

# **A DUAL PROCESS MODEL APPROACH TO LABOUR AUTHORITY ATTITUDES TOWARDS HOMEWORKERS IN THE ZIMBABWEAN INFORMAL ECONOMY: ATTITUDE SCALING AND QUESTIONNAIRE FORMATION**

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## **Abstract**

*Research on the visibility and recognition of homeworkers has largely been done from the perspective of the workers themselves to gauge and document their experiences. Not nearly enough has been done to evaluate the current perspectives of the officials vested with the power to regulate, inspect and enforce decent work characteristics to their work. A lack of research has been identified in the development and use of a measurement scale of the attitudes labour officials may have towards homeworkers. The purpose of this research is to adapt a scale with which the attitudes of labour officials in Zimbabwe towards homeworkers may be measured. The Thurstone Method of Equal Appearing Intervals technique was used to methodically select attitude statements. A total of 36 candidate statements were generated. After analysis, this pool was narrowed down to 20 statements that were used in the final questionnaire. Findings show that these 20 statements were of least variability among judges and the scale's all item consistency was satisfactory. A reliability test was conducted to determine the acceptability of this measurement tool for future research implementation. It shows that the scale was reliable and acceptable with a Cronbach  $\alpha$  value of .745.*

*Keywords: Attitudes, Homeworkers, Scaling, Thurstone, Measurement, Decent Work*

## INTRODUCTION

There has been a shift in the demand for the types of labour resources conducive to profit-making and gaining a competitive edge. Companies and production units in various industries of the global value chain are searching for flexible employment arrangements that reduce costs (Chen, 2004). As a result, labour markets are experiencing an unprecedented increase in the use of home based labour in informal economies. It is an occupation that exploits cheap labour and employs unskilled workers who are unaware of their rights as workers. Women and children in this category are amongst the most exploited and disadvantaged workers engaged in a new form of subcontracted labour for production (Delaney, 2004). Homeworkers have been treated as an anomaly in both informal economy enumerations and labour regulation as most jurisdictions only recognize two categories of workers: employees and the self-employed. Consequently, homeworkers frequently fall outside the ambit of legal protection, income and social security, often not considered as 'workers' at all (ILO,2002). Confined to the invisible folds within the informal economy, the activities of homeworkers are subject to labour authority attitudes and misconceptions that exclude and deprive them of basic rights under 'employee' status in both policy and enforcement. The cumulative result is a degree of vulnerability that is unparalleled to that of most other workers (Dey, 2015). The scant attention devoted to the relationship between attitudes of labour authorities and homeworker recognition threatens to undermine the development of decent work for homeworkers.

Myers (2010, p.124) defines an attitude as a favourable or unfavourable evaluative reaction toward something or someone exhibited in ones beliefs, feelings or intended behavior. It is a social orientation and/or an underlying inclination to respond to something either favorably or unfavorably. There are two types of attitudes; explicit and implicit. Implicit attitudes are defined as evaluations that have an unknown origin; that is, people are unaware of the basis of their evaluation (Petty et al., 2012). These attitudes are activated automatically and influence implicit responses; namely, uncontrollable responses and ones that people do not view as an expression of their attitude and thus do not attempt to control (Greenwald & Banaji, 1995, p. 7). Explicit attitudes, on the other hand, are a person's conscious views toward people, objects, or concepts. When a person is aware of the feelings he or she holds in a certain context (Grinnell, 2009).

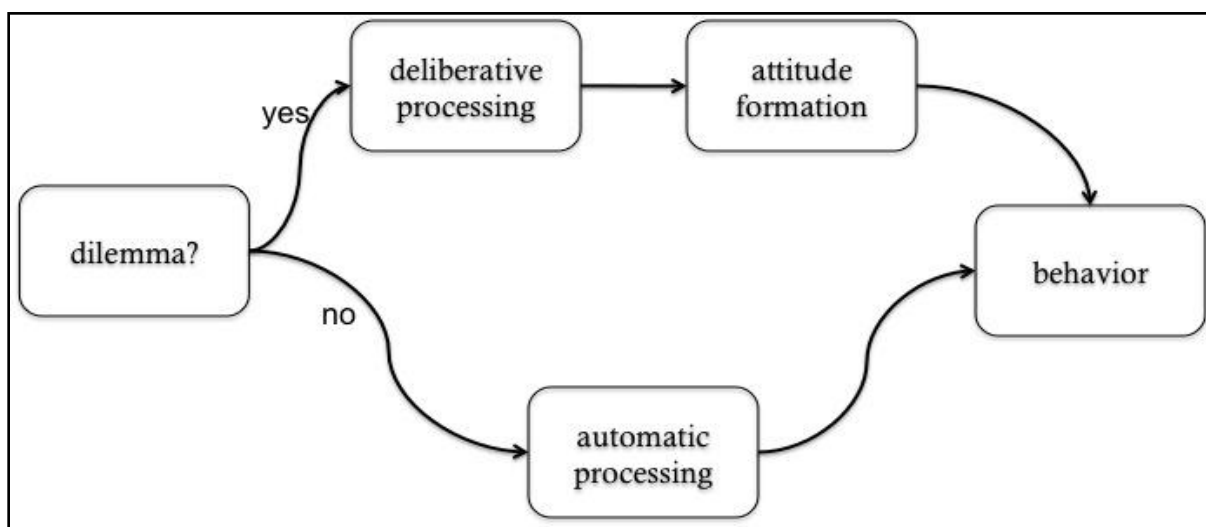
The Dual process model is concerned with cases in which both explicit and implicit attitudes coexist in the evaluation of a single object/subject (Gawronski & Creighton, 2013). In this case the model is used to determine labour authorities' explicit and implicit attitudes in their evaluations of homeworkers. This illustrates the interplay between instinct and active memory (Mitchell, Banaji & Nosek, 1998). The behavior exhibited in this research; that is the recognition

of homeworkers and subsequent treatment as employees is directly dependent on the source of the attitudes and perceptions of the labour authorities. These attitudes may be found to be either implicit, explicit or a combination of both. According to dual process model of attitudes, either explicit tests or implicit tests can be used to measure attitudes. Explicit tests assess attitudes-which are evaluations of individuals, objects, events, or issues-using direct, transparent questions. Participants might be asked "To what extent do you regard affirmative action as favourable" or "Do you perceive yourself as successful and worthy" (Grum & von Collani, 2007).

Implicit tests are intended to indirectly assess the attitudes of individuals. The participant is not usually aware that their attitudes have been measured and therefore can be considered a type of control measure. Both explicit and implicit attitudes can shape behavior. Implicit attitudes, however, are more likely to affect behavior when demands are steep and individuals feel stressed or distracted (De Dreu, 2003).

The perceived validity of automatic or intuitive evaluations is the key feature of a recent theory, called the Associative-Propositional Evaluation Model (Gawronski & Bodenhausen, 2006). According to this model, individuals initially form automatic, rapid, and intuitive evaluations towards objects or events. Measures of implicit attitudes tend to reflect these automatic reactions. In addition, these reactions, if deemed to be a valid basis to judge objects or events, are primarily determinant of explicit attitudes as well. However, if deemed to be an invalid basis to judge objects or events, these reactions are suppressed, and more deliberate, controlled processes inform explicit attitudes.

Figure 1. Associative-Propositional Evaluation Model



Source: Gawronski & Bodenhausen (2006, p.63)

In general, research indicates that explicit attitudes influence behavior primarily when individuals apply deliberate, considered, and rational processes to select their course of action. In contrast, implicit attitudes influence behavior primarily when individuals select behaviors more intuitively, instinctively, effortlessly, and spontaneously (Gawronski & Creighton, 2013). Fazio and Towles-Schwen (1999) argue that attitudes can be accessed spontaneously or deliberately. Spontaneous attitudes refer to the immediate evaluations of an object or issue. Deliberate attitudes, in contrast, are formed after individuals consider the benefits and drawbacks of some object or issue more systematically and consciously. Implicit measures are assumed primarily to gauge spontaneous attitudes, whereas explicit measures are assumed largely to gauge more deliberate attitudes (Fazio & Olson, 2003).

The MODE model, as propounded by Fazio (1990), Fazio and Towles-Schwen (1999), Schuette and Fazio (1995), offers an excellent account of this pattern of observations. According to this model, an attitude represents the extent to which individuals learn to associate some object or issue. Such as evaluating ethnicity positively or negatively. These attitudes, then, bias the perceptions and appraisals of the objects or issues. If individuals form a positive attitude towards a person, they may interpret the behaviors of this person favorably in the future. If they form a negative attitude towards an ethnic group, they may judge the actions of this community unfavorably. These judgments then affect the behavior of individuals (Petty et al., 2012). This logic is applied in the assessment of labour authority officials' evaluations of homeworkers.

In as much as decent work for all is propagated, the initiatives and policies for this agenda are generated and implemented by a coalition of labour authority figures. The right frame of mind and attitudes are required of these officials to be in alignment with the goals of this intervention for the plight of homeworkers. There is a dearth of research on the effects these attitudes could have on the recognition of homeworkers. Research on the visibility and recognition of homeworkers has largely been done from the perspective of the workers themselves to gauge and document their experiences. Not nearly enough has been done to evaluate the current perspectives of the officials vested with the power to regulate, inspect and enforce decent work characteristics to their work.

Attitude formation amongst labour authorities is assumed to directly impact the recognition of homeworkers as employees. There is a significant relationship between the attitudes of labour authorities and the employment status of homeworkers. The perception is that the informal work done by homeworkers borders them on the illegal edge. They are therefore given 'anomaly' status as opposed to employee status. This pushes homeworkers further into the shadows such that they cannot be regulated and leads to exploitation (Ascoli,

2004, p. 13). The change in attitudes plus awareness raising amongst labour authorities could assist in providing better treatment of homeworkers in the informal economy- which may lead to positive strides towards formalization and/or recognition of the rights and plight of homeworkers (given employee status). Due to the fact that they are treated as abnormalities, the likelihood of homeworkers reporting unjust treatment by employers and contractors and/or claiming their social security benefits is diminished. The attitudes may hinder the motivation and the avenues to create associations or unions, get documentation, successful mapping of homeworkers (Ascoly, 2004, p. 17).

The definition of an employee to imply employee status as a direct formation of formality informs the attitude and perceptions of what an employee is and represents. The very existence of homeworkers- people engaged in work of 'employment nature' albeit without legal status as employees suggests a deviance from the norm (Carr & Chen, 2001). Labour authorities have, therefore, categorized employment and what they recognize as workers with employee status to exclude homeworkers. Work conducted from the home is by nature outside the parameters of a typical work environment (Delaney, 2004). Labour authorities are inclined to associate homework with illegality or exclusion from employee status and will thus behave according to this attitude.

Experiences of cognitive dissonance through informational inconsistency will undoubtedly shape perceptions and ultimately the behavior or intentions of behavior directed towards homeworkers by labour authority figures (Myers, 2010). That is, labour authorities believe in the demarcation between employee vs. other, informality vs. formality yet they are presented with homeworkers who may sometimes fall in between the two extremes. The predicament therefore lies in the behavior of labour authorities as a result of these attitudes towards homeworkers. In the event that these behaviours are negative, the reaction by homeworkers is likely to be to avoid labour authorities, which in turn reduces the probability of gaining recognition (they have no institutional recourse to union/association formation, dispute resolution/grievance procedure) (Ascoly, 2004, p. 17).

It is imperative that the attitudes and perceptions of officials in Zimbabwe are deciphered so as to avoid and/or surpass the barriers to decent work. A lack of research has been identified in the development and use of a measurement scale of the attitudes labour officials may have towards homeworkers. The purpose of this research is to adapt a scale with which the attitudes of labour officials in Zimbabwe towards homeworkers may be measured. This scale may be further used or improved upon by future researchers on this topic to bridge the identified gap in literature.

## METHODOLOGY

For the purposes of this research, the term scale is limited to the instrument constructed to obtain quantitative data on the variable 'labour authority attitudes on homeworkers' for which an appropriate standardized instrument is unavailable (Dawis, 1987). Due to the fact that the scale for this variable had to be constructed through adaptation from a similar scale, albeit in the medical field measuring medical students' attitudes and beliefs regarding obese patients (Marshall et al., 2013), it is largely dependent on structured respondents' responses, that is, responses limited to a set number of choices. In a six month research period, data was collected and a questionnaire designed in this pilot research for the purpose of creating a measuring instrument to be implemented in the author's PhD dissertation. This section, therefore, focuses on the construction of a questionnaire with a structured scale of rating, the process of which is divided into design and evaluation.

### Variables

This research intends to measure the attitudes of labour authorities towards homeworkers as expressed by the acceptance or rejection of a set of opinions. This research does not imply that the behavior of labour authorities will necessarily be in accordance with the sentiments with which he/she will endorse or agree. This is an important delineation in this research, that is, the attitudes expressed do not necessarily predict the respondents' behavior. In many cases, the respondents' behavior and expressed attitudes may be consistent: However this extends beyond the scope of this research as the objective is not to predict overt conduct but to simply determine the attitudes of the respondents. Therefore the assumption is that the attitude scale used in this research was only a case in which the respondents were reasonably expected to reveal their true convictions and opinions. The first restriction to this problem is the specification of a variable to which measurement should be limited (Thurstone, 1949).

To generate a measuring tool for the attitudes that labour officials in Zimbabwe may have towards homeworkers, the Thurstone Scaling Method of Equal-Appearing Intervals was utilized. The development of this questionnaire was adapted from Trochim's (2006) guidelines on developing an AIDS Attitude Scale, as well as from a research study measuring medical students' attitudes and beliefs regarding obese patients (Marshall et al., 2013). This section details how the scale values for the items to be included in the final version of the questionnaire were constructed (Trochim, 2006). To begin with, a focus for the scaling project was developed which, simply stated, was '*To generate statements that describe specific attitudes that labour authorities (NGOs, trade unions, ministry of labour, labour inspectors etc.) might have towards*

*informal homeworkers.*' This command is used to provide a concise idea of what the scale intends to measure, that is, the variable in question.

The technical language included in this command was explained in order to eliminate ambiguity (Trochim, 2006). Firstly, labour authorities were described as individuals that are employed in the field of labour and employment relations that hold influential positions with decision making power. Using this definition for the purposes of this research, labour authorities would incorporate, for example trade union leaders, members of the ministry of labour, as well as labour inspectors in Zimbabwe to name a few. Secondly, homeworkers were described as those who work for an employer, intermediary or subcontractor for a piece rate, who are not responsible for designing or marketing a product, but simply contribute their labour for remuneration outside the purview of a formal employment relationship. This results in a product or service as specified by the employer, irrespective of who provides the equipment, materials or other inputs used, unless this person has the degree of autonomy and of economic independence necessary to be considered an independent worker under national laws, regulations or court decisions. They conduct this work in his or her home or in other premises of his or her choice, other than the workplace of the employer (ILO, 1996). Essentially, homeworkers constitute the concept, or otherwise known, as the attitude object of the research.

## **Design**

The design of the instrument firstly included a review of the Thurstone scaling theory, logical articulation of the variable to be measured and an overview of examples detailing the manner in which such a variable may be measured. Defining the variable is grounded on the larger theory impelling this research and specific details rely on a number of considerations, such as how best to represent the variable, who the research participants will be, the context and conditions under which the measuring instrument is to be administered, and the research design, in particular the analyses planned; all discussed in this section. In summary, the theory of the scale provides directions as to scale content (items to be written and included in the scale) as well as scale format (the type of scale to construct) (Dawis, 1987).

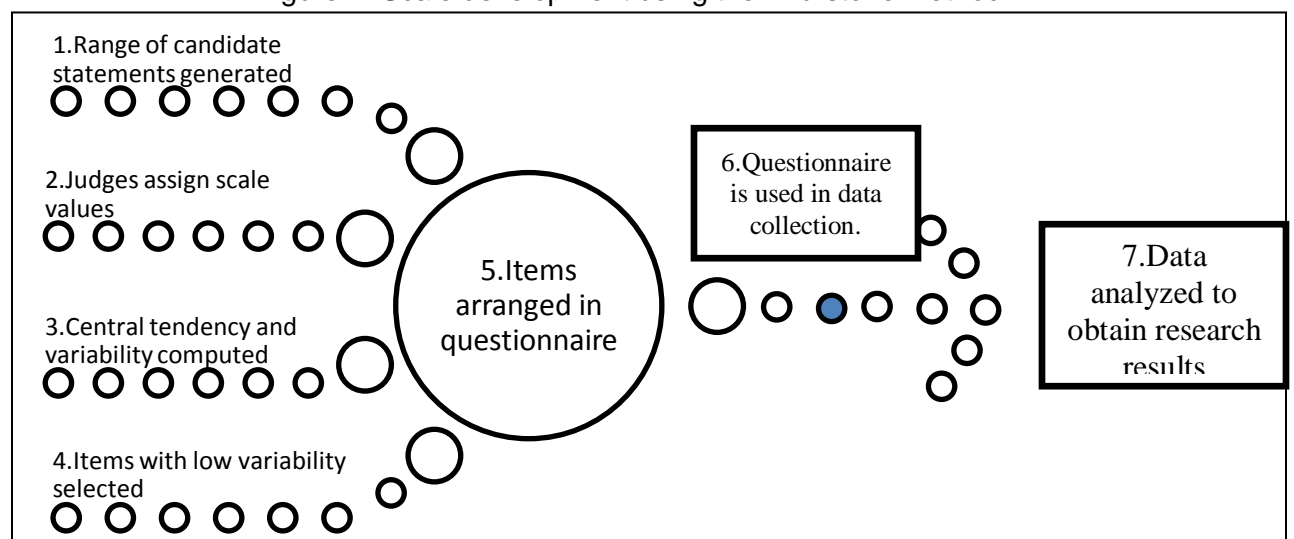
There is yet to be an approach developed to gather information on the attitudes of labour authorities towards homeworkers except informal direct questioning. Two most likely concerns of direct questioning are, firstly, obtaining responses from respondents that are stereotypical, socially acceptable and infrequently express negative attitudes and secondly the inability to obtain unbiased quantitative scores that reflect the levels of positivity of attitudes of each respondent, using direct questioning. To overcome such limitations, a widely used psychological scaling technique has been adapted to the measurement of labour authority

attitudes towards homeworkers in Zimbabwe, that is, the Thurstone Method of Equal Appearing Intervals. This stimulus centered scale has been used successfully to measure phenomena such as religion, race, satisfaction, consumer behavior, and more relevant to the present research; attitudes and opinions (Hulka, Zyzanski, Cassel, Thompson, 1970).

According to Dawis (1987), Thurstone's (1928) earliest and most influential insight was that questionnaires could be constructed as scales by the application of the methods of psychophysics. Consequently, the Thurstone method proceeds as follows:

1. A large number of statements are written about the construct representing its range.
2. A number of judges (20 to 30) are asked to assign an appropriate scale value (scale point on the numerical scale) to each item in a dimension. An 11-point scale is typically used.
3. The central tendency and variability of scale values assigned are computed for each item.
4. On the basis of their average scale values, two or three items with the lowest variabilities are selected to represent each scale point. Thurstone scales typically have 22 items.
5. After the items have been selected, they are arranged in random fashion in a questionnaire.
6. Questionnaire is used in data collection. Respondents are instructed in the case of an attitude scale, to identify those items that they endorse (Option of 'Agree' or 'Disagree').
7. Data analyzed to obtain research results. The scale score is calculated as the average of the scale values of the endorsed items.

Figure 2. Scale development using the Thurstone Method



This step by step guideline will be used to detail the adaptation of the scale for this research. The dimensions used as mentioned in step 2 are detailed below to illustrate how scale items were compartmentalized for this research.



## Scale Content

A useful preliminary step to developing scale content is to generate a wide range of candidate statements about the variable in question. Due to the lack of scale measurements in this particular topic from which a questionnaire may be adapted for this research, a large set of statements (36) were composed after a literature review on homeworkers and homeworking on a global scale. The final scale items for the questionnaire were to be selected from this pool after a descriptive statistical analysis. The statements were structured similarly, such that one may simply be able to select favourability or unfavourability. None of the scale items were structured in the form of questions. A list of these 36 statements is included in Appendix 1, from which 20 were selected to form the questionnaire to be implemented. These statements were to be rated by a randomly selected set of participants to act as judges. These ratings were to be later used as data for statistical analysis to narrow down the statement pool to a final selection of questionnaire items (Trochim, 2006).

## Scale Format

In order to rate the potential statements, participants to act as judges were randomly selected from a wide ranging pool of occupations and countries of residence. For example, some of the participants were employees of the International Labour Organisation in Indonesia and Switzerland, trade union members in South Africa, employees of NGOs in Norway, Labour Lawyers in Zimbabwe and Bank employees in South Africa, employees of an international company in information technology in Slovakia, lecturers, Doctoral and Masters students in Northern Cyprus. A total of 30 judges participated in this exercise, 13 of which were male and 17 were female. Participants remained anonymous.

Table 1. Participant Description

Type of Organization/Occupation	Number of Participants	Gender
International Labour Organisation	3	F
NGO	2	M
Labour Lawyers	3	M
Banks	1	F
IT Company	1	F
Trade Unions	4	M
Doctoral Students	2, 3	M, F
Masters Students	2, 6	M, F
Lecturers	3	F
Total	30	13 M, 17 F

The list of statements to be rated were distributed via email, as well as in person. An initial 11 point scale was to be used to rate the candidate statements on their degree of favourability. However, upon further reconstruction of the measurement format to allow for simplicity and easier administration, a Likert-type scale ranging between 1 and 5 was used to establish the extent to which statements indicated a favourable attitude towards homeworkers. The favourability of each statement was measured such that 1 = “extremely unfavourable attitude towards people that are homeworkers,” 2= “somewhat unfavourable attitude towards people that are homeworkers,” 3= “neutral,” 4= “somewhat favourable attitude towards people that are homeworkers” and 5 = “extremely favourable attitude towards people that are homeworkers.” The participant judges were requested to refrain from giving their own attitudes towards homeworkers, that is, whether or not they would agree with the statements. See Appendix 1. This stage requiring judges was a pretest process to allow the researcher to determine the difficulties respondents may have in understanding the questionnaire, or the existence of ambiguous and biased statements to be eliminated or revised. The group was selected on a convenience basis, were of a smaller size though of similar makeup to the intended sample population and useful in averting the administration of an inappropriate questionnaire to a large number of people (Zikmund, 2000).

## Analysis

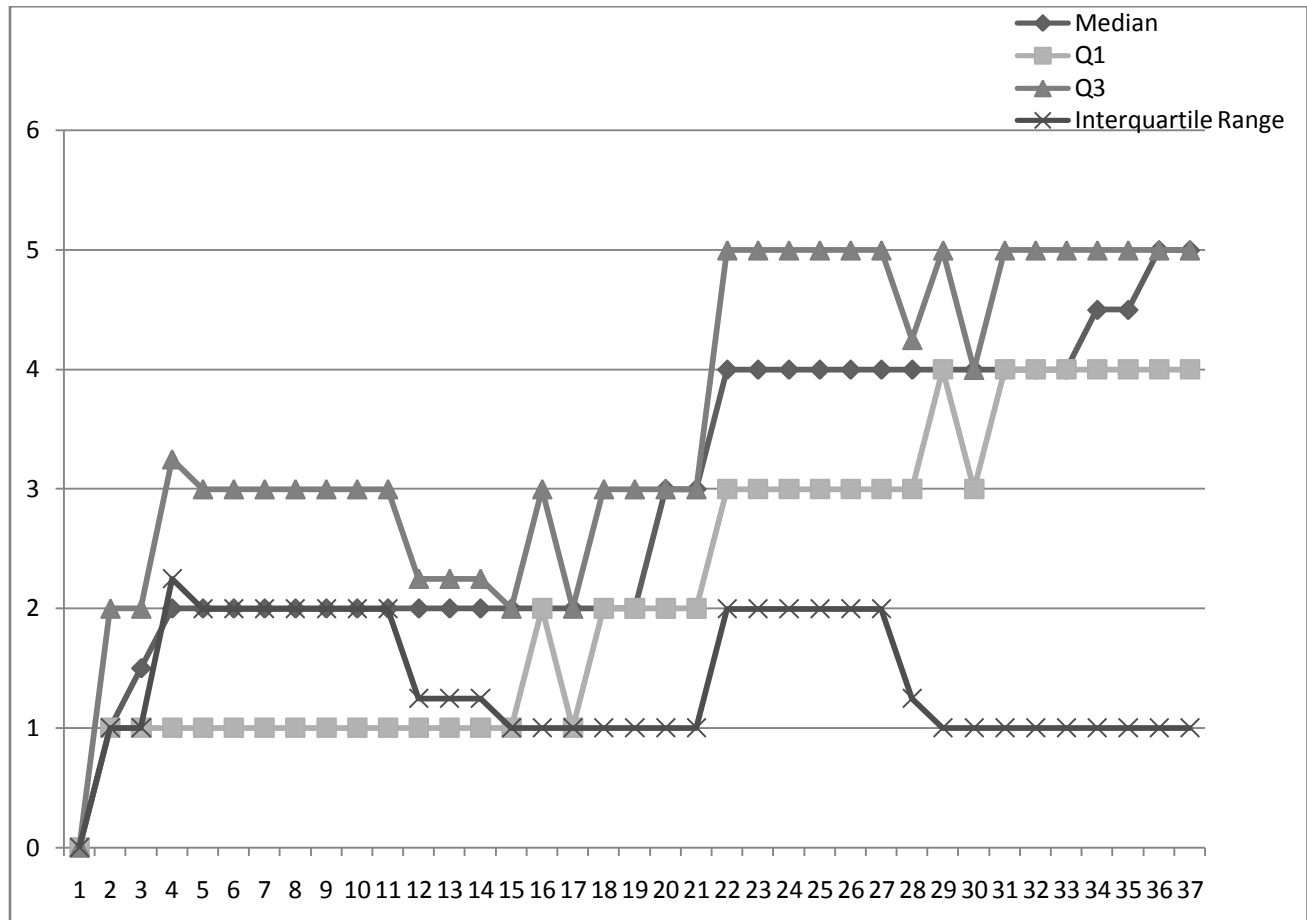
The rating data was analyzed using SPSS version 20 and Excel 2010. A descriptive analysis was conducted to determine the medians and interquartile range of each statement. The appropriate percentiles were used to calculate the interquartile range; such that Q1= 25<sup>th</sup> percentile, Q3= 75<sup>th</sup> percentile, while the median is the 50<sup>th</sup> percentile. These figures were computed in an excel spreadsheet. The interquartile values were found after computing the formula =Q3-Q1.

To facilitate the selection of the final items and their corresponding values for the scale, a table was created to sort the statements in ascending order by median and descending order by interquartile range. The final score of each item is the median of the judges' individual score. The items for the scale may then be selected based on two criteria; first, the entire five-point range must be included and secondly, the items selected should have a minimal variation between judges (Trochim, 2006).

Table 2. Medians, Percentiles and Interquartile Range

Question	Median	Q1	Q3	Interquartile Range
6	1	1	2	1
1	1.5	1	2	1
33	2	1	3.25	2.25
2	2	1	3	2
7	2	1	3	2
12	2	1	3	2
13	2	1	3	2
14	2	1	3	2
15	2	1	3	2
30	2	1	3	2
20	2	1	2.25	1.25
28	2	1	2.25	1.25
29	2	1	2.25	1.25
9	2	1	2	1
11	2	2	3	1
16	2	1	2	1
31	2	2	3	1
36	2	2	3	1
32	3	2	3	1
35	3	2	3	1
10	4	3	5	2
17	4	3	5	2
19	4	3	5	2
22	4	3	5	2
8	4	3	5	2
23	4	3	5	2
26	4	3	4.25	1.25
27	4	4	5	1
25	4	3	4	1
21	4	4	5	1
4	4	4	5	1
34	4	4	5	1
5	4.5	4	5	1
24	4.5	4	5	1
18	5	4	5	1
3	5	4	5	1

Figure 3. Graphic Representation of Medians and Interquartile Ranges



## EMPIRICAL RESULTS

The selection of items for the scale was based on two criteria. First, the entire five-point range was included and secondly, the items selected had minimal variations between judges (Trochim, 2006). A list of statements that were at equal intervals across the range of medians 1-5 was identified. At least one statement for each of the median values was chosen. The items with the smallest interquartile range within each median value; that is, the statements with the least amount of variability across judges were extracted to constitute the final questionnaire (Trochim, 2006).

It is important to note that although the candidate statements of least variability were used, caution was taken to select statements that seemed the most appropriate and sensible amongst these candidates. The following set of items is to be included in the final questionnaire (1 to 20):

*Scale Items and Corresponding Scale Values (Total Scale Items: 20)*

1. Homeworkers are clandestine workers, therefore homeworking should be abolished (1)
2. I am aware of the situation and problems of homeworkers and would participate in defending their interests (4)
3. People become homeworkers because they are lazy (1.5)
4. It is important to improve the working conditions of homeworkers (5)
5. Even though unions do not in principle support homework, I recognise that many people are dependent on an income from homework (4.5)
6. Very few people are homeworkers, therefore, it is unlikely that I will encounter any (2)
7. Homeworkers are valid employees whose welfare should be the concern of trade unions (4)
8. There is no need for government and local authorities to take any action with regard to homework as it is not a growing occupational phenomenon (2)
9. Homeworkers should be treated just like any other employee (5)
10. Homeworkers do not contribute much to the national economy, instead, they are bad for the economy (2)
11. I would encourage establishing contact with homeworkers since they are highly precarious and invisible (4)
12. The hiring of homeworkers as cheap labour leads to growing pressure on proper employees in enterprises to accept less than ideal employment agreements (2)
13. Increasing the staffing levels of authorities responsible for homeworkers would be a valuable means of effectively protecting homeworkers (4)
14. Homeworking is suitable for women to earn a supplementary income to that of their spouses (2)
15. I have respect for economically active people, whether or not they are formally or informally employed (4.5)
16. Homeworkers deserve our understanding, but not necessarily special treatment (2)
17. There is a lack of commitment in adequately confronting/preventing the existence and growth of homeworking (2)
18. It would be difficult for trade unions to tackle the problems of homeworkers because their interests are similar to those of small businesses (3)
19. I would participate in developing data on homeworkers (4)
20. I am aware of the complex strategies that are needed to empower homeworkers and I would share this knowledge with unions and policy makers (4)

The values entered in the parentheses after each statement represent the items' scale values. These scores are for the researcher's analysis when comparing respondents' selections against scale values: The scores shown in Table 3 will not be visible to the respondents in the final questionnaire administered. High values represent statements of favourable attitudes that labour officials may have towards homeworkers. Low values indicate least favourable attitudes towards homeworkers. The order of items has been randomly scrambled with respect to scale values such that a bias towards either favourability or unfavourability is eliminated (Trochim, 2006). Out of the twenty items selected from the initial thirty-six, nine statements represent least favourable attitudes between 1 and 2; one item expresses neutrality with a value of 3, while the remaining ten items express favourable attitudes between 4 and 5. Table 3 indicates, for example, that the statement "Homeworkers are clandestine workers, therefore homeworking should be abolished" has a scale value of 1 and would therefore be classified as a statement that represents least favourable attitudes between scale values 1 and 2. Similarly, the statement "I have respect for economically active people, whether or not they are formally or informally employed" has a scale value of 4.5 and hence would represent favourable attitudes between scale values 4 and 5.

The items selected are representative of each category identified for the judges as can be seen in Appendix 1: That is, disdain for homeworkers, propensity towards helpful behavior and effectiveness of officials. These categories would be insightful in measuring recognition of homeworkers, attitudes of labour authorities and knowledge of homeworking. These scale scores obtained and averaged are, therefore, the yardstick for measuring attitudes that labour officials have towards homeworkers.

In the final questionnaire, participants are requested to select whether they either agree or disagree with each item through an interview and/or paper based response system. Only the statements that the target sample will agree with will be averaged. The respondents' scores are then to be measured against the 1-5 range of favourability to determine the attitude value of each respondent. For example, if the respondent's average score for agreed statements is 4, then using the favourability range of 1-5, that would mean the respondent has a "somewhat favourable attitude towards people that are homeworkers" (Trochim, 2006). See Appendix 2 for the final questionnaire.

An all item reliability test was conducted to show that in its entirety, the scale was reliable for this research. The Cronbach alpha value for reliability was .745 illustrating acceptability for use in this research.

## CONCLUSION

The purpose of this research was to adapt a scale with which to measure the attitudes that labour officials in Zimbabwe may have towards homeworkers. The questionnaire created was intended to be implemented in the author's PhD research. The lack of scales in this topic area propagated the adaptation of a pilot scale. The practical implementation of this measurement technique incorporated the distribution of a questionnaire with a final list of 20 opinions to a group of labour authorities in Zimbabwe. This group was requested to select those statements with which they agree. The essential characteristic of this approach is to determine equal intervals within these graduated statements such that noticeable shifts in attitudes are represented. This shift in attitudes was found in the results of the larger research conducted with labour authorities in Zimbabwe. An assessment of the scale's overall reliability revealed a Cronbach alpha value of .745 and therefore representative of an acceptable scale of measurement. A limitation of this study is the minimal generalizability of the scale and attitude statements due to the small sample size used in the pilot research. Researchers are encouraged to improve on this questionnaire and/or derive inspiration for larger scales in this topic area to bridge the gap in literature.

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## APPENDICES

### **Appendix 1: Questionnaire Formation based on the Thurstone Scaling Method-Sent to Judges.**

**Focus:** To generate statements that describe specific attitudes that labour authorities (trade unions, ministry of labour, labour inspectors) might have towards informal homeworkers

**Concept:** Homeworkers are those who work for an employer, intermediary or subcontractor for a piece rate, who are not responsible for designing or marketing a product, but simply contribute their labour for remuneration outside the purview of a formal employment relationship. This results in a product or service as specified by the employer, irrespective of who provides the equipment, materials or other inputs used, unless this person has the degree of autonomy and of economic independence necessary to be



considered an independent worker under national laws, regulations or court decisions. They conduct this work in his or her home or in other premises of his or her choice, other than the workplace of the employer (ILO, 1996).

**Requirement:** Rate each statement on a 1-to 5 scale in terms of how much each statement indicates a **favourable** attitude towards people that are homeworkers, where 1 = "extremely unfavourable attitude towards people that are homeworkers" and 5 = "extremely favourable attitude towards people that are homeworkers."

*Example:* Based on the concept of war, the following statements were rated

- War is a necessary means of progression and development 5 (hence positive)
- War results in too many deaths 2 (negative)
- War is an abuse of power 1 (negative)

**N.B.** Please refrain from giving your own attitudes towards homeworkers, that is, whether or not you would agree with the statements

<u>Attitude statements</u>	<u>Rating</u>
<p>Disdain for homeworkers</p> <ol style="list-style-type: none"> <li>1. People become homeworkers because they are lazy</li> <li>2. Homeworking is a threat to the power of organised workers</li> <li>3. Homeworkers should be treated just like any other employee</li> <li>4. Homeworkers are valid employees whose welfare should be the concern of trade unions</li> <li>5. I have respect for economically active people, whether or not they are formally or informally employed</li> <li>6. Homeworkers are clandestine workers, therefore homeworking should be abolished</li> <li>7. Homeworkers are often inefficient, uneducated, poorly organized and unskilled workers</li> <li>8. Homeworking allows for production expansion. We need more homeworkers</li> <li>9. Homeworkers do not contribute much to the national economy, instead, they are bad for the economy</li> <li>10. Homeworkers should have a proper share of national welfare measures</li> <li>11. The hiring of homeworkers as cheap labour leads to growing pressure on proper employees in enterprises to accept less than ideal employment agreements</li> <li>12. Homeworking undermines all the social and labour protection rights which have been achieved by trade unions</li> <li>13. Homeworking should be limited in scope and scale. Homeworkers are to blame for the growth of the informal economy</li> <li>14. Homeworkers should be grateful for these jobs because without these opportunities they would otherwise be categories of people excluded from regular employment.</li> <li>15. Homeworking is suitable for women to earn a supplementary income to that of their spouses.</li> <li>16. Homeworking is not an occupation but a side-line activity taken on by women who seek more constructive uses of their time</li> <li>17. Unions should include terms and conditions for homeworkers in collective agreements</li> <li>18. It is important to improve the working conditions of homeworkers</li> </ol> <p>Propensity towards helpful behavior</p> <ol style="list-style-type: none"> <li>19. I would support redesigning union structures to be conducive to active participation by casual workers</li> <li>20. I would not participate in unionisation or regulation of the informal economy</li> </ol>	

21. I am aware of the complex strategies that are needed to empower homeworkers and I would share this knowledge with unions and policy makers
22. I would participate in special mobilising programmes that are directed mainly at homeworkers
23. I would undertake or assist in action-oriented research in this area/topic
24. Even though unions do not in principle support homework, I recognise that many people are dependent on an income from homework
25. I would encourage establishing contact with homeworkers since they are highly precarious and invisible
26. I would participate in developing data on homeworkers
27. I am aware of the situation and problems of homeworkers and would participate in defending their interests.
28. Very few people are homeworkers, therefore, it is unlikely that I will encounter any
29. There is no need for government and local authorities to take any action with regard to homework as it is not a growing occupational phenomenon
30. There are too many different types of homework. It is unrealistic to attempt to regulate them all.
31. Homeworkers deserve our understanding, but not necessarily special treatment

#### Effectiveness of officials

32. It would be difficult for trade unions to tackle the problems of homeworkers because their interests are similar to those of small businesses
33. There is a lack of personnel to allocate to the supervision of the welfare of homeworkers
34. Increasing the staffing levels of authorities responsible for homeworkers would be a valuable means of effectively protecting homeworkers
35. Homeworkers should have links with local authority officers and local support groups that encourage union membership
36. There is a lack of commitment in adequately confronting/preventing the existence and growth of homeworking.

## **Appendix 2: Questionnaire Developed after the Analysis**

Dear Sir/Madam

My name is Zothile Moyo; I am studying a PhD in Business Administration at Cyprus International University (CIU). I am conducting research regarding homeworkers in Zimbabwe. I want to determine the opinions which influential labour officials may have on homeworkers in Zimbabwe. This survey is only for academic purposes; please fill in the square that best reflects your opinion. Below are a number of descriptors about homeworkers, you are required to select whether you agree or disagree with each statement provided.

**Concept:** Homeworkers are those who work for an employer, intermediary or subcontractor for a piece rate, who are not responsible for designing or marketing a product, but simply contribute their labour for remuneration outside the purview of a formal employment relationship. This results in a product or service as specified by the employer, irrespective of who provides the equipment, materials or other inputs used, unless this person has the degree of autonomy and of economic independence necessary to be considered an independent worker under national laws, regulations or court decisions. They conduct this

work in his or her home or in other premises of his or her choice, other than the workplace of the employer (ILO, 1996).

Kindly take the time to answer the following questions as honestly and accurately as you can

Thank you for your participation. Your time and assistance is highly appreciated

1. Age: \_\_\_\_\_
2. Gender: \_\_\_\_\_
3. Location: \_\_\_\_\_
4. Level of education: \_\_\_\_\_
5. Occupation: \_\_\_\_\_
6. Year(s) of experience: \_\_\_\_\_

	Agree	Disagree
7. Homeworkers are clandestine workers, therefore, homeworking should be abolished		
8. I am aware of the situation and problems of homeworkers and would participate in defending their interests		
9. People become homeworkers because they are lazy		
10. It is important to improve the working conditions of homeworkers		
11. Even though unions do not in principle support homework, I recognise that many people are dependent on an income from homework		
12. Very few people are homeworkers, therefore, it is unlikely that I will encounter any		
13. Homeworkers are valid employees whose welfare should be the concern of trade unions		
14. There is no need for government and local authorities to take any action with regard to homework as it is not a growing occupational phenomenon		
15. Homeworkers should be treated just like any other employee		
16. Homeworkers do not contribute much to the national economy, instead, they are bad for the economy		
17. I would encourage establishing contact with homeworkers since they are highly precarious and invisible		
18. The hiring of homeworkers as cheap labour leads to growing pressure on proper employees in enterprises to accept less than ideal employment agreements		
19. Increasing the staffing levels of authorities responsible for homeworkers would be a valuable means of effectively protecting homeworkers		
20. Homeworking is suitable for women to earn a supplementary income to that of their spouses		
21. I have respect for economically active people, whether or not they are formally or informally employed		
22. Homeworkers deserve our understanding, but not necessarily special treatment		
23. There is a lack of commitment in adequately confronting/preventing the existence and growth of homeworking		
24. It would be difficult for trade unions to tackle the problems of homeworkers because their interests are similar to those of small businesses		
25. I would participate in developing data on homeworkers		
26. I am aware of the complex strategies that are needed to empower homeworkers and I would share this knowledge with unions and policy makers		