

## Exploring Role-Strain and Emotional Burden among Housemaids Working for Multiple Employers in Urban Areas

Noreena Kausar <sup>1\*</sup> Kainat Mazhar <sup>2</sup> Alia Nosheen <sup>3</sup> Aneeba Shafqat <sup>4</sup>

<sup>1</sup> Assistant Professor, Department of Psychology, University of Gujrat, Gujrat, Punjab, Pakistan.

Email: [noreena.kausar@uog.edu.pk](mailto:noreena.kausar@uog.edu.pk)

<sup>2</sup> MS Scholar, Department of Psychology, University of Gujrat, Gujrat, Punjab, Pakistan.

Email: [kainatmazhar265@gmail.com](mailto:kainatmazhar265@gmail.com)

<sup>3</sup> MS Scholar, Department of Psychology, University of Gujrat, Gujrat, Punjab, Pakistan.

Email: [alianosheen6543@gmail.com](mailto:alianosheen6543@gmail.com)

<sup>4</sup> MS Scholar, Department of Psychology, University of Gujrat, Gujrat, Punjab, Pakistan.

Email: [psyaneeba@gmail.com](mailto:psyaneeba@gmail.com)

**ABSTRACT:** Domestic workers experience an excessive workload with conflicting expectations, which leads to emotional stress and results in psychological damage through their restricted social recognition. The study aimed to understand the lived experiences of housemaids and identify the emotional and occupational challenges associated with working in multiple households. Purposive sampling technique was used to select the sample size. Semi-structured interviews were conducted with 12 housemaids who worked in urban areas. Interviews were transcribed and then analyzed through thematic analysis. The findings revealed four main themes, which included role overload and conflicting expectations; emotional burden and psychological distress; identity, worth and social status; and coping and survival strategies. The participants experienced constant physical exhaustion together with emotional exhaustion and stress, and they felt unvalued while experiencing diminished social status. The participants used various methods to deal with their challenges, which included developing patience, receiving family support, practicing spirituality, and managing their emotions. The study reveals the psychological challenges faced by domestic workers. It urges society to develop better emotional support systems and social awareness about their needs. Further, it highlights the need for safe work environments for housemaids working in some informal employment settings.

**KEYWORDS:** Role Strain, Emotional Burden, Housemaids, Domestic Workers, Emotional Exhaustion, Occupational Stress

### Introduction

In the international scenario, although domestic work is considered unimportant, it has great importance in social urban economic systems. Domestic workers commonly perform tasks such as cleaning, cooking, childcare, and other household responsibilities, which enable families to manage their daily life more efficiently (Chen et al., 2022). Domestic workers work in hazardous environments because their fundamental duties require them to operate under vulnerable conditions, which include job security threats and lengthy work hours, as well as deprivation of employee

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### Corresponding Author

Noreena Kausar

✉ [noreena.kausar@uog.edu.pk](mailto:noreena.kausar@uog.edu.pk)

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benefits (Teixeira, 2024). Research has shown that domestic work causes psychological distress to workers because it requires them to perform demanding tasks that create a power imbalance between workers and employers (Favina et al., 2024). Domestic workers who serve multiple employers need to handle extra work because they must meet different demands from their different employers, which include watching over their different work schedules and job duties throughout their workday (Karunagaran et al., 2024; Chen et al., 2022). People who try to handle multiple work responsibilities will experience role strain because they cannot fulfill all the responsibilities that their job requires of them (Greenhaus & Beutell, 1985; Favina et al., 2024). Workers experience emotional burden when they face work demands that become either excessive or conflicting, resulting in stress, fatigue, and psychological exhaustion (Wei et al., 2025; Guo & Wang, 2026). Research showed that three factors, which include heavy workloads, restricted work freedom, and social stigma, lead to workers experiencing mental health problems (McNeill & Cullington, 2025). In many developing countries, including Pakistan, domestic work serves as the primary income source for women who come from economically disadvantaged families (Haq et al., 2008; Jabeen et al., 2020). The complexity of domestic work increases when workers are employed by multiple households because they must handle different work demands, which include various work schedules and different ways people interact with each other (Pudles et al., 2026). Workers experience time constraints, physical fatigue, and mental stress when they try to complete multiple tasks that their employers want to be done within short time limits (Cunningham et al., 2022). Domestic workers face two main types of challenges, which include work-related tasks and emotional demands that require them to manage their emotions and conduct themselves according to what their employers expect from them, which is known as "emotional labor" (Klimczuk, 2017). Emotional labor, which workers perform for extended periods, actually raises their emotional burden, which consists of stress, exhaustion, frustration, and emotional fatigue (Chen et al., 2022). Employees experience higher burdens when they encounter situations that involve their employers treating them disrespectfully and using harsh treatment while providing them with inconsistent communication (Rasool et al., 2021). The combination of socioeconomic disadvantage and gender inequality presents particular challenges for housemaids because they must work in environments that they cannot control, which results in higher occupational stress levels (Cerrato & Cifre, 2018).

The current research is important because it reveals the psychological, social, and emotional realities of domestic workers, particularly maids working for several employers in the cities. The research provides original and extensive insights into the experience of maids working with multiple employers, which is a complicated, informal, and under-researched mode of employment. The research shows that domestic work includes emotional labor. By meeting conflicting demands of the employers, the workers are subjected to intense emotional labor resulting in role strains, anxiety, and loss of control over their mental states. The research explains how gender related issues and other economic problems lead to the low social status of domestic workers and their loss of self-worth. The current study explores how housemaids experience role strain, emotional burdens, together with psychological difficulties, conflicting demands, and how domestic work affects participants' self-worth and their identity. Further, it also identifies the coping mechanisms that housemaids use to handle their work-related stress together with their emotional burnout.

## Methodology

This study was conducted within urban residential areas where housemaids typically work across multiple households. The study used a qualitative research design to deeply investigate the emotional burden and role strain experienced by housemaids working in multiple houses. The target population for this study comprised housemaids working in two or more houses. These individuals were actively involved in routine domestic chores, including cleaning, cooking, caregiving, and managing multiple household responsibilities simultaneously.

### Sampling Technique and Sample Size:

Purposive sampling was employed to select the participants working in two or three households and involved in multiple domestic chores. Further, purposive sampling helps as it prioritizes individuals who possess rich, pertinent, and firsthand experiences related to the research phenomenon. The sample size for the study consisted of 12 housemaids working across multiple households. In qualitative research, a sample size ranging from 6 to 12 participants is widely recognized as methodologically sufficient for achieving data saturation, particularly when utilizing a homogeneous sample to examine specific lived experiences (Guest et al., 2006). Housemaids working across multiple houses who were aged between 18 and 60 years and possessed a minimum work experience of one year were included in the study. Housemaids with less than one year of work experience, or those experiencing severe cognitive or communication impairments, were excluded from the study. The interview guide is a tool for gathering information from interviewees in a methodical and thorough manner, maintaining the interview focus on the planned course of action (DiCicco-Bloom & Crabtree, 2006). The researcher prepared the interview guide based on a literature review and field observations. The semi-structured interview method was preferred because of the interview protocol, which the researcher used as a flexible guide to conduct the interview and ask follow-up questions for examining the beliefs, attitudes, and perceptions of participants about the concerned topic (Cohen & Crabtree, 2006). The interviews were conducted with 12 participants. Rapport was built, and permission was taken to record the interviews. Interviews were conducted individually and lasted for 60 to 75 minutes on average. The native languages (Urdu & Punjabi) were used throughout the interviews, and the responses were documented or recorded depending upon the informants' preferences. Participants were completely aware of the purpose of the study, the nature of their involvement, and the fact that they have the right to withdraw at any time without incurring a penalty. They were also informed of how their data would be utilized and stored. All participants signed their consent prior to interviews.

### Data Analysis

The data were analyzed using thematic analysis to identify different themes and group them into different main themes and sub-themes to see the psychological and emotional challenges of housemaids. Thematic analysis is a qualitative data analysis procedure that allows researchers to identify, comprehend, evaluate, and interpret the frequently repeated themes reported by the participants (Braun & Clark, 2006). The process of thematic analysis in the research consisted of the following six steps as proposed by Braun and Clark in 2006:

#### Phase 1: Familiarize the Data

This step involves getting familiar with the obtained data by transcribing it (audio to text), reading it multiple times, highlighting important and repeating points, making notes out of it, and taking a general look at the data. Familiarization is essential because it provides a full understanding of the data and benefits the researcher in identifying and understanding the thought patterns in the responses. Moreover, it provides important key points and ideas relevant to the research topic. The data were critically analyzed by the researcher; important points were noted down on paper for each interview.

#### Phase 2: Coding

A code is a short, meaningful label that explains its content. This process was significant as it collated the whole data into groups. All groups of data were coded into meaningful pieces, and each piece was a condensed form of the feelings and ideas expressed in that particular group of the data.

### Phase 3: Generating Themes

The process includes interpretation of the initial codes and drawing suitable themes. Some initial codes were discarded, as they were not relevant enough or were ambiguous. Most of the codes made it easy to classify the data.

### Phase 4: Reviewing Themes

The purpose of this step was to retain the themes that accurately represent the data and are useful. Themes were created, split up, combined, and removed by comparing the existing themes with the data.

### Phase 5: Defining and Naming Final Themes

Defining themes involves stating what is exactly meant by each final theme and how these represent the data. The themes were then assigned a succinct name that truly expresses their content. This process increases the clarity of data.

### Phase 6: Reporting Themes

The final procedural step was to write up the findings of thematic analysis into concise themes. Similarly, in the current study, the following 4 main themes were generated from the data obtained in semi-structured interviews from the participants.

## Results

**Table 1**

Themes and Sub-themes(N=12)

| Theme                                                | Sub-theme                                               |
|------------------------------------------------------|---------------------------------------------------------|
| Theme 1: Role Overload and Conflicting Expectations  | Sub-Theme 1: Excessive Workload Across Multiple Homes   |
|                                                      | Sub-Theme 2: Conflicting Expectations from Helpers      |
|                                                      | Sub-Theme 3: Time Pressure and Scheduling Stress        |
| Theme 2: Emotional Burden and Psychological Distress | Sub-Theme 1: Persistent Stress and Worry                |
|                                                      | Sub-Theme 2: Feelings of Anger and Helplessness         |
|                                                      | Sub-Theme 3: Lack of Appreciation and Emotional Support |
| Theme 3: Identity, Worth, and Social Status          | Sub-Theme 1: Feelings of Low Social Status              |
|                                                      | Sub-Theme 2: Struggles with Self-Worth and Confidence   |
| Theme 4: Survival and Coping Strategies              | Sub-Theme 1: Emotional Suppression and Patience         |
|                                                      | Sub-Theme 2: Seeking Support from Family and Others     |
|                                                      | Sub-Theme 3: Spiritual Coping and Resilience            |

### Theme 1: Role Overload and Conflicting Expectations

This theme demonstrates how housemaids experience extreme work intensity and multiple pressure points that they face while cleaning different homes. The participants reported their daily activities to be demanding because they had to complete physical tasks while their mental energy decreased through their work at different homes.

#### Sub-Theme 1: Excessive Workload Across Multiple Homes

*Extract 1: "I start my work early in the morning, and I continue working until the end of the day. I go to different houses without taking any time to rest properly. My thoughts already start to plan my next task during the time I spend away from*

*current work. My whole day feels like one big work session, which makes me unable to do anything else."* Participant 1 (Lines 40–49)

**Extract 2:** *"I find it extremely challenging to handle three different houses during a single day. The tasks for each house require immediate completion because of their requirements. I feel pressure because I have to maintain my current speed without stopping. The time I spend at one house will have an effect on my ability to complete tasks at other houses."* Participant 3 (Lines 482–492)

This demonstrates how time limitations, combined with workload requirements, create stressful conditions for workers.

**Extract 3:** *"Sometimes I feel I am doing too much work in one day. I go to different houses and repeat the same tasks again and again. There is no time to relax, even for a short while. By the end of the day, I feel completely exhausted."* Participant 7 (Lines 1432–1439)

This indicates repetitive labor leading to accumulated exhaustion.

**Extract 4:** *"The work keeps increasing when I work in many houses. Everyone expects their work to be perfect and on time. I feel pressure because I cannot refuse anything. Even if I am tired, I still have to continue working."* Participant 9 (Lines 1973–1978)

This reflects increased workload and lack of control over job demands.

## Sub-Theme 2: Conflicting Expectations from Helpers

**Extract 5:** *"Every house has different rules and expectations. One Baji wants everything perfect, while another wants everything done quickly. Sometimes, I feel confused about what is more important. It becomes difficult to satisfy everyone at the same time."* Participant 2 (Lines 275–281)

This shows how inconsistent expectations create confusion and stress.

**Extract 6:** *"One Baji tells me to take my time and clean properly, but another tells me to finish everything quickly. I don't know which way is right. It makes me feel stressed because I cannot follow both."* Participant 4 (Lines 684–692)

This reflects internal conflict due to contradictory instructions.

**Extract 7:** *"Sometimes I feel like no matter how much I try, it is not enough. Each house has different ways of doing things. I have to adjust again and again. It becomes mentally tiring after some time."* Participant 6 (Lines 1128–1134)

This indicates repeated adjustment leading to cognitive and emotional strain.

## Sub-Theme 3: Time Pressure and Scheduling Stress

**Extract 8:** *"I keep checking the time again and again while working. If I get late, it creates problems in the next house. I feel nervous when I cannot manage time properly. I feel like I need to complete everything at once."* Participant 1 (Lines 76–82)

The situation shows how maids experience panic about time and urgent tasks.

**Extract 9:** *"If there is traffic or any delay, all my work gets disturbed. I cannot control these things, but I still get blamed sometimes. It creates pressure which makes me anxious. I feel anxious throughout the entire day."* Participant 3 (Lines 484–489)

The situation demonstrates how time constraints create stress for housemaids.



**Extract 10:** *"Sometimes I don't even get proper time to eat. I just move from one house to another quickly. There is no proper break in between. I feel very tired because of this." Participant 6 (Lines 1175–1180)*

The situation shows that maids even find it difficult to fulfill their basic needs due to time pressure.

**Extract 11:** *"Managing time between different houses is the hardest part. If one thing gets delayed, everything else gets affected. The situation creates stress which lasts throughout the entire day. I keep thinking about it." Participant 11 (Lines 2613–2618)*

The situation shows that time management problems create conflicts with job responsibilities.

## Theme 2: Emotional Burden and Psychological Distress

The theme shows how multiple household jobs create emotional and mental effects on workers. The participants reported stress that persisted throughout the day with emotional fatigue and frustration because of their work demands and their employers' actions and lack of recognition. The emotional weight of work required physical tasks, social contact, and internal conflict, which caused serious psychological problems.

### Sub-Theme 1: Persistent Stress and Worry

**Extract 12:** *"I always feel stressed because there are a lot of things to worry about. All day I keep thinking about my mistakes. I remain mentally active after work hours. I keep remembering the problems of the day." Participant 1 (Lines 134–139)*

The individual experiences ongoing mental distress because it continues to exist after work hours.

**Extract 13:** *"My mind stays tense about my work tasks throughout the day. I worry about reaching in time and completing everything properly. I experience deep disturbances when things do not happen as I expect. The event has a complete effect on my daily activities." Participant 3 (Lines 544–548)*

Housemaids experience constant worry which disrupts their ability to feel stable.

**Extract 14:** *"Because of so many responsibilities, I always feel stressed. Even in my free time I didn't relax. My thoughts keep returning to work. The process makes my mind feel exhausted." Participant 5 (Lines 966–970)*

The results show that the person suffers from mental overload, which prevents them from taking breaks from work.

**Extract 15:** *"I feel worried about small things also. I keep thinking about anything that has not been completed correctly. The process creates anxiety in me. I feel like I am not doing enough." Participant 7 (Lines 1548–1552)*

Work standards for their job create anxiety and self-doubt as experienced by housemaids.

### Sub-Theme 2: Feelings of Anger and Helplessness

**Extract 16:** *"I feel angry most of the time even doing the hard work. My work efforts go unrecognized, which makes me feel undervalued. It makes me upset." Participant 2 (Lines 372–378)*

The recognition deficit causes housemaids to experience frustration.

**Extract 17:** *"I feel helpless during specific situations when I cannot refuse other people. I don't have any choice. The situation makes me feel angry." Participant 4 (Lines 722–727)*

Housemaids experience both emotional helplessness and total control loss.

**Extract 18:** *"I feel angry sometimes, but I cannot express it. I just stay quiet and continue working. Inside my body I carry all my emotions, which makes me feel weighted down. The situation presents major challenges for me." Participant 6 (Lines 1254–1259)*

The housemaids experience internal distress because they hide their emotions.

**Extract 19:** *"Sometimes I consider leaving everything behind because the pressure becomes overwhelming. I need the job so I cannot leave. The current situation brings me to a state of frustration. I feel trapped." Participant 8 (Lines 1762–1767)*

Housemaids experience financial crisis, which creates an additional emotional burden.

### Sub-Theme 3: Lack of Appreciation and Emotional Support

**Extract 20:** *"People do not acknowledge my work most of the time. My maximum considered regular work. My work achievements remain unnoticed." Participant 1 (Lines 183–187)*

**Extract 21:** *"The absence of recognition breaks my emotional state. I need to hear affirmation of my performance from others. But I receive complaints from others instead of receiving acknowledgment. Participant 5 (Lines 1033–1038)"*

**Extract 22:** *"I need someone to validate my emotions. The workplace environment lacks any system to help employees with their emotional needs. I do not share my emotions with others because nobody shows interest in my feelings". Participant 7 (Lines 1620–1626)*

### Theme 3: Identity, Worth and Social Status

This theme examines how housemaids understand their identity and their value as human beings and their status in society. The theme shows how housemaids view their personal identity and their status as members of society and their workplace. The participants described their dignity and self-worth and their personal identity through their experiences of treatment from their employers and society. The work made some workers feel proud and resilient, but most workers experienced decreased self-esteem and disappeared from their workplace.

#### Sub-Theme 1: Feelings of Low Social Status

**Extract 23:** *"Sometimes I feel inferior because of this work. People treat me differently, like I am not equal to them. My work makes me feel bad." Participant 2 (Lines 412–416)*

**Extract 24:** *"People don't value this work. They believe that the work requires minimal effort and holds no value. But we know how much effort it takes. Still, we don't get respect." Participant 5 (Lines 1058–1062)*

The evidence shows how housemaids achieve different results while society fails to recognize their accomplishments.

**Extract 25:** *"I know people perceive my work to be unimportant. The situation makes me feel less confident about myself. I deserve better treatment than those who work at high status positions." Participant 11 (Lines 2683–2688)*

#### Sub-Theme 2: Struggles with Self-Worth and Confidence

The second sub-theme of the study investigates how housemaids experience difficulties, which affect their ability to experience self-acceptance and self-assurance.

**Extract 26:** *"Even though I work hard, I still get complaints from the baji. This makes me less confident. I feel like I am doing something wrong." Participant 1 (Lines 210–214)*

The results demonstrate how critical feedback impacts a person's sense of value.

**Extract 27:** *"The best I can do actually leads to troubles for me because people do not accept my abilities. I begin to believe that I lack the skills to handle tasks. The situation affects my personal judgment. I feel discouraged."* Participant 4 (Lines 782–786)

Housemaids' self-identity develops through their responses to external assessments.

**Extract 28:** *"When Baji talks badly, it stays in my mind all day. I keep thinking about it. This makes me so inferior. I feel less confident after that."* Participant 7 (Lines 1631–1635)

## Theme 4: Survival and Coping Strategies

The current theme examines how housemaids handle the emotional and physical challenges that arise from their work at multiple places of work. The participants explained their various methods for handling stress, fatigue, and emotional distress, which are encountered in their everyday activities. Some individuals achieved success through emotional regulation and maintaining patience, while others found relief through family connections, spiritual practices, and their own ability to overcome challenges.

### Sub-Theme 1: Emotional Suppression and Patience

**Extract 29:** *"I don't say anything to anyone when I feel sad or angry. I don't talk back anything to Baji because I don't want to leave my job. Even when someone says something unpleasant, I keep calm. I just continue working silently."* Participant 2 (Lines 422–426)

The employee uses emotional suppression to maintain their job security through this coping method.

**Extract 30:** *"I have learned to stay patient in difficult situations. I also keep myself out by getting really emotional. I tend to try to ignore it and focus on my work. I keep my feelings to myself."* Participant 5 (Lines 1089–1093)

The individual demonstrates conflict avoidance through use of patience and silence.

**Extract 31:** *"I keep a lot of feelings to myself. I can't share everything because people don't understand me. I do my best to stay calm even when upset. It has become a habit now."* Participant 8 (Lines 1820–1826)

The display of silence and self-control functions as a standard method to handle challenging situations.

### Sub-Theme 2: Seeking Support from Family and Others

**Extract 32:** *"When I am stressed out, I talk to my children or my family. I feel like a weight has lifted. They are helping me and encouraging me to keep fighting. That support helps me a lot."* Participant 1 (Lines 220–225)

This highlights the role of family in coping with adversity.

**Extract 33:** *"I talk about my problems with other women who do similar work. They all understand my life, because they are going through it. This is so comforting to talk to them. I don't feel alone then."* Participant 4 (Lines 809–813)

It expresses peer support and mutual understanding as a source of coping.

**Extract 34:** *"My sister listens to me when I get mentally tired. I am able to tell her when I am under stress, and she motivates me. I feel better after talking to her. It helps me continue working."* Participant 7 (Lines 1641–1646)

This shows the effect of emotional connection in stress management.



### Sub Theme 3: Spiritual Coping and Personal Resilience

**Extract 35:** *“I turn to prayer and asking Allah for strength when I am too stressed. It brings peace to my heart; I feel calmer after. It helps me get through tough times.” Participant 3 (Lines 584–588)*

This reflects spirituality as a source for emotional stability and hope.

**Extract 36:** *“I tell myself that hard times are temporary, which in turn gives me the courage to keep going. I try to maintain mental strength; otherwise, the work becomes too disturbing.” Participant 6 (Lines 1308–1312)*

This indicates a source of resilience and positive self-motivation.

**Extract 37:** *“I live with patience and my faith which gets me through the difficult phases. When I feel emotionally weak I try to put my trust in Allah which in turn gives me that inner strength to get on with my work.” Participant 12 (Lines 2964–2968)*

This shows how faith plays a role in endurance and psychological coping.

### Discussion

This qualitative research was carried out with the intention of exploring urban household workers' experiences with various employers, focusing on role strains and emotional distress that these workers encounter. The thematic analysis of the data from twelve participants provided insight into how different employers affect their physical and psychological well-being. In this respect, the themes that emerged from the analysis of the data are discussed. Findings reveal that household workers undergo serious role overload and time pressure due to their work for several employers at the same time. Specifically, the workers expressed worries about changing places while performing the same actions and dealing with the same responsibilities due to traveling and completing different tasks, which makes them get exhausted not only physically but also mentally. Additionally, the workers feel confused because they need to get accustomed to the different rules and ways of working that differ from one employer to another. This structural strain is further confirmed by recent labor research; Wei et al. (2025) showed that increased switching between tasks in conjunction with the absence of freedom at work is one of the main factors behind increased job stress, which has a negative influence on psychological functioning at work. The same goes for the constant time pressure and chaos that were mentioned by the interviewees, which is in line with what Cunningham et al. (2022) found out about work-induced fatigue being a problem for the vulnerable population groups suffering from high employment-related risks. The second idea is related to the idea of a significant psychological burden imposed by informal multi-employer domestic jobs. The narratives showed that housemaids experience constant anxiety, anger that is not expressed, and a strong feeling of helplessness. The reason for this emotional turmoil is explained by an important phenomenon of ignorance: even though the participants make significant efforts, criticism from employers quite often replaces recognition. Due to harsh economic circumstances, these people are unable to leave their jobs and have to hide their emotions. In connection with the aforementioned, presenters summarized the results of their study on the concept of emotional labor, which is explained theoretically. Emotional labor is explained as the need to suppress real feelings for the sake of composure in front of employers. The works of Brotheridge and Grandey (2002) and Morris and Feldman (1996) provide evidence that selfish fulfillment of emotional labor together with low degrees of surface autonomy is an indicator that one suffers from emotional exhaustion, cognitive dissonance, and burnout. This third theme touches upon the socio-psychological aspect of domestic labor, which is the problem of self-identity and social marginalization. The participants of the research expressed their views concerning the feeling of being marginalized by employers and being subordinate to urban community members, that result in a consequent feeling of unworthiness. This structural devaluation is given context by England and Folbre (1999) through their landmark

work titled “The Cost of Caring,” in which they argue that societies chronically undercompensate and undervalue both domestic and caregiving work as a matter of course, predicated on pervasive gender inequality and class prejudice. Consequently, as per the International Labour Organization (2021), domestic workers often have to negotiate their work arrangements in the backdrop of affluence, devoid of any labor rights or human dignity. Notwithstanding the multiplicative pressures of structural and psychological difficulties, the last theme deals with the extraordinary sense of resilience and empowerment among these domestic workers. To cope with the challenges presented by their occupation, the respondents draw on various techniques from both problem-focused and emotion-focused categories, including emotional suppression, perseverance, informal support networks, and prayer. The complex defense system is in complete accordance with the Transactional Model of Stress and Coping developed by Lazarus and Folkman (1984), where the coping process is defined as a dynamic process that an actor uses in response to external demands it deems demanding. The function of social connections shown in the research of this study confirms social support theorists, who believe that sharing troubles with relatives or fellow workers is an efficient emotional shield against occupational stress. Finally, even if spiritual coping allows quick psychological relief, there are major practical implications for developing institutions that create safer working environments and support systems for informal domestic workers (Mirzaei et al., 2022).

### Recommendations

- ▶ Domestic workers need mental health awareness programs together with community support services which will enable them to handle their stresses, emotional exhaustion and psychological difficulties.
- ▶ Future researchers should conduct studies on domestic workers using larger and more diverse samples from other cities and socioeconomic backgrounds.
- ▶ Future studies need to use both quantitative and mixed-methods research designs to investigate how occupational stress and emotional burden affect mental health outcomes among domestic workers.

### Conclusion

The present study explored the role strain and emotional burden experienced by housemaids who work for multiple employers in urban settings. Results show that study participants face ongoing physical demands that create emotional distress, time constraints, and lead to conflicting demands from their supervisors, all of which result in major psychological damage to their mental health. Housemaids experience emotional exhaustion, feelings of reduced social value, and frustration. While working in different households, they have to manage the requirements of their employers at different levels. In order to fulfill the needs of every housemaster and satisfy them leave them in a situation of tremendous stress and work pressure. Despite a daily exhausting routine, at the end of the day, they are even left with continuous financial problems and low social worth. Keeping in view their financial, physical, and emotional pressures, there is a dire need to develop some reforms for informal jobs at houses. The minimum salary needs to be determined. Community-based social policies and networking are required to stop their financial, physical, and emotional exploitation.

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