.

Lastly, 35.9 percent respondents had change 1 time maid, follow by 24.7 percent change 2 times maid, 17.3 percent change 3 times maid, 14.2 percent change more than 5 times and respondents change 4 times maid is 7.8 percent.

Table 4.0: Demographic Profile

Elements	Demographic Profile	N	Percentage (%)
Gender	Male	166	56.3
	Female	129	43.7
Marital Status	Single	26	8.8
	Married	254	86.1
	Divorced	10	3.4
	Widow	5	1.7
Age	21 - 30	19	6.4
	31 - 40	119	40.3
	41 - 50	78	26.4
	51- 60	55	18.6
	Above 60	24	8.1
Employment Status	Private	61	20.7
	Government	124	42.0
	Employer	25	8.5
	Self Employed	52	17.6
	Homemaker	7	2.4
	Retired	26	8.8
Level of Education	No Education	1	.3
	Primary	9	3.1
	Secondary	33	11.2
	Pre-University /STPM / A-Level	18	6.1
		39	13.2
	Certificate/Diploma	123	41.7
	Degree	57	19.3
	Master/PHD	15	5.1
Household's Monthly Income	RM3,001 - RM5,000	17	5.8
	RM5,001 - RM7,000	25	8.5
	RM7,001 - RM9,000	29	9.8
	RM9,001 - RM10,000	47	15.9
	RM10,001 - RM12,000	42	14.2
	RM12,001 - RM14,000	26	8.8
	RM14,001 - RM16,000	21	7.1
	RM16,001 - RM18,000	25	8.5
	RM18,001 - RM20,000	20	6.8
	Above RM20,000	43	14.6
Total Number of Maid Hired at One Time	1	265	89.8
	2	20	6.8
	3	5	1.7
	4	4	1.4
	5 and above	1	.3
Total Number of Maid Changed	1	106	35.9
	2	73	24.7
	3	51	17.3
	4	23	7.8
	5 and above	42	14.2

Source: Research developed

4.2.2 Central Tendencies Measurement of Constructs

In order for data to be considered normal, accordingly to Kline (2005) claimed that the acceptable range value of the skewness is ($\pm 3:3$), and the range value of kurtosis is ($\pm 10:10$). Table 4.1 describes the statistics in detail, all the variables are within the range value of skewness and kurtosis, which means the data in this research, is normal.

Table 4.1: Descriptive Statistics

Variables	N	Min	Max	Mean	Std. Deviation	Skewness		Kurtosis	
	Stats	Stats	Stats	Stats	Stats	Stats	Std. Error	Stats	Std. Error
Necessity	295	1.00	6.00	3.87	0.90	-0.53	0.14	0.39	.283
Convenience	295	1.00	6.00	4.50	0.78	-0.87	0.14	1.38	.283
Income	295	1.00	6.00	4.35	0.81	-1.01	0.14	2.75	.283
Quality of life	295	1.00	6.00	4.31	0.91	-0.93	0.14	1.08	.283
Social status	295	1.00	6.00	3.12	0.96	0.02	0.14	-0.35	.283
Intention to hire foreign domestic helpers	295	1.20	6.00	4.13	0.67	-0.53	0.14	1.12	.283

Source: Research developed

4.2.3 Normality Test

The hypothesis is normal distribution when the p-value is equal or less than 0.05. Table 4.2 illustrates the Test of Normality, where all the $p > 0.05$ at 95 percent confidence level, stated that the data of this research is normal distributed.

Table 4.2: Tests of Normality

Household's Monthly Income	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
RM3001-5000	0.181	17	0.144	0.924	17	0.173
RM5001-7000	0.135	25	0.200*	0.947	25	0.210
RM7001-9000	0.159	29	0.059	0.965	29	0.426
RM9001-10000	0.111	47	0.193	0.948	47	0.035
RM10001-12000	0.113	42	0.200*	0.958	42	0.121
RM12001-14000	0.143	26	0.183	0.909	26	0.025
RM14001-16000	0.150	21	0.200*	0.857	21	0.006
RM16001-18000	0.134	25	0.200*	0.961	25	0.445
RM18001-20000	0.121	20	0.200*	0.943	20	0.268
Above 20000	0.091	43	0.200*	0.958	43	0.113

Source: Research developed

4.3 Factor Analysis

Factor analysis is used to measure those inter-correlated variables into few factors via expose relationships among variables. Thus, researcher uses factor analysis to examine whether there is a number of variables are correlated with each and other. According to Pallant (2001), Kaiser-Meyer-Olkin (KMO) is an index used to examine the relevance of factor analysis in order to measure sampling adequacy. Higher value indicates factor analysis is appropriate and lower value implies that factor analysis may not be appropriate. Table 4.3 illustrates the Kaiser et. al. (1974) recommend accepting values of KMO test.

Table 4.3: Kaiser-Meyer-Olkin Measure of Sampling Adequacy

KMO Value	Interpretation
0.0 to 0.49	Unacceptable
0.50 to 0.59	Miserable
0.60 to 0.69	Mediocre
0.70 to 0.79	Middling
0.80 to 0.89	Meritorious
0.90 to 1.00	Marvelous

Note: Rovai, A. P., Bakar, J. D. & Ponton, M. K. (2013). Social Science Research Design and Statistics: A Practitioner's Guide to Research Methods and IBM SPSS Analysis. 11.0 update (2nd ed.). Virginia Beach, VA: Watertree Press.

Table 4.4 shows that the KMO value was 0.868 which is above 0.6 and the Bartlett's Test of Sphericity value was significant, which p-value was 0.000 (less than 0.05), therefore the factor analysis is appropriate.

Table 4.4: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.868
Bartlett's Test of Sphericity	Approx. Chi-Square	3.128E3
	df	325
	Sig.	.000

Source: Research developed

In Table 4.5, six factors were extracted based on the fact that the eigenvalue will be more than 1 and the percentage of variance extracted by the six factors is 60.7 percent. This is because all of these factors have an eigenvalue of 1 (more than or equal 1) and cumulative percentage of 60.7 percent (more than 60 percent). These six factors explained 60.7 percent of the variation in the 26 items. Therefore, the result is valid as both of the eigenvalue and cumulative variance are able to surpass the minimum requirements of the total variance.

Table 4.5: Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7.191	27.657	27.657	7.191	27.657	27.657	4.181	16.080	16.080
2	2.383	9.165	36.822	2.383	9.165	36.822	2.873	11.049	27.129
3	1.927	7.411	44.233	1.927	7.411	44.233	2.358	9.071	36.199
4	1.746	6.717	50.950	1.746	6.717	50.950	2.246	8.638	44.838
5	1.536	5.908	56.858	1.536	5.908	56.858	2.159	8.304	53.142
6	1.000	3.847	60.705	1.000	3.847	60.705	1.966	7.563	60.705
7	.954	3.668	64.372						
8	.883	3.397	67.769						
9	.775	2.982	70.751						
10	.725	2.790	73.542						
11	.672	2.586	76.128						
12	.639	2.459	78.587						
13	.580	2.230	80.817						
14	.555	2.136	82.954						
15	.554	2.129	85.083						
16	.493	1.897	86.980						
17	.467	1.795	88.775						
18	.455	1.750	90.525						
19	.426	1.640	92.165						
20	.410	1.577	93.741						
21	.360	1.383	95.124						
22	.347	1.336	96.461						
23	.344	1.323	97.783						
24	.250	.960	98.743						
25	.174	.667	99.411						
26	.153	.589	100.000						

Source: Research developed

Table 4.6 shows the Rotated component matrix, this is the representation of how both the variables are weighted for each factor. It also shows the correlation

between the factors and variables. The result shows that 26 variables were grouped into six groups.

Table 4.6: Rotated Component Matrix^a

	Component					
	1	2	3	4	5	6
N1			.796			
N2			.657			
N3			.709			
N4			.588			
C1	.464					
C2						.570
C3						.757
C4						.689
I1					.762	
I2					.761	
I3					.721	
I4	.548					
Q1	.705					
Q2	.788					
Q3	.774					
Q4	.719					
S1		.755				
S2		.787				
S3		.541				
S4		.680				
S5		.685				
H1				.761		
H2				.754		
H3				.738		
H4	.556					
H5				.537		

Source: Research developed

4.4 Reliability Analysis

According to Hair et. al. (2003), researcher used to use Cronbach's Alpha Reliability test to test the reliability of the study where enable them to generate consistent result. The measurement of Cronbach's Alpha is indicated as a number 0 and 1. Value of Cronbach's Alpha coefficient closer to 1, the better the internal consistency of the items in the scale. The rules of thumb for Cronbach's Alpha reliability scale develop by George and Mallery (2003), are as Table 4.7.

Table 4.7: Interpretation Scale of Cronbach's Alphas Test Result

Scale	Interpretation
>0.9	Excellent
>0.8	Good
>0.7	Acceptable
>0.6	Questionable

Note: George, D., & Mallery, P. (2003). SPSS for Windows step by step: A simple guide and reference. 11.0 update (4th ed.). Boston: Allyn & Bacon.

Based on the result of Cronbach's alpha which showed in Table 4.8, all variables acceptable reliable because they achieve alpha value more than 0.7. This shows that all the 26 items were reliable and valid to measure the intention to hire foreign domestic helpers.

Table 4.8: Reliability Test for Each Variable

Variables		N of items	Cronbach's Alpha
Dependent Variable	Intention to hire foreign domestic helpers (H)	5	0.702
Independent Variables	Necessity (N)	4	0.712
	Convenience (C)	4	0.721
	Income (I)	4	0.714
	Quality of Life (Q)	4	0.889
	Social Status (S)	5	0.778

4.5 Inferential Analysis

4.5.1 Independence Samples T-test

In Table 4.9 of Group Statistics box, the mean value for male and female is 4.0578 and 4.2171 respectively. The standard deviation for male is 0.7876 and for female is 0.7814. The number of participants in each for male is 166 and female is 129.

Table 4.9: Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
HM	male	166	4.0578	.68898	.05348
	female	129	4.2171	.64712	.05698

Source: Research developed

Table 4.10 show the result of Independent Sample Test where The Sig. (2-Tailed) value in our example is 0.044. This value is less than .05. Because of this, we can conclude that there is a statistically significant difference between participants in

the female was significantly more intention to hire foreign domestic helpers than participants in the male.

Table 4.10: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	1.657	0.199	-2.022	293	.044	-0.16	.07876	-0.31	-0.00
Equal variances not assumed			-2.038	283	.043	-0.16	.07814	-0.31	-0.01

Source: Research developed

4.5.2 Pearson Correlation Coefficient

Pearson Correlation Coefficient is processed to find out the strength of linear relationship between the independent variables and dependent variable. This is to ensure that variables in this study have strength of linear relationship. The rules of thumb about correlation coefficient are as Table 4.11.

Table 4.11: Rules of Thumb About Correlation Coefficient Size

Coefficient Range	Strength of Association
+ 0.91 - ±1.00	Very strong
+ 0.71 - ± 0.90	High
+ 0.41 - ± 0.70	Moderate
+ 0.21 - ± 0.40	Small but define relationship
+ 0.01 - ± 0.20	Slight, almost negligible

Note: Hair, J. F. Jr., Babin, B., Money, A., and Samouel, P. (2003). Essentials of Business Research Methods. New York: John Wiley & Sons.

By referring to the projection from Table 4.12, the p-value 0.00 for reliability shows that the result is significant at 99 percent confidence level. The *r-value* of

correlation between intention to hire foreign domestic helpers and necessity, convince, income, quality of life and social status are within the range of + 0.21 to ± 0.40 , this shows the strength of relationship is small but define relationship.

Table 4.12: Correlations Matrix

	Variables	Intention to hire foreign domestic helpers (HM)	Necessity (NM)	Convenience (CM)	Income (IM)	Quality of life (QM)	Social Status (SM)
Intention for foreign domestic helpers	Pearson Correlation	1	0.273**	0.288**	0.292**	0.332**	0.338**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000
	N	295	295	295	295	295	295

Source: Research developed

4.5.2.1 Necessity

Table 4.12 shown the correlation between necessity and intention to hire foreign domestic helpers is $r=0.273$. According to Hair et. al. (2003), the correlation of necessity is category into small but define relationship. This means that necessity is significant related to intention to hire foreign domestic helpers.

4.5.2.2 Convenience

Table 4.12 shown the correlation between convenience and intention to hire foreign domestic helpers is $r=0.288$. According to Hair et. al. (2003), the correlation of convenience is category into small but define relationship. This means that convenience is significant related to intention to hire foreign domestic helpers.

4.5.2.3 Income

Table 4.12 shown the correlation between income and intention to hire foreign domestic helpers is $r=0.292$. According to Hair et. al. (2003), the correlation of income is category into small but define relationship. This means that income is significant related to intention to hire foreign domestic helpers.

4.5.2.4 Quality of life

Table 4.12 shown the correlation between quality of life and intention to hire foreign domestic helpers is $r=0.332$. According to Hair et. al. (2003), the correlation of quality of life is category into small but define relationship. This means that quality of life is significant related to intention to hire foreign domestic helpers.

4.5.2.5 Social Status

Table 4.12 shown the correlation between social status and intention to hire foreign domestic helpers is $r=0.338$. According to Hair et. al. (2003), the correlation of social status is category into small but define relationship. This means that social status is significant related to intention to hire foreign domestic helpers.

4.5.3 Multiple Regression Analysis

In Table 4.13, r-square value is 0.185, which means 18.5 percent of the variation in intention to hire foreign domestic helpers can be explained by NM, CM, IM, QM and SM. The adjusted r-square is 17.1 percent. The Durban-Watson statistic is 1.917, almost 2. The p-value from ANOVA table is less than 0.05, which means that at least one of the five variables: NM, CM, IM, QM and SM can be used to model intention to hire foreign domestic helpers.

Table 4.13: Multiple Linear Regression

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.431 ^a	.185	.171	.61403	1.917

Source: Research developed

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	24.804	5	4.961	13.157	.000 ^a
	Residual	108.964	289	.377		
	Total	133.768	294			

Source: Research developed

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	2.367	.248		9.533	.000	1.879	2.856
	NM	.068	.046	.092	1.475	.141	-.023	.160
	CM	.054	.066	.062	.813	.417	-.076	.183
	IM	.104	.052	.124	1.982	.048	.001	.206
	QM	.078	.059	.106	1.325	.186	-.038	.195
	SM	.149	.042	.211	3.562	.000	.067	.232

Source: Research developed

Based on the above statistical results, a statistical equation is formulated as below:

$$HM = 2.367 + 0.068 (NM) + 0.054 (CM) + 0.104 (IM) + 0.078 (QM) + 0.149 (SM)$$

Legend:

HM = Intention to Hire Foreign Domestic Helpers

NM = Necessity

CM = Convenience

IM = Income

QM = Quality of Life

SM = Social Status

Thus, for every unit increase in NM, HM will go up by 0.068 units, provided the CM, IM, QM, and SM remain unchanged. Similarly, for every unit increase in CM will be go up by 0.054 units, followed by IM (0.104), QM (0.078) and SM (0.149) units.

Based on the statistical results and equation produced, the hypotheses results can be interpreted as follows:

H₁: There is a significant positive relationship between necessity and intention to hire foreign domestic helpers.

Table 4.13 shows that the p-value is 0.141 ($p > 0.05$), the result is not significant. Hence, do not reject null hypothesis with at most 5% error and concluded that there is no significant between necessity and intention to hire foreign domestic helpers.

H₂: There is a significant positive relationship between convenience and intention to hire foreign domestic helpers.

Table 4.13 shows that the p-value is 0.417 ($p > 0.05$), the result is not significant. Hence, do not reject null hypothesis with at most 5% error and concluded that there is no significant between convenience and intention to hire foreign domestic helpers.

H₃: There is a significant positive relationship between income and intention to hire foreign domestic helpers.

Table 4.13 shows that the p-value is 0.048 ($p < 0.05$), the result is significant. Hence, reject null hypothesis with at most 5% error and concluded that there is significant between income and intention to hire foreign domestic helpers.

H₄: There is a significant positive relationship between quality of life and intention to hire foreign domestic helpers.

Table 4.13 shows that the p-value is 0.186 ($p > 0.05$), the result is not significant. Hence, do not reject null hypothesis with at most 5% error and concluded that there is no significant between quality of life and intention to hire foreign domestic helpers.

H₅: There is a significant positive relationship between social status and intention to hire foreign domestic helpers.

Table 4.13 shows that the p-value is 0.000 ($p < 0.05$), the result is significant. Hence, reject null hypothesis with at most 5% error and concluded that there is significant between necessity and intention to hire foreign domestic helpers.

4.6 Conclusion

In this chapter, researcher has used SPSS software to run descriptive analysis, factor analysis, reliability test, inferential analysis and regression analysis. All results are generated for further discussion in the next chapter as well as implication and limitation of this study and recommendation for future research.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.1 Introduction

This chapter will discuss the research results in detailed and validate the hypotheses. Furthermore, the statistically results will accompany with research limitation and recommendation for the future study.

5.2 Statistical Analysis Summary

5.2.1 Descriptive Analysis

Chapter 4 illustrate the respondents demographic, from the analysis, we know that male respondents obtain a higher number with a 56.3 percent than female respondent with 43.7 percent. Furthermore, majority of the respondents are from the age of 31 to 40 years old with 40.3 percent. Moreover, we also found that highest number of respondents is married with 86.1 percent, and in terms of education level, consist of 41.7 percent. In addition, the highest percentage of respondent's employment status is government servant that has accommodated 42 percent.

5.2.2 Factor Analysis

For factor analysis, when the data is tested through the KMO test to measure of sampling adequacy, the result showed that KMO is 0.868 which was meritorious and Bartlett's test of Sphericity is significance with 0.000. The Rotated Component Matrix in Table 4.7 shown that the 26 variables group into six components. Variables in component 1 seem to be related to quality of life. Hence, researcher labels this factor as "quality of life". Variables in component 2 seem to be related to social status. Therefore, researcher labels this factor as "social status". Researcher labels variables in component 3 as "necessity" because it seems to be related to necessity. Variables in component 4 seem to be related to intention to hire foreign domestic helpers. Therefore, researcher labels this factor as "intention to hire foreign domestic helpers". Variables in component 5 seem to be related to income. Thus, researcher labels this factor as "income". Researcher labels variables in component 6 "convenience" because it seems to be related to convenience.

5.2.3 Reliability Analysis

After grouping all the items into relevant factors, researcher needs to test against reliability analysis to ensure that the variables are reliable. All the 26 variables were tested through the Cronbach's Alpha test for its reliability. Based on the result of Cronbach's alpha which showed in the Table 4.8, all variables acceptable reliable because they achieve alpha value more than 0.7. This shows that all the 26 items were reliable and valid to measure the intention to hire foreign domestic helpers.

5.2.4 Inferential Analysis

5.2.4.1 Independent Sample t-test

The result in the table 4.9 of Independent Sample Test is $p=0.044$ ($\alpha<0.05$), so, we can conclude that there is a statistically significant difference between participants in the female was significantly more intention to hire foreign domestic helpers than participants in the male.

5.2.4.2 Pearson Correlations Analysis

The relationship between factors influence intention to hire domestic helpers are measured under Pearson Correlation Analysis. The result in table 4.12 has shown that relationship is small but defines relationship between intention to hire foreign domestic helpers and necessity, convince, income, quality of life and social status.

5.2.4.3 Multiple Regressions Analysis

Based on the result shown in table 4.13, the r-square value equals to 0.185 which implied that about 18.5 percent of the variation in the intention to hire foreign domestic helpers is explained by the factors influence. The equation is $HM = 2.367 + 0.068 (NM) + 0.054 (CM) + 0.104 (IM) + 0.078 (QM) + 0.149 (SM)$, its mean for every unit increase in NM, HM will goes up by 0.068 units, provided the CM, IM, QM, and SM remain unchanged. Similarly, for every unit increase in NM will be go up by 0.068 units, followed by CM (0.054), IM (0.104), QM (0.078) and SM (0.149) units.

Pearson correlation analysis shows that each independents variables and intention to hire foreign domestic helpers has positive relationship. However, in multiple regression analysis, result shown that only variable income and social status are significant positive relationship with the intention to hire foreign domestic helpers

where the p-values is less than 0.05. Variables necessity, Convenience and quality of life are not significant influence the intention to hire foreign domestic helpers because the p-values are more than 0.05.

5.3 Hypotheses Testing

Table 5.1 Summary of Hypothesis Testing

Hypotheses	Description	Conclusion
H ₁ : There is a significant positive relationship between necessity and intention to hire foreign domestic helpers.	p = 0.141 (p > 0.05)	Not Supported
H ₂ : There is a significant positive relationship between convenience and intention to hire foreign domestic helpers.	p = 0.417 (p > 0.05)	Not Supported
H ₃ : There is a significant positive relationship between income and intention to hire foreign domestic helpers.	p = 0.048 (p < 0.05)	Supported
H ₄ : There is a significant positive relationship between quality of life and intention to hire foreign domestic helpers.	p = 0.186 (p > 0.05)	Not Supported
H ₅ : There is a significant positive relationship between social status and intention to hire foreign domestic helpers.	p = 0.000 (p < 0.05)	Supported

5.3.1 Hypothesis 1

H₁: There is a significant positive relationship between necessity and intention to hire foreign domestic helpers.

Based on the result, it shows that necessity have no significant positive relationship with intention to hire foreign domestic helpers. The result is consistent with Cortes and Pan (2013) which state that families do not hire foreign domestic helper if they are still able to cope with the workload they shouldered daily. In addition, married women with no children indicated not in favour on the decision of outsourcing the housework to others party.

5.3.2 Hypothesis 2

H₂: There is a significant positive relationship between convenience and intention to hire foreign domestic helpers.

Based on the result, it shows that convenience have no significant positive relationship with intention to hire foreign domestic helpers. The result is inconsistent with Cheung, Chung, Ho and Elijah (2017) where foreign domestic helpers are employed simply because they are 'convenient' option to household where they are required to have long working hours on daily basis.

5.3.3 Hypothesis 3

H₃: There is a significant positive relationship between income and intention to hire foreign domestic helpers.

Based on the result, it shows that income have significant positive relationship with intention to hire foreign domestic helpers. This result is consistent with Van

der Lippe et al. (2004) stated similar results in the Netherlands and assert that household resources are the most important factor in hiring domestic help for dual-earning couples. Similarly, Hanson and Ooms (1991) find that higher income families in the United States often employ domestic help.

5.3.4 Hypothesis 4

H₄: There is a significant positive relationship between quality of life and intention to hire foreign domestic helpers.

Based on the result, it shows that quality of life have no significant positive relationship with intention to hire foreign domestic helpers. This result is inconsistent with Yeoh & Huang (1999) stated the maid maintains the "quality of life" of a family.

5.3.5 Hypothesis 5

H₅: There is a significant positive relationship between social status and intention to hire foreign domestic helpers.

Based on the result, it shows that social status has significant positive relationship with intention to hire foreign domestic helpers. This result is consistent with The Ties That Bind (1996), stated hiring a foreign domestic helper is seen as a luxury life style in the elite middle class family.

5.4 Implications of the Study

5.4.1 Managerial Implication

This research result shows that only two independent variables are significant relationship to intention to hire foreign domestic helpers. First, income concern has a significant positive relationship with intention to hire foreign domestic helpers which the p-value is 0.048. Household income is the determinant for a family to decide whether to hire a foreign domestic helpers or using other alternative to help their family's routine work. As discuss in the chapter 2, cost of hiring a foreign domestic helper does not come cheap as the minimal cost is around RM 4,000.00 (self-hiring) to RM 14,000.00 (through agent) with the minimum monthly salary of RM 900.00 to RM 1,400.00 (depending on the country of origin) (Intelligent Money, 2018, January). And this cost not including the foreign domestic helper's daily meal and daily supplies, moreover, employers are responsible to bear their medical cost if they sick. Hence, the higher income households are likely to spend economic resources to their families and also more likely to afford more investment in time and energy to cultural capital as well.

Dual income family is a norm for recently trend in Malaysia especially in Kang Valley areas. This phenomenon exist probability due to increasing cost of living, husband is a sole breadwinning is not able to fulfill the family expenses. The dilemma, one hand, family not afford to hire foreign domestic due to high cost, at the other hand, high living cost pressure the women join the workforce. Hence, researcher suggests that, there should be a holistic solution for dual income family which enable working parent to work without much worried about family matter.

Currently, there is lack of government control in agent fee in hiring foreign domestic helpers. Because of this, encourage the maid agency to charge unreasonable expensive fee causing barrier to family which intent to hire foreign domestic helpers. Thus, government should set a ceiling agent fee and monitoring the market consistently. Furthermore, researcher suggests that, government can

source other countries where the country can supply foreign domestic helpers with lower salary.

The second independent variable is social status. In this capitalization era, empirical evidences indicated that people with higher social status tend to show their wealth, power and this result is consistent to *The Ties That Bind* (1996), hiring a foreign domestic helper is seen as a luxury life style in the elite middle class family. As the hire cost of foreign domestic helpers is high, since not every family able to afford to hire foreign domestic helpers, people who hire foreign domestic helpers are perceive to have higher rank in the society.

Researcher suggests that maid agency require providing exclusive services to this target group customer. Customer centric is the essential to attract and retain customer, marketer must pay attention to the customer needs, offering good quality foreign domestic helpers to them and provide after sale service. Word of mouth is the most powerful weapon to promote the company especially in the services line. It is a norm that customer will introduce to their friend where the services of the company is satisfactory.

5.4.2 Theoretical Implication

Theory of Reasoned Action (TRA) and Theory of Planned Behavior (TPB) are utilised to develop a foundation for this study to examine and understand motivational influences as well as perception of behavioural control on intention to hire foreign domestic helpers. This study has successfully established the socio – economic factors that influence the intention to hire foreign domestic helpers. Although there are five independent variables in the construct, only two independent variables; income and social status have positive significant relationship to intention to hire foreign domestic helpers.

5.5 Limitations of the study

As this study is conducted only in Klang Valley area, therefore the result might be different if study is performed in whole country. As Klang Valley is an urban area, cost of living might different compare to other states, and this will influence the research result. Secondly, this study only mainly focuses on stay-in foreign domestic helpers, where some of the respondents have also hire foreign domestic helpers but in part time basis. Third, as government policy might change from time to time, the result of the study might also change from time to time. In other word, this result only can show that the intention to hire foreign domestic helpers at one point of time.

5.6 Recommendations for Future Research

Researcher hereby provides some suggestion to overcome the limitation in this study. First, researcher suggest to extending the research across whole Malaysia incorder to get the accurate result and overall picture on intention to hire foreign domestic helpers in Malaysia. Second, research suggest that study should include both stay-in and part-time foreign domestic helpers to show that the real picture of the Malaysian towards assistance by the foreign domestic helpers. Last, researcher suggest to adopted longitudinal study which is more suitable for future study on intention to hire foreign domestic helpers in Malaysia because it can capture the changes of intention at more than one point of time.

5.7 Conclusion

In conclusion, the objectives of this study have been achieved, all the independent variables (necessity, convenience, income, quality of life and social status) have correlated to intention to hire foreign domestic helpers under Correlated Test. However, only two out of five of the hypotheses have been

supported with Multiple Regression Test where is income and social status have significant positive relationship with intention to hire foreign domestic helpers. It is hoped that this study will be able to give clear picture of the factors influence the demand of foreign domestic helpers in Klang Valley, and encourage future research in this area.

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Appendix A

Questionnaire

The Socioeconomic Factors In Shaping The Intention To Hire Foreign Domestic Helpers In Klang Valley

Dear Sir/Madam,

I am a final year postgraduate student of Master of Business Administration, from Universiti Tunku Abdul Rahman (UTAR). The purpose of this survey is to examine the socioeconomic factors in shaping the intention to hire foreign domestic helpers in Klang Valley. Your responses are important in enabling me to obtain as a full an understanding as possible of this topical issue.

The answer from your questionnaire will be used as the main data set for my research project and will be used only for academic purpose. I hope that you can support and feel free to complete the questionnaire.

Should you have any enquiry, please do not hesitate to contact at 012-7629369 or email me at cheekoonsaw@yahoo.com.

Thank you for your participation.

7. Total number of maid changed.

- 1. 1
- 2. 2
- 3. 3

- 4. 4
- 5. > 5

Section B: Socioeconomic Factors

The following section relates to the socioeconomic factors in shaping the intention to hire foreign domestic helpers. For each of the statements listed below, please rate how much you agree or disagree by **circling the number** that represents your opinion the most.

I) Necessity

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	We often find the stress of raising my children / look after my sick parent overwhelming.	1	2	3	4	5	6
2.	Our relationship with children / parent has improved when hired foreign domestic helper.	1	2	3	4	5	6
3.	We will look after our children / support our parents for their living by hiring a foreign domestic helper.	1	2	3	4	5	6
4.	I feel inadequate as a parent / son or daughter.	1	2	3	4	5	6

II) Convenience

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	Making up my mind about indoor and outdoor activities was easy with the availability of foreign domestic.	1	2	3	4	5	6
2.	Foreign domestic helper is available to perform multiple house chores.	1	2	3	4	5	6
3.	Working hours of foreign domestic helper is convenient for me.	1	2	3	4	5	6
4.	I can complete house chores with little effort with the help of foreign domestic helper.	1	2	3	4	5	6

III) Income

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	Husband's income is the determinant factor to hire foreign domestic helper.	1	2	3	4	5	6
2.	Wife's income is the determinant factor to hire foreign domestic helper.	1	2	3	4	5	6
3.	Total household's income is the determinant factor to hire foreign domestic helper.	1	2	3	4	5	6
4.	Both husbands and wives working, and domestic helpers responsible for the house-work is the best household arrangement.	1	2	3	4	5	6

IV) Quality of Life

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	You are satisfied if a foreign domestic helper does your household activities.	1	2	3	4	5	6
2.	You are satisfy with your leisure time activities when hire foreign domestic helper.	1	2	3	4	5	6
3.	You are satisfied with your social relationship when hired foreign domestic helper.	1	2	3	4	5	6
4.	You are satisfied with your mood and overall sense of wellbeing when hired foreign domestic helper.	1	2	3	4	5	6

V) Social Status

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	Hiring foreign domestic helpers reflected career success and social status.	1	2	3	4	5	6
2.	Hiring foreign domestic helpers brings self-confidence and self-esteem.	1	2	3	4	5	6
3.	Hiring foreign domestic is popular and common practice in my circle.	1	2	3	4	5	6
4.	Hiring many foreign domestic helpers is to show off and flashy.	1	2	3	4	5	6
5.	You will influence your friends to hire foreign domestic helpers.	1	2	3	4	5	6

VI) Intention of Hiring Foreign Domestic Helper

No	Statements	Strongly Disagree	Disagree	Some-what Disagree	Some-what Agree	Agree	Strongly Agree
1.	You like to eat at home rather than eat outside for daily meals.	1	2	3	4	5	6
2.	You like to do household tasks.	1	2	3	4	5	6
3.	You spend long hours for household tasks each time.	1	2	3	4	5	6
4.	Hiring foreign domestic helper fit well with your lifestyle.	1	2	3	4	5	6
5	Personal/family constraints have influence on your hiring foreign domestic helper.	1	2	3	4	5	6

Appendix B: SPSS Output

Demographic Profile

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	166	56.3	56.3	56.3
	female	129	43.7	43.7	100.0
	Total	295	100.0	100.0	

Married Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	26	8.8	8.8	8.8
	Married	254	86.1	86.1	94.9
	Divorced	10	3.4	3.4	98.3
	Widow	5	1.7	1.7	100.0
	Total	295	100.0	100.0	

Age Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21-30	19	6.4	6.4	6.4
	31-40	119	40.3	40.3	46.8
	41-50	78	26.4	26.4	73.2
	51-60	55	18.6	18.6	91.9
	>60	24	8.1	8.1	100.0
	Total	295	100.0	100.0	

Employment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Private	61	20.7	20.7	20.7
	Government	124	42.0	42.0	62.7
	Employer	25	8.5	8.5	71.2
	Self Employed	52	17.6	17.6	88.8
	Homemaker	7	2.4	2.4	91.2
	Retired	26	8.8	8.8	100.0
	Total	295	100.0	100.0	

Education Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Education	1	.3	.3	.3
	Primary	9	3.1	3.1	3.4
	Secondary	33	11.2	11.2	14.6
	Pre-University /STPM / A-Level	18	6.1	6.1	20.7
	Certificate/Diploma	39	13.2	13.2	33.9
	Degree	123	41.7	41.7	75.6
	Master/PHD	57	19.3	19.3	94.9
	Professional Qualification	15	5.1	5.1	100.0
	Total	295	100.0	100.0	

Total Maid at One Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	265	89.8	89.8	89.8
	2	20	6.8	6.8	96.6
	3	5	1.7	1.7	98.3
	4	4	1.4	1.4	99.7
	>5	1	.3	.3	100.0
	Total	295	100.0	100.0	

Monthly Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rm3001-5000	17	5.8	5.8	5.8
	Rm5001-7000	25	8.5	8.5	14.2
	RM7001-9000	29	9.8	9.8	24.1
	RM9001-10000	47	15.9	15.9	40.0
	RM10001-12000	42	14.2	14.2	54.2
	RM12001-14000	26	8.8	8.8	63.1
	RM14001-16000	21	7.1	7.1	70.2
	RM16001-18000	25	8.5	8.5	78.6
	RM18001-20000	20	6.8	6.8	85.4
	>20000	43	14.6	14.6	100.0
	Total	295	100.0	100.0	

Number Maid Changed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	106	35.9	35.9	35.9
	2	73	24.7	24.7	60.7
	3	51	17.3	17.3	78.0
	4	23	7.8	7.8	85.8
	>5	42	14.2	14.2	100.0
	Total	295	100.0	100.0	

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.868
Bartlett's Test of Sphericity	Approx. Chi-Square	3.128E3
	df	325
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	7.191	27.657	27.657	7.191	27.657	27.657	4.181	16.080
2	2.383	9.165	36.822	2.383	9.165	36.822	2.873	11.049	27.129
3	1.927	7.411	44.233	1.927	7.411	44.233	2.358	9.071	36.199
4	1.746	6.717	50.950	1.746	6.717	50.950	2.246	8.638	44.838
5	1.536	5.908	56.858	1.536	5.908	56.858	2.159	8.304	53.142
6	1.000	3.847	60.705	1.000	3.847	60.705	1.966	7.563	60.705
7	.954	3.668	64.372						
8	.883	3.397	67.769						
9	.775	2.982	70.751						
10	.725	2.790	73.542						
11	.672	2.586	76.128						
12	.639	2.459	78.587						
13	.580	2.230	80.817						
14	.555	2.136	82.954						
15	.554	2.129	85.083						
16	.493	1.897	86.980						
17	.467	1.795	88.775						
18	.455	1.750	90.525						
19	.426	1.640	92.165						
20	.410	1.577	93.741						
21	.360	1.383	95.124						
22	.347	1.336	96.461						
23	.344	1.323	97.783						
24	.250	.960	98.743						
25	.174	.667	99.411						
26	.153	.589	100.000						

Extraction Method: Principal

Component Analysis.

Rotated Component Matrix^a

	Component					
	1	2	3	4	5	6
N1			.796			
N2			.657			
N3			.709			
N4			.588			
C1	.464					
C2						.570
C3						.757
C4						.689
I1					.762	
I2					.761	
I3					.721	
I4	.548					
Q1	.705					
Q2	.788					
Q3	.774					
Q4	.719					
S1		.755				
S2		.787				
S3		.541				
S4		.680				
S5		.685				
H1				.761		
H2				.754		
H3				.738		
H4	.556					
H5				.537		

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

Reliability Test: Necessity

Reliability Statistics

Cronbach's Alpha	N of Items
.712	4

Reliability Test: Convenience

Reliability Statistics

Cronbach's Alpha	N of Items
.721	4

Reliability Test: Income

Reliability Statistics

Cronbach's Alpha	N of Items
.714	4

Reliability Test: Quality of life

Reliability Statistics

Cronbach's Alpha	N of Items
.889	4

Reliability Test: Social Status

Cronbach's Alpha	N of Items
.778	5

Reliability Test: Intention to hire foreign domestic helpers

Cronbach's Alpha	N of Items
.702	5

Test of Normality

MonthlyIncome	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
HM Rm3001-5000	.181	17	.144	.924	17	.173
Rm5001-7000	.135	25	.200*	.947	25	.210
RM7001-9000	.159	29	.059	.965	29	.426
RM9001-10000	.111	47	.193	.948	47	.035
RM10001-12000	.113	42	.200*	.958	42	.121
RM12001-14000	.143	26	.183	.909	26	.025
RM14001-16000	.150	21	.200*	.857	21	.006
RM16001-18000	.134	25	.200*	.961	25	.445
RM18001-20000	.121	20	.200*	.943	20	.268
>20000	.091	43	.200*	.958	43	.113

a. Lilliefors Significance Correction

*. This is a lower bound of the true significance.

Pearson Correlation

Correlations

		HM	NM	CM	IM	QM	SM
HM	Pearson Correlation	1	.273**	.288**	.292**	.332**	.338**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	295	295	295	295	295	295
NM	Pearson Correlation	.273**	1	.460**	.284**	.428**	.344**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	295	295	295	295	295	295
CM	Pearson Correlation	.288**	.460**	1	.420**	.685**	.284**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	295	295	295	295	295	295
IM	Pearson Correlation	.292**	.284**	.420**	1	.509**	.294**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	295	295	295	295	295	295
QM	Pearson Correlation	.332**	.428**	.685**	.509**	1	.388**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	295	295	295	295	295	295
SM	Pearson Correlation	.338**	.344**	.284**	.294**	.388**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	295	295	295	295	295	295

** . Correlation is significant at the 0.01 level (2-tailed).

Multiple Regression

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.431 ^a	.185	.171	.61403	1.917

a. Predictors: (Constant), SM, CM, IM, NM, QM

b. Dependent Variable: HM

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	24.804	5	4.961	13.157	.000 ^a
	Residual	108.964	289	.377		
	Total	133.768	294			

a. Predictors: (Constant), SM, CM, IM, NM, QM

b. Dependent Variable: HM

Coefficients^a

Model		Unstandardized Coefficients		Standardize	t	Sig.	95% Confidence Interval for B	
		B	Std. Error	d			Beta	Lower Bound
1	(Constant)	2.367	.248		9.533	.000	1.879	2.856
	NM	.068	.046	.092	1.475	.141	-.023	.160
	CM	.054	.066	.062	.813	.417	-.076	.183
	IM	.104	.052	.124	1.982	.048	.001	.206
	QM	.078	.059	.106	1.325	.186	-.038	.195
	SM	.149	.042	.211	3.562	.000	.067	.232

a. Dependent Variable: HM



Re: U/SERC/74/2018

9 July 2018

Dr Wong Hong Chau
Department of International Business
Faculty of Accountancy and Management
Universiti Tunku Abdul Rahman
Jalan Sungai Long
Bandar Sungai Long
43000 Kajang
Selangor

Dear Dr Wong,

Ethical Approval For Research Project/Protocol

We refer to your application dated 7 June 2018 for ethical approval for your research project and are pleased to inform you that your application has been approved under expedited review.

The details of your research project are as follows:

Research Title	The Socioeconomic Factors in Shaping the Intention to Hire Foreign Domestic Helpers in Klang Valley
Investigator(s)	Dr Wong Hong Chau Saw Chee Koon (UTAR Postgraduate Student)
Research Area	Social Sciences
Research Location	Klang Valley
No of Participants	300 participants (Age: 21 - 70)
Research Costs	Self-funded
Approval Validity	9 July 2018 - 8 July 2019

The conduct of this research is subject to the following:

- (1) The participants' informed consent be obtained prior to the commencement of the research;
- (2) Confidentiality of participants' personal data must be maintained; and
- (3) Compliance with procedures set out in related policies of UTAR such as the UTAR Research Ethics and Code of Conduct, Code of Practice for Research Involving Humans and other related policies/guidelines.

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Should you collect personal data of participants in your study, please have the participants sign the attached Personal Data Protection Statement for your records.

The University wishes you all the best in your research.

Thank you.

Yours sincerely,



Professor Ir Dr Lee Sze Wei

Chairman

UTAR Scientific and Ethical Review Committee

c.c Dean, Faculty of Accountancy and Management Director,
 Institute of Postgraduate Studies and Research

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