

PROCEDURES USED AND REACTIONS TO THE USE OF
SELF-SERVICE LAUNDRY FACILITIES BY
SELECTED HOMEMAKERS IN
EMPORIA, KANSAS

By

JEAN KEMPTON CARLSON

Bachelor of Science

Kansas State University

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Thesis Approved:

Jose H. Wolf

Thesis Adviser

Honore McKinney

J. H. Boyer
Dean of the Graduate School

592727

PREFACE

The study explored the practices, problems, and opinions of selected homemakers in their use of self-service laundry facilities in the belief that such a study might provide valuable new information on laundry procedures carried on by homemakers outside of their own homes.

The writer wishes to express her earnest acknowledgment to Dr. Ilse Wolf for continuous guidance and encouragement throughout the study. An expression of appreciation is also extended to Dr. Florence McKinney for her helpful assistance and suggestions in the later stages of the study, and to Dr. Betty Brannan for many suggestions in the initial stages of the study. Sincere appreciation is expressed to Miss Gertrude McAllister for reading the thesis.

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The writer is appreciative of the contributions made by the five self-service owners or managers, and the 75 homemakers who were willing to contribute the needed information.

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CHAPTER I

INTRODUCTION

Although many women of the world may still be doing the family laundry with the primitive methods practiced by their culture for generations, scientific advancement has revolutionized laundry methods for the homemakers of this country.

The homemaker living in the United States has the opportunity to select and use a number of different ways of doing the laundry. She may do it at home, at a commercial laundry, or at a self-service laundry. She may use any number of laundry aids and different kinds of equipment both at home and at commercial enterprises. Both equipment and aids are designed for cleaning the dozens of different textiles used for clothing and household furnishings with a minimum of physical work. The variety of establishments, facilities, and supplies is further increased by the number of different brands of each on the market. As a result of this abundance of laundry facilities the homemaker is faced with a multitude of decisions. She needs to know which service (home facility or commercial enterprise) will best satisfy the needs for her particular family. This would involve a consideration of comparative cost of time, energy, money, and space; and an evaluation of the results obtained.

In spite of the fact the 1960 United States Census (24) showed that 75 per cent of the occupied homes had laundry equipment, observation shows urban areas have many coin-operated and commercial laundries. If

the homemaker decides to launder at home or at the self-service establishment she is faced with more decisions than when using the commercial laundry.

One of the laundry facilities which has increased in number since World War II is the self-service commercial laundry, which is also known as launderette, laundermat, coin-op, or coin laundry (3). The earliest coin laundries were provided for apartment house tenants and appeared in the early 1930's reported Church (3) in a review of the historical development of coin laundries. By the end of World War II coin laundries were opened for public use. From a few hundred in 1948, the number of coin laundries has grown rapidly to between 32,000 and 35,000 in 1962. The growth was greatest in the southwestern part of this country and from there spread to all areas of the nation.

The number of places, the different appliances, and the variety of aids may make it difficult for the homemaker to choose the right combination to meet her laundry needs; but the decisions tend to be fewer at the self-service laundry than at home. The homemaker is not responsible for the kind and size of equipment, its arrangement, up-keep, and repair. She does have choices as to location of the establishment she selects and the facilities she will use at the coin-operated laundry. She must also make decisions with regard to the number, type, and size of machines she will operate in doing the family laundry as well as the temperature and cycle of washer and dryer, and the laundry aids to be used. These decisions will be influenced to a major extent by the types of fabrics and the articles to be laundered. Instead of only four natural fibers which formerly dominated the textile industry, sixteen additional generic groups of man-made fibers are now being marketed for clothing and house-

hold textiles (23). In this country these fibers are sold under numerous trade and brand names. Many textile products are a combination or blend of two or more different fibers, which may include natural and/or man-made fibers. The great variety of fabrics made from these textile fibers are frequently treated to alter their appearance, texture, and performance qualities; thus the same textile fibers may be marketed with a variety of properties.

Many of these fabrics require certain dry cleaning or laundering procedures to retain their particular characteristics. The National Cotton Council (13) sponsored a survey of homemakers from seven cities in 1962 to study opinions and experiences of women with easy care or wash and wear clothing. Of these homemakers 51 per cent reported washing easy care clothing differently than regular clothing. Washing problems encountered by the women included lint problems, yellowing, staining, bleaching, special handling, and other minor complaints.

As a county extension agent the writer found that many homemakers were doubtful about the use of the most desirable laundering procedures, of the kind and amount of laundry aids to use and of laundry equipment best suited to their needs. Much of the information on home laundering has been handed down from mother to daughter; therefore, it may not be appropriate for contemporary facilities, aids, and fabrics.

Recent studies of laundering practices and problems of homemakers have been directed more toward home laundering than toward the use of self-service or coin laundries, although many of the problems of the two methods may be similar. Therefore, the writer is concerned with the homemakers' use of the self-service laundry facility. This study should be valuable in planning future educational programs for homemakers living

in Lyon County through identifying their problems at the self-service laundry.

Statement of the Problem

The central problem of this study was to determine the procedures used and reactions to the use of self-service laundry facilities by selected homemakers in Emporia, Kansas.

In order to carry out this study the following sub-problems were identified:

1. To discover why the homemakers are using certain facilities at the self-service laundry.
2. To learn the problems homemakers encounter in doing the laundry at a self-service facility.
3. To determine the laundry methods used by the women patronizing self-service laundries.
4. To become aware of the homemakers' opinions about the use of the self-service laundry.
5. To ascertain some personal information about the homemakers using the self-service laundry.

CHAPTER II

REVIEW OF LITERATURE

An investigation of research and literature related to procedures and experiences of homemakers using a self-service laundry revealed a limited number of professional articles and research reports on this subject; although a number of studies are concerned with other phases of laundry management, methods, and procedures. Several of the related studies included some information about the use of the self-service laundry or presented other information of value to this study.

The fact that doing the family laundry is a managerial problem involving a number of decisions is supported by Paolucci and Everett (21). Included in the decisions of this report were these questions:

The homemaker makes a technological decision when she considers: What means will provide the most effective way to get clean clothes for the family?
A paid laundress in the home? Outside the home?
A commercial laundry? A self-service laundry?
Automatic laundry equipment?

In 1951 Davis (5) conducted a study of 50 Indiana families to investigate family laundry expenditures. This study included the ownership of laundry equipment with the costs of original investment, depreciation and upkeep as well as of laundry supplies, and of other operating expenses. These were compared with the cost involved with the use of laundrette or coin laundry and of commercial laundry service. The value of the homemakers' time was considered in the costs of the use of these

facilities. Davis found that with the families in this study the use of the launderette seemed to be popular. These families reported spending somewhat less time per week on laundry tasks when using the self-service laundry, than did the same size families who did all of the laundry at home. Cost comparisons showed the use of the launderette to be more expensive than home laundering. The writer concluded that:

Launderette service is desirable for small families without home facilities for laundering who would be inconvenienced by the delay in service at the commercial laundry.

A study in Ohio by Deacon (6) considered these five aspects of doing the family laundry:

(I) all the laundering done at home as usual, (II) flatwork sent to a commercial laundry to be finished and rest done as usual, (III) all items sent to the commercial laundry to be finished and the rest "rough" or "fluff" dried, (IV) all items sent to commercial laundry to be finished, (V) and use of the self-service laundry.

A portion of the families were included in a further phase of the study and used the self-service facility. For these families Deacon (6) found the weekly amount of time averaged the same as when all of the laundering was done at home. The washing and drying time was lessened by half an hour each week when the launderette facility was used but ironing time was increased half an hour each week.

In this study total weekly costs were \$2.00 higher when the launderette was used than when all of the laundry was done at home. Deacon (6) believed part of this difference may have been due to a difference in the make-up of the washer and dryer loads for the families during this portion of the study. These families combined time spent at the launderette with shopping and other errands.

McNeil (20) found that bacteria can be transferred from one article

of clothing or some household textiles to another during laundering. Some bacteria can remain alive on the inside surface of the washing machine or the dryer as used in the home or in the coin laundry because the temperature is not high enough and the washing and drying cycles are too short to kill some of the bacteria; particularly those potentially harmful, such as *Staphylococcus aureus*, *Pseudomonas aeruginosa*, and paracolon bacteria. Studies conducted with families showed that thirty kinds of bacteria survived home laundry methods. This problem may be especially important to the user of coin-operated machines. Equipment specialists suggest a temperature of 140 degrees Fahrenheit is necessary for hot water laundering. At this temperature, it takes twenty minutes to kill all bacteria including the Staphylococci. The average automatic washer washing cycle ranges from five to twelve minutes both at home and in the coin laundry. Many of the man-made fibers as well as some of the natural fibers and special finishes applied to fabrics are damaged by this long exposure to such high temperature. For this reason McNeil (20) recommended the use of one of four different disinfectants to clean both washers and dryers used in self-service or coin laundries as well as in the home when any contagious disease is present.

Church (3) completed a study of 350 coin laundry users in New Hampshire, Maine, and Vermont. This research was directed to the study of consumer behavior at the coin laundry and the beliefs held about this behavior by coin laundry owners. The researcher found the average coin laundry user to be a married female, about forty years old. She has between eleven and twelve years of schooling. There is an even chance that she will be a full-time homemaker or an employed homemaker.

Church (3) listed these main reasons for coin laundry patronage, in

descending order of significance:

(I) no dryer, (II) save time, (III) no washer, (IV) less work, and (V) bad weather. The next most important reasons ranking equally, are the convenience of business hours, newer and better machinery than at home, a broken home washer, and plenty of hot water.

Partial users tended to use the coin-operated facility more for cleaning household linens, heavier articles, and very soiled clothing.

Patrons were most concerned about the cleanliness of the coin laundry. Of greatest importance to the customers in this study were clean machinery and spotless floors.

The majority of the users in this study reported they read instructions when they first use the coin laundry. There was slight evidence that college trained users read instructions to a greater degree than non-college. Church (3) found some evidence to show that women were more self-conscious about reading directions on their first visit to a coin laundry than were men.

In describing major problems faced by individuals doing the laundry at the self-service establishment, Church (3) reports a majority of the users recognize oversudsing as a common problem. Only a slight majority of the users knew that the type of detergent is a factor in this problem. Slightly less than half of the users realized the amount of soap and size of load were factors in the oversudsing situation. Of the washer users studied, only 10 per cent identified the type of washer as being a factor in this problem.

Coin laundry customers in the Church (3) study spent about \$1.35 for each visit to the coin laundry on washing and drying needs. A majority of the washer patrons used more than two washing machines on each visit to the self-service laundry. A majority of the customers used the coin-

operated facility once a week. Specific information concerning user spending habits revealed 55 per cent of all coin-laundry users in the study spent between \$1.00 and \$2.00, 35 per cent spent less than \$1.00, and 10 per cent spent over \$2.00 for each visit to the laundry.

A majority of washer patrons studied by Church (3) knew the capacities of washers at the coin-operated laundries. This knowledge was less evident when the coin-laundry did not have an attendant or had machines of more than one size.

Of home demonstration unit members in the Augenstein (1) study in Ohio 98 per cent spent between two and six hours doing the washing each week in their homes. Ironing was more time consuming than laundering for most of these homemakers. A majority of the 102 spent three or more hours but less than five hours each week doing the family ironing.

In the portion of the study involved with investment of launderable items, Augenstein (1) found the largest individual investment per family was for womens' clothing which averaged \$235.45. Girls' clothing ranked next in investment cost with an average of \$206.34. Men and boys had less invested in washable clothing with an average of \$178.24 and \$104.76 respectively. The total investment per family with an average of 505 launderable items was \$1,055.30, with an average cost of \$2.09 per item.

This study revealed a definite relationship between family income and number and investment in items. The number of items varied somewhat but the average cost per item was greater as the income increased for the families in the study.

The rural non-farm families reported the greatest average number of launderable items, 531 for the highest average investment of \$1,127.32. Urban families reported owning 416 items with an average investment of

\$890.04.

The investment and number of launderable items increased as equipment ownership increased for the families in this study. Families owning an automatic washer and dryer had an average investment of \$1,228.92 for 567 items as compared to the \$841.89 for 446 items for the families with a non-automatic washer.

Ownership of automatic washers varied with residence with 61 per cent of the urban, 46 per cent of rural non-farm, and 33 per cent of farm families owning them. Urban families had the highest average investment, \$393.90, in laundry equipment. Farm families in this study had an investment of \$336.22 in laundry appliances. The average investment in this equipment tended to increase as the family income was greater. An average laundry equipment investment for the 102 families was \$352.24.

Families owning automatic washers tended to launder more often each week than did the families with nonautomatic washers. The families owning dryers seemed to wash more frequently than those not owning dryers. Homemakers reported more ironing time per week when a dryer was not owned.

Lovingood (19) suggested there are many variables in washer performance in relation to soil removal. Among those listed are time and temperature of wash cycle, kind and concentration of detergent selected, ratio of water volume to weight of clothes, type of agitation, time and type of rinse, characteristics of water supply, and number and kind of fabrics to be laundered. She reported that the relationship of several of these variables and their effect on soil removal were studied by various research methods. Her study was concerned primarily with the size of washer load to effective cleaning results. She concluded, it is increasingly important for the homemaker to know what constitutes a load for maximum

cleaning with the minimum cost. Her findings indicated the amount of soil removed increased as the load size diminished, but then leveled off or decreased in loads of less than five pounds. Because of the widespread ownership of automatic washing machines homemakers need to know how to operate them carefully in order to get effective results.

In describing problems of laundering, Huck (11) believed the fact that only 50 per cent of the homemakers sorted the laundry for heavy soil presented a problem in laundering. Many of the homemakers combined wash and wear synthetic fabrics with the lightly soiled heavier clothing of other fibers. Huck (11) also reported on hard water problems and suggested different types of laundry aids gave very different results in hard water areas. Different laundry aids were included in the Kenney (17) report. This study suggested the detergency action was different from the information received in some advertising. This may give the homemaker another problem.

Johnston (16) reported an increase in the amount and frequency of laundering done at home in recent years. Laundry tasks were important and time consuming to the families studied. She found that many of the homemakers in this Michigan study reported fatigue problems and she observed poor posture in the use of laundry procedures. Often the homemakers owning automatic equipment had very poor arrangement for the home laundry area. The women in this study washed from one to twenty-four loads of laundry each week. Of these homemakers, 28.3 per cent washed nine loads of laundry each week which was the largest number reported.

In another study Johnston (15) reported:

The knowledge homemakers had of desirable laundry procedures was more advanced than were their practices. When knowledge and practices were compared, the

recommended laundry procedures fell into three groups: those which women thought were right and followed; those which women thought were right, but did not follow; and those which women did not recognize as being desirable.

The researcher concluded that it was important for homemakers to know correct laundry procedures so as not to follow undesirable methods.

CHAPTER III

PROCEDURE

This study was planned to determine the procedures used and reactions to the use of self-service laundry facilities by selected homemakers. From previous experience as a homemaker and as a county extension home economist, the writer observed that laundry procedures seemed often to be a problem for many homemakers. Since research showed that many families used self-service laundry facilities, the writer recognized a need for information about the practices and the reactions of homemakers using these laundries in order to learn if they face problems in their laundering with which the county home economics agent should be concerned.

Selection of the Instrument

A review of literature in related fields of research suggested that interview and systematic observation procedures could probably give the kind of information which would identify possible problems homemakers face in the use of the self-service laundry. Each method of collecting data has advantages and limitations, and these were taken into consideration in selection of the instrument for this study.

In the book, Evaluation in Extension (4), a number of advantages are given for the interview method of collecting information useful to extension workers. Moreover, Hall (9) reported an interview may yield information of greater depth than the use of a questionnaire, particularly when

some of the respondents may be from different socio-economic levels. The choice of the interview procedure for this study was further influenced by limitations of time and money, and the type of the study.

Development of the Instrument

The development of the personal interview schedule began with a study of methods for developing such instruments and of reports of related research to determine what was already known about the problems homemakers encounter in doing the family laundry, recommended needs for further research, and the methods used for carrying out this kind of study. All of this information served as an aid in the development of the interview and observation schedule which was designed to give information about the procedures, laundry aids, and equipment women used when doing the family laundry at a self-service laundry, and their opinions about self-service laundries, and some information about the interviewees themselves.

The original schedule was presented to several home management specialists for their study and suggestions. As a result of their recommendations the interview and observation schedule was revised. An effort was made to develop the instrument so that it would permit the respondent to express herself completely and freely but at the same time guide her to give the needed information.

As a pre-test for the use of the interview and observation schedule the writer interviewed and observed several individuals who were using a self-service laundry in Stillwater, Oklahoma. After a few changes were made the interview and observation schedule was mimeographed. Plans for tabulating the data were also considered at this time.

Selection of the Sample

Since the Extension Service is making a greater effort to serve more people this study was not directed toward club members, but toward any woman who patronized the self-service laundries in Lyon County, Kansas. Six self-service laundries were operated in this county at the time of the study. Five of the owners of these establishments gave the writer permission to interview homemakers while they were using the self-service laundry at various times during the months of May and June, 1964 and 1965. Only women, preferably married women with families, were included in the study in the belief that the homemaker has the major responsibility for doing the family laundry. This belief is supported by the study carried out by Church (3), who found that the average coin laundry user is a married woman about 40 years old. The first interviewee was chosen on the basis of the third woman entering the laundry after the interviewer arrived each day. Afterwards every third woman entering the front door was asked for an interview until a total of 75 women had been interviewed.

Collection of the Data

A copy of the mimeographed interview and observation schedule was given to the five managers, who had granted permission to conduct interviews in their laundries. The interviewer visited the five laundries on seventeen different days during May and June, 1964 and 1965. A copy of the interview schedule was shown to each prospective interviewee and the purpose of the study was explained briefly. After learning of the homemaker's willingness to cooperate, the writer asked all of the questions on the interview schedule. The interviewer had become thoroughly

familiar with the questions in order to keep the interview situation as pleasant and effective as possible. An observation of the procedures the homemaker followed in using the laundry equipment was carried on as the interviewer waited for the arrival of the next woman to be interviewed. The blanks were designed to require a minimum of writing and were filled in as the interview was conducted. The same was true of the observation schedule. If time was too limited to complete the observation the sixth woman entering the front door of the laundry, instead of the third, was asked for an interview.

Treatment of the Data

The data were tabulated according to four characteristics of the respondents; namely, age, education, residence, and size of family. Age as a variable was divided into four levels: Under 20, Under 40, Under 60, and Over 60. However, since no woman Over 60 was included in the sample that age level was omitted. Six educational levels incorporated into the interview schedule: less than 8 grades, grade school graduate, some high school, high school graduate, college, and college graduate. But again a level was omitted from the tabulations since all interviewees had an eighth grade or higher level of education.

The responses for place of residence were tabulated as urban, rural farm, and rural non-farm. Family size included as a variable was recorded in the categories of one, two, three, four, five, or six member families. After the tabulations were completed the data were analyzed, conclusions drawn, and recommendations made.

CHAPTER IV

PRESENTATION OF DATA AND ANALYSIS OF FINDINGS

This study was designed as a means of learning how homemakers do their laundering at commercial self-service laundries. It was planned so that the information obtained would help to answer the following questions related to the use of a self-service laundry: Why do homemakers use certain facilities at this laundry? What problems do they encounter in doing the laundry? What laundry methods do they use? What are their opinions with regard to the results they obtained in the use of these facilities? Are the factors of age, education, place of residence, size of family, and the laundry equipment owned associated with the methods and facilities used and opinions held? The data presenting information about these factors are presented in Tables I through V.

Seventy-five women were interviewed and observed at five self-service laundries as they were involved in laundering their family clothing and household textiles. Table I shows the distribution of the women participating in this study by age level. A majority of the women using the self-service laundry in this study were in the under 40 age level as shown in Table I. The under 20 and under 60 groups totaled about thirty per cent of the respondents.

TABLE I
AGE OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITIES

Age Levels	Number	Per Cent
Under 20	10	13.3
Under 40	52	69.4
Under 60	13	17.3
Total	75	99.9*

*The sums of per cent do not always equal 100 because of the rounding of numbers.

The data in Table II show that over fifty per cent of the homemakers were urban residents but almost one-third of the group were rural farm women. The smallest percentage was the rural non-farm group.

TABLE II
RESIDENCE OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITIES

Place of Residence	Number	Per Cent
Urban	40	53.3
Rural Farm	23	30.7
Rural Non-Farm	12	16.0
Total	75	100.0

Slightly over half of the respondents were high school graduates but 30 per cent had less than a high school education. A total of 18 per cent had attended or graduated from college. This information is found in Table III. Hereafter, for all the tabulations concerned with the variable of educational level, the one interviewee who had graduated from college will be included with the 13 respondents who reported having some college

education.

TABLE III

EDUCATIONAL LEVEL OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITIES

Educational Level	Number	Per Cent
Grade School Graduate	2	2.7
Some High School	20	26.7
High School Graduate	39	52.0
College	13	17.3
College Graduate	1	1.3
Total	75	100.0

Table IV reveals that thirty per cent of the women were from single or two member families. Almost thirty per cent of the families had five or six members for whom laundry services were needed. About four out of ten women had families with four or five members.

TABLE IV

SIZE OF FAMILY OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITIES

Size of Family	Number	Per Cent
Single	7	9.3
Two Member	16	21.3
Three Member	12	16.0
Four Member	20	26.6
Five Member	17	22.6
Six Member	3	4.0
Total	75	99.8

The data concerning ownership of laundry equipment related by the 75 respondents is shown in Table V. Over half of the women owned no laundry equipment. It is interesting to note about one-third owned a

wringer washer and only two per cent owned a dryer or combination washer-dryer.

TABLE V

LAUNDRY EQUIPMENT OWNED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITIES

Laundry Equipment Owned	Number	Per Cent
Wringer Washer	23	30.7
Automatic Washer	11	14.7
Dryer	2	2.7
Combination Washer and Dryer	2	2.7
None	40	53.3
Total	78*	104.1

*Since three respondents owned more than one piece of equipment, the number totals 78 though percentages were based on 75 respondents.

In order to determine whether the interviewees followed the best possible laundering procedures the equipment and its arrangement in each of the five laundries were studied. Table VI gives a listing of the facilities provided in each of the five self-service establishments included in this study. Self-service laundry D had the greatest number of washers available in both regular and the extra large size. This establishment also had the largest number of dryers. Laundries A and E had two sizes of dryers and laundry E also had two dryers with a greater number of temperature and air supply controls.

Establishment A was equipped with the greatest number of tables for use of the customer in sorting and folding the laundry. One was provided for every two small washers. All of the laundries but B had laundry carts for use in moving clothing. All establishments had laundry aid dispensers, money changers, chairs, and a starching center.

TABLE VI
FACILITIES AVAILABLE IN SELF-SERVICE LAUNDRIES

Facility	Self-Service Laundry				E
	A	B	C	D	
Family Size Washer, Top Loader	24	24	30	40	21
Large Size Washer, Front Loader	2	0	2	14	2
Large Dryer	14	8	12	24	7
Small Dryer	4	0	0	0	2
Large Dryer, Additional Temperature Control	0	0	0	0	2
Carts	6	0	6	4	3
Tables for Folding, etc.	12	3	4	8	5
Iron and Ironing Board	1	0	0	0	0
Starch Center	1	1	1	1	1
Dye Center	1	0	0	1	0
Dry Cleaner	0	2	8	8	0
Valet Service	0	0	1	0	0
Hair Dryer	1	1	1	2	0
Food and Beverage Dispenser	4	3	4	6	2
Television	1	1	0	1	1
Chairs	12	12	12	22	6
Study Table	0	0	0	1	0
Laundry Aid Dispenser	2	1	1	2	1
Money Changer	2	1	1	2	1

All but one laundry had television and a hair dryer. Food as candy, peanuts, coffee, and other beverages was for sale at each self-service laundry. Laundry D had a large study table for the use of its patrons.

Dry cleaners were included in three of the self-service establishments. Laundry C had a valet finisher for use after dry cleaning. Both laundries A and D had a dye center which included a special machine for dyeing clothing and other textiles.

All of the women interviewed were asked to indicate their reason or reasons for using the self-service laundry. The interview schedule had listed seven reasons. The interviewees had the opportunity to report other reasons also. This data, as shown in Table VII, is presented according to the three age levels of the respondents.

TABLE VII
REASONS GIVEN BY WOMEN USING THE SELF-SERVICE LAUNDRY
FACILITY BY AGE OF RESPONDENT

Reasons Listed	Under 20		Under 40		Under 60		Total	
	No. = 10	No. %	No. = 52	No. %	No. = 13	No. %	No. = 75	No. %
Water Not Piped To House	0	0.0	1	1.9	1	7.7	2	2.7
No Hot Water At Home	0	0.0	1	1.9	0	0.0	1	1.3
Softer Water Here	0	0.0	7	13.4	3	23.1	10	13.3
Water Shortage	0	0.0	0	0.0	1	7.7	1	1.3
No Equipment	9	90.0	16	30.8	2	15.4	27	36.0
Better Equipment	1	10.0	28	53.8	9	69.2	38	50.7
Less Expensive Than Owning	0	0.0	7	13.4	2	15.4	9	12.0
Wash More At Same Time	0	0.0	1	1.9	1	7.7	2	2.7
Total Number of Responses	10		61		19		90	

Each member of the under 20 age group gave only one reason. Nine of the ten reported having no laundry equipment at home as their reason. The members of the older age groups tended to give more reasons, yet the largest number were also concerned about lack of home laundry equipment, or believed the self-help laundry equipment to be better than their own. About thirteen per cent said they used this facility because of soft water and twelve per cent believed it was less expensive than owning the equipment and laundering at home.

When the respondents were divided according to place of residence (Table VIII), it was found that considerably more urban than rural homemakers reported that lack of laundry equipment at home caused them to use the self-service laundry. Although lack of equipment was the reason most frequently given by the urban women (52.5 per cent) better equipment at the self-service laundry than at home was the reason most frequently given by rural farm (65.2 per cent) and by rural non-farm (58.3 per cent) homemakers. Almost 40 percent of the rural farm women said that lack of soft water at home was one of their reasons for using the self-service laundry, though this was not mentioned by any of the 40 urban women and by only one of the rural non-farm residents. Few women indicated any of the other choices as their reasons for using the self-service laundry facilities.

TABLE VIII

REASONS GIVEN BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY ACCORDING TO RESIDENCE OF RESPONDENT

Reasons Listed	Urban No. = 40		Rural Farm No. = 23		Rural Non-Farm No. = 12		Total No.=75	
	No.	%	No.	%	No.	%	No.	%
Water Not Piped to House	0	0.0	2	8.7	0	0.0	2	2.7
No Hot Water	0	0.0	1	4.3	0	0.0	1	1.3
Softer Water	0	0.0	9	39.1	1	8.3	10	13.3
Water Shortage	0	0.0	1	4.3	0	0.0	1	1.3
No Equipment	21	52.5	3	13.0	3	25.0	27	36.0
Better Equipment	16	40.0	15	65.2	7	58.3	38	50.7
Less Expensive Than Owning	4	10.0	3	13.0	2	16.7	9	12.0
Wash More At Same Time	2	5.0	0	0.0	0	0.0	2	2.7
Total Number	43		34		13		90	

Table IX shows an analysis of reasons for using the self-service laundry given by 75 women according to their educational level. The reason for using the self-service laundry most frequently given by women with some high school and those who had graduated from high school was better equipment than at home. In contrast the majority of women with some college education reported no laundry equipment at home as the reason for using the coin operated facility. One-fifth of the women with some high school education believed that use of the self-service facility was less expensive than owning laundry equipment.

TABLE IX

REASONS GIVEN BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Reason Listed	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Water Not Piped to House	0	0.0	1	5.0	1	2.6	0	0.0	2	2.7
No Hot Water At Home	0	0.0	1	5.0	0	0.0	0	0.0	1	1.3
Softer Water Here	0	0.0	3	15.0	6	15.4	1	7.1	10	13.3
Water Shortage	0	0.0	0	0.0	1	2.6	0	0.0	1	1.3
No Equipment	0	0.0	1	5.0	16	41.0	10	71.4	27	36.0
Better Equipment	2	100.0	13	65.0	22	56.4	1	7.1	38	50.7
Less Expensive Than Owning	0	0.0	4	20.0	3	7.7	2	14.3	9	12.0
Wash More At Once	0	0.0	1	5.0	0	0.0	1	7.1	2	2.7
Total Number of Responses	2		24		49		15		90	

Few women, only 13.3 percent of the total, reported softer water at the self-service laundry as one of the reasons for its use. Because only two of the respondents had a grade school education this number seems too small to be significant. Every reason was reported by at

least one homemaker, with no hot water at home or water shortage mentioned by only one person each.

Table X shows reasons homemakers, classified by family size, reported for using the self-service laundry. From 88 to 100 percent of the five and six member families reported better equipment at the self-service facility as one reason. However, the one and two member families (71.4 and 81.3 percent, respectively) reported no equipment at home as the most frequent reason for using these facilities.

TABLE X
REASONS GIVEN BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO SIZE OF FAMILY

Reason Listed	One		Two		Three		Four		Five		Six		Total	
	No. = 7	%	No. = 16	%	No. = 12	%	No. = 20	%	No. = 17	%	No. = 3	%	No. = 75	%
Water Not Piped														
To House	0	0.0	0	0.0	0	0.0	1	20.0	1	5.9	0	0.0	2	2.7
No Hot Water														
At Home	0	0.0	0	0.0	0	0.0	1	20.0	0	0.0	0	0.0	1	1.3
Softer Water														
Here	0	0.0	0	0.0	2	16.7	3	15.0	4	23.5	1	33.3	10	13.3
Water Shortage	0	0.0	0	0.0	0	0.0	0	0.0	1	5.9	0	0.0	1	1.3
No Equipment	5	71.4	13	81.3	5	41.7	4	20.0	0	0.0	0	0.0	27	36.0
Better Equip.	1	14.3	4	25.0	4	33.3	11	55.0	15	88.2	3	100.0	38	50.7
Less Expensive														
Than Owning	1	14.3	0	0.0	2	16.7	3	15.0	3	17.6	0	0.0	9	12.0
Wash More At														
Home	0	0.0	1	6.3	0	0.0	0	0.0	1	5.9	0	0.0	2	2.7
Total Number of Responses	7		18		13		23		25		4		90	

All of the 75 women reported the use of other laundry facilities in addition to the self-service laundry. This information is reported in Table XI, which shows that every respondent did some hand washing. One-fifth of the women sometimes used the commercial laundry, this percentage is similar for every age group.

TABLE XI

LAUNDRY FACILITIES IN ADDITION TO THE SELF-SERVICE LAUNDRY
USED BY WOMEN ACCORDING TO AGE OF RESPONDENT

Additional Washing Facility	Under 20		Under 40		Under 60		Total	
	No.	%	No.	%	No.	%	No.	%
Hand Washing	10	100.0	52	100.0	13	100.0	75	100.0
Use of Machine at Home	1	10.0	23	44.2	8	61.5	32	42.7
Use of Commercial Laundry	2	20.0	10	19.2	3	23.1	15	20.0
Other	0	0.0	1	1.9	1	7.7	2	2.7
Total Number of Responses	13		86		15		124	

Over 60 percent of the under 60 age group did some washing by home washing machine, but less than 45 percent of the under 40 group and only ten percent of the under 20 group reported using a machine at home.

The use of facilities in addition to the self-service laundry for doing the family laundry is categorized by the residence of the respondents in Table XII. Regardless of residence the homemakers used the home washing machine more frequently than the commercial laundry in addition to the self-service facility. The rural women, both farm and non-farm, reported using home washing machines more than did the urban women. Few rural farm homemakers used commercial laundry facilities.

In Table XIII the respondents were classified according to education in their report of the laundry facilities used in addition to the self-service laundry. Many more of the two groups with high school education used the laundry machines at home than used the commercial laundry, whereas those with some college education used these facilities

TABLE XII

LAUNDRY FACILITIES IN ADDITION TO THE SELF-SERVICE LAUNDRY
USED BY WOMEN ACCORDING TO RESIDENCE OF RESPONDENT

Additional Washing Facility	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	No. %	No. = 23	No. %	No. = 12	No. %	No. = 75	No. %
Hand Washing	40	100.0	23	100.0	12	100.0	75	100.0
Use of Machine at Home	11	27.5	15	65.2	6	50.0	32	42.7
Use of Commercial Laundry	10	25.0	2	8.7	3	25.0	15	20.0
Other	2	5.0	0	0.0	0	0.0	2	2.7
Total Number of Responses	63		50		21		124	

TABLE XIII

LAUNDRY FACILITIES IN ADDITION TO THE SELF-SERVICE LAUNDRY USED BY WOMEN
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Additional Washing Facility	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Hand Washing	2	100.0	20	100.0	39	100.0	14	100.0	75	100.0
Use of Machine at Home	2	100.0	13	65.0	15	38.5	2	14.3	32	42.7
Use of Commercial Laundry	0	0.0	3	15.0	10	25.6	2	14.3	15	20.0
Other	1	50.0	0	0.0	0	0.0	1	7.1	2	2.7
Total Number of Responses	5		36		64		19		124	

with equal frequency. Women in all educational levels did some hand washing.

Table XIV shows the responses of 75 homemakers to the question, What laundry facilities do you usually use in addition to the self-service laundry? These were analyzed according to size of the respondent's family. The homemakers with three to six family members used the home washing machines much more frequently than the commercial laundry, though this was not true for the one and two member families.

One of the questions in the interview schedule dealt with the articles the respondents usually laundered at the self-service laundry. The answers are given according to the respondent's age in Table XV. Each of the interviewees had laundered family clothing, and all but two had laundered bath towels at the self-service laundry. Around 90 percent of each of the three age groups (under 20, under 40, and under 60) had laundered bedding and household linens, but only 38.5 to 60 percent of them had laundered curtains and rugs at this type of laundry.

The types of articles laundered at the self-service laundry are tabulated according to the residence of the respondent in Table XVI. Regardless of residence all respondents laundered family clothing, but a somewhat larger number of the rural farm and rural non-farm than the urban women laundered bedding, linens, bath towels, curtains, and rugs at the self-service laundry. Only one urban and one rural farm woman reported laundering slip covers at this laundry facility.

The 75 respondents reported the variety of articles they laundered at the self service laundry. This information is reported in Table XVII according to the educational level of the homemakers responding. All

TABLE XIV

LAUNDRY FACILITIES IN ADDITION TO THE SELF-SERVICE LAUNDRY USED
BY RESPONDENTS ACCORDING TO SIZE OF FAMILY

Additional Washing Facility	One		Two		Three		Four		Five		Six		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Hand Washing	7	100.0	16	100.0	12	100.0	20	100.0	17	100.0	3	100.0	75	100.0
Use of Machine at Home	1	14.3	3	18.8	5	41.7	8	40.0	12	70.6	3	100.0	32	42.7
Use of Commercial Laundry	1	14.3	5	31.3	2	16.7	4	20.0	3	17.6	0	0.0	15	20.0
Other	0	0.0	0	0.0	0	0.0	1	5.0	0	0.0	1	33.3	2	2.7
Total Number of Responses	9		24		19		33		32		7		124	

TABLE XV

ARTICLES LAUNDERED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Articles Laundered	Under 20		Under 40		Under 60		Total	
	No. = 10	No. = 10	No. = 52	No. = 52	No. = 13	No. = 13	No. = 75	No. = 75
	No.	%	No.	%	No.	%	No.	%
Clothing	10	100.0	52	100.0	13	100.0	75	100.0
Bedding	9	90.0	48	92.3	12	92.3	69	92.0
Linens	9	90.0	46	88.5	12	92.3	67	89.3
Curtains	4	40.0	21	40.4	5	38.5	30	40.0
Rugs	6	60.0	31	59.6	7	53.8	44	58.7
Bath Towels	9	90.0	52	100.0	12	92.3	73	97.3
Slip Covers	0	0.0	2	3.8	0	0.0	2	2.7
Total Number of Responses	47		252		61		360	

TABLE XVI

ARTICLES LAUNDERED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO RESIDENCE OF RESPONDENT

Articles Laundered	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	No. = 40	No. = 23	No. = 23	No. = 12	No. = 12	No. = 75	No. = 75
	No.	%	No.	%	No.	%	No.	%
Clothing	40	100.0	23	100.0	12	100.0	75	100.0
Bedding	35	87.5	22	95.7	12	100.0	69	92.0
Linens	35	87.5	21	91.3	11	91.7	67	89.3
Curtains	13	32.5	12	52.2	5	41.7	30	40.0
Rugs	21	52.5	16	69.6	7	58.3	44	58.7
Bath Towels	38	95.0	23	100.0	12	100.0	73	97.3
Slip Covers	1	2.5	1	4.3	0	0.0	2	2.7
Total Number of Responses	183		118		59		360	

TABLE XVII

ARTICLES LAUNDERED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATION LEVEL OF RESPONDENT

Articles Laundered	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Clothing	2	100.0	20	100.0	39	100.0	14	100.0	75	100.0
Bedding	2	100.0	20	100.0	37	94.9	10	76.9	69	92.0
Linens	2	100.0	20	100.0	35	89.7	10	76.9	67	89.3
Curtains	0	0.0	11	55.0	15	38.5	4	30.8	30	40.0
Rugs	1	50.0	15	75.0	22	56.4	6	46.2	44	58.7
Bath Towels	2	100.0	20	100.0	38	97.4	13	92.9	73	97.3
Slip Covers	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7
Total Number of Responses	9		106		188		57		360	

of the homemakers with grade school and some high school education usually laundered clothing, bedding, linens, and bath towels at the self-service laundry. So did 76 percent or more of those with some college education. Rugs, curtains, and slip covers in descending order were less frequently laundered at this business enterprise, regardless of educational level of the homemaker doing the family laundry.

Table XVIII shows an analysis of the different articles the homemakers laundered at the self-service laundry according to the size of their families. The majority of families with two to six members laundered clothing, bedding, linens, and bath towels at the self-service laundry. Relatively few of the one member families laundered anything other than clothing and bath linens.

The writer was interested in learning which specific facilities available at the self-service laundry homemakers tended to use. This

TABLE XVIII

ARTICLES LAUNDERED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO SIZE OF FAMILY

Articles Laundered	One		Two		Three		Four		Five		Six		Total	
	No. = 7	%	No. = 16	%	No. = 12	%	No. = 20	%	No. = 19	%	No. = 3	%	No. = 75	%
Clothing	7	100.0	16	100.0	12	100.0	20	100.0	17	100.0	3	100.0	75	100.0
Bedding	3	42.9	15	93.8	12	100.0	19	95.0	17	100.0	3	100.0	69	92.0
Linens	2	28.6	15	93.8	12	100.0	20	100.0	15	88.2	3	100.0	67	89.3
Curtains	1	14.3	9	56.3	3	25.0	10	50.0	5	29.4	2	66.7	30	40.0
Rugs	2	28.6	10	62.5	6	50.0	13	65.0	11	64.7	2	66.7	44	58.7
Bath Towels	6	85.7	16	100.0	11	91.7	20	100.0	17	100.0	3	100.0	73	97.3
Slip Covers	0	0.0	1	6.3	0	0.0	1	5.0	0	0.0	0	0.0	2	2.7
Total Number of Responses	21		82		56		103		82		16		360	

information according to the four variables is presented in Tables XIX to XXII. Table XIX shows that the facilities used most frequently by homemakers (82.7 percent) were both the washer and the dryer at the same visit to the laundry. The same was true when the homemakers were divided into the three age levels, but more of the homemakers between the ages of 40 and 60 used the washer and the dryer than did those between 20 and 40. Of the latter almost one-fifth used the dryer only and 15.4 percent used the washer only. None of the homemakers in the older age level used the washer without the dryer. The second most frequently used facility at the self-service establishment was the dry cleaning equipment which was used by 46.2 to 53.8 percent of the three age levels. None of the homemakers interviewed used the iron and only one of each age level used the hair dryer, the large washing machine or the valet finisher.

TABLE XIX

FACILITIES USED BY WOMEN AT THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Facilities Usually Used	Under 20		Under 40		Under 60		Total	
	No.	%	No.	%	No.	%	No.	%
Washer Only	1	10.0	8	15.4	0	0.0	9	12.0
Dryer Only	0	0.0	10	19.2	2	15.4	12	16.0
Both Washer and Dryer	9	90.0	41	78.8	12	92.3	62	82.7
Iron	0	0.0	0	0.0	0	0.0	0	0.0
Hair Dryer	0	0.0	1	1.9	0	0.0	1	1.3
Dry Cleaner	5	50.0	28	53.8	6	46.2	39	52.0
Large Machines	0	0.0	1	1.9	1	7.7	2	2.7
Valet Finisher	0	0.0	1	1.9	0	0.0	1	1.3
Total Number of Responses	15		90		21		126	

To determine if the place of residence had any influence on the facilities used at a self-service laundry Table XX was developed. More of the urban homemakers than the rural farm and rural non-farm women used the combination of washer and dryer, and the dry cleaner; whereas, the rural homemakers both farm and non-farm used the dryer alone more frequently than the urban. Only two rural farm homemakers used the large washing machine and only two urban homemakers used the valet finisher and the hair dryer. Relatively few homemakers tended to use only the washer or only the dryer.

TABLE XX
FACILITIES USED BY WOMEN AT THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO RESIDENCE OF RESPONDENT

Facilities Usually Used	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	%	No. = 23	%	No. = 12	%	No. = 75	%
Washer Only	5	12.5	3	13.0	1	8.3	9	12.0
Dryer Only	2	5.0	6	26.1	4	33.3	12	16.0
Both Washer and Dryer	35	87.5	19	82.6	8	66.7	62	82.7
Iron	0	0.0	0	0.0	0	0.0	0	0.0
Hair Dryer	1	2.5	0	0.0	0	0.0	1	1.3
Dry Cleaner	24	60.0	11	47.8	4	33.3	39	52.0
Large Machine	0	0.0	2	8.7	0	0.0	2	2.7
Valet Finisher	1	2.5	0	0.0	0	0.0	1	1.3
Total Number of Responses	68		41		17		126	

Table XXI records the facilities used at the self-service laundry according to the four educational levels of the homemakers; namely, grade school graduate, some high school, high school graduate, and college. The majority of each educational level used both the washer and the dryer. The next most frequently used piece of equipment was the

TABLE XXI

FACILITIES USED BY WOMEN AT THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Facilities Usually Used	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Washer Only	0	0.0	3	15.0	5	12.8	1	7.1	9	12.0
Dryer Only	0	0.0	6	30.0	5	12.8	1	7.1	12	16.0
Both Washer and Dryer	2	100.0	17	85.0	31	79.5	12	85.7	62	82.7
Iron	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Hair Dryer	0	0.0	0	0.0	0	0.0	1	7.1	1	1.3
Dry Cleaner	2	100.0	7	35.0	23	59.0	7	50.0	39	52.0
Large Machine	0	0.0	1	5.0	1	2.6	0	0.0	2	2.7
Valet Finishing	0	0.0	0	0.0	1	2.6	0	0.0	1	1.3
Total Number of Responses	4		34		66		22		126	

dry cleaner, which ranged in use from 35 to 100 percent. The dryer was the third most frequently used piece of equipment. Regardless of educational level relatively few women used the other facilities.

Each of the women included in the study reported the various facilities they usually used at the self-service laundry. This information is tabulated by family size in Table XXII. The washer and the dryer were consistently the most frequently used pieces of equipment regardless of the personal factors of the homemaker respondents, except two of the three families with six members each, who used the dry cleaner as well as the washer and the dryer. The dry cleaner was the next most frequently used appliance for 42.9 percent of the one member families to 66.7 percent of the three member and six member families.

TABLE XXII

FACILITIES USED BY WOMEN AT THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO SIZE OF FAMILY

Facilities Usually Used	One		Two		Three		Four		Five		Six		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Washer Only	0	0.0	1	6.3	1	8.3	2	10.0	4	23.5	1	33.3	9	12.0
Dryer Only	0	0.0	1	6.3	0	0.0	5	25.0	6	35.3	0	0.0	12	16.0
Both Washer and Dryer	7	100.0	14	87.5	11	91.7	17	85.0	11	64.7	2	66.7	62	82.7
Iron	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Hair Dryer	1	14.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	1.3
Dry Cleaner	3	42.9	9	56.3	8	66.7	9	55.0	8	47.1	2	66.7	39	52.0
Large Machine	0	0.0	0	0.0	1	8.3	0	0.0	1	5.9	0	0.0	2	2.7
Valet Finisher	0	0.0	0	0.0	0	0.0	0	0.0	1	5.9	0	0.0	1	1.3
Total Number of Responses	11		25		21		33		31		5		126	

Tables XXIII through XXVI present information with regard to the frequency homemakers use the self-service laundry, according to the four variables of age, place of residence, educational level, and size of family of the respondents. The information in Table XXIII shows the number of times per week the total number of homemakers used the self-service laundry facility according to their age level.

The majority (62.7 percent) of all the homemakers used the self-service laundry once a week. This figure is almost the same for each of the three age levels of the homemakers included in the study. Although 40 percent of those under 20 years of age used it two or three times a week, and 30.8 percent of those between 40 and 60 years of age used it less than once a week, none of the homemakers used the self-service more than three times a week.

TABLE XXIII
FREQUENCY OF USE OF SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Frequency of Use	Under 20		Under 40		Under 60		Total	
	No. = 10	No. = 52	No. = 13	No. = 75	No. = 10	No. = 52	No. = 13	No. = 75
Less Than Once a Week	0	0.0	10	19.2	4	30.8	14	18.7
Once a Week	6	60.0	33	63.5	8	61.5	47	62.7
2 or 3 Times a Week	4	40.0	9	17.3	1	7.7	14	18.7
More	0	0.0	0	0.0	0	0.0	0	0.0
Total	10	100.0	52	100.0	13	100.0	75	100.2

The data in Table XXIV reveal how often the urban, rural farm, and rural non-farm homemakers patronized the self-service laundry. The highest percentage of frequency of use (67.5 percent) was the urban homemakers, who usually used the laundry once a week. Likewise the majority of the rural farm and rural non-farm percentages also used the laundry weekly.

TABLE XXIV
FREQUENCY OF USE OF SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO RESIDENCE OF RESPONDENT

Frequency of Use	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	No. = 23	No. = 12	No. = 75	No. = 12	No. = 75	No. = 75	No. = 75
	No.	%	No.	%	No.	%	No.	%
Less Than Once a Week	1	2.5	9	39.1	4	33.3	14	18.7
Once a Week	27	67.5	14	60.9	7	58.3	47	62.7
2 or 3 Times a Week	12	30.0	0	0.0	1	8.3	14	18.7
More	0	0.0	0	0.0	0	0.0	0	0.0
Total	40	100.0	23	100.0	12	99.9	75	100.0

The homemakers interviewed as to frequency of self-service laundry use are classified according to four educational levels in Table XXV. A majority ranging from 61.5 to 78.6 percent in all but the grade school graduate level usually visited the laundry once a week. More of the high school graduates than any other educational level came two or three times a week.

TABLE XXV
 FREQUENCY OF USE OF SELF-SERVICE LAUNDRY FACILITY
 ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Frequency of Use	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Less Than Once a Week	1	50.0	5	25.0	6	15.4	1	7.1	14	18.7
Once a Week	0	0.0	14	70.0	24	61.5	11	78.6	47	62.7
2 or 3 Times a Week	1	50.0	1	5.0	9	23.1	2	14.3	14	18.7
More	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	2	100.0	20	100.0	39	99.0	14	100.0	75	100.0

Regardless of family size well over one-half of the respondents used the self-service weekly, as shown in Table XXVI. Nevertheless, around one-third of them used this facility two or three times a week and approximately one-third with four, five, or six family members used it less than once a week.

Data in Tables XXVII through XXX show which family member is usually responsible for doing the family laundry at the self-service facility. The interview schedule included the question, who usually does the laundry at the self-service establishment? The interviewer had believed that the homemaker, her husband, and a daughter, or son might do the family laundry at different times but found none of the respondents reporting that their children did the family laundry. The answer to this question tabulated according to age of homemaker is given in Table XXVII. Here it can be seen that 85 percent or more of the homemakers assumed the responsibility for doing the family laundry

TABLE XXVI
 FREQUENCY OF USE OF SELF-SERVICE LAUNDRY FACILITY
 ACCORDING TO SIZE OF FAMILY

Frequency of Use	One		Two		Three		Four		Five		Six		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Less Than Once a Week	0	0.0	0	0.0	0	0.0	6	30.0	6	35.3	2	33.3	14	18.7
Once a Week	5	71.4	12	75.0	8	66.7	12	60.0	10	58.8	1	16.7	47	62.7
2 or 3 Times a Week	2	28.6	4	25.0	4	33.3	2	10.0	1	5.9	0	0.0	14	18.7
More	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	7	100.0	16	100.0	12	100.0	20	100.0	17	100.0	3	100.0	75	100.1

TABLE XXVII

FAMILY MEMBER MOST OFTEN USING THE SELF-SERVICE FACILITY
ACCORDING TO AGE OF RESPONDENT

Family Member	Under 20		Under 40		Under 60		Total	
	No. = 10	No. %	No. = 52	No. %	No. = 13	No. %	No. = 75	No. %
Homemaker	9	90.0	43	82.7	12	92.3	64	85.3
Husband	0	0.0	2	3.8	0	0.0	2	2.7
Son	0	0.0	0	0.0	0	0.0	0	0.0
Daughter	0	0.0	0	0.0	0	0.0	0	0.0
Both Husband and Wife	1	10.0	4	7.7	1	7.7	6	8.0
Homemaker $\frac{1}{2}$ of Time and Husband $\frac{1}{2}$ of Time	0	0.0	3	5.8	0	0.0	3	4.0
Total	10	100.0	52	100.0	13	100.0	75	100.0

at the self-service establishment. Only two of those between the ages of 40 and 60 said their husbands usually performed this job for the family, and three of this same age group said they divided the job equally between themselves and husband. A few of the others reported the husband and wife usually came together.

Irrespective of place of residence the majority of homemakers usually assumed the task of doing the family laundry at the self-service facility (Table XXVIII). The exceptions were some of the rural non-farm homemakers who said that usually their husbands did the family laundry (16.7 percent), or that they did it together with their husband (16.7 percent). The children appeared not to be assuming the responsibility for doing the family laundry.

The educational level appears to have little influence on who does the family laundry at the self-service establishment. Table XXIX shows that all but 11 of the homemakers interviewed usually did

TABLE XXVIII

FAMILY MEMBER MOST OFTEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO RESIDENCE OF RESPONDENT

Family Member	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	No. %	No. = 23	No. %	No. = 12	No. %	No. = 75	No. %
Homemaker	34	85.0	22	95.7	8	66.7	64	85.3
Husband	0	0.0	0	0.0	2	16.7	2	2.7
Son	0	0.0	0	0.0	0	0.0	0	0.0
Daughter	0	0.0	0	0.0	0	0.0	0	0.0
Both Husband and Wife	4	10.0	0	0.0	2	16.7	6	8.0
Homemaker $\frac{1}{2}$ of Time and Husband $\frac{1}{2}$ of Time	2	5.0	1	4.3	0	0.0	3	4.0
Total	40	100.0	23	100.0	12	100.1	75	100.0

TABLE XXIX

FAMILY MEMBER MOST OFTEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Family Member	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 13	No. %	No. = 75	No. %
Homemaker	2	100.0	17	85.0	34	87.2	11	78.6	64	85.3
Husband	0	0.0	2	10.0	0	0.0	0	0.0	2	2.7
Son	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Daughter	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Both Husband and Wife	0	0.0	1	5.0	2	5.1	3	21.4	6	8.0
Homemaker $\frac{1}{2}$ of Time and Husband $\frac{1}{2}$ of Time	0	0.0	0	0.0	3	7.7	0	0.0	3	4.0
Total	2	100.0	20	100.0	39	100.0	14	100.0	75	100.0

the family laundry. These eleven either usually shared the responsibility with the husband, or the husband assumed it alone. Six of the eleven homemakers ranging from some high school through some college education reported that usually they and their husband came to the self-service laundry together. None said that the children assumed this household task.

The person most frequently doing the family laundry at the self-service establishment is tabulated by family size in Table XXX. Regardless of family size the homemaker was more often responsible for doing the family washing than any other family member. Five of the homemakers in the four and five member families reported sometimes receiving help from their husband and two said the husband usually did the laundry. None of the 75 homemakers reported being assisted at the self-service laundry by a son or daughter.

The interviewer asked the question, Do you usually sort the articles to be laundered according to the fiber content, color, amount of soil, and the durability? The responses were "no," "sometimes," or "yes." The answers are summarized according to age of respondent in Table XXXI. In descending order of frequency the 75 homemakers reported they usually sorted the articles to be laundered according to the amount and kind of soil (56.0 percent), durability (49.3 percent), and fiber content (29.3 percent). About 40.0 percent reported they sometimes sorted according to these same characteristics with the exception of fiber content which was 66.7 percent. More of the homemakers between the ages of 40 and 60 answered they do sort for color; whereas, more of the younger group sorted for the amount and kind of soil.

TABLE XXX

FAMILY MEMBER MOST OFTEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO SIZE OF FAMILY

Family Member	One		Two		Three		Four		Five		Six		Total	
	No. = 7	No. %	No. = 16	No. %	No. = 12	No. %	No. = 20	No. %	No. = 17	No. %	No. = 3	No. %	No. = 75	No. %
Homemaker	7	100.0	14	87.5	10	83.3	14	70.0	16	94.1	3	100.0	64	85.3
Husband	0	0.0	0	0.0	0	0.0	1	5.0	1	5.9	0	0.0	2	2.7
Son	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Daughter	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Both Husband and Wife	0	0.0	1	6.3	1	8.3	4	20.0	0	0.0	0	0.0	6	8.0
Homemaker $\frac{1}{2}$ of Time and Husband $\frac{1}{2}$ of Time	0	0.0	1	6.3	1	8.3	1	5.0	0	0.0	0	0.0	3	4.0
Total	7	100.0	16	100.1	12	99.9	20	100.0	17	100.0	3	100.0	75	100.0

TABLE XXXI

SORTING OF LAUNDRY BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Sorting Articles	Under 20		Under 40		Under 60		Total	
	No.	%	No.	%	No.	%	No.	%
Fiber								
No	0	0.0	1	1.9	2	15.4	3	4.0
Sometimes	7	70.0	36	69.2	7	53.8	50	66.7
Yes	3	30.0	15	28.8	4	30.8	22	29.3
Color								
No	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	6	60.0	25	48.1	4	30.8	35	46.7
Yes	4	40.0	27	51.9	9	69.2	40	53.3
Soil								
No	0	0.0	1	1.9	0	0.0	1	1.3
Sometimes	4	40.0	22	42.3	6	46.2	32	42.7
Yes	6	60.0	29	55.8	7	53.8	42	56.0
Durability								
No	0	0.0	4	7.7	3	23.1	7	9.3
Sometimes	5	50.0	23	44.2	3	23.1	31	41.9
Yes	5	50.0	25	48.1	7	53.8	37	49.3

A large majority of homemakers, regardless of residence, either sort regularly or sometimes the articles to be washed for fiber content, soil, and durability. Table XXXII shows the practices of sorting clothing to be laundered by place of residence. A higher percentage of the rural farm women than the urban and rural non-farm answered yes they did sort according to color (65.2) and soil (73.9). More urban and rural non-farm than rural farm homemakers reported sorting for durability.

The interviewees' practices of sorting articles to be laundered are analyzed according to the respondents' educational level in Table XXXIII. A higher percentage of the women with college education than those with

TABLE XXXII
 SORTING OF LAUNDRY BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
 ACCORDING TO RESIDENCE OF RESPONDENT

Sorting Articles	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	%	No. = 23	%	No. = 12	%	No. = 75	%
Fiber								
No	0	0.0	2	8.7	1	8.3	3	4.0
Sometimes	27	67.5	14	60.9	9	75.0	50	66.7
Yes	13	32.5	7	30.4	2	16.7	22	29.3
Color								
No	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	20	50.0	8	34.8	7	58.3	35	46.7
Yes	20	50.0	15	65.2	5	41.7	40	53.3
Soil								
No	1	2.5	0	0.0	0	0.0	1	1.3
Sometimes	19	47.5	5	21.7	8	66.7	32	42.7
Yes	20	50.0	18	73.9	4	33.3	42	56.0
Durability								
No	3	7.5	3	13.0	1	8.3	7	9.3
Sometimes	17	42.5	10	43.5	4	33.3	31	41.9
Yes	20	50.0	10	43.5	7	58.3	37	49.3

TABLE XXXIII

SORTING OF LAUNDRY BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Sorting Articles	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Fiber										
No	0	0.0	1	5.5	2	5.1	0	0.0	3	4.0
Sometimes	2	100.0	17	85.0	25	64.1	6	42.9	50	66.7
Yes	0	0.0	2	10.0	12	30.8	8	57.1	22	29.3
Color										
No	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	1	50.0	10	50.0	19	48.7	5	35.7	35	46.7
Yes	1	50.0	10	50.0	20	51.3	9	64.3	40	53.3
Soil										
No	0	0.0	1	5.0	0	0.0	0	0.0	1	1.5
Sometimes	1	50.0	9	45.0	17	43.6	5	35.7	32	42.7
Yes	1	50.0	10	50.0	22	56.4	9	64.3	42	56.0
Durability										
No	0	0.0	3	15.0	4	10.3	0	0.0	7	9.3
Sometimes	1	50.0	7	35.0	18	46.2	5	35.7	31	41.9
Yes	1	50.0	10	50.0	17	43.6	9	64.3	37	49.3

less education answered yes to the question, "Do you sort articles for laundering according to fiber content, color, and amount of soil?"

Not a single woman with some college education answered she did not sort according to fiber, color, soil, or durability. All respondents said they either sometimes or always sorted for color, and only one said she did not sort for amount and kind of soil. In sorting laundry fiber was considered less frequently than color, soil, or durability.

May the size of the homemaker's family influence the homemaker's practices of sorting the family laundry before washing? A study of the figures (Table XXXIV) shows no consistent difference in the yes answers among the families which range from one to six members. A high percentage of the two member families answered yes to sorting for color, and over 70 percent of the one member families answered yes to sorting for soil and durability.

The next four tables numbered XXXV to XXXIX summarize methods homemakers used for preparing clothing and household textiles for laundering. Very few of the 75 respondents answered yes to any part of the question, "Do you pre-treat to remove stains, close openings, remove fragile trims and fasteners, use a mesh bag for especially fragile fabrics and sort during contagious illness?" (Table XXXV). Forty-four percent of the homemakers reported they sort clothing and textiles during a contagious illness in the family. The second highest percentage answering "yes" was the 14.7 percent who pre-spotted articles to be laundered. The highest percentage of homemakers answering "no" was the 96 percent for the use of a mesh bag for fragile articles.

A higher percentage of the youngest group answered "no" to the five practices than the other two age levels. Only two of the ten homemakers in the younger group answered "yes" to any of the five practices.

TABLE XXXIV

SORTING OF LAUNDRY BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO SIZE OF FAMILY

Sorting Articles	One		Two		Three		Four		Five		Six		Total	
	No. = 7	%	No. = 16	%	No. = 12	%	No. = 20	%	No. = 17	%	No. = 3	%	No. = 75	%
Fiber														
No	0	0.0	0	0.0	1	8.3	0	0.0	2	11.8	0	0.0	3	4.0
Sometimes	4	57.1	12	75.0	6	50.0	15	75.0	10	58.8	3	100.0	50	66.7
Yes	3	42.9	4	25.0	5	41.7	5	25.0	5	29.4	0	0.0	22	29.3
Color														
No	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	3	42.9	3	18.8	8	66.7	11	55.0	10	58.8	0	0.0	35	46.7
Yes	4	57.1	13	81.3	4	33.3	9	45.0	7	41.2	3	100.0	40	53.3
Soil														
No	0	0.0	1	6.3	0	0.0	0	0.0	0	0.0	0	0.0	1	1.5
Sometimes	2	28.6	8	50.0	7	58.3	8	40.0	7	41.2	0	0.0	32	42.7
Yes	5	71.4	7	43.8	5	41.7	12	60.0	10	58.8	3	100.0	42	56.0
Durability														
No	1	14.3	1	16.3	2	16.7	1	5.0	2	11.8	0	0.0	7	9.3
Sometimes	1	14.3	6	37.5	2	16.7	14	70.0	5	29.4	3	100.0	31	41.9
Yes	5	71.4	9	56.3	8	66.7	5	25.0	10	58.8	0	0.0	37	49.3

TABLE XXXV

PREPARATION OF ARTICLES FOR LAUNDERING BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO AGE OF RESPONDENT

Preparing Articles By:	Under 20		Under 40		Under 60		Total	
	No.	%	No.	%	No.	%	No.	%
<hr/>								
Pre-Spotting								
No	3	30.0	10	19.2	2	15.4	15	20.0
Sometimes	7	70.0	34	65.4	8	61.5	49	65.3
Yes	0	0.0	8	15.4	3	23.1	11	14.7
Closing Openings								
No	6	60.0	23	44.2	4	30.8	33	44.0
Sometimes	4	40.0	26	50.0	7	53.8	37	49.3
Yes	0	0.0	3	5.8	2	15.4	5	6.7
Removing Trimmings and Fasteners								
No	10	100.0	32	61.5	7	53.8	49	65.3
Sometimes	0	0.0	18	34.6	3	23.1	21	28.0
Yes	0	0.0	2	3.8	3	23.1	5	6.7
Using Mesh Bag								
No	10	100.0	51	98.1	11	84.6	72	96.0
Sometimes	0	0.0	1	1.9	0	0.0	1	1.3
Yes	0	0.0	0	0.0	2	15.4	2	2.7
Sorting During Contagious Illness								
No	8	80.0	27	51.9	7	53.8	42	56.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0
Yes	2	20.0	25	48.1	6	46.2	33	44.0

Homemakers' practices of preparing articles for laundering were summarized by their residence in Table XXXVI. Place of residence appears to have little effect because few of any group of homemakers answered yes except for sorting during contagious illness. The procedures that were practiced by the greatest percentage of the homemakers was the sorting during illness, 58.3 percent for the rural non-farm, 56.5 for the rural farm, and 32.5 percent for urban. Pre-spotting was also practiced by over 40 percent of the rural non-farm women. The majority of homemakers sometimes did pre-spotting and/or removed trimmings and fasteners. The smallest percentage of any group sorting during illness was the urban homemaker.

When the respondents' preparation of articles for laundering was analyzed according to their educational level (Table XXXVII) a larger percentage with college education answered yes or sometimes for pre-spotting, closing openings, and removing fastenings and trimmings than those with less education except the two grade school persons, who answered sometimes to pre-spotting. On the other hand a higher percentage of respondents with grade school and some high school than those with more education answered yes to sorting during illness.

When the respondents' preparation of clothing and textiles to be laundered was compared by the number of members in their families, no definite trend was evident. Table XXXVIII shows that the majority of homemakers regardless of number of family members answered no to removing trimmings and fasteners, using a mesh bag, and sorting during illness, with the exception of the homemakers with five and six member families where 52.9 and 100 percent respectively answered yes to sorting during illness.

TABLE XXXVI

PREPARATION OF ARTICLES FOR LAUNDERING BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO RESIDENCE OF RESPONDENT

Preparing Articles By:	Urban		Rural Farm		Rural Non-Farm		Total	
	No. = 40	No. %	No. = 23	No. %	No. = 12	No. %	No. = 75	No. %
Pre-Spotting								
No	8	20.0	5	21.7	2	16.7	15	20.0
Sometimes	29	72.5	15	65.2	5	41.7	49	65.3
Yes	3	7.5	3	13.0	5	41.7	11	14.7
Closing Openings								
No	19	47.5	8	34.8	6	50.0	33	44.0
Sometimes	18	45.0	13	56.5	6	50.0	37	49.3
Yes	3	7.5	2	8.7	0	0.0	5	6.7
Removing Trimmings and Fasteners								
No	28	70.0	16	69.6	5	41.7	49	65.3
Sometimes	7	17.5	7	30.4	7	58.0	21	28.0
Yes	5	12.5	0	0.0	0	0.0	5	6.7
Using Mesh Bag								
No	38	95.0	22	95.7	12	100.0	72	96.0
Sometimes	0	0.0	1	4.3	0	0.0	1	1.3
Yes	2	5.0	0	0.0	0	0.0	2	2.7
Sorting During Contagious Illness								
No	27	67.5	10	43.5	5	41.7	42	56.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0
Yes	13	32.5	13	56.5	7	58.3	33	44.0

TABLE XXXVII

PREPARATION OF ARTICLES FOR LAUNDERING BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Preparing Articles By:	Grade School Grad.		High School		High School Grad.		College		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<hr/>										
Pre-Spotting										
No	0	0.0	4	20.0	9	23.1	2	14.3	15	20.0
Sometimes	2	100.0	14	70.0	23	59.0	10	71.4	49	65.3
Yes	0	0.0	2	10.0	7	17.9	2	14.3	11	14.7
Closing Openings										
No	1	50.0	10	50.0	19	48.7	3	21.4	33	44.0
Sometimes	1	50.0	10	50.0	17	43.6	9	64.3	37	49.3
Yes	0	0.0	0	0.0	3	7.7	2	14.3	5	6.7
Removing Trimmings and Fasteners										
No	1	50.0	13	65.0	30	76.9	5	35.7	49	65.3
Sometimes	1	50.0	7	35.0	5	12.8	8	57.1	21	28.0
Yes	0	0.0	0	0.0	4	10.3	1	7.1	5	6.7
Using Mesh Bag										
No	2	100.0	19	95.0	38	97.4	13	92.9	72	96.0
Sometimes	0	0.0	1	5.0	0	0.0	0	0.0	1	1.3
Yes	0	0.0	0	0.0	1	2.6	1	7.1	2	2.7
Sorting During Conta- gious Illness										
No	0	0.0	7	35.0	26	66.7	9	64.3	42	56.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Yes	2	100.0	13	65.0	13	33.3	5	35.7	33	44.0

TABLE XXXVIII

PREPARATION OF ARTICLES FOR LAUNDERING BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO SIZE OF FAMILY

Preparing Articles By:	One		Two		Three		Four		Five		Six		Total	
	No. = 7	%	No. = 16	%	No. = 12	%	No. = 20	%	No. = 17	%	No. = 3	%	No. = 75	%
Pre-Spotting														
No	2	28.6	5	31.3	1	8.3	1	5.0	5	29.4	1	33.3	15	20.0
Sometimes	3	42.9	10	62.5	11	91.7	16	80.0	7	41.2	2	66.7	49	65.3
Yes	2	28.6	1	6.3	0	0.0	3	15.0	5	29.4	0	0.0	11	14.7
Closing Openings														
No	3	42.9	11	68.8	5	41.7	6	30.0	5	29.4	3	100.0	33	44.0
Sometimes	3	42.9	4	25.0	7	58.3	11	55.0	12	70.6	0	0.0	37	49.3
Yes	1	14.3	1	6.3	0	0.0	3	15.0	0	0.0	0	0.0	5	6.7
Removing Trimmings and Fasteners														
No	5	71.4	12	75.0	10	83.3	10	50.0	9	52.9	3	100.0	49	65.3
Sometimes	1	14.3	3	18.8	2	16.7	7	35.0	8	47.1	0	0.0	21	28.0
Yes	1	14.3	1	6.3	0	0.0	3	15.0	0	0.0	0	0.0	5	6.7
Using Mesh Bag														
No	6	85.7	15	93.8	11	91.7	20	100.0	17	100.0	3	100.0	72	96.0
Sometimes	0	0.0	0	0.0	1	8.3	0	0.0	0	0.0	0	0.0	1	1.3
Yes	1	14.3	1	6.3	0	0.0	0	0.0	0	0.0	0	0.0	2	2.7
Sorting During Contagious Illness														
No	4	57.1	13	81.3	6	50.0	11	55.0	8	47.1	0	0.0	42	56.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Yes	3	42.9	3	18.8	6	50.0	9	45.0	9	52.9	3	100.0	43	44.0

The homemakers were asked whether they made any adjustments in washing or drying their laundry to provide for proper care of different fabrics and finishes. The adjustments included temperature settings as hot, warm, or cold and time or cycle settings for both washer and dryer, or removing some articles before completion of cycle. Tables XXXIX and XL show a compilation of the answers. The majority of homemakers used the hot temperatures as well as the regular cycle and time of both washer and dryer instead of making any adjustments for different fabrics and finishes though somewhat less than one-third reported taking some articles out of both pieces of equipment before the cycle was completed.

No one age group consistently made any provisions for the care requirements of different articles. For example, although more of the older age group (ages 40 to 60) made adjustments in the use of the washer than the other two age groups, fewer of them made adjustments of the dryer, with the exception of adjusting the time and air cycle.

Table XL shows the adjustments homemakers made in laundering to provide for special fabrics and finishes. The answers are recorded according to the education of the respondents. A higher percentage of homemakers with some college education than those with less education made adjustments for special laundering problems with the exception of temperature control of the dryer and of the washer. The latter was executed only by one of the two grade school graduates. A small number of homemakers in each group used several methods for adjusting laundry equipment for special fibers and finishes.

The interviewer asked the homemakers what brand names of different laundry aids they were using to launder on the day of the interview.

TABLE XXXIX

ADJUSTMENTS OF MACHINES BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO AGE OF RESPONDENT

Machine Adjustment	Under 20		Under 40		Under 60		Total	
	No. = 10	No. %	No. = 52	No. %	No. = 13	No. %	No. = 75	No. %
Washer								
Temperature Adjustment								
Hot	10	100.0*	47	90.4*	12	92.3*	69	92.0*
Warm	5	50.0*	41	78.8*	10	76.9*	56	74.7*
Cold	0	0.0*	6	11.5*	2	15.4*	8	10.7*
Time or Cycle Adjust.								
No	10	100.0	49	94.2	11	84.6	70	93.3
Sometimes	0	0.0	1	1.9	1	7.7	2	2.7
Yes	0	0.0	2	3.8	1	7.7	3	4.0
Articles Out Early								
No	5	50.0	35	67.3	10	76.9	50	66.7
Sometimes	1	10.0	2	3.8	1	7.7	4	5.3
Yes	4	40.0	15	28.8	2	15.9	21	28.0
Dryer								
Temperature Adjustment								
Hot	10	100.0*	37	71.2*	12	92.3	59	78.7*
Warm	3	30.0*	41	78.8*	11	84.6	55	73.3*
Cold	0	0.0*	2	3.8*	0	0.0	2	2.7*
Time or Cycle Adjust.								
No	9	90.0	41	78.8	6	46.2	56	74.7
Sometimes	1	10.0	10	19.6	6	46.2	17	22.7
Yes	0	0.0	1	1.9	1	7.7	2	2.7
Articles Out Early								
No	6	60.0	28	53.8	9	69.2	43	57.3
Sometimes	1	10.0	6	11.5	2	15.4	9	12.0
Yes	3	30.0	18	34.6	2	15.4	23	30.7

*These percentages total more than 100.0 percent because of multiple answers.

TABLE XL

ADJUSTMENTS OF MACHINES BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Machine Adjustment	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
	No.	%	No.	%	No.	%	No.	%	No.	%
Washer										
Temperature Adjust.										
Hot	2	100.0*	18	90.0*	36	92.3*	13	92.9*	69	92.0*
Warm	2	100.0*	15	75.0*	30	76.9*	9	64.3*	56	74.7*
Cold	1	50.0*	2	10.0*	1	2.6*	4	28.6*	8	10.7*
Time or Cycle Adjust.										
No	2	100.0	18	90.0	37	94.9	13	92.9	70	93.3
Some	0	0.0	2	10.0	0	0.0	0	0.0	2	2.7
Yes	0	0.0	0	0.0	2	5.1	1	7.1	3	4.0
Clothes Out Early										
No	2	100.0	18	90.0	25	64.1	5	35.7	50	66.7
Sometimes	0	0.0	2	10.0	1	2.6	1	7.1	4	5.3
Yes	0	0.0	0	0.0	13	33.3	8	57.1	21	28.0
Dryer										
Temperature Adjust.										
Hot	1	50.0*	17	85.0*	30	76.9*	11	78.6*	59	78.7*
Warm	1	50.0*	20	100.0*	25	64.1*	9	64.3*	55	73.3*
Cold	1	50.0*	1	5.0*	0	0.0*	0	0.0*	2	2.7*
Time or Cycle Adjust.										
No	1	50.0	14	70.0	33	84.6	8	57.1	56	74.7
Sometimes	1	50.0	6	30.0	5	12.8	5	35.7	17	22.7
Yes	0	0.0	0	0.0	1	2.6	1	7.1	2	2.7
Clothes Out Early										
No	1	50.0	16	80.0	21	53.8	15	35.7	43	57.3
Sometimes	1	50.0	3	15.0	2	5.1	3	21.4	9	12.0
Yes	0	0.0	1	5.0	16	41.0	6	42.9	23	30.7

*These percentages total more than 100.0 percent because of multiple answers.

In addition they were asked whether they used these same aids regularly or sometimes. To facilitate an analysis of the answers the listing of the many brand name products they reported using was organized into seven classifications of laundry aids. Both the classifications and terminology were based on those presented in the booklet, "Home Laundry In Motion" (10), which had included brand names under each classification. Tables XLI and XLII disclose the laundry aids being used by the women on the day of the interview as well as regularity of use. This information is classified by the age of the respondent in Table XLI.

A study of the detergents used revealed that all of them were heavy duty synthetic detergents and 78.6 percent were normal sudsing, with only 26.6 being low sudsing. All the women used a synthetic detergent and 53.3 percent used a bleach regularly, and 30.7 percent used a bleach some of the time. The other laundry aids were used regularly less frequently ranging from none for bluing to 10.7 percent for starch. More of the women regularly used normal sudsing detergents, chlorine bleaches, and fabric conditioners than sometimes used these same laundry aids.

A considerably higher percentage of the women in the older groups, between 40 and 60 years of age, sometimes or regularly used normal sudsing detergents, bleaches, starches, water softners, fabric conditioners, and household cleaners, than the two younger groups. None of the younger women used water softners, fabric conditioners, bluing, or oxygen bleach.

The large variety of laundry aids organized into seven major classifications are in Table XLII, according to the educational level of the respondents. The two high school groups reported the largest percentage of regular use of the low sudsing detergents and the lowest

TABLE XLI

LAUNDRY AIDS USED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Laundry Aid	Under 20 No. = 10				Under 40 No. = 52				Under 60 No. = 13				Total No. = 75			
	Some		Regularly		Some		Regularly		Some		Regularly		Some		Regularly	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Synthetic Detergent.																
Heavy Duty																
Normal Sudsing	2	20.0	5	50.0	8	15.4	32	61.5	6	46.2	6	46.2	16	21.3	43	57.3
Low Sudsing	2	20.0	1	10.0	10	19.2	6	11.5	1	7.7	0	0.0	13	17.3	7	9.3
Bleach																
Chlorine	1	10.0	5	50.0	5	9.6	24	46.2	2	15.4	5	38.5	8	10.7	34	45.3
Oxygen	0	0.0	0	0.0	10	19.2	6	11.5	5	38.5	0	0.0	15	20.0	6	8.0
Starch																
Liquid	0	0.0	1	10.0	2	3.8	2	3.8	3	23.1	2	15.4	5	6.7	5	6.7
Granular	0	0.0	1	10.0	4	7.7	1	1.9	1	7.7	1	7.7	5	6.7	3	4.0
Plastic	0	0.0	0	0.0	0	0.0	0	0.0	1	7.7	0	0.0	1	1.3	0	0.0
Water Softener	0	0.0	0	0.0	1	1.9	0	0.0	0	0.0	1	7.7	1	1.3	1	1.3
Fabric Conditioner	0	0.0	0	0.0	2	3.8	7	13.5	2	15.4	2	15.4	4	5.3	9	12.0
Household Cleaner	1	10.0	0	0.0	2	3.8	1	1.9	1	7.7	1	7.7	4	5.3	2	2.7
Bluing	0	0.0	0	0.0	1	1.9	1	1.9	0	0.0	0	0.0	1	1.3	1	1.3

TABLE XLII

LAUNDRY AIDS USED BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Laundry Aid	Grade School Grad.				High School				High School Grad.				College				Total			
	No. = 2		No. = 20		No. = 20		No. = 39		No. = 14		No. = 75		No. = 75		No. = 75		No. = 75			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Synthetic Detergent																				
Heavy Duty																				
Normal																				
Sudsing	0	0.0	2	100.0	5	25.0	11	55.0	7	17.9	22	56.4	4	28.6	8	57.1	16	21.3	43	57.3
Low																				
Sudsing	0	0.0	0	0.0	3	15.0	2	10.0	8	20.5	4	10.3	2	14.3	1	7.1	13	17.3	7	9.3
Bleach																				
Chlorine	0	0.0	1	50.0	2	10.0	7	35.0	3	7.7	24	61.5	3	21.4	2	14.3	8	10.7	34	45.3
Oxygen	0	0.0	0	0.0	5	25.0	1	5.0	8	20.5	2	5.1	2	14.3	3	21.4	15	20.0	6	8.0
Starch																				
Liquid	0	0.0	0	0.0	1	5.0	2	10.0	3	7.7	2	5.1	1	7.1	1	7.1	5	6.7	5	6.7
Granular	1	50.0	0	0.0	1	5.0	1	5.0	1	2.6	1	2.6	2	14.3	1	7.1	5	6.7	3	4.0
Plastic	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	7.1	0	0.0	1	1.3	0	0.0
Water																				
Softener	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	2.6	1	7.1	0	0.0	1	1.3	1	1.3
Fabric																				
Conditioner	0	0.0	0	0.0	1	5.0	2	10.0	1	2.6	4	10.3	2	14.3	3	21.4	4	5.3	9	12.0
Household																				
Cleaner	0	0.0	0	0.0	0	0.0	0	0.0	3	7.7	0	0.0	1	7.1	2	14.3	4	5.3	2	2.7
Bluings																				
	0	0.0	0	0.0	1	5.0	1	5.0	0	0.0	0	0.0	0	0.0	0	0.0	1	1.3	1	1.3

percentage of regular use of the normal sudsing detergents. The college graduates used regularly the lowest percentage of chlorine bleaches, and the highest percentage of oxygen bleaches. A greater percentage of high school graduates used regularly chlorine bleaches. The same percentages of college graduates and high school graduates used fabric conditioners. None of the high school graduates or college homemakers used bluing.

After the interviewee reported the regularity with which she used laundry aids on the day of the interview, she was asked to express her satisfaction with each brand by "no," "some," or "much." These answers are recorded by the seven classifications of laundry aids according to the age and the education of the respondents in Table XLIII and XLIV. The data in Table XLIII show that the largest number of women interviewed were much satisfied with the normal sudsing detergent (49) and the chlorine bleach (38). Only six women were not satisfied with the use of these products. Although only a few homemakers reported using laundry aids other than a detergent, a bleach, or a starch the majority of them, regardless of age expressed either some or much satisfaction with those used. Not one of the women under 20 years of age, only six of those between 20 and 40 years, and only two of those between 40 and 60 years said they were not satisfied with the use of any of these laundry aids.

Satisfaction with laundry aid used as expressed by the women according to their educational level is shown in Table XLIV. Forty-seven of the 57 college, high school graduates, and high school group expressed much satisfaction with the normal sudsing synthetic detergent and 17 of the

TABLE XLIII

SATISFACTION FROM USE OF LAUNDRY AIDS BY WOMEN USING SELF-SERVICE
LAUNDRY FACILITIES ACCORDING TO AGE OF RESPONDENT

Laundry Aid	Under 20 No. = 10			Under 40 No. = 52			Under 60 No. = 13			Total No. = 75		
	No	Some	Much	No	Some	Much	No	Some	Much	No	Some	Much
Synthetic Detergent												
Heavy Duty												
High Sudsing	0	1	6	1	6	33	0	2	10	1	9	49
Low Sudsing	0	1	2	0	1	15	1	0	0	1	2	17
Bleach												
Chlorine	0	1	5	2	1	26	0	0	7	2	2	38
Oxygen	0	0	0	1	7	8	1	3	1	2	10	9
Starch												
Liquid	0	1	0	0	2	2	0	3	2	0	6	4
Granular	0	1	0	1	4	0	0	1	1	1	6	1
Plastic	0	0	0	0	0	0	0	1	0	0	1	0
Water Conditioner	0	0	0	0	0	1	0	0	1	0	0	2
Fabric Conditioner	0	0	0	0	1	8	0	1	3	0	2	11
Household Cleaner	0	2	0	0	0	3	0	0	2	0	2	5
Bluing	0	0	0	1	1	0	0	0	0	1	1	0

TABLE XLIV

SATISFACTION FROM USE OF LAUNDRY AIDS BY WOMEN USING SELF-SERVICE
LAUNDRY FACILITIES ACCORDING TO EDUCATIONAL
LEVEL OF RESPONDENT

Laundry Aid	Grade School Grad. No. = 2			High School No. = 20			High School Grad. No. = 39			College No. = 14			Total No. = 75		
	No	Some	Much	No	Some	Much	No	Some	Much	No	Some	Much	No	Some	Much
Synthetic Detergent															
Heavy Duty															
High Sudsing	0	0	2	0	3	13	1	3	25	0	3	9	1	9	49
Low Sudsing	0	0	0	0	1	4	1	1	10	0	0	3	1	2	17
Bleach															
Chlorine	0	0	1	1	0	8	0	2	25	1	0	4	2	2	38
Oxygen	0	0	0	0	3	3	1	3	6	1	4	0	2	10	9
Starch															
Liquid	0	0	0	0	1	2	0	3	2	0	2	0	0	6	4
Granular	0	1	0	0	1	1	1	1	0	0	3	0	1	6	1
Plastic	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Water Conditioner	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2
Fabric Conditioner	0	0	0	0	1	0	0	1	4	0	0	5	0	2	11
Household Cleaner	0	0	0	0	1	0	0	1	2	0	0	3	0	2	5
Bluing	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0

20 using the low-sudsing detergent also expressed much satisfaction. Educational level appears to have little influence on the satisfaction homemakers express about laundry aids they use.

The women were asked if they ever used any special methods to solve laundry problems such as wash and wear, electric blanket, wool blanket, and dingy white articles. Tables XLV and XLVI show whether the 75 homemakers used special methods for handling these laundry problems. Three homemakers added two additional problems; namely, laundering fiberglass and spandex. Answers of "no," "sometimes," or "yes" are analyzed according to the age level of the respondents in Table XLV. A majority of the women did not use special methods to launder electric blankets, wool blankets, and dingy whites, but did for wash and wear. The same frequency of answers apply to each of the age groups. It is not known whether they did not launder these items or laundered them in the usual method.

Women, regardless of education, tended to use special methods only for wash and wear, not for electric blankets, wool blankets, dingy white articles, fiberglass, or spandex. Methods used for special laundry problems also are analyzed according to the educational level of the respondents using the self-service laundry in Table XLVI. The number of women answering yes to using special laundry methods for wash and wear ranged in descending order of frequency from 50.0 to 14.3 percent from the grade school to the college groups. More of the high school graduate and college groups than those with less education tended to use the special methods sometimes or answered yes they used them. There seemed to be little difference in laundry methods used among homemakers from the different educational levels.

TABLE XLV

HANDLING OF SPECIAL LAUNDERING PROBLEMS BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO AGE OF RESPONDENT

Special Problems	Under 20		Under 40		Under 60		Total	
	No.	%	No.	%	No.	%	No.	%
Wash and Wear Fabric								
No	7	70.0	17	32.7	4	30.8	28	37.3
Sometimes	2	20.0	22	42.3	6	46.2	30	40.0
Yes	1	10.0	13	25.0	3	23.1	17	22.7
Electric Blanket								
No	10	100.0	48	92.3	12	92.3	70	93.3
Sometimes	0	0.0	1	1.9	1	7.7	2	2.7
Yes	0	0.0	3	5.8	0	0.0	3	4.0
Wool Blanket								
No	10	100.0	43	82.7	11	84.6	64	85.3
Sometimes	0	0.0	6	11.6	2	15.4	8	10.7
Yes	0	0.0	3	5.8	0	0.0	3	4.0
Dingy White Articles								
No	9	90.0	50	96.2	10	76.9	69	92.0
Sometimes	1	10.0	2	3.8	3	23.1	6	8.0
Yes	0	0.0	0	0.0	0	0.0	0	0.0
Fiberglass								
No	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	0	0.0	3	5.8	0	0.0	3	4.0
Yes	0	0.0	0	0.0	0	0.0	0	0.0
Spandex								
No	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0
Yes	0	0.0	0	0.0	1	7.7	1	1.3

TABLE XLVI

HANDLING OF SPECIAL LAUNDERING PROBLEMS BY WOMEN USING THE SELF-SERVICE
LAUNDRY FACILITY ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Special Problems	Grade School Grad.		High School		High School Grad.		College		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Wash and Wear Fabrics										
No	1	50.0	7	35.0	15	38.5	5	35.7	28	37.3
Sometimes	0	0.0	9	45.0	14	35.9	7	50.0	30	40.0
Yes	1	50.0	5	25.0	9	23.1	2	14.3	17	22.7
Electric Blanket										
No	2	100.0	20	100.0	34	87.2	14	100.0	70	93.3
Sometimes	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7
Yes	0	0.0	0	0.0	3	7.7	0	0.0	3	4.0
Wool Blanket										
No	2	100.0	18	90.0	32	82.1	12	85.7	64	85.3
Sometimes	0	0.0	2	10.0	5	12.8	1	7.1	8	10.7
Yes	0	0.0	0	0.0	2	5.1	1	7.1	3	4.0
Dingy White Articles										
No	1	50.0	19	95.0	36	92.3	13	92.9	69	92.0
Sometimes	1	50.0	1	5.0	3	7.7	1	7.1	6	8.0
Yes	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fiberglass										
No	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	0	0.0	1	5.0	0	0.0	2	14.3	3	4.0
Yes	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Spandex										
No	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Sometimes	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Yes	0	0.0	0	0.0	0	0.0	1	7.1	1	1.3

After reporting their use of special methods for handling different laundry problems the women indicated whether they were generally satisfied with the results as "no," "some," and "much." These answers are recorded in Tables XLVII and XLVIII according to the respondent's age and education, respectively. The limited number of women who reported using special methods for different laundry problems generally expressed either some or much satisfaction. Regardless of age none said they had no satisfaction with the exception of wash and wear and dingy white. None of the youngest or oldest group expressed much satisfaction with the results obtained in washing wash and wear, and not a single woman, regardless of age, expressed much satisfaction with laundering dingy white articles.

As can be seen from Table XLVIII, the educational level seemed to have little influence on the satisfaction homemakers obtained from their handling of special laundry problems. With few exceptions the respondents, regardless of educational level, expressed either some or much satisfaction for five of the seven problems listed. Only three of those who used special methods for dingy whites and only 12 of those who used special methods for wash and wear said they had no satisfaction.

The writer observed the procedures which the women used while doing the laundry in order to learn whether recommended work simplification methods were followed. Particular attention was paid on how the women carried the laundry in and out of the building, sorted and folded articles, placed articles into and removed them from the washer and/or dryer, how they stooped, and how they used their hands in all of the laundry processes. Moreover, the arrangement of the equipment was studied to see whether it facilitated working in one direction with

TABLE XLVII

SATISFACTION WITH THE USE OF SPECIAL LAUNDERING METHODS BY WOMEN
 USING THE SELF-SERVICE LAUNDRY FACILITY
 ACCORDING TO AGE OF RESPONDENT

Special Problems	Under 20 No. = 10	Under 40 No. = 52	Under 60 No. = 13	Total No. = 75
Wash and Wear				
No	0	9	3	12
Some	3	12	6	21
Much	0	14	0	14
Electric Blanket				
No	0	0	0	0
Some	0	0	1	1
Much	0	4	0	4
Wool Blanket				
No	0	1	0	1
Some	0	1	2	3
Much	0	7	0	7
Dingy White				
No	1	0	2	3
Some	0	2	1	3
Much	0	0	0	0
Fiberglass				
No	0	0	0	0
Some	0	1	0	1
Much	0	2	0	2
Spandex				
No	0	0	0	0
Some	0	0	0	0
Much	0	0	1	1

TABLE XLVIII

SATISFACTION WITH THE USE OF SPECIAL LAUNDERING METHODS BY WOMEN
 USING THE SELF-SERVICE LAUNDRY FACILITY ACCORDING TO
 EDUCATIONAL LEVEL OF RESPONDENT

Methods Used	Grade School Grad. No. = 2	High School No. = 20	High School Grad No. = 39	College No. = 14	Total No. = 75
Wash and Wear					
No	1	7	4	1	13
Some	0	5	11	4	20
Much	0	2	8	4	14
Electric Blanket					
No	0	0	0	0	0
Some	0	0	1	0	1
Much	0	0	4	0	4
Wool Blanket					
No	0	0	0	1	1
Some	0	1	2	0	3
Much	0	1	5	1	7
Dingy White					
No	0	1	2	0	3
Some	1	0	1	1	3
Much	0	0	0	0	0
Fiberglass					
No	0	0	0	0	0
Some	0	0	0	0	0
Much	0	1	0	1	2
Spandex					
No	0	0	0	0	0
Some	0	0	0	0	0
Much	0	0	0	1	1

a minimum retracing of steps as well as the height of the work surface in relation to the woman using it. It was recognized that both body mechanics and work methods had to be adapted to the facilities and their arrangement.

In addition, it must be remembered that the data in Tables XLIX and L are based entirely on the personal judgment of the writer and may not be exactly the same if someone else had done the observation and evaluation. The observations were classified under four categories; namely, carrying clothes, stooping, use of hands, and placement of articles, and were evaluated according to "not desirable," "somewhat desirable," and "desirable."

The techniques and procedures observed as the women did their laundering are reported in Table XLIX, according to the age of the respondent. The effectiveness of work procedures was very similar for the three age groups with many more activities being rated as desirable and somewhat desirable than rated not desirable.

Fewer of the younger women under 20 and under 40 than those between 40 and 60 tended to show undesirable work procedures. None of the women under 20 were rated as using undesirable procedures in any of the four categories. The procedures of a majority of the women in the under 20 age group, ranging from 50 to 80 percent, were given desirable rating. Whereas, in the 20 to 40 age the range was 42.3 to 50.0 percent, and for the 40 to 60 age group the range was only 7.7 to 15.4 percent.

When the work procedures of the women using the self-service laundry were analyzed according to their educational level (Table L) it seemed that their amount of schooling had little effect on the extent to which they used work simplification procedures while doing their laundry.

TABLE XLIX

WORK PROCEDURES OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Techniques and Methods	Under 20		Under 40		Under 60		Total	
	No. = 10		No. = 52		No. = 13		No. = 75	
	No.	%	No.	%	No.	%	No.	%
Carrying Clothes								
Not Desirable	0	0.0	5	9.6	2	15.4	7	9.3
Somewhat Desirable	2	20.0	25	48.1	10	76.9	37	49.3
Desirable	8	80.0	22	42.3	1	7.7	31	41.3
Stooping								
Not Desirable	0	0.0	0	0.0	3	23.1	3	4.0
Somewhat Desirable	4	40.0	29	55.8	8	61.5	41	54.7
Desirable	6	60.9	23	44.2	2	15.4	31	41.3
Use of Hands								
Not Desirable	0	0.0	0	0.0	0	0.0	0	0.0
Somewhat Desirable	5	50.0	26	50.0	11	84.6	42	56.0
Desirable	5	50.0	26	50.0	2	15.4	33	44.0
Placement of Articles								
Not Desirable	0	0.0	2	3.8	3	23.1	5	6.7
Somewhat Desirable	4	40.0	25	48.1	9	69.2	38	50.7
Desirable	6	60.0	25	48.1	1	7.7	32	42.7

TABLE L

WORK PROCEDURES OF WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Techniques and Methods	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Carrying Clothes										
Not Desirable	2	100.0	1	5.0	2	5.1	2	14.3	7	9.3
Somewhat Desirable	0	0.0	13	65.0	19	48.7	6	42.9	38	50.7
Desirable	0	0.0	6	30.0	18	46.2	6	42.9	30	40.0
Stooping										
Not Desirable	0	0.0	2	10.0	1	2.6	0	0.0	3	4.0
Somewhat Desirable	2	100.0	9	45.0	23	59.0	7	50.0	41	54.7
Desirable	0	0.0	9	45.0	15	38.5	7	50.0	31	41.3
Use of Hands										
Not Desirable	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Somewhat Desirable	2	100.0	10	50.0	24	61.5	7	50.0	43	57.3
Desirable	0	0.0	10	50.0	15	38.5	7	50.0	32	42.7
Placement of Articles										
Not Desirable	1	50.0	2	10.0	1	2.6	0	0.0	4	5.3
Somewhat Desirable	1	50.0	8	40.0	24	61.5	6	42.9	39	52.0
Desirable	0	0.0	10	50.0	14	35.9	8	57.1	32	42.7

In stooping and placement of articles homemakers with some college were included in the desirable classification more frequently than were homemakers with less education. A slightly higher percentage of the high school graduates practiced desirable methods of carrying clothes than did those with more or less education. Fifty percent of both groups (some high school and college) were rated as desirable in the use of hands while only 38.5 percent of the high school graduates were included in this rating.

The way the women used their time during the operation of the machines at the self-service laundry was observed by the writer. This information is reported in Table LI according to the age level of the homemakers. Of the total number more women spent their time resting (25.3 percent) or visiting (20.0 percent) than in any other way. Over one-half of the oldest group spent the time resting, and about one-third visited or folded and sorted their laundry. The largest percentage (40.0 percent) of the youngest age group studied.

Around one-fifth of the women in the middle or 20 to 40 year age group rested or left the laundry. Activities carried on by less than 10 percent of these homemakers were writing, personal grooming, dry cleaning, starching, studying, sewing and knitting, and eating.

A comparison of the way homemakers spent their time while waiting for the operation of the equipment in the self-service laundry is presented according to the educational level of the respondents in Table LII. The 75 homemakers engaged in a variety of activities. The most frequent use of time for women with a high school education was resting or visiting but for women with college education it was reading, studying, or visiting.

TABLE LI

USE OF TIME BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO AGE OF RESPONDENT

Use of Time	Under 20		Under 40		Under 60		Total	
	No. = 10	No. %	No. = 52	No. %	No. = 13	No. %	No. = 75	No. %
Baby Sitting	2	20.0	8	15.4	3	23.1	13	17.3
Visiting	2	20.0	9	17.3	4	30.8	15	20.0
Personal Grooming	0	0.0	2	3.8	0	0.0	2	2.7
Reading	1	10.0	5	9.6	2	15.4	8	10.7
Left Laundry	0	0.0	10	19.2	1	7.7	11	14.7
Dry Cleaning	0	0.0	2	3.8	0	0.0	2	2.7
Folding, Sorting, etc.	0	0.0	6	11.5	4	30.8	10	13.3
Starching	0	0.0	2	3.8	0	0.0	2	2.7
Sewing and Knitting	0	0.0	5	9.6	0	0.0	5	6.7
Resting	1	10.0	11	21.2	7	53.8	19	25.3
Studying	4	40.0	0	0.0	0	0.0	4	5.3
Eating	2	20.0	3	5.8	1	7.7	6	8.0
Writing Grocery List	0	0.0	1	3.8	0	0.0	1	1.3

TABLE LII

USE OF TIME BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY
ACCORDING TO EDUCATIONAL LEVEL OF RESPONDENT

Use of Time	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. %	No. = 20	No. %	No. = 39	No. %	No. = 14	No. %	No. = 75	No. %
Baby Sitting	0	0.0	3	15.0	8	20.5	2	14.3	13	17.3
Visiting	0	0.0	2	10.0	10	25.5	3	21.4	15	20.0
Personal Grooming	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7
Reading	1	50.0	0	0.0	4	10.3	3	21.4	8	10.7
Left Laundry	1	50.0	4	20.0	5	12.8	1	7.1	11	14.7
Dry Cleaning	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7
Folding, Sorting, etc.	0	0.0	1	5.0	7	17.9	2	14.3	10	13.3
Starching	0	0.0	1	5.0	1	2.6	0	0.0	2	2.7
Sewing and Knitting	0	0.0	3	15.0	2	5.1	0	0.0	5	6.7
Resting	0	0.0	7	35.0	10	25.6	2	14.3	19	25.3
Studying	0	0.0	0	0.0	1	2.6	3	21.4	4	5.3
Eating	1	50.0	2	10.0	3	7.7	0	0.0	6	8.0
Writing Grocery List	0	0.0	0	0.0	1	2.6	0	0.0	1	1.3

Through an open-end question the homemakers reported where they had learned to launder the newer fabrics. These sources are analyzed in Table LIII by age of the respondent. In descending order of frequency the six most often listed sources of information by all homemakers were labels (66.7 percent), family (41.3 percent), figured out for oneself (34.7 percent), neighbor (33.3 percent), magazines (32.0 percent), and friends (32.0 percent).

TABLE LIII

SOURCE OF INFORMATION FOR LAUNDERING NEW FABRICS BY WOMEN USING THE SELF-SERVICE LAUNDRY FACILITY ACCORDING TO AGE OF RESPONDENT

Source of Information	Under 20		Under 40		Under 60		Total	
	No. = 10	%	No. = 52	%	No. = 13	%	No. = 75	%
Labels	5	50.0	36	69.2	9	69.2	50	66.7
Magazines	1	10.0	19	36.5	4	30.8	24	32.0
Newspapers	0	0.0	4	7.7	2	15.4	6	8.0
Government Bulletins	0	0.0	1	1.9	1	7.7	2	2.7
Home Economics Teacher	7	70.0	9	17.3	0	0.0	16	21.3
Home Economics Agent	0	0.0	4	7.7	0	0.0	4	5.3
Neighbor	2	20.0	18	34.6	5	38.5	25	33.3
Friends	2	20.0	16	30.8	6	46.2	24	32.0
Television	3	30.0	9	17.3	5	38.5	17	22.7
Instruction Book	0	0.0	11	21.2	2	15.4	13	17.3
Figured Out by Self	2	20.0	20	38.5	4	30.8	26	34.7
Family	4	40.0	23	44.2	4	30.8	31	41.3
Unknown	0	0.0	1	1.9	0	0.0	1	1.3
Demonstration	0	0.0	2	3.8	0	0.0	2	2.7
Clerk	0	0.0	1	1.9	1	7.7	2	2.7
Home Demonstration Unit	0	0.0	1	1.9	1	7.7	2	2.7

The under 20 age level said the home economics teacher was the most often used source of information with the use of labels second. The most frequently used source of information by both the under 40 and under 60 age levels was labels, 69.2 percent for both; the second most

frequently used sources listed by their age were family and friends, respectively. The sources used by less than ten percent of all homemakers were government bulletins, demonstrations, clerks, home demonstration units, and agent, and newspaper.

The 75 women reported 16 different sources of information used in laundering the newer fabrics. This information is categorized by level of education of the respondents in Table LIV. All educational levels of homemakers listed labels as the source of laundering information used most frequently except the college level who listed magazines and family with the same frequency. Over 35 percent of the high school graduates reported neighbors, family, and friends as important sources of information, while 30 to 45 percent of the homemakers with some high school education listed magazines, neighbors, family, and figured out for self. More of the college women consulted the home economics teacher (35.7 percent) and more of the high school graduates (10.3 percent) consulted the home economics agent.

The interviewer asked each homemaker if she would like any laundering information. Their answers are categorized into four general areas in Table LV. Although ten women answered that they needed no information about laundering some of the others expressed the desire for help with several problems. Information about laundry procedures was requested most frequently with a total of 66 separate inquiries. The three major problems in laundering were related to dinginess of white fabrics, care of different fabrics, and with additional problems reported by any person (Appendix B). The second most frequently expressed need for information dealt with a variety of buying problems ranging from the selection of functional laundry equipment, durable fabrics, and effective laundry aids to questions about the reliability of advertising and the meaning of labels.

TABLE LIV

SOURCE OF INFORMATION FOR LAUNDERING NEW FABRICS BY WOMEN
USING THE SELF-SERVICE LAUNDRY FACILITY ACCORDING TO
EDUCATIONAL LEVEL OF RESPONDENT

Source of Information	Grade School Grad.		High School		High School Grad.		College		Total	
	No. = 2	No. = 20	No. = 39	No. = 14	No. = 75	No. = 2	No. = 20	No. = 39	No. = 14	No. = 75
	No.	%	No.	%	No.	%	No.	%	No.	%
Labels	2	100.0	15	75.0	27	69.2	6	42.9	50	66.7
Magazines	0	0.0	6	30.0	12	30.8	6	42.9	24	32.0
Newspapers	0	0.0	2	10.0	3	7.7	1	7.1	6	8.0
Government Bulletins	0	0.0	1	5.0	1	2.6	0	0.0	2	2.7
Home Economics Teacher	0	0.0	2	10.0	9	23.1	5	35.7	16	21.3
Home Economics Agent	0	0.0	0	0.0	4	10.3	0	0.0	4	5.3
Neighbor	0	0.0	6	30.0	15	38.5	4	28.6	25	33.3
Friends	1	50.0	4	20.0	14	35.9	5	35.7	24	32.0
Television	1	50.0	5	25.0	9	23.1	2	14.3	17	22.7
Instruction Book	1	50.0	5	25.0	6	15.4	1	7.1	13	17.3
Figured Out by Self	0	0.0	9	45.0	13	33.3	4	28.6	26	34.7
Family	1	50.0	8	40.0	16	41.0	6	42.9	31	41.3
Unknown	0	0.0	1	5.0	0	0.0	0	0.0	1	1.3
Demonstration	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7
Clerk	0	0.0	1	5.0	0	0.0	1	7.1	2	2.7
Home Demonstration Unit	0	0.0	0	0.0	2	5.1	0	0.0	2	2.7

TABLE LV

INFORMATION DESIRED BY WOMEN USING SELF-SERVICE LAUNDRY FACILITY

Information Desired	Totals	
	Number	Percent*
Buying	24	32.0
Equipment (7)		
Fabric (5)		
Laundry Aids (7)		
Advertising and Labels (5)		
Laundry Procedures	66	88.0
Dinginess (12)		
Care of Special Fabrics (17)		
Stains (11)		
Others (26)		
Miscellaneous Requests	7	9.3
No Information Desired	10	13.3
Total	107	142.6

*Total percent does not total 100 because multiple answers were given.

CHAPTER V

SUMMARY AND CONCLUSIONS

The study was designed to ascertain the practices, problems, and opinions of selected homemakers in their use of self-service laundry facilities. It was carried on by interviewing 75 women in five of the six self-service laundries in Emporia, Kansas, during May and June of 1964 and 1965. The data were analyzed according to the variables of age, residence, education, and size of family of the respondents. The summary of the findings will be organized according to the major practices, problems, and opinions of the homemakers.

A majority of the respondents were between the the ages of 20 and 40. Over one-half were high school graduates and urban residents. One-third of them were rural farm and one sixth were rural non-farm women. The number of members in their families ranged from one to six with almost one-half of the homemakers having four or five member families.

Ownership of laundry equipment among the women patronizing the self-service laundry was rather limited. Over one-half of them owned no laundry equipment. Approximately one-third owned a wringer-washer but only two had dryers.

The five self-service laundries where the writer interviewed the selected homemakers had a variety of equipment. The number of

family sized, top-loading washing machines ranged from 21 to 40 per establishment, all but one of the establishments had a few front load washers. All establishments had a number of dryers, chairs, tables, at least one starch center, laundry aid dispenser, money changer, and a variety of miscellaneous services.

Nearly two-thirds of the women of all age levels visited the self-service facility once a week. Forty percent of those between 40 and 60 years of age used it less than once a week. The urban women were the most frequent users of the self-service laundry facilities on a weekly basis (67.5 percent), but a majority of the rural women also patronized the laundry once a week (58.3 percent).

The two major reasons for using the self-service facility most frequently given by the respondents were better equipment and no equipment owned at home. When the reasons were analyzed by age of the respondents it was found that 90 percent of the younger women (under 20) owned no equipment and about 70 percent of the older women (40 to 60) reported self-service laundry equipment better than at home. When the reasons were analyzed according to the residence of the homemakers the reasons were similar except a higher percentage of the urban and rural non-farm women gave no equipment and better equipment, and the rural farm women gave better equipment and softer water most frequently as the reasons for using the self-service facility. Few of the other six possible choices for using the self-service laundry were reported by as many as one-fourth of the homemakers, with the exception of the almost 40 percent rural farm homemakers who believed the self-service laundry had softer water.

All of the homemakers laundered family clothing and around 90 percent laundered bedding and household linens at the self-service facility. Few other articles were laundered at the self-service center. The variables of age, residence, education, and family size seemed to have little relationship to the type of laundering done at the self-service facility.

Over 80 percent of the homemakers interviewed used the washer and dryer. The second most frequently used appliance was the dry cleaner. More of the older, urban, and homemakers with one, two, three, and four member families used both the washer and dryer. The middle aged group, rural non-farm, homemakers with some high school education, and those with six family members used the dryer alone more frequently than any of the other groups.

Slightly over 85 percent of all the homemakers assumed the responsibility of doing the family laundry at the self-service laundry. Not a single homemaker reported that a son or daughter usually did the laundry at the self-service center, but a few said that their husbands did the laundry or helped them do it. This was true for more rural non-farm homemakers than for rural farm and urban ones and for more homemakers with five family members than those with smaller or larger families. The other variables appear to have little relation to the family individual responsible for doing the laundry at the self-service laundry.

Around 50 percent of the homemakers answered "yes" they sorted according to "soil," "color," and "durability," but less than 30 percent said they sorted for "fiber content." Those with college education were the only ones answering "yes" or "sometimes" to all parts of this question. All the groups, regardless of variable, sorted more for color and soil than they did for fiber and durability.

When the women were asked about certain practices of preparing articles for laundering ("pre-spotting," "closing openings," "removing trimmings and fasteners," "using mesh bags," and "sorting during illness") more answered "yes" or "sometimes" to pre-spotting than any other of the practices. Sorting during illness had the most yes responses. More women with college education than those with less did pre-spotting, closing openings, removing fragile trimmings, and using a mesh bag, although more of those in the lowest educational levels (grade school graduate and some high school) sorted during illness.

A majority of the women used hot temperatures and regular cycle and time settings for both the washer and dryer for all laundering. No one age group consistently made any provisions for the care of different articles and fabrics. A higher percentage of the women with some college than those with less education made adjustments of temperature control of the dryer and washer for special laundry problems. A number of women in each educational level used several different methods of adjusting laundry procedures for special fabrics and finishes with removing articles from the washer and dryer before completion of the regular cycle the most frequently reported practice.

All of the women used heavy duty synthetic detergents; and most of these detergents were normal sudsing while over 25 percent were low sudsing. Over one-half of the 75 respondents used a bleach regularly and another one-third used a bleach some of the time. Other laundry aids as starch, water softeners, etc. were used less frequently. More of the women in the older group (40-60) "sometimes" or "regularly" used normal sudsing detergents, bleaches, starches, water softeners, fabric conditioners, and household cleaners, than the two younger groups (under 20 and under 40).

Almost two-thirds of the women were "much" satisfied with the use of normal sudsing laundry detergents and over one-half with the use of chlorine bleach. Only six women were not satisfied with the use of these two products. The majority of women, regardless of age, expressed either "some" or "much" satisfaction with the use of the other laundry aids. Educational level appeared to have little influence on the satisfaction homemakers expressed about the laundry aids they used at the self-service laundry.

A majority of the respondents used special methods to launder wash and wear, but not electric blankets, wool blankets, and dingy white articles. About the same frequency of answers related to laundering methods for these articles appeared for each age group of respondents. When the answers were compared by educational level of the respondent the percentage of women answering "yes" to using special methods for wash and wear ranged in descending order of frequency from the grade school to the college group. More of the college and high school graduates tended to use special methods, than the other educational groups.

Although a limited number of women reported using special methods for laundering other than wash and wear articles the majority expressed satisfaction with the results of the methods they used. When the answers were analyzed according to age the majority of the middle age group (20 to 40 years of age) expressed "some" or "much" satisfaction while none of the younger or older groups were much satisfied and several were not satisfied. Educational level had little influence on the satisfaction homemakers reported with the use of special methods for handling certain laundry problems.

Over 20 percent of the women visited or rested while their equipment was operating at the self-service laundry. When the women were

divided by age, a majority of the 40 to 60 year group rested, while 40 percent of the younger (under 20) studied. Of the women in the middle age level (20 to 40) about 20 percent rested, left the laundry, or visited. When the education variable was used to compare the 75 homemakers' use of time, the college women were more likely to read, study, and visit, while the high school groups rested.

Two-thirds of the homemakers reported using labels as important sources of information for caring for the newer fabrics and textiles. The next five most often used sources were family, figured out for self, neighbors, magazines, and friends. In the younger age level the respondents consulted the home economics teacher as their important source, the middle age level used labels as did the older women. When the sources of laundering information were compared by the respondent's level of education, all of the groups reported the use of labels most frequently, except the college women, who used magazines and family with the same frequency.

In the opinion of the interviewer a majority of the women were observed practicing desirable work procedures in doing their laundry at the self-service center. The procedures observed were related to stooping, use of hands, carrying of clothes, and placement of articles. More of the younger women practiced desirable work simplification procedures than did the older women. The amount of education seemed to have little effect on the use of work simplification procedures while doing the laundry.

The 75 respondents were asked to report any additional information they believed they needed in laundering particularly for the newer fabrics. The women listed 107 separate items of information desired, however,

ten women said they needed no more information. The requests for information were categorized under three headings: buying, laundry procedures, and miscellaneous. There were seven miscellaneous requests, 24 for buying information, and 66 for laundry procedures.

APPENDIX A

6. DO YOU OCCASIONALLY USE ANY SPECIAL METHODS TO LAUNDRER DIFFERENT ARTICLES?

	Special Methods Used			Where did you learn this?	Satisfaction		
	No	Some- times	Yes		No	Some	Yes
Wash & Wear	_____	_____	_____	_____	_____	_____	_____
Electric Blanket	_____	_____	_____	_____	_____	_____	_____
Wool Blankets	_____	_____	_____	_____	_____	_____	_____
Dingy White	_____	_____	_____	_____	_____	_____	_____
Other(_____)	_____	_____	_____	_____	_____	_____	_____
Other(_____)	_____	_____	_____	_____	_____	_____	_____

7. WHY DO YOU USE THE LAUNDERMAT?

- Water not piped to house _____
- No hot water at home _____
- Softer water here _____
- Water shortage at home _____
- No equipment at home _____
- Better equipment than at home _____
- Less expensive than owning _____
- _____
- _____

8. WHAT EQUIPMENT DO YOU OWN?

- Wringer washer _____
- Auto. washer _____
- Dryer _____
- Combination _____
- None _____

9. WHAT FACILITIES AT THE LAUNDERMAT DO YOU USUALLY USE?

- Washer only _____
- Dryer only _____
- Both _____
- Iron _____
- Hair dryer _____
- Dry cleaner _____
- _____

10. WHO USUALLY DOES THE WASHING?

- Homemaker _____
- Husband _____
- Son _____
- Daughter _____
- _____

11. HOW OFTEN DO YOU USE THESE FACILITIES?

- Once a week _____
- 2 or 3 times a week _____
- More _____
- Less than once a week _____

12. WHERE DID YOU LEARN TO LAUNDRER THE NEWER FABRICS?

- Labels _____
- Magazine _____
- Newspaper _____
- Govt. Bulletin _____
- H.E. teacher _____
- Home agent _____
- Neighbors _____
- Friends _____
- T.V. _____
- Inst. Book _____
- Figured out myself _____
- Family _____
- _____

13. HAVE YOU SOMETIMES WISHED THAT YOU HAD MORE INFORMATION ABOUT LAUNDERING PROBLEMS? IF SO, WHICH ONES?

14. WHAT GRADE OF SCHOOL DID YOU FINISH?

Less than 8th _____
 G. S. Graduate _____
 High school _____
 H.S. Graduate _____
 College _____
 College Grad. _____

15. FOR HOW MANY IN YOUR FAMILY DO YOU LAUNDRER?

1 _____
 2 _____
 3 _____
 4 _____
 5 _____
 6 _____
 other _____

16. WHERE DO YOU LIVE?

City _____
 Rural _____
 Rural non-farm _____

17. YOUR APPROXIMATE AGE?

Under 20 _____
 Under 40 _____
 Under 60 _____
 Over 60 _____

18. OBSERVATION OF WORK PROCEDURES

	Not Desirable	Somewhat Desirable	Desirable
Carrying clothes	_____	_____	_____
Stooping	_____	_____	_____
Use of hands	_____	_____	_____
Placement of articles	_____	_____	_____

19. OBSERVATION OF USE OF TIME AT THE SELF-SERVICE LAUNDRY.

20. DESCRIPTION OF SELF-SERVICE LAUNDRY FACILITIES.

APPENDIX B

SUMMARY OF RESPONSES TO OPEN END QUESTIONS
BY HOMEMAKERS OF INFORMATION DESIRED

Buying

Equipment

- Buying a washer, 6
- Kind of equipment to buy, 1

Fabric

- Selection of wash and wear, 2
- Buying no iron clothing, 2
- Buying fiberglass curtains, 1

Laundry Aids

- What detergent best, 2
- Least expensive supplies, 2
- How to figure cost of supplies, 1
- Bleach selection, 1
- How to select all supplies, 1

Advertising and Labels

- Source of un-biased information, 2
- What ads can be believed, 2
- Clothes need better care labels, 1

Laundry Procedures

Dinginess

- Dingy white clothes, 9
- Dingy clothing, 3

Care of special fabrics

- Easy to iron, 8
- Dacron, 1
- Elastic, 1
- Dacron curtains, 1
- Nylon uniform, 1
- Electric blanket, 1
- Organdy curtains, 1
- Dark curtains, 1
- Dacron shirts, 1
- Cream puff, 1

Stains

- Stain removal, 11

Laundry Procedures (Continued)Others

White shirts, 6
Starching different fabrics, 3
Farm clothing, 2
Hard water, 2
Washing diapers, 1
Lint, 1
Too many suds, 1
Fading clothing, 1
How to determine a load, 1
Use of cold water soap, 1
Shrinking clothing, 1
Are suds necessary, 1
Washing belts, 1
Starch in dryer, 1
Dirty collar and cuffs, 1
Use of water softener, 1
What is a load, 1

Miscellaneous Requests

Holes in sheets, 2
How to send back clothing, 1
Hints like Heloise, 1
Raveling, 1
Clothes wearing out, 1
Cheaper to wash here, 1

No Information Desired, 10

VITA

Jean Kempton Carlson

Candidate for the Degree of
Master of Science

Thesis: PROCEDURES USED AND REACTIONS TO THE USE OF SELF-SERVICE LAUNDRY FACILITIES BY SELECTED HOMEMAKERS IN EMPORIA, KANSAS

Major Field: Home Management, Equipment and Family Economics

Biographical:

Personal Data: Born in Fort Scott, Kansas, February 23, 1929, the daughter of Roy and Ethel Kempton.

Education: Attended grade school in Merriam, Kansas; graduated from Shawnee Mission High School in 1946; received the Bachelor of Science degree from the Kansas State University, with a major in Home Economics and Journalism, in January, 1950; attended summer sessions at the Colorado State University and Kansas State Teachers College of Emporia; completed requirements for the Master of Science degree in August, 1965.

Professional experience: Employed by Kansas State University as a County Home Economics Agent in Rush County, 1950-51; in Edwards County, 1952-53; in Lyon County, 1954-65; and granted Sabbatical leave, 1964.

Professional organizations: American Home Economics Association, Kansas Home Economics Association, National Home Demonstration Agent's Association, Kansas Home Economics Agent's Association, and Epsilon Sigma Phi.