

A Study of Role Accommodation in the Emotional Labour of Childcare Domestic Workers

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Abstract: With the development of society, the role of childcare domestic workers in family services has become increasingly prominent. This study focuses on the issue of role adjustment in the emotional labour of childcare domestic workers, and explores how childcare domestic workers can adjust their roles in emotional labour to better serve their families and their own development by analysing the connotations of their emotional labour, the forms of its expression and the challenges they face. The study found that childcare domestic workers face multiple role conflicts in their emotional labour, and that they should adjust their roles by constantly adjusting their emotional expression, improving their professionalism and establishing good interpersonal relationships, and that society should also give more support and attention to promote the role adjustment and career development of childcare domestic workers in their emotional labour.

Keywords: Childcare Domestic Workers; Emotional Labour; Role Adjustment

1. Introduction

In modern society, with the improvement of people's living standards and changes in family structures, the demand for childcare domestic workers is constantly increasing. Childcare domestic workers not only have to undertake practical tasks such as caring for infants and young children and taking care of household chores, but also need to carry out emotional labour, i.e., to satisfy the emotional needs of the employer's family through emotional input and expression. However, in emotional labour, childcare domestic workers often face multiple role conflicts, and how to adjust their roles has become an important issue for them. Therefore, it is of great theoretical and practical significance to study

the role adjustment in the emotional labour of childcare domestic workers.

2. The Meaning and Expression of Emotional Labour among Childcare Domestic Workers

2.1 Connotation of Emotional labour

Emotional labour is a form of labour in which workers meet the requirements of their work and the needs of others through emotional input and expression. For childcare domestic workers, emotional labour is mainly expressed in the care, patience and sense of responsibility for infants and children, as well as respect, understanding and support for the employer's family.

2.2 Forms of Emotional Labour

2.2.1 Emotional commitment to infants and young children

Childcare domestic workers need to establish close relationships with infants and young children, giving them love, care and a sense of security. This includes taking gentle care of infants and young children in their daily lives, such as feeding, changing nappies and bathing; patiently accompanying infants and young children in their play and study to promote their physical and mental development; as well as providing comfort and support to infants and young children when they are sick or upset.

2.2.2 Emotional Interaction with Employer's Family

Childcare domestic helpers also need to interact emotionally with employer's family to meet their emotional needs. This includes respecting the living habits and values of employers' families and understanding their expectations and requirements for infants and toddlers; communicating actively with employers, giving feedback on infants and toddlers and providing professional parenting

advice; as well as caring for and assisting employers' families when they encounter difficulties or stress.

3. Challenges in the Emotional Labour of Childcare Domestic Workers

3.1 Role Conflict

3.1.1 Role conflict between labourers and emotion providers

As labourers, childcare domestic workers need to complete their work tasks according to contractual agreements and pursue work efficiency and economic benefits. However, as emotional providers, they need to invest a lot of emotion and time to satisfy the emotional needs of the employer's family. This role conflict easily leads to childcare domestic workers feeling tired and confused at work.

3.1.2 Role conflict between 'family-like' and professional people

In emotional labour, childcare domestic workers are often expected to play the role of 'family-like' and build close relationships with their employers' families. However, as professionals, they need to maintain a certain professional distance and abide by professional ethics and norms. This role conflict makes it difficult for childcare domestic workers to balance their emotional commitment with their professional boundaries.

3.1.3 Role conflict between self and others

Childcare domestic workers need to constantly adjust their emotional state in their emotional labour to meet the needs of their employer's family. This may lead them to neglect their own emotional needs and repress their true feelings. In the long run, it is easy to trigger role conflict between self and others, which affects the psychological health of childcare domestic workers.

3.2 Emotional Exhaustion

Emotional labour requires childcare domestic workers to continuously invest in their emotions, which may easily lead to the phenomenon of emotional exhaustion. Emotional exhaustion manifests itself in emotional exhaustion, indifference and helplessness, which affects childcare workers' motivation and service quality. In addition, emotional exhaustion may also lead to mental

health problems, such as anxiety and depression.

Emotional exhaustion manifests itself first and foremost as emotional exhaustion. Childcare domestic workers are constantly depleting their emotional energy as they care for infants and young children and interact emotionally with their employer's family day in and day out. They may feel drained and extremely fatigued by the emotional toll of their work. Whether it is caring gently for infants and toddlers, patiently accompanying them to play and learn, or comforting and supporting infants and toddlers when they are sick or upset, all of these require a great deal of emotional effort on the part of childcare domestic workers. When this effort continues without adequate rest and recovery, emotional exhaustion gradually accumulates.

Emotional exhaustion also manifests itself in apathy. When childcare domestic workers experience prolonged emotional exhaustion, they may become numb to the emotional demands of the job. They may no longer be as passionate about caring for infants and toddlers and interacting with employer families as they were initially. They may be unresponsive or even show indifference to the cries and needs of infants and toddlers. Such indifference will not only affect the growth and development of infants and toddlers, but also make employer families question the service quality of childcare domestic workers.

In addition, emotional exhaustion can bring about a sense of helplessness. Childcare domestic workers may feel powerless in the face of various challenges and pressures at work. They may feel that no matter how hard they try, they are unable to meet the expectations of their employer's family and solve the problems that arise at work. This feeling of helplessness can further aggravate their emotional exhaustion and put them in a vicious cycle.

Emotional exhaustion has a serious impact on the work motivation and service quality of childcare domestic workers. When they feel emotionally exhausted, apathetic and helpless, their motivation to work drops drastically. They may lose enthusiasm for their work and stop taking the initiative to improve their service. This will not only affect the satisfaction of the employer's family, but also hinder the career development of childcare

domestic workers themselves.

In addition, emotional exhaustion may also lead to mental health problems, such as anxiety and depression. Childcare domestic workers who are emotionally exhausted for a long period of time may suffer from emotional instability, insomnia and loss of appetite. They may feel worried and uneasy about their future and develop fear and resistance to work. These mental health problems will not only affect their work and life, but may also cause serious harm to their physical health.

3.3 Low Social Recognition

Childcare domestic work is a new profession with relatively low social recognition. Some people think that childcare domestic work is a low-skill, low-threshold job that lacks professionalism and social status. This social perception tends to make childcare domestic workers feel inferior and lost in their emotional labour, affecting their job satisfaction and sense of professional identity. Childcare domestic work, as an emerging profession, is relatively less recognised in society. This is mainly due to the fact that some people have a wrong perception of childcare domestic work. They believe that childcare domestic work is low-skill, low-threshold work that lacks professionalism and social status.

There are multiple reasons for the formation of this social perception. On the one hand, traditional perceptions of domestic labour and childcare work tend to be viewed as women's natural duties and are not seen as a formal profession. Therefore, when childcare domestic work emerges as an occupation, many people find it difficult to accept and recognise it. On the other hand, some people have a limited understanding of childcare domestic work and only see the superficial aspects of the work, such as caring for babies and young children and taking care of household chores, while ignoring the professional knowledge and skills required. They think that these jobs can be performed with basic life experience and do not require professional training and learning.

This social perception tends to make childcare domestic workers feel inferior and lost in their emotional labour. They may feel that their work is not valued by society and that they are not properly rewarded for their efforts. This

sense of inferiority and loss will affect their job satisfaction and professional identity. When they lack a sense of identity for their work, it will be difficult for them to devote themselves to their work and gain a sense of achievement and satisfaction at work.

In addition, low social recognition will also affect the career development of childcare domestic workers. Due to the low social recognition of this occupation, childcare domestic workers may face a lot of difficulties in terms of career advancement and remuneration packages. They may feel that they have limited room for career development and see no hope for the future. This may also further reduce their work motivation and service quality.

4. Role Adjustment Strategies in the Emotional Labour of Childcare Domestic Workers

4.1 Adjustment of Emotional Expression

4.1.1 Moderate emotional input

Childcare domestic workers should maintain moderate emotional input in their emotional labour and avoid excessive emotional consumption. They can reasonably allocate their emotional resources according to the requirements of their work and their own situation, and pay attention to their own emotional needs while meeting the emotional needs of their employer's family.

4.1.2 Emotional isolation

In the face of some emotionally stressful situations, childcare domestic workers can adopt the strategy of emotional isolation to appropriately separate their emotions from the work situation in order to maintain rationality and objectivity. This helps them to better cope with the challenges at work and avoid emotional exhaustion.

4.2 Enhancing Professionalism

4.2.1. Learning childcare knowledge and skills

Childcare domestic workers can continue to learn childcare knowledge and skills and improve their professionalism by attending training and reading professional books. This will not only help them perform their work better, but also enhance their professional self-confidence and sense of identity.

4.2.2 Cultivate communication skills and interpersonal relationship management skills

Good communication skills and interpersonal relationship management skills are an important guarantee for childcare domestic workers to make role adjustment in emotional labour. They can enhance communication and interaction with employers' families and build good interpersonal relationships by learning communication skills and improving emotional intelligence.

4.3 Establishment of Support Networks

4.3.1. Peer exchange and mutual support

Childcare domestic workers can establish contact with their peers for exchange and mutual support. By sharing their work experience, emotional confusion and coping strategies, they can gain emotional support and inspiration to improve their coping skills.

4.3.2. Seek social support

Society should give more attention and support to childcare domestic workers, such as improving their occupational status, working conditions and psychological counselling. This will help childcare domestic workers to better adjust their roles in emotional labour and achieve their own development.

5. Conclusion

Childcare domestic workers face challenges such as multiple role conflicts, emotional depletion and low social recognition in their emotional labour. In order to better serve their families and achieve their own development, childcare domestic workers need to adapt their roles by adjusting their emotional expression, improving their professionalism and establishing support networks. At the same time, society should also give more support and attention to childcare domestic workers, improve their professional status and social recognition, and create a good environment for their emotional labour and role adjustment. Future research can further explore the role adjustment mechanism in the emotional labour of childcare domestic workers and provide more targeted suggestions and countermeasures to promote the career development of childcare domestic workers.

Childcare domestic workers play a crucial role in modern society, and their emotional labour contributes to the stability of families and the development of infants and children. However, the current challenges they face cannot be ignored. Only through the concerted efforts of

many parties can the working conditions of childcare domestic workers be improved and the healthy development of this profession be promoted.

As for the childcare domestic workers themselves, in addition to adjusting their emotional expression, improving their professionalism and establishing a support network, they should also continue to enhance their self-awareness and self-management abilities. It is important to recognize their value and significance in emotional labour and establish a positive professional mindset. In the face of role conflict and emotional exhaustion, learn to self-regulate emotions and adopt effective coping strategies, such as relieving stress through leisure activities and psychological counselling. At the same time, they should proactively communicate and negotiate with their employers to clarify their work boundaries and expectations, so as to avoid conflicts arising from ambiguous role positioning.

From the social level, government departments should strengthen the regulation and management of the childcare domestic helper industry. Formulate sound industry standards and occupational norms, and strengthen the supervision of childcare domestic helper organisations to ensure service quality and workers' rights and interests. Increase investment in the training of childcare domestic workers, establish a sound training system and improve the overall quality of practitioners. At the same time, through publicity and education and other means, social prejudice against childcare domestic work should be changed and social acceptance increased. Social organisations and the media should also play an active role in paying attention to the survival of childcare domestic workers, publicising their contributions and values, and creating a social atmosphere of respect and support for childcare domestic workers.

For future research directions, in addition to in-depth exploration of the role adjustment mechanism, research can also be conducted from an interdisciplinary perspective. Combining the theories and methods of multiple disciplines such as psychology, sociology and management, the characteristics and influencing factors of emotional labour of childcare domestic workers can be

comprehensively analysed. Empirical studies can be conducted to gain a deeper understanding of the real needs and expectations of childcare domestic workers, so as to provide a basis for the formulation of more scientific and reasonable policies and measures. In addition, research can be conducted on the emotional labour and role adjustment of childcare domestic workers in different regions and cultures, so as to promote the exchange of experience and learning.

In conclusion, the issue of emotional labour and role adjustment of childcare domestic workers is a complex and important topic that requires the joint attention and efforts of all sectors of society. Only through multi-party co-operation can we create a better working environment for childcare domestic workers, promote the sustainable development of this profession, and make greater contributions to the harmony and stability of families and society.

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