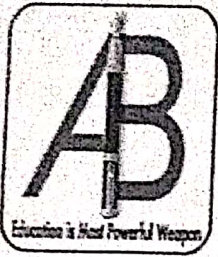




Service Sectors in India

Issues, Challenges & Opportunities

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Published by

ABS BOOKS

Publisher, Exporter and Online Book Store,

B-21, Ved and Shiv Colony, Budh Vihar,

Phase-2, Delhi - 110086

Mob : +91-9999868875, +91-9999862475

Email : absbooksindia@gmail.com

Website : www.absbooksindia.com

Service Sectors in India: Issues, Challenges and Opportunities

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Edition- 2019

ISBN : 978-93-86088-50-5

PRINTED IN INDIA

Published by ABS Books, Printed at Trident Enterprise, Delhi.

CHALLENGES FACED BY PATIENTS AVAILING HEALTH CARE SERVICES IN MADURAI CITY

Sr. Bindu Antony*

V. Suganya**

INTRODUCTION

India is a place of huge population and rapid strides have taken place in health and hygiene. Furthermore the lifestyle of Indians has changed considerably due to increased westernization. With demographic pressure, pollution and insensitivity on the rise, diseases are also on the rise. Profound importance is attached to hospitals and many new hospitals which offer varied specialist services are on rise. Managerial excellence and professional acumen are needed in rendering services to patients. Patient satisfaction is an important indicator for evaluation and improvement of health care services. This holds the health care service providers accountable in monitoring their performance, determine patients' needs, plan the development of services and provide evidences to support applications of finance.

Madurai is the second highly populated city in the State of Tamil Nadu. It is one of the preferred destinations for treatment. There is growth on the number of hospitals in Madurai city, which has attracted patients from inside and outside of the district. This pinpoints the innate preference of hospitals in Madurai for treatment. However, such services are not naturally free from flaws. Quality improvement becomes the main force to providing better services and hence the researchers have undertaken the study on identifying challenges faced by patients of hospitals in Madurai city. The results of the study shall enable the hospital service providers to focus on the weak areas and thus facilitate in better functioning of hospitals.

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WORKING AND LIVING CONDITIONS OF UNORGANIZED WOMEN CONSTRUCTION WORKERS

Sr. Bindu Antony*

V. Suganya**

INTRODUCTION

Construction in India provides substantial employment opportunities. It is currently estimated that more than 20 million people are engaged in various construction activities. However, the major share of construction employment is in the unorganised sector. Construction has been employing a large segment of rural people, much before the industrial development. Women play a prominent role at various levels in our economic status. They are the backbone of our nation.

The unorganised sector includes all those house hold industries which are not regulated by any legislation and the members in this sector do not get any benefit such as provident fund, welfare fund, pension, leave facility etc. The unorganised boundary is not a wall but a steep slope. The unorganised sector is a vast area consisting of the non-protected workforce both men and women face hard ships. Problem of women workers get further exacerbated due to societal indifference and the practice of various types of discrimination against them. In ancient India, the position of women was unique. Women were equal to men in the pursuit of knowledge but as time went, an especially during the middle ages women were driven to the back ground position, they were considered nothing more than the pleasure objects of men. (Lakshmi Devi-1998) During the 20th century, there formed movements in India that have lead to rethinking of women's position. The concept of education for women gained momentum that led to the seeking of job. These days more and more jobs are being reserved for women. However, not all women go for white collared jobs. There are many a number of woman winning their daily bread, through performing lower and

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