Healthcare Services and Satisfaction among Complaint and Non-complaint Garments Workers

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Abstract:

This descriptive type of cross sectional study was conducted to assess healthcare services and satisfaction among complaint and non-complaint garments workers. A pre-tested, modified, semi-structure questionnaire was used to collect the data with a sample size of 100. Data were entered and analyzed by using SPSS software. Study found that mean age of compliant garments 25.74 ± 4.159 and non compliant garments was 26.56 ± 4.594 years. Most of the workers of both compliant and non compliant were primary and secondary pass and

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very little amount of degree pass. Monthly mean salary 3720 ± 261.861 BDT of non-compliant and 5876 ± 1063.602 BDT were compliant garment workers. Study revealed that 98%, 68% and 88% of compliant garments worker know about health and instrumental safety whereas in case of non-compliant garments workers it was 80%, 60% and 76% respectively. Of them 92%, 68% and 84% of the compliant as well as 80%, 60% and 62% of non-compliant garments workers received different types of health services. More healthcare facilities were in compliant garments workers than non-compliant garments workers as like satisfaction.

Key words: Healthcare Services, Satisfaction, Complaint and Non-complaint Garments Workers

Background

Labor is an important factor for industrial production and it is truer in garment industry. Human resource is taken to be an important factor to increase productivity and to improve quality as well as to reduce the costs of the production that is necessary to survive in the competition.[1] They work long time without breaks and compulsory overtimes are common problem but they cannot refuse overtime. Work without full payment or being paid on time, worker often worries and anxious about their future.[2]Actually compliance ensures all labor rights and facilities according to the buyer's code of conduct. Now a day's compliance is more important factor to achieve a garments export order than the product quality.[3]A cross-sectional study was conducted by Karasek and Theorell and found that personal protective equipment and having a health and safety management system of interaction effect between social support and garage-level demands was observed.[4] Productivity increased after improvements of a beneficial influence on workload, productivity and both managers and workers with encouragement to maintain their efforts.[5] A study was

conducted in Mirpur and found that the female workers lose of interest in work and become depressed. Female workers received low and irregular wages which create their job dissatisfaction and salary between 2700 to 3000 BDT per month.[9] Garment industry in Bangladesh is the major foreign currency earning sector with the highest employment rate but poor working conditions in the factories.[15]The job satisfaction of the employees of the ready-made garment industry in Bangladesh and found that the garment workers are unhappy with their working environment and about pay package.[16]

Materials and Methods

This descriptive cross sectional study was conducted to assess the healthcare services and satisfaction among the complaint and non-complaint garments workers with sample size was 100. Study period was of 1st September to 31st December 2014. Study population were Garments workers who working in the selected area of Dhaka city. Study sites were Abony Knightwear (BKL), Location- Hemayetpur, Shingair road, Savar Dhaka, Worker- more than5000, Product- T-shirts export to USA. Kasual Garment Limited (KGL), Location- Hemayetpur, Rishipara, Shingair road, Savar Dhaka, Worker more than 4000, Product- Woven products (pants shirts) export to USA. Fashion (1&2) Garments (BFL), Location- Hemayetpur, Rishipara, Shingair road, Savar Dhaka, Worker-approximately 1500, Product- Shirt export to USA. These study sites were compliant Garments and they follow the labor law of International Labor Organization (ILO). Other study sites were Summer Garment Industries Limited (Non-compliant), Dhaka and more than 600 worker in this factory, its Product was shirts Location- Chha-164, North Badda, Gulshan, Dhaka-1212, and Barakat Ullah Garment Industries Limited (Non-compliant) approximately 4000 worker in this factory, its Product was pants shirts, Location- Shatarkul main road, North Badda, Gulshan, Dhaka-1212.

These two garments were non compliant garments and they did not maintain labor law of International Labor Organization (ILO). Non randomized purposive sampling technique was applied. Study area was Savar Dhaka, North Badda Dhaka. Those who completed three years service and gave consent to participate in interview were included in this study. Non randomized purposive sampling technique was applied to collect the data. A pretested modified interviewer administrated semi structured questionnaire was prepared according to the objective variable of the study. After collection of the questionnaire the responses of each participant was organized. Data was entered into the computer into a data base in the software package. Statistical package for the social science (SPSS) using descriptive statistics such as frequency, distribution, range, mean, and percentage. All scores and percentages was computed and presented in tabular form, charts, and graphs as appropriate.

Results

Analysis of socio-demographic variables and table1 found that50%, 28% and 22% of the respondents belongs to age of 20-24 years, 25-29 and 30-35 years respectively with mean age 25.74 ± 4.179 years of compliant garment participants compare to non compliant garment 46%, 20% and 34% of the respondents belongs to age 20-24, 25-29 years and 30-35 years with mean age 26.56 ± 4.594 respectively. Table 1 shows that 90% were female and 10% were male of compliant garment participants compare to non-compliant garment participants were 86% female and 14% were male. Table also shows 50% married, 24% unmarried, 24% divorced and 2% were widow of compliant garment and compare to non-compliant 50% married, 28% unmarried and 22% were divorced of the respondents. Study showed that 40% of the compliant garment participants were educated up to secondary, 30% were primary, and 28%

were higher secondary and 02% were Bachelor Degree On the other hand 44% of the non-compliant garment participants were educated up to primary, 40% were secondary and 14% were higher secondary only 02% were Bachelor Degree. About 44% compliant garment worker had monthly income between 1450 to 250 taka, 44% had 5501 to 6500 taka, 02% had 6501 to 7500, 08% had 7501 to 8500 taka and 02% had 8501> taka. On the other hand non-compliant garment respondents, 74% had between 1450 to 2500taka, 24% had 2501 to 6500taka and only 02% had 6501 to7500taka with the mean monthly income 3720 ± 261.861BDT of non-compliant garment workers compare to 5876 ± 1063.602 BDT of compliant garment workers.

Table 01: Distribution of respondents by socio-demographic characteristic (n=100)

Age group	Items	Complaints Garments (n=50)		Non-Complaints Garments(n=50)	
		Frequency	Percent	Frequency	Percent
	20-24	25	50%	23	46%
	25-29	14	28%	10	20%
	30-35	11	22%	17	34%
		Mean $\pm$ SD 25.74 $\pm$ 4.159		Mean $\pm$ SD 26.56 ±4.594	
Sex	Female	45	90%	43	86%
	Male	05	10%	07	14%
Marital status	Unmarried	12	24%	14	28%
	Married	25	50%	25	50%
	Divorced	12	24%	11	22%
	Widow	01	02%	00	00%
	Others	00	00%	00	00%
Education	Primary	15	30%	22	44%
	Secondary	20	40%	20	40%
	Higher Secondary	14	28%	07	14%
	Bachelor Degree	01	02%	01	02%
Monthly income	1450-2500	22	44%	37	74%
	2501-6500	22	44%	12	24%
	6501-7500	01	02%	01	02%
	7501 -8500	04	08%	00	00
	8501>	01	02%	00	00
		Mean $\pm$ SD 5876 $\pm$ 1063.602		Mean $\pm$ SD 3720 $\pm$ 261.861	

Most of the respondents (98%) of compliant garment had knowledge on communicable diseases only 02% were not having knowledge communicable diseases in comparison to non-compliant garment it was 80%. Study shows that 68% of the respondents of compliant garment had knowledge about Hepatitis-B virus on the other hand 60% non-compliant garment workers had knowledge about Hepatitis-B. Besides 88% compliant garment workers had knowledge on instrumental safety.

Table 02: Distribution of the respondents by knowledge about healthcare and safety (n=100)

Communicable diseases	Items	Compliant garments		Non-compliant garments	
		Frequency	Percent	Frequency	Percent
	Yes	49	98%	40	80%
	No	01	02%	10	20%
	Total	50	100%	50	100%
Hepatitis-B virus	Yes	34	68%	30	60%
	No	16	32%	20	40%
	Total	50	100%	50	100%
Instrumental safety	Yes	44	88%	38	76%
	No	06	12%	12	24%
	Total	50	100%	50	100%

Table 3 showed that 92% respondents of compliant garment visited doctors for different healthcare services whereas 80% in non-compliant garment. Study revealed that 68% respondents of compliant garment took essential medicine in comparison to non-compliant garment respondents it was 60%. About 84% and 62% respondents of compliant garment and non-compliant garment received emergency services.

Table 03: Distribution of the respondents by type of healthcare services (n=100)

Doctors visit	Items	Compliant garments		Non-compliant garments	
		Frequency	Percent	Frequency	Percent
	Yes	46	92%	40	80%
	No	04	08%	10	20%
	Total	50	100%	50	100%
Taken essential medicine	Yes	34	68%	30	60%
	No	16	32%	20	40%
	Total	50	100%	50	100%
Receive emergency services	Yes	42	84%	31	62%
	No	08	16%	19	38%

Table 4 showed that 90% respondents of compliant garment were satisfied with physician's behavior. In comparison to non-compliant garment respondents 36% were satisfied and 64% were dissatisfied with physician's behavior. About 68% respondents of compliant garment were satisfied on healthcare facilities. On the other hand non-compliant garment respondents 46% were satisfied and 54% were dissatisfied satisfaction with healthcare facilities.

Table 04: Distribution of the respondents by satisfaction with healthcare facilities (n=100)

Physician's behavior	Items	Compliant garments		Non-compliant garments	
		Frequency	Percent	Frequency	Percent
	Yes	45	90%	18	36%
	No	05	10%	32	64%
	Total	50	100%	50	100%
Healthcare facilities	Yes	34	68%	23	46%
	No	16	32%	27	54%
	Total	50	100%	50	100%

About 80% respondents of compliant garment were satisfied on casual leave. In comparison to non-compliant garment 70% respondents were satisfied there casual leave. Study revealed that 55.55% respondents of compliant garment were satisfied to maternity leave and 44.45% were not. In comparison to non-compliant garment 18.60% respondents were satisfied to maternity leave and 81.40% were not satisfied.

Table 05: Distribution of the respondents by satisfaction of leave policy (n=100)

Casual leave	Items	Compliant garments		Non-compliant garments	
		Frequency	Percent	Frequency	Percent
	Yes	40	80%	35	70%
	No	10	20%	15	30%
	Total	50	100%	50	100%
Maternity leave	Yes	25	55.55%	08	18.60%
	No	20	44.45%	35	81.40%
	Total	45	100%	43	100%

Discussion

Study revealed that 98%, 68% and 88% of the compliant garments workers having knowledge communicable diseases, Hepatitis-B virus and instrumental safety and compare to respondents of non-compliant garments 80%, 60% and 76% workers having knowledge communicable diseases, Hepatitis-B virus and instrumental safety respectively and rest of them were not having knowledge about these. This study findings were similar findings to the study carried out by Torp S et. al.[5] Moreover 92%, 68% and 84% of the compliant garments workers had different types of health services including doctors visit, essential medicine, emergency services and compare to respondents of non-compliant garments 80%, 60% and 62% workers having different types of health services including doctors visit, essential medicine, emergency services respectively and rest of them were not receiving including health servicing. These findings were supported to the findings of Rahman A, Rahman M.[9]

Study shows that 90% and 68% workers of the compliant garments were satisfied with physician's behavior and healthcare facilities and compare to respondents of non-compliant garments 36% and 46% workers having satisfied with physician's behavior and healthcare facilities and rest of them were dissatisfied. This study findings were similar findings to the study carried out by Ikhtiar Alam and Mostafa Kamal.[10] Study shows that 80% and 55.55% workers of the

compliant garments were satisfied with casual leave and maternity leave and compare to the respondents of non-compliant garments 70% and 18.60% workers having satisfied with casual leave and maternity leave and rest of them were dissatisfied. This study supported to the findings of Johri P and Mehrotra S.[11]

Conclusion

Healthcare facilities and satisfaction level were more seen among compliant garments workers than non-compliant garments workers.

Disclosure
All the authors declared no competing interest.

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