

# Livelihoods in Motion of Informal Workers: A Case Study of Live-Out Housekeepers in Bangkok

รับบทความ 02/10/2566

แก้ไขบทความ 17/11/2566

ยอมรับบทความ 28/11/2566

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## Abstract

Transportation planning research frequently disregards the specific needs of informal domestic workers. This study narrows its focus to live-out housekeepers in the urban landscape of Bangkok, delving into their livelihood, work characteristics, and socioeconomic status. This study collected data from 61 respondents through surveys and in-depth interviews and then analyzed it using various methods.

Live-out Housekeepers in this study exhibit high mobility, adaptability, and uncertainty. To cope with these challenges, they often rely on mixed transportation options to minimize costs and ensure convenience during their work-related travels. The research findings emphasize the fluid nature of housekeepers' work locations, often shifting between diverse neighborhoods and employment sites.

Based on the insights gained from the study, it is highly recommended that policies be implemented to promote the rights and well-being of housekeepers in two critical areas. Firstly, it is suggested that proper relaxation spaces be created during work, with adequate welfare and pension benefits provided through social insurance. Secondly, urban strategies should prioritize providing affordable housing options closer to their workplaces. This approach will reduce travel costs and time spent commuting, allowing housekeepers more time for rest and recreation, which, in turn, will enhance their overall quality of life. Additionally, promoting non-motorized transportation for work is highly recommended due to its cost-saving benefits and environmental advantages. These policy measures aim to provide support and improve the quality of life for housekeepers in urban areas, recognizing their unique needs and contributions to the workforce.

**Keywords:** *mobility, livelihood, informal workers, domestic workers, live-out housekeepers*

## Introduction

The International Labor Organization (ILO) reports around 52.5 million domestic workers globally, primarily women, providing household labor for cleaning, cooking, laundry, and care. Housekeepers responsible for cleaning and maintenance often operate in isolated, precarious situations with limited access to labor protections and social benefits (Hobden & Bonnet, 2021; ILO, 2010; Luebker, 2013). In the past decades, numerous studies have explored the working conditions of domestic workers, focusing on their access to social security benefits and decent employment. Although many researchers have contributed to this field, little research has been done on housekeepers' daily commutes and livelihoods (Hsieh et al., 2016; Jiropas, 2015; Siaw, 2018; Siripatthanakosol, 2016; Subsing et al., 2022; Tangpantham & Suriyaapha, 2016).

As informal domestic workers in Bangkok, housekeepers are highly mobile, adaptable, and uncertain (Poonsab et al., 2019; Wannarat, 2014). Some domestic employees travel longer distances to work in affluent suburbs for higher pay (Erman & Kara, 2018). Even though Thailand has implemented transportation policies to provide cost-effective and free public transport services to impoverished city residents, it has become increasingly challenging for housekeepers to choose their preferred mode of transportation for their daily commute. Therefore, housekeepers' vulnerability can sometimes result in restricted mobility during work trips, limiting good livelihood in the city. (Ratanawaraha & Chalermpong, 2016).

Transportation is essential for the growth of cities, as it enables access to services and activities like work, socializing, healthcare, education, and markets (Coxon et al., 2018). Mobility restrictions can lead to low quality of life, social isolation, poverty, and transportation inequities, particularly for those with lower incomes (Cui et al., 2019; He et al., 2018; Hernandez, 2018). Wantanasombut and Teerakowitkajorn (2018) point out that housekeepers have not confirmed their better quality of life with the growth in income and evolving job requirements. This is because they wish to avoid high travel expenses, which have become a significant cost. Additionally, Ratanawaraha and Chalermpong (2016) emphasize the significance of affordable public transportation for vulnerable subgroups of the urban poor. However, maids as low-wage earners in various work locations were not well-represented in the study due to their work in privately accessible places (Ratanawaraha & Chalermpong, 2016).

Unfortunately, housekeepers are often overlooked and marginalized, hindering their ability to access jobs, resources, and places, which can negatively impact their livelihoods (Behrens, 2003; Leenoi, 2021; Wantanasombut & Teerakowitkajorn, 2018). Hence, this research will present an intriguing gap for the investigation to understand how housekeepers shape their livelihoods, considering distinct work characteristics, diverse travel patterns for work trips, and varying socioeconomic backgrounds. By comprehending the mobility and livelihoods of housekeepers, this study can improve their quality of life.

## **Literature Review on informal housekeepers relating to work characteristics, mobility, factors influencing mode choice on work trips, and livelihood.**

### **Work characteristics and mobility of housekeepers as informal domestic workers**

The literature acknowledges that domestic work possesses distinctive features, including unique work patterns, making it unsuitable for standard regulations (Luebker, 2013). Consequently, employment relationships are a crucial marker of domestic work, as the distinct characteristics of domestic employment led to their exclusion from labor regulations and defined various employment statuses within this sector (López, 2023). Despite earning less, domestic workers often work excessively compared to others, a situation detrimental to decent work standards due to its adverse impact on physical and mental health (UN Women, 2022). To examine the unique work traits of housekeepers as a case study, factors like recruitment practices, workplace, employment status, work hours, wages, and daily job count are used for their categorization.

Importantly, housekeepers must travel extensively throughout the day due to the nature of their work. Their mobility depends not solely on earning a living but also on changes in their work characteristics. There is a growing demand for housekeepers, but fewer people enter the field due to increased mandatory education and more employment opportunities in other sectors. As a result, wages have risen, and work characteristics have shifted towards live-out positions, part-time household chores, daily wages, and more jobs in a single day (Boontinand, 2010; Wantanasombut & Teerakowitkajorn, 2018). This trend towards live-out housekeepers has also led to a rise in third-party involvement in the industry, including traditional recruitment agencies and digital platforms, which has been rapidly increasing since 2014 (López, 2023).

Consequently, transportation is essential for live-out domestic workers to reach their workplaces and expand their job opportunities. Transport plays a pivotal role in the daily lives of domestic workers, facilitating their daily tasks. However, Thailand's transportation policies have been crafted without considering how urban poor individuals commute to work (Ratanawaraha & Chalermpong, 2016). This scenario leads to challenges like high transportation costs, limited options, and harassment during public commutes, resulting in transport disadvantages. These disadvantages typically involve access, location, and individual characteristics (Duri, 2020). Furthermore, live-out domestic workers may either work full-time for a single household and return to their home in the evening or work for multiple families with specific working hours for each household (d'Souza, 2010). This UN Women survey (2022) also highlights the awareness of live-out workers regarding their high mobility and its impact on the limitations of the social security system (López, 2023). However, it neglects to address the mobility challenges female live-out workers face, particularly those with multiple jobs daily.

### **Factors influencing mode choices on work trips.**

Olsson (2003) categorizes various factors influencing mode choice as either hard (quantifiable) or soft (psychological). Internal factors encompass attitudes, socio-economic conditions, habits, and perceived

control, while external factors involve travel time and cost. Public transportation factors can be divided into objective (quantifiable) and subjective (individual perceptions) categories. Transport-related attributes fall into the timetable, comfort, service quality, satisfaction, and safety categories (Olsson, 2003; Profillidis & Botzoris, 2019; Ye & Titheridge, 2019). The key to comprehending the characteristics of mobility and work trips lies in understanding how individuals decide on transportation. Various factors influence mode choice in diverse ways, resulting in numerous factors that classify and affect transportation modes.

In addition, socioeconomic characteristics such as age and education attainment significantly affect wage employment, particularly older individuals experiencing more significant wage gaps. This suggests that wages tend to decrease as domestic employees grow older. Higher education levels are also associated with higher earnings (UN Women, 2022). Similarly, age, income level, and household structure also influence travel mode choice (Duri, 2020; Olsson, 2003).

### **The concept of livelihood**

Work primarily generates income to achieve specific objectives like supporting family or personal satisfaction. However, significant income might not ensure a good quality of life for housekeepers relying heavily on public transportation for their work-related journeys. This leads to the concept of "livelihood in motion," expanding the conventional livelihood framework of five forms of capital (human, social, physical, natural, and financial) (Esson et al., 2016). In this study, "livelihood in motion" refers to a balanced life with 8 hours of work, 8 hours of recreation, and 8 hours of sleep. The quantity and arrangement of working hours and rest periods significantly affect work quality and overall life quality (Golecha, 2021). Working unpredictable schedules and long hours can harm workers' health. Lack of control and pressure at work worsen the situation. The Universal Declaration of Human Rights recognizes the right to rest and leisure, including reasonable working hour limits and paid vacation time (ILO, 2004; ILO, 2011; Tucker & Folkard, 2012).

### **Research Methodology**

The study utilized a mixed methods approach, which combined quantitative data analysis for quick generalization and qualitative interviews for unexpected insights. As there was no sampling frame for this population, data was collected using non-probability sampling techniques to determine the sample most suitable for the study's objectives. The investigation eventually obtained 61 respondents through a combination of purposive sampling and snowball sampling.

The researcher used a questionnaire divided into four sections to collect primary data. Section 1 contained questions that pertained to the work characteristics of "live-out" housekeepers; Section 2 focused on gathering mobility and trip information from participants; Section 3 asked questions about the livelihood of housekeepers, and Section 4 dealt with socioeconomic factors related to work characteristics that could influence transportation modal choice and livelihood. Although this survey consisted of semi-structured interview questions, open-ended questions were converted into quantitative or qualitative responses. The data collection took place in Bangkok from August to September 2023. The researcher

scheduled interviews for participants selected through snowball sampling and approached potential participants through convenience sampling in the evening after their work schedule (after 6 p.m. or 7 p.m. onwards). The researcher also approached them on any day from Monday to Sunday, based on their availability for providing information.

Quantitative data was analyzed using descriptive statistics and cross-tabulations. In contrast, some qualitative data was analyzed using word cloud techniques to summarize and visualize significant findings because this method effectively summarized and highlighted key terms, making it easier for viewers to identify important information.

## Research Findings

This section summarizes the findings to understand how the work, socioeconomic status, and mobility of informal housekeepers in urban areas of Bangkok affect their livelihoods.

### Work characteristics of live-out housekeepers

As shown in Table 1, most offline housekeepers prefer to use only one mode of transportation for a single work trip to minimize their monthly travel expenses and reduce their daily travel time as much as possible. Consequently, most offline housekeepers live in the city to save money on transportation. They may only need to commute once or live closer to their workplace. On the other hand, online housekeepers tend to spend a significant portion of their budget on housing. As a result, they must work in multiple locations and make several trips for work due to financial burden. They mostly live in the suburbs, but since most job opportunities are in urban areas, they must spend the most money on monthly travel expenses and take the most time to travel daily. Hybrid housekeepers, mostly in midtown, must travel to multiple locations for work. Hybrid workers spend more time and money on work-related travel than their offline counterparts.

According to Table 2, most live-out housekeepers (78.69%) find their jobs through traditional methods, such as referrals from friends and relatives or recruitment agencies. Only 11.48% work online, while 9.84% have a hybrid work arrangement. Surprisingly, employers still prefer these conventional job search methods over social media platforms to find workers. The study also found that offline workers typically have a fixed schedule and workplace (59.02%). They usually work full-time from 7 a.m. to 7 p.m. (67.21%) or part-time employees from 6 a.m. to 4 p.m. (13.11%). This means that they are non-freelancers. On the other hand, online (22.95%) and hybrid (18.03%) workers have more flexibility regarding their working hours and location. They have a variety of employment statuses, including full-time freelancers (11.48%) and part-time freelancers (8.20%). As a result, most offline housekeepers tend to earn the lowest monthly income, especially those working part-time and non-freelance positions. This is because many formal workplaces limit housekeepers to one job daily, resulting in fewer job opportunities and lower income. However, online (23.0%) or hybrid (18.0%) housekeepers who work full-time or freelance in homes or condominiums tend to earn the highest monthly income. Their flexible work routine generates more revenue, although they may sacrifice some rest time.

Table 1 compares means and Proportions of monthly income, cost, and travel time on average by work characteristics, home and work locations, and mode and work trips.

		Monthly income (Baht)	Monthly Cost (Baht)			Total Travel Cost	Daily Travel Time
			Housing	Fare	Fuel		
Work characteristics							
Offline	Mean	1,1163.38	2,075.83	691.29	497.08	1,188.37	91.56
	% of Total N	78.7%	78.7%	78.7%	78.7%	78.7%	78.7%
Online	Mean	1,7714.29	3,542.86	1214.29	657.14	1,871.43	132.14
	% of Total N	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%
Hybrid	Mean	1,4000.00	1683.33	966.67	833.33	1,800.00	108.33
	% of Total N	9.8%	9.8%	9.8%	9.8%	9.8%	9.8%
Total	Mean	12,194.13	2,205.57	778.39	548.52	1,326.92	97.87
	% of Total N	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Home and work location							
Midtown, Midtown	Mean	10,017.86	2,430.00	423.21	429.29	852.50	81.25
	% of Total N	45.9%	45.9%	45.9%	45.9%	45.9%	45.9%
Midtown, everywhere	Mean	13,857.14	3,400.00	828.57	471.43	1,300.00	109.29
	% of Total N	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%
Suburbs, Midtown	Mean	12,833.33	1,166.67	1,137.67	920.00	2,057.67	137.08
	% of Total N	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%
Suburbs, Suburbs	Mean	12,667.75	2,200.00	960.00	100.00	1,060.00	59.38
	% of Total N	13.1%	13.1%	13.1%	13.1%	13.1%	13.1%
Suburbs, everywhere	Mean	18,500.00	1,850.00	1,416.67	1,050.00	2,466.67	135.00
	% of Total N	9.8%	9.8%	9.8%	9.8%	9.8%	9.8%
Total	Mean	12,194.13	2,205.57	778.39	548.52	1,326.92	97.87
	% of Total N	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Work trips							
Single Work trip	Mean	11,163.38	2,075.83	691.29	497.08	1,188.37	91.56
	% of Total N	78.7%	78.7%	78.7%	78.7%	78.7%	78.7%
Multiple Work trips	Mean	16,000.00	2,684.62	1,100.00	738.46	1,838.46	121.15
	% of Total N	21.3%	21.3%	21.3%	21.3%	21.3%	21.3%
Total	Mean	12,194.13	2,205.57	778.39	548.52	1,326.92	97.87
	% of Total N	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

### Socioeconomic characteristics of live-out housekeepers

Live-out housekeepers in Bangkok are primarily middle-aged Thai women (40-60 years) who have migrated from rural areas to the city. Domestic work is an essential source of income for these older women; however, their income tends to decrease with age. Many more senior domestic employees have shared their concerns about earning less than their younger counterparts. This suggests that low-income individuals over 60 face more financial difficulties supporting themselves, especially in expensive cities like

Bangkok. Most (78.7%) of these housekeepers do not own a car, but about half own motorcycles that they use for daily commutes. Some own bicycles for shorter distances to their workplaces, given the practicality and affordability of these modes of transportation in Bangkok.

Chart 1 makes it evident that the average housing and travel expenses of all live-out housekeepers are based on their average income. It is clear from the data that live-out housekeepers have to allocate a significant portion of their budget to housing, as compared to transportation expenses like fuel and fares. However, it is essential to keep in mind that these charts do not provide a detailed breakdown of other necessary expenditures, such as groceries, utilities, or discretionary spending. These expenses can have a considerable impact on an individual's financial situation.

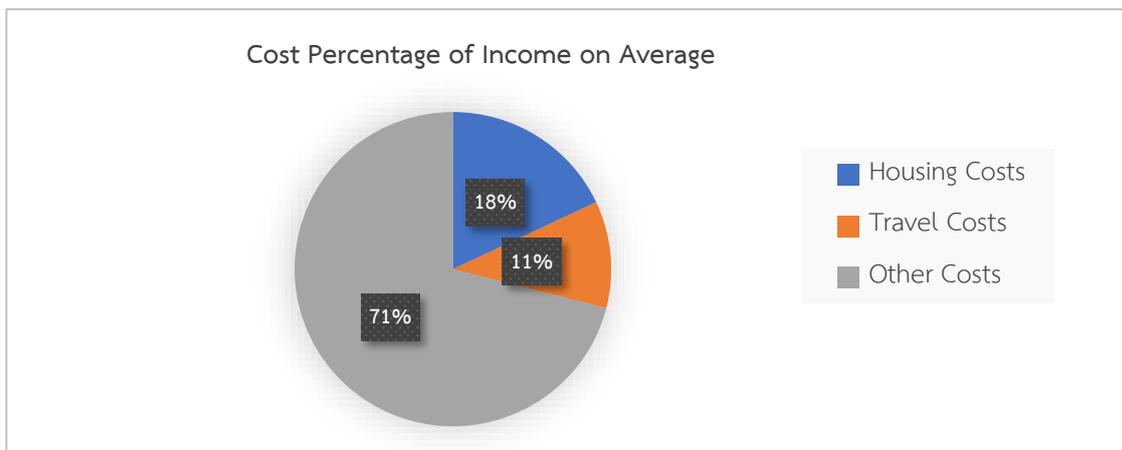


Chart 1 Proportion of Cost on average income of all live-out housekeepers

Source: The Questionnaire Survey from this Study

In addition, Table 1 presents the results of a study that examines the spending habits of live-out housekeepers in different work and home areas. The study shows that housekeepers who live in the suburbs or midtown but work in various locations have higher monthly travel expenses than those who work in a single site. This is because the latter group spends less money and time commuting due to shorter distances from home to the workplace. For instance, housekeepers living and working in Midtown spend the least on monthly travel expenses. On the other hand, housekeepers who live and work in the suburbs have the shortest daily travel time.

The study also highlights that housekeepers living in the suburbs and working in different areas pay the highest monthly travel expenses, including fuel and fare. Conversely, housekeepers who live in the suburbs and work in Midtown have higher fuel costs than those who work elsewhere. This suggests that housekeepers who work in Midtown and reside in the suburbs are likelier to use private transportation than those who work elsewhere. Even considering only fare costs, without fuel expenses, the study indicates that housekeepers who live in Midtown but work in various locations pay the most on monthly fare expenses. This implies that they probably do not prefer private transportation but take the most daily travel time, as they have many daily work trips and use multiple modes.

In conclusion, the study reveals the travel costs and time disparities among housekeepers living and working in different locations. Housekeepers who live in the suburbs and work in various locations tend to have the highest travel expenses and time, whereas those who live and work in the same area spend the most minor travel expenses or time.

#### **Mobility and trip characteristics of live-out housekeepers**

The data reveals that live-out housekeepers use different modes of transportation for their work trips, depending on their needs and circumstances. Most live-out housekeepers use at least two modes of transportation for their work trips, whether single or multiple trips (as shown in Table 2). Figure 1 also confirms that live-out housekeepers use different modes of transportation for their work trips. Those with numerous work trips per day tend to use mixed modes of transportation, including public transit, informal transportation, non-motorized, or private transportation. This can lead to higher travel expenses and more time spent than those who use a single mode of transportation for a single work trip.

Live-out housekeepers using a single mode with multiple work trips tend to rely on their private motorcycles for daily commuting. This is from the highest fuel cost in terms of mode and work trips in Table 1. On the other hand, housekeepers who live close to their workplaces and have single-mode transportation often rely on non-motorized transportation like walking and cycling, which does not incur transportation costs. Public transportation is the least used mode for commuting among live-out housekeepers. This is because their work requires flexibility and speed to reach multiple work destinations on time. Public transportation often fails to meet these requirements despite having a lower fare. Regarding mode choice, safety is not a significant concern among live-out housekeepers, as affordability and convenience are their top priorities. They are often low-income people who want to find job opportunities and save on their travel costs as much as possible.



Figure 1 Word Cloud Analysis on mode choice selection and reasons on work trips of live-out housekeepers

#### **Livelihood in motion of live-out housekeepers**

Table 2 outlines the key factors that affect the livelihoods of live-out housekeepers based on the duration of their rest and recreation. It has been observed that the period of rest and recreation is influenced by travel time and work hours. Longer daily travel times on work trips and longer work hours lead to less time during and after work for relaxation. However, some can manage their time efficiently and complete their work tasks within the specified time frame to gain more break time during work hours.

Most live-out housekeepers get consecutive 1-hour breaks during work following the Labor Act but still work longer than 48 hours. While live-out housekeepers with multiple jobs often have less than 1 hour for breaks, primarily online and hybrid housekeepers, mostly offline workers with only one job daily, as full-time non-freelancers usually take 1-hour breaks because of their routine work with fixed workplaces. Regarding rest time, housekeepers with freelancers tend to have less rest time during their careers, possibly due to busier schedules with at least two jobs per day. This leads to less than 8 hours of rest before sleep. Offline housekeepers generally secure 8 hours of sleep, but the situation differs for online and hybrid workers. These individuals, regardless of their daily wage and working every day with no overtime pay, tend to get less than 8 hours of sleep. Higher-income housekeepers tend to trade off sleep time according to socioeconomic characteristics.

Figures 2 and 3 depict how live-out housekeepers shape their livelihoods by selecting preferred locations and activities for rest and recreation. Full-time non-freelancer workers, who work offline with only one job per day, usually take breaks in private areas such as staff rooms, fire escapes, or pantry rooms. In contrast, online or hybrid workers, who have multiple jobs in many homes or condominiums, often take numerous work trips per day and must use public spaces for their breaks during work. In addition, most live-out housekeepers prefer private areas (their homes) to relax after work. In terms of activities during their breaks, they frequently spend time on social media platforms to interact with the virtual community. After work, they engage more in physical activities such as watching television with their family or getting some sleep.



Figure 2 Word Cloud Analysis on Locations and activities for rest and recreation of live-out housekeepers during work



Figure 3 Word Cloud Analysis on Locations and activities for rest and recreation of live-out housekeepers after work

Table 2 Criteria and livelihood formation of live-out housekeepers by duration for rest and recreation

Livelihood formation  Criteria	Duration for rest and recreation						
	During work			Before Sleep time		Sleep time	
	< 1 hour	1 hour	> 1 hour	< 8 hours	8 hours	< 8 hours	8 hours
Average daily travel time on work trips (Minutes)	126.76	85.27	94.29	100.54	68.00	125.00	79.03
Average number of transport modes on work trips	2.47	2.35	2.00	2.34	2.40	2.20	2.44
Average weekly work hours	58.94	61.43	55.14	60.52	54.40	62.24	58.47
<b>Work Characteristics</b>							
Offline (78.69%)	9.8%	59.0%	9.8%	70.5%	8.2%	24.6%	54.1%
Online (11.48%)	11.5%	0.0%	0.0%	11.5%	0.0%	9.8%	1.6%
Hybrid (9.48%)	6.6%	1.6%	1.6%	9.8%	0.0%	6.6%	3.3%
Total	27.9%	60.7%	11.5%	91.8%	8.2%	41.0%	59.0%
<b>Status in employment</b>							
Full-time, Freelance (14.8%)	11.5%	1.6%	1.6%	14.8%	0.0%	9.8%	1.6%
Full-time, Non-Freelance (63.9%)	8.2%	47.5%	8.2%	57.4%	6.6%	19.7%	44.3%
Part-time, Freelance (6.6%)	6.6%	0.0%	0.0%	6.6%	0.0%	6.6%	0.0%
Part-time, Non-Freelance (14.8%)	1.6%	11.5%	1.6%	13.1%	1.6%	4.9%	9.8%
Total	27.9%	60.7%	11.5%	91.8%	8.2%	41.0%	59.0%
<b>Place of work</b>							
In-home/Condominium (11.5%)	11.5%	0.0%	0.0%	11.5%	0.0%	9.8%	1.6%
In the Workplace (78.7%)	9.8%	59.0%	9.8%	70.5%	8.2%	24.6%	54.1%
Hybrid (9.8%)	6.6%	1.6%	1.6%	9.8%	0.0%	6.6%	3.3%
Total	27.9%	60.7%	11.5%	91.8%	8.2%	41%	59%
<b>Number of daily jobs</b>							
One job	9.8%	55.7%	8.2%	65.6%	8.2%	26.2%	47.5%
Two jobs	11.5%	4.9%	3.3%	19.7%	0.0%	10.0%	9.8%
More than two jobs	6.6%	0.0%	0.0%	6.6%	0.0%	4.9%	1.6%
Total	27.9%	60.7%	11.5%	91.8%	8.2%	41.1%	58.9%

## Conclusions and discussions

The study underscores the live-out housekeepers as a case study of informal workers in Bangkok for a closer exploration and understanding of their work, socioeconomic status, and mobility, affecting their livelihood. Therefore, the analysis can conclude the three key findings as follows.

- Live-out housekeepers often face financial risks due to the traditional job structures and lack of independence. This issue has been highlighted in previous studies such as Hobden and Bonnet (2021), Luebker (2013), and López (2023). Although various employment relationships within households or workplaces offer better pay and more job opportunities; it does not necessarily

guarantee a better quality of life or less vulnerability for housekeepers. It is worth noting that many housekeepers in this field are middle-aged or elderly, which contrasts with the global trend where female labor force participation declines with age.

- Housekeepers have more job opportunities in urban areas, so many choose to live and work there. However, housekeepers who live in the suburbs must spend more time and money commuting because they must travel longer distances. Ratanawaraha and Chalermpong's (2016) research also highlighted that the availability of public transit, job location, and home community location significantly affect the travel behavior of the urban poor.
- How live-out housekeepers form their livelihoods in motion reveals that differences in work and socioeconomic characteristics shape their different mobility patterns and livelihood formation. The study shows that live-out housekeepers use various transportation modes based on their needs related to their work and income. Those with higher incomes and multiple jobs often give up their rest time during work, sometimes taking breaks in public spaces during work trips. In contrast, lower-income people prioritize rest and usually take breaks in private areas during work. In addition, most live-out housekeepers prefer to use private spaces (home) for rest and recreation after work due to long work hours and limited time to spend in other places. These findings are consistent with the research of d'Souza (2010) and the UN Women's Survey (2022), which indicate that live-out domestic workers may still work long hours and have unpredictable schedules based on their employer's demands to earn more. In addition, the time spent traveling to their employer's residence adds to their overall working day—and hybrid workers, which could affect their well-being and work-life balance.

## Recommendations

This research could be a helpful tool for a wide range of entities interested in improving the living and working conditions of informal domestic workers, particularly housekeepers, in urban areas. This could include urban planners and policymakers, labor rights organizations, employers of housekeepers, transportation authorities, housing developers, and the academic community.

### Policy recommendations

- Promoting the creation of proper relaxation spaces during work, ensuring they receive adequate welfare and pension benefits through social insurance.
- Providing affordable housing options closer to their workplaces. This approach reduces both travel costs and time spent commuting, granting housekeepers more time for rest and recreation, which, in turn, enhances their overall quality of life.
- Promotion of non-motorized transportation for work is recommended due to its cost-saving benefits and environmental advantages, particularly people living in the urban areas and commuting short distances from home to the workplace.

## Future research

These findings are based on limited samples, there is a need for further examination of labor regulations, wage standards, and support systems to ensure quality of life.

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