A Study on Laundry Workers Attitude towards Health Care Industry in Trichy City

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Abstract- The services sector has become global in Indian context. This paper describes the characteristics of services and compares it with the characteristics of the products. It also brings out the importance of services in case of manufactured products. The challenges for the service industry have been discussed and the critical success factors have also been elaborated. This study also covers international trade regulations and their impact on the services sector. The problems facing India's health care system which have a greater impact on the poor. The inequal geographic distribution of doctors and hospitals makes it difficult for low-income families to access quality medical facilities. Eighty percent of doctors, 75 percent of dispensaries, and 60 percent of hospitals are situated in urban areas – making quality health care virtually inaccessible to people who live in remote areas. This study is mainly concerned with laundry workers, their nature of work, their washing material needs, their health issues and the protection in laundry work. The hospital administration is taking care of laundry workers. The area of the study is confined to Trichy city and the primary and secondary data are used in this study. The data were analysed using appropriate statistical tools such as percentages, chi-square test and ranking technique, Likert scaling techniques, correlation and analysis of variance.

Index Terms: Health care industry, Laundry services, process, physical facilities, Occupational problems

INTRODUCTION

The service sector, which has registered a nine per cent annual growth since the mid-1990s, accounts for 54 % of Indian`s GDP and is currently the fastest growing sector of the economy. The services sector, which witnessed a double –digit annual growth, includes transportation, telecom, healthcare, financial services such as banking and insurance, business services such as advertising, legal services and the like. The growth of the service industry has been uniform, with sectors such as accountancy, facility management, hospitality, entertainment, and personal services also showing impressive growth. The service marketing environment has been elaborated on and the service mix elements – product, people, physical evidence, and process. Service product, gives an understanding of the product in the context of services.

Services can be classified in several ways; various authors have tried to classify services on the basis of different features/aspects such as market segment, tangibility factor, skill type and the like.

1. Tangibility component 2. Skill-type involved 3. Business goals 4. Regulatory dimension 5. Intensity of labours employed 6. Consumer contacts 7. Place and timing 8. Customization 9. Demand and supply 10. Relationship with customers

The country's population is aging faster than expected. In 1980, the country's median age was just 20 years – it will be 31 by 2026. Between 2000 and 2050, the number of people between 60 and 80 years of age will increase by 326 percent. What's more, lifestyles are increasingly sedentary, and people's diets have become significantly less healthy. Due to these changes, the incidence of lifestyle and age-related diseases like diabetes is growing rapidly and the health care system as currently structured is ill-equipped to respond.

WORKING CONDITIONS

Cleaning services include a broad range of activities and are performed in different work environments such as homes, offices, industries, schools, shops, aircrafts and hospitals. The risks that cleaners undertake depend on the tasks they perform but also on the premises they work in. Workers need the following skills such as a good observation skills and attention to detail, to enjoy practical work, normal colour vision, a reasonable level of fitness and good time management skills.

Laundry worker are specialist in commercial laundries or in the laundry department of a hotel, hospital or other organisation that produce large volumes of washing. These facilities are often warm and humid and some of the cleaning chemicals used can have strong fumes, though work areas are usually well ventilated. Laundry workers spend long periods on their feet, and are regularly required to lift heavy loads. Some laundry workers may drive vans or trucks to collect washing from customers and deliver the cleaned items when finished. The hours of work may vary, depending on the particular laundry. In some cases shift work - including nights and weekends – depending upon the need.

CHEMICAL HAZARDS

Cleaners' are exposed to chemicals depends on the type of products used as well as on the characteristics of the working environment in which they are used and the conditions of use (such as frequency, quantity, application mode and cleaner's breathing rate).

BIOLOGICAL HAZARDS

Cleaning staff can be also exposed to different types of biological agents such as micro-organisms (bacteria, viruses and moulds) and their products, such as fungal secretions and bacterial end toxins present in dust as well as in aerosols created during the cleaning process, including when vacuuming.

PHYSICAL HAZARDS

Physical hazards encountered in cleaning work encompass among others falls from ladders, elevated platforms and wet or slippery floors, falling objects, sharp objects, moving or rotating machinery parts, not only from the work

equipment used but also from the environment where the cleaning work is performed.

STAGES OF OPERATION

Laundry process goes through six stages. The first three stages are called "soiled side" operations, such as i) soiled retrieval, ii) Soil sorting and iii) washing since it occur before the linen is actually washed. The last three are called "clean side" operations such as iv) processing, v) packaging and vi) distribution since they involve the handling of clean linen

STATEMENT OF THE PROBLEM

The laundry service providers are facing plenty of business problems in washing clothes, getting work order, collection of material, occupational illness, no proper training and, general problems in washing clothes; cost of operation is high, communication, cross contamination, wet linen storage, dust, cart space, replacement linens, maintenance, rework, overstuffing, tunnel jams and the like. The three biggest problems that plague India's health care sector today which is to be addressed in response to patients' changing needs are quality, access and affordability. These problems are execrated by: i) A shortage of manpower across India ii) Poor infrastructure iii) Poor health resulting in a higher share of private expenditures.

The most common accidents in industrial laundries involve chemical explosure, sharp objects present in soiled linen, slips falls in wet floors, infections due to pathogens in contaminated linen, and body parts being misshaped in machinery. With the heavy workload and tough working environment employees easily get short-tempered. This leads to problems such as violence and workplace bullying. Hence laundry managers must be competent disciplinarians, ready to deal with employees who have attitude problems and additionally some production problem such as Communication, Cross-contamination, Wet linen storage, Dust, Cart Space, Replacement linens, Maintenance, Rework, Overstuffing and Tunnel jams in offering laundry services. Thus this is conducted for examine the method of washing, washing material used, side effects, treatment, process, life style and the laundry workers attitude.

REVIEW OF LITERATURE

The researcher mainly concentrated on the laundry service practices and policies of service providers, consumer satisfaction towards services, level of usage, quality of service, and variety of service provided by the laundry service providers. There are a very small number of studies on the general behaviour of laundry service provides and research was done in some specific areas only but it has not covered all the areas. But there is no specific study relating to the consequences faced by the laundry worker attitude towards their services, behaviour. Hence the researcher in this section has taken up some important research article relating to attitude of laundry workers which appeared in the reputed journals for review.

Dr. R. Kavitha[1] has conducted a study on "Health care industry in India" and it analyzed that the indispensable to prevent the laundry people from being affected by any disease and to give treatment to laundry workers. The first and foremost task of hospitals is to getting quality services from laundry workers and also to improve the quality of services where the situation is found very critical. Moreover this study deals with healthcare position in India and the steps are taken by government to improve the laundry workers.

OBJECTIVES OF THE STUDY

- To know about the laundry services offered in the health care industry.
- To study the laundry service provider's perception and their behaviour in offering laundry services.
- To study the cause and effect in discharging laundry service.

METHODOLOGY

The area of the study is confined to Trichy city which is located in the southern part of India. In Trichy so many industries, educational institutions, hospitals are available in large numbers and all the level of people are also living in this city. The primary and secondary data are used in this study. The secondary data were collected from the health care industry, manuals, magazines and the like. The survey was conducted to collect primary data for this study from August 2013 to September 2013. The researcher has interviewed a total number of 60 respondents performing laundry services in hospitals. These respondents were drawn randomly across the city of Trichy based on convenient sampling method. As the responses received 10 respondents were inadequate and contradictory to the required information, their responses were rejected and finally responses from 50 sample respondents were considered for present analysis.

HYPOTHESES

The hypotheses tested in this study are

i) There is no association between the socio economic variables like age, gender, education and the occupational illness.

ii) There is no association between the working place and walk accidents in laundry services.

For analyzing the attitude of laundry workers, chi square test, ranking technique and percentile analysis have been used in this study. The above hypothesis framed is tested using chi square test. The Likert scaling technique has been used to measure the attitude of laundry workers. The fish bone analysis was also undertaken to know the cause and effects of the laundry services.

DATA ANALYSIS

In the health care industry various types of services are offered to the society. The researcher made an attempt to analyse the attitude and behaviour of laundry services in health care sector. For the purpose of analysis and interpretation, the

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[1] International journal of scientific and research publications, Vol. 2, August 2012, pp. 1-4.

laundry workers are classified on the basis of Gender viz. Male and Female.

ANALYSIS OF SOCIO – ECONOMIC CHARACTERISTICS OF SAMPLE RESPONDENTS

In this section the sample respondent's socio – economic characteristics like age, educational qualifications, monthly income and family members are taken from the primary data. Percentage analysis has been used for analyzing the personal characteristics relating to the sample respondents are presented in the below table no.1.

Table No. 1. SOCIO ECONOMIC CHARACTERISTICS OF RESPONDENTS

Source: Primary Data

It is observed from the Table No. 1 that out of the sample respondent's majority of male and female workers falls in the category of 21 years to 45 years. 39.47 percent of male workers and 33.33 percent of female workers comes under 45 years to 55 years age category. Majority of respondents have completed only their school education i.e. 78.95 percent in male category and 75 percent in female category. Other respondents are found illiterate.

Above table indicates that the 75 percent of female and 52.63 male respondents earn only less than Rs. 10000 per month. 36.84 percent of the male respondents and 25 percent of the female respondents earn Rs. 10000 to Rs. 15000 per month. The table 3.2 expresses that 76.31 percent of male and 58.33 percent of female category have only 3 to 5 members in their family.

MODE OF WORK

In present business sector all the works are executed under PPP system i.e. Public Private Participation. In the health care sector, works are executed under the mode of direct labour work and also on contract basis. The researcher analysed this factor and presented in the below table no 2.

Table No. 2 MODE OF WORK

Particulars	Male		Female	
	Res	%	Res	%
Direct Laundry work	13	34.21	4	33.33
Contract basis	4	10.52	0	0
Both	21	55.26	8	66.66
Total	38	100	12	100

Source: Primary Data

Table no. 2 depicts that majority of the sample respondents do their work under direct and contract schemes 34.21 from male category respondents and 33.33 from female category respondents do their work directly basis.

SOURCE OF GETTING WORK ORDER

Laundry workers are handling various strategies to get work order from the hospitals such as the workers are contact directly to consent people, getting through reference, through neighbours and some contract basis from that people.

Table No. 3 SOURCE OF GETTING WORK ORDER

Particulars	Male		Female	
	Res	Rank	Res	Rank
Direct	35	I	12	I
Reference	2	III	4	II
Neighbours	0		0	
Contract Basis	5	II	0	
Total	42		16	

Source: Primary Data

It is evident from Table no. 3 that the majority of laundry workers are getting their orders from the hospital directly. Hence the first rank has been allotted to this source. Sources such as 'contract' and 'reference' secure the second place.

ANALYSIS OF VARIANCE

AGE				
Particulars	Male		Female	
	Res	%	Res	%
21years to 45years	17	44.74	6	50
45years to 55years	15	39.47	4	33.33
More 55 years	6	15.79	2	16.67
EDUCATIONAL QUALIFICATIONS				
Illiterate	8	21.05	3	25
School	30	78.95	9	75
Collegiate	0	0	0	0
MONTHLY INCOME				
Less than Rs. 10000	20	52.63	9	75
10000 to15000	14	36.84	3	25
Above 15000	4	10.53	0	0
FAMILY MEMBERS				
Less than 3 members	5	13.15	2	16.66
3 to 5 members	29	76.31	7	58.33
More than 5 members	4	10.52	3	25
Total	38	100	12	100

ANOVA or Analysis of Variance is used to compare the means of more than two populations. It uncovers the main and interaction effects of classification or independent variables on one or more dependent variables. ANOVA analysis uses the *F*-statistic, which tests if the means of the groups, formed by one independent variable or a combination of independent variables, are significantly different. The *F*-statistic calculates the ratio between the variance due to difference between groups and the error variance.

F = Variance due to difference between groups/Error variance

One-Way ANOVA is the generalization of the t-test for independent samples to situations with more than two groups. It is also known as single classification ANOVA or one-factor ANOVA. It is used to test the difference in a single dependent variable among two or more groups formed by a single independent or classification variable. It can be found under the Compare Means item in the Analyze menu by the name One-Way ANOVA.

The variables are labeled work orders and no of workers respectively. When there are both, between-groups as well as within-groups factors present in a design, it is referred to as mixed design. This analysis is carried out using SPSS and presented in table no 4.

Table No. 4 ANALYSIS OF VARIANCE

Work order	Sum of square	df	Mean Square	F	Sig
Between groups(Work order& No .of workers)	5.309	2	2.655	**2.894**	.000
Linear term Un weighted	3.981	1	3.981	4.341	.000
Weighted	5.304	1	5.304	5.782	.020
Deviation	.006	1	.006	.006	.937
Within groups	43.11	47	.917		

Source: Primary Data.

For V1 = 1(2-1); V2 = 98 (100-2) F = 3.92

The calculated value 2.894 of F is less than the table value. The Hypothesis is accepted. Hence there is no significant difference in the sample means.

WASHING PLACE

This work is done in the specific place only. The workers have various places to undertake their washing works such as river bed, washing outlets, at their home and at hospital. It has been analysed by the researcher and presented the result in table no 5.

Table No. 5. WASHING PLACE

Particulars	Male		Female	
	Res	Rank	Res	Rank
River-bed	28	II	9	I
Washing outlet	32	I	9	I
At home	3	III	3	II
At hospital	2	IV	2	III
Total	**65**		**23**	

It is learnt from the above table no 5 that the majority of male and female respondents preferred to wash at 'washing outlet' and 'river bed'. Hence, first and second rank is provided to these options. The third and fourth rank has been allotted to the 'home' and 'hospital'.

PROBLEMS FACED BY THE LAUNDRY WORKERS

Health care industry is providing this opportunity to the consent people and at the same time laundry workers are facing various problems like water scarcity, time constraint, natural calamities, inadequate space, hazardous chemicals, inadequate labours and regular monitor by management. The researcher analysed above said problems which faced by the respondents and the results are presented in table no 6.

Table No. 6. PROBLEMS FACED BY THE LAUNDRY WORKERS

Particulars	Male		Female	
	Res	Rank	Res	Rank
Water Scarcity	33	I	11	I
Time constraint	14	IV	2	V
Natural Calamities	31	II	11	I
Inadequate Space	14	IV	4	IV
Hazardous chemicals	3	VI	2	V
Inadequate labours	22	III	7	III
Regular monitory by management	0	0	0	
Total	**117**		**37**	

Source: Primary Data

It is evident from table no 6 that the majority of workers from male and female category. Suffer from water scarcity and are affected some natural calamities. Hence the first rank and second has been allotted to these problems respectively. Third rank goes to the problem inadequate labours in the field. The remaining problems have low scoring and are faced by the laundry workers occasionally.

KINDS OF OCCUPATIONAL ILLNESS

Due to the work nature, environment, and the chemicals used laundry workers are having occupational illness such as respiratory problems, Backache complaints, Skin problems, Allergies, Transmitted disease, Infections, Upper limp disorder. The researcher made an attempt to analyse the illness and results are presented in the table no 7.

Table No. 7. KINDS OF OCCUPATIONAL ILLNESS

Particulars	Male		Female	
	Res	Rank	Res	Rank
Respiratory problems	4	V	3	V
Backache complaints	29	I	9	II
Skin problems	25	III	11	I
Allergies	16	IV	7	IV
Transmitted disease	0	0	0	0
Infections	1	VI	1	VI
Upper limp disorder	29	I	8	III
Total	**104**		**39**	

Table no 7 evident that the majority of the respondents of male category affected 'backache' and 'upper limp disorder' problems and female category are affected by 'skin problems'. Hence the first and second rank has been allotted to these illnesses. Following this, the male and female workers are affected 'allergies' secures fourth place. Fifth place goes to respiratory problems and infections among the entire category.

KINDS OF ACCIDENTS

Laundry workers are facing so many accidents while working in river bed, home, hospital and washing outlet. The laundry workers met accident such as small scratch, Fracture, Sudden bleeding, Giddiness, Insect bites, Chemical infections, Slips in wet floor and the like. The researcher analysed the accidents faced by the respondents and the results are given the below table no. 8.

Table No. 8 KINDS OF ACCIDENTS

Particulars	Male		Female	
	Res	%	Res	%
Small scratch	8	14.29	2	14.29
Fracture	13	23.21	2	14.29
Sudden flood	3	5.36	0	0.00
Giddiness	15	26.79	5	35.71
Insect bites	0	0.00	0	0.00
Chemical infections	1	1.79	0	0.00
Slips from wet floor	16	28.57	5	35.71
Infections to pathogens from contaminated clothes	0	0.00	0	0.00
Total	56	100	14	100

It is inferred from table no 8 Among 56 responses for men and female category, 16 persons met accident like slips from wet floor and giddiness from the sun lighting. 13 respondents among male and 2 respondents among female have met accident and got fracture. Other options have minimized responses such as small scratch, sudden flood, and chemical infections. Nobody is affected because of handling contaminated clothes and insect bites.

ASSOCIATION BETWEEN THE WORK PLACE OF LAUNDRY SERVICE AND ACCIDENT IN WORK SPOT

The association between the work place of laundry service and accident in work spot has been analyzed with the help of chi-square test based on the basis of null hypothesis (Ho), i.e. there is no association between the place of laundry service and accident happen in work spot and alternative hypothesis (H_1), i.e. there is an association between the place of laundry service and accident happen in work spot. The researcher have used SPSS to cross tabulate and then test the similarity of two distribution using chi square statistics. The result of the analysis is shown in the below Table. 9

TABLE NO. 9. CHI-SQUARE ANALYSIS FOR WORK PLACE OF LAUNDRY SERVICE AND ACCIDENT HAPPEN IN WORK SPOT

Particulars	River bed	Washing out-let	At Home	At Hospital
Small scratch	0.234	.034	1.705	1.087
Fracture	0.401	1.865	.577	.o52
Sudden flood	1.121	.701	1.375	.278
Giddiness	.624	1.445	.284	.408
Chemical infections	.359	.224	.139	.089
Slips from wet floor	.910	.338	.179	.516

Source: Primary Data
(Five percent level of significance)

It is observed from the above table 9 that the calculated chi-square value is greater than five percent critical value for the nature of accidents 'small scratch', 'fracture', sudden flood, giddiness, chemical infections, slips from wet flood', in the work spots such as river bed, washing outlet, at

home, at hospital. Hence the null hypotheses for these accidents happen on the work spot are accepted. Hence it can be concluded that there is no association between the work place of laundry service and accident happen in work spot.

ASSOCIATION BETWEEN SOCIO-ECONOMIC FACTORS AND OCCUPATIONAL ILLNESS

The association between the socio economic factors such as age, gender, education and occupational illness has been analyzed with the help of chi-square test based on the basis of null hypothesis (Ho), i.e. there is no association between socio economic factors such as age, gender, education and occupational illness and alternative hypothesis (H_1), i.e. there is an association between socio economic factors such as age, gender, education and occupational illness.

TABLE NO.10. CHI-SQUARE ANALYSIS FOR SOCIO ECONOMIC FACTORS SUCH AS AGE, GENDER, EDUCATION AND OCCUPATIONAL ILLNESS.

Particulars	Age	Gender	Education
Respiratory problems	2.85	.166	.195
Backache complaints	.008	1.219	.019
Skin problems	3.594	.453	1.553
Allergies	.435	3.631	1.887
Transmitted disease	.359	1.299	.224
Infections	.089	1.161	.701
Upper limp disorder	1.418	1.722	.307

Source: Primary Data
(Five percent level of significance)

The table 10 shows that the calculated value of chi-square is less than the table value at 5% level of significance. Hence the null hypothesis is accepted and it is concluded that there is no significance difference in the tendency of occupational illness to socio economic factors such as age, gender and educational qualification.

OFFERED PRIVILEGES

The researcher analysed about the privileges given by the hospital to their laundry workers such as free medical checkup, free medic line, discounts in treatment, children welfare, educational assistance and employment opportunities for family members and its results are presented in table 11.

Table No. 11. PRIVILEGES OFFERED BY THE HOSPITAL

Particulars	Male	Female
	Res	Res
Free medical checkup	16	5
Free medic line	13	2
Discounts in treatment	27	8
Children welfare	1	1
Educational assistance	1	0
Total	58	16

It is clear from the above table 11 shows that the privileges listed by the researcher and its responses. Among the sample respondents, 27 made respondents and 8 female respondents have opined that they are given discounts in hospitals. Following this a major portion of the respondents from male and female category avail free medical checkup from the hospitals. Other privileges also availed by few respondents.

TRAINING AVAILABILITY

Training is an important tool to improve the workers quality, skill set, and using machineries in laundry field, update knowledge and knowing the recent techniques available in the field. Level of satisfaction and dissatisfaction of the training methods to their workers and it also differ from one to another person. Hence a question was raised to the respondents regarding the training methods. The opinion of the laundry workers towards this question is presented in table 12

Table No.12 TRAINING AVAILABILITY

Particulars	Male		Female	
	Res	Score	Res	Score
Strongly Agree	0	0	0	0
Agree	0	0	0	0
Neutral	13	39	7	21
disagree	14	28	4	8
Strongly disagree	11	11	1	1
Total	38	78/190* 100 = 41	12	30/60* 100 = 50

Table 12 highlights the opinion regarding the level of satisfaction of the respondents towards availability of training to the laundry workers. Majority of respondents disagreed regarding training. There is no proper training offered by anyone from the laundry association. The dissatisfaction scores given by the sample of respondents are male category 41 percent and female category 50 percent.

LOW OPERATION COST

Due to the market condition, cost of living, living style, competition, prices, scarcity of labour, fluctuation of cost of material are all the determinant factor of actions. So the researcher asked question to know the opinion about the operation cost among the laundry workers and presented in table no3.30.

Table No. 3.30 LESS OPERATION COST

Details	Male		Female	
	Res	Score	Res	Score
Strongly Agree	0	0	0	0
Agree	0	0	0	0
Neutral	0	0	0	0
disagree	0	0	0	0
Strongly disagree	38	38	12	12
Total	38	38/190*100 = 20	12	12/60*100 = 20

Table 3.30 highlights the opinion regarding the level of satisfaction of the respondents toward the cost of operation. All the respondents are strongly disagreed towards the cost of activity. The satisfaction scores given by the sample respondents are 20 percent in both the categories.
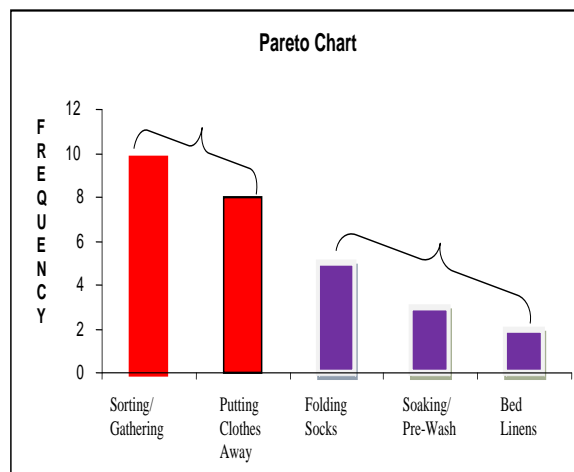
CAUSE AND EFFECT ANALYSIS ABOUT LAUNDRY WORK

In this step, it is brainstormed that the possible causes are employment of high time for discharging laundry work. The researcher had chosen statistical tools for interpreting the causes, namely a fishbone diagram and a Pareto chart. The researcher had collected response from family members and asked the questions, "Which activity would you consider adds the most time to your laundry process?" Based on this data, a Pareto chart and fishbone diagram and presented below.

The researcher has analysed with the additional causes during the laundry process through a fishbone diagram. The researcher was able to sought out these caused by analyzing the process inputs, process, and outputs. Among the causes easily sought out some processes like sorting and putting clothes away are concentrated in the Pareto chart as viewed.

Hence, the researcher suggest to focus attention on these factors like folding, soaking and bed liens in order to reduce the total amount and time spent performing the entire laundry process. The researcher analyzed the possible causes and determined from the Pareto chart that the vital few consisted of extra time for sorting and gathering clothes as well as the time spent folding and putting the clothes away.

Chart No 1. Pareto Chart

The below diagram depicts the cause and effect of variation in time spent on laundry. The various causes are entertainment, distractions laziness and illness etc…

Diagram No. 1. FISHBONE DIAGRAM

RESEARCH FINDINGS

1. Among the sample respondents Male category of the respondents are 76% and very few are from female category.

2. 96.7 percent of respondents render laundry service as it a hereditary business.

3. Majority of the respondents have responded that the material, washing, ironing and delivery the materials from the various hospitals in a particular timings only.

4. 81.57% male respondents and 58.3% of the female respondents have more than 10 years of experience in this field.

5. The laundry service providers completing their work orders with the half of hired labours, their neighbours, relations and with their life partners.

6. 81.57 % male respondents and 83.33 % of female respondents are opined that they are not willing to involve their heirs in this work.

7. The respondents have opined that they do not give any additional complements to hospitals for getting wok order.

8. The hospitals do not receive any gifts (monetary and non-monetary) from the laundry workers for procuring work order.

9. In this study majority of the respondents are completing their works with the assistance of three members.

10. The respondents are completing the work depends up on the availability of water, time taken, raw material availability and delivery time. They are doing above said works based on their convenience and timings and the respondents are working between 8am to 6 pm.

11. All the respondents are using washing soda and washing powder only for washing.

12. The workers are facing so many problems such as water scarcity, natural calamities and inadequate space.

13. Hospitals are paying bills to their laundry workers at the time of delivery.

14. 63.63% of the laundry service providers are giving wages to their labourers on daily basis and few percentage of respondents are settling on weekly basis.

15. In this study, it is found that most of the laundry workers are giving fixing wages to their labourer's on piece rate basis.

16. 50% of female respondents and 44.47% of male respondents are using the bacterial soap for protecting their health after the completion of work process.

17. Majority of the respondents have suffered from occupational illness in their work.

18. The laundry workers seek assistance from the local bodies such as, water tank facilities and washing materials at low cost. Some of the respondents have availed special assistance from the hospital like housing facilities and safety washing outlet.

19. Nobody is have availed any insurance policies to compensate their financial loss and for their medical treatment due to that their poor financial position and lack of awareness.

20. All the respondents opined that they are recognized by the society.

21. Majority of respondents have strongly agreed the statement "accessing order is easy". The satisfaction scores given by the sample of respondents are male category 41 percent and female category 50 percent.

22. Few respondents are strongly disagreed their hindrances and cost of action from the male and female category.

23. The respondents have strongly disagreed regarding the availability of manpower resources.

CONCLUSION

Third parties services play a prominent role in health care industry. Third party services such as transportation, warehousing, cross docking, inventors, packaging, cleaning, and washing freight forwarding etc have gained. They are normally contracted by a health administrators in India also where high rate of demographic pressure, illiteracy, environmental pollution. This laundry service types include washing and drying garments such as T-shirts, shorts, pants, and even materials such as blankets and curtains. Most of the laundry service providers also offer laundry services such as pressing, packaging and delivery. Hence the present research work will be highly useful to the policy makers in taking vital decision and will help the laundry service to improve their work life. This piece of research work will gain reputation for the researcher if it is amply rewarded.

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