



An Investigation into Care-Label Knowledge on Textile Products by Chesvingo Residents in Masvingo Zimbabwe

Isabel M. Mupfumira and Nyaradzo Jinga

Department of Curriculum Studies, Great Zimbabwe University, Masvingo, Zimbabwe.

Corresponding author: Isabel M. Mupfumira, Department of Curriculum Studies, Great Zimbabwe University, Masvingo, Zimbabwe.

Abstract

The study examined knowledge of consumers on the care labels found on textile products. A qualitative survey was conducted to collect data for the study from the residents of Chesvingo high density suburb in Masvingo, Zimbabwe. The population of the study comprised women in Chesvingo, retail shops and flea markets in the city of Masvingo. The participants were drawn using convenience and availability sampling. The study involved three retail shops, two flea markets and ten women from Chesvingo residential area. Data was collected through the interview, questionnaire and observation. It was established by the study that some clothing from both the retail shops and flea market did not have care information. It was also established that most of the women did not follow information on the care labels due to lack of knowledge on their meanings and application. The study recommends community based teaching programs on care labels, and that all textile products should have care labels to facilitate proper care of textiles.

Keywords: Care label, textile product, fabric property, laundering, care information.

Introduction and background

Care labels on textile products act as a guide in the care of textiles (Joseph 1998). The aim is for textile products to retain their quality during usage. Disregard for the care labels can result in deterioration of textile products making them unattractive. At the time of the study the researchers were not aware studies conducted on care label knowledge by consumers.

The researchers observed some clothing which had evidence of incorrect treatment. Some clothes appeared to have lost their colour although the surface quality of the fabrics gave the impression that the garments were still wearable. The faded look made the garments unattractive. A number of men's tailored jackets had lost shape and had a baggy look at the hemline and some had a puckered appearance on the lapels. This probably indicated a possibility of shrinkage of some of the materials used in the construction of the jackets during care.

The researchers also noted pleated skirts which had lost shape. The pleats had flattened resulting in no folds/creases indicating the pleat positions. The skirts looked too wide and unattractive at the bottom. Some knitted cardigans had lost shape and appeared too big for the wearers. Some of the knitted t-shirts had protruding picks at the shoulders or lower ends. This could have been due to stretching during line drying. Kadolph (1993) indicates that the knitting method of construction stretches but the cotton fibre is not elastic. So when stretching occurred on the garment during drying, the garment could not spring back to its original size and shape when pressure was removed. The researchers also came across men's trousers which were shiny. This could be due to direct application of a hot iron. In some cases clothes had gathered balls giving the garments an unattractive look.

From the above background the researchers wondered if textile products mistreatment was due to lack of knowledge on care labels by consumers or lack of adequate information on textiles. This led to the investigation on the knowledge of care labels by consumers.

Purpose of Study

The purpose of the study was to establish whether women in Chesvingo suburb responsible for the care of clothes in their households were aware of care labels and were able to interpret information on these labels. It is hoped that the study will

improve the way the women interpret and apply care label information when laundering clothes.

Research Questions

The following research questions guided the study:


- Are the Chesvingo high density housewives knowledgeable on care labels of textile products?
- To what extent do Chesvingo housewives follow care labels when laundering textile products?
- Do all textile products have care labels?

Literature Review


Proper care of textiles will determine the durability and attractiveness of a textile product during usage. Care of textiles may include airing, washing, bleaching, drying and ironing, dry cleaning, stain removal (Lauw 1987).

Four factors are important in laundering or dry cleaning of textiles and these are; temperature, time, washing medium and mechanical action (Hollen 1988, Joseph and Marjory 1981). These four have to be optimized for effective care of textiles. Particular laundering procedures have to be selected basing on the fiber and its properties for example strength, sensitivity to chemicals and temperature. Additional limitations may be imposed by yarn fabrication processes, fabric construction method and special finishes.


The provision of care symbols indicates the recommended procedures which avoid risk causing damage to the textile product being treated (Mohler 1988). The care symbols usually show the harshest procedure which is acceptable for the product (Joseph 1988). The recommendation is usually based on the most sensitive property. After care characteristics are usually established through tests.


Joseph (1988) defines a care label as a permanent label or tag containing regular care information and instructions. A care label is a pictogram for example  a wash tub with hand symbol showing hand washing. The care label should not become separated from the product and should remain legible during the use of the product. Hollen et al (1979) and Pizzutas et al (1999) refer to the 'Textile Fiber Product Identification Act' which is of American Origin; this act requires that all apparel and textile products be labeled as to fibre content. Prior to this act, a fabric could have been falsely labeled for example silk when it may be an imitation. The regulations governing the labeling of textiles stipulate that the word silk may be used only on fibres obtained from the cocoon of the silk moth. The authorities indicate that phrases like artificial silk and man made silk, silk jersey, silk damask for cotton are not allowed. Such phrases' confuse consumers and may result in incorrect care procedures on textile products. Joseph (1988) is of the view that the act protects the consumer from false advertising and also ensures that the consumer is provided with basic information on what they are buying and how to care for it. McArthur et al(1997) are of the view that a good care label should contain fibre content, any special treatments or finish, cleaning instructions and size of garment.


Enforcement of the law on care labeling ensures that retailers sell textiles with actual names of fibres and not trade names (Joseph 1988). This helps the consumer to make use of actual names of fibres in selection and care instead of relying the general appearance of the textile product for determining care and performance (Eberle et al 1995). SAZS ISO 3758 (2000) says a technical committee made up of dry cleaners, retailers, Consumer Council of Zimbabwe (CCZ) and the manufacturers came up with a care label guide. This guide was an adaptation of the International Labeling Guide. The care label code is represented easily by understandable and recognizable graphic symbols.

 Washing symbol

 Drying symbol

 Ironing symbol

 Bleaching symbol


 Dry cleaning


According to Joseph (1998) the symbols are meant to be used in the permanent marking of textile products to provide information for their care according to SAZS ISO 3758(2000). Care labels should be made of material resistant to the care treatment indicated in the label (Wingate 1984). This ensures that the care label will last the life time of the article. The care label code should be simple enough to be understood by users in all countries irrespective of language and at the same time providing as much information as possible. This is meant to prevent damage which may occur during treatments. Words may be added to the symbols for clarity.

Eberle et al (1995) point out that the International Standard has been made sufficiently flexible to accommodate the needs of the users. This was made possible by making available a large selection of care treatments which include washing, bleaching, ironing, dry cleaning and drying. The user has room to choose the most suitable for a particular use. The care instruction symbols are applicable to the whole garment including trimmings, zippers, linings, buttons, and embroidery or decorative embellishment.


Five symbols arranged in the same order, form the basis for care labeling in the United Kingdom and in other countries (Maguire 1978). Zimbabwe's care label system is also based on these five symbols. Although the presentation of the guide varies from country to country, the message conveyed provides the same information to the consumer of textile products.

Washing

Smith (1982), Taylor (1990) and Taylor (1981) say washing of garments should be done differently, according to the fibre content, fabrication method, finish applied. The wash symbol is represented by the wash tub . The symbol indicates that water washing either by hand or by machine is acceptable. The number in the washtub is the guide for maximum temperature. A line below the wash tub indicates a less severe process (gentle wash). A broken line indicates an especially gentle treatment.

The following washing symbols are from Cooper Vulkner (1985) and McDonald (1961) Bull (1979) Lauw (1984) Mishra (2000).  95°C high temperature for a hot wash, for white cotton or linen without special finishes. The fabric requires normal mechanical action and normal rinsing and spinning. Cotton can be washed easily as it does not require gentle treatment. Cotton and linen are strong and durable and can withstand friction and rubbing and agitation (Kadolph et al 1993). Gohl and Vilensky 1979, Kadolph et al (1993) say the tenacity of cotton and linen are attributed to the good alignment of the crystalline polymer system which is about 65°C- 70% for cotton 65- 85% for linen, and countless regular hydrogen bond formations. In addition the cotton fibres gain strength when wet due to temporary improvement in polymer alignment (Tortora and Collier 1990). Cotton fabrics can stand various degrees of agitation during laundry. Cotton and linen without special finishes can withstand hot temperatures due to high crystallinity as a result the fibres can be washed in hot water and can be boiled (Joseph 1985). Gohl and Vilensky (1979) assert that the thermal properties of cotton and linen give the fibres the ability to conduct heat energy minimising any destructive heat accumulation therefore they can stand hot temperatures.






60°C medium temperatures applied on cotton, polyester and the blends where colours and finishes are applied.  40°C low temperatures used on cotton or polyester in deep colours, wool mixtures with cotton or viscose and silk fabrics in colours. Taylor (1979) says viscose has an amorphous polymer system being 35% to 40% crystalline 65% to 60% amorphous. As the polymer system of viscose is very amorphous, its filaments or staple fibres are weaker than cotton and have only fair tenacity. When wet, viscose is half as strong as when it is dry. The very amorphous nature of viscose permits the entry of water molecules, pushing the polymers apart breaking a significant number of hydrogen bonds weakening the fibers when wet (Gohl and Vilensky, 1979). the line beneath the wash tub indicates a gentle programme.




The tub signifies 30°C washing temperature. Kadolph et al (1993) says water temperature for wool should be kept warm, not hot and that temperatures be held constant throughout the entire washing and rinsing process. This is because extreme temperatures cause shrinkage to the fibres. The same authority says agitation should be kept to a minimum to avoid felting and matting. The felting and matting is caused by the serrated surface formed by overlapping epithelial scales which cause it to be dimensionally unstable (Giles 1976).


Kadolph et al (1993) hold the view that acetate fabrics should be dry cleaned unless stated otherwise on the care label; this is due to its thermoplastic property. For this reason, laundering or dry cleaning is carried out at temperatures below those that may cause damage. The fibre is easily softened by high temperatures. Giles (1976) recommends that when homelaunching, warm water combined with gentle washing should be used.


 A tub with a line below indicates a gentle wash program.  two lines below the tub indicate an even gentler programme. Shrink resistant wool acetate requires a gentle washing cycle.


 Hand wash, do not machine wash, normal wool, silk. According to Lauw (1984) a wash tub symbol with a hand inside means the article should be hand washed only. Do not machine wash. The fabric should be handled with care for example normal wool, silk; dry cleaning is the preferred method of caring for silk products. Joseph (1993) says silk is one of the strongest natural fibres however the tenacity drops to 80-85 percent of the dry strength when wet therefore silk requires careful handling. Kadolph et al (1993) asserts that when laundering silk items, do not rub, twist or wring as this may damage the fibres in its weak state when wet. The application of the knead and squeeze method is recommended for silk items Joseph and Marjory (1981)


 The crossed wash tub says do not wash. Do not wash very delicate wool. Joseph (1986) says wool is a natural protein fibre which is rather demanding in terms of care. This is the reason why dry cleaning is recommended for woollen fabrics. Gohl and Vilensky (1979) say the tenacity of wool drops drastically when wet. The authorities point out that the low tensile strength is due to relatively few hydrogen bonds that are formed in the polymer which is highly amorphous and is exacerbated after wool absorbs moisture. Therefore the articles must be dry cleaned.

Bleaching

According to Joseph (1988) and Lauw (1983), bleaching is a method of whitening garments or a finish on garments to make them white. The symbol  of bleaching is a triangle (Cooper 1985, Taylor 1990, Vulkner and Cooper 1988).


 The bleaching symbol is important for domestic stain removal and commercial laundries where bleach may be used. The article can be bleached using any bleach. Maybe chlorine bleached. Kadolph (1993) is of the view that nylon has an excellent resistance to alkali and chlorine bleaches; therefore nylon articles in natural state can be effectively bleached with chlorine bleaches. Cotton can be safely bleached.


 Bleach as needed. Non chlorine only, non chlorine colour-safe bleach may be used on these garments when needed.

 Do not bleach. Garments with this symbol, these are not able to withstand any bleach. Bleaching is not necessary on polyester as they retain their whiteness by normal laundering Gohl and Vilensky (1993). Some fibres are affected by bleaching. As Gohl and Vilensky (1993) point out, exposure of wool to strong acids causes hydrolysis of the peptide bonds of wool polymers leading to polymer fragmentation and complete destruction of wool fibres. If bleaching is needed, hydrogen peroxide should be used and not chlorine. Tortora and Collier (1997) say bleaching damages fibres such as silk, wool and spandex. They go on to say dyes are damaged by bleaches therefore bleaching is rarely recommended for dyed textiles.


Consumers should take note of information on care labels because not all garments can be treated with bleach (Gohl 1979). Wrong use of bleach will result in discoloration adversely affecting the appearance of the garment.


Ironing

The iron  is a symbol of the domestic ironing process. The dots in the iron symbol indicate the maximum recommended temperature (Joseph 1988). Different fibres have different levels of heat tolerance hence they require different temperature when ironing (Holland 1987).


Lauw (1984) and Mishira (2000) say the ironing symbol with three dots  indicates maximum temperature of 210°C may be used. Used for ironing cotton and linen. Cotton and linen can withstand high temperatures; this is attributed to high crystallinity and long polymer structure (Gohl and Vilensky 1993). The cotton fibres are relatively inelastic because of the crystalline polymer system and for this reason cotton textile wrinkle and crease badly (Joseph 1988).

 A moderate temperature 160°C applied on wool, silk, polyester, viscose.


 Maximum temperature of 120°C used for ironing heat sensitive fabrics e.g. acrylics, acetate, nylons, polyester. Nylon is a resilient fibre which does not crease easily, requiring minimal ironing (Lauw 1989). The plastic nature of nylon and polyester makes them sensitive to high temperature that's why high heat is avoided.


 Do not iron, do not press or steam press.

Dry Cleaning


Lauw (1983) says not all clothes are washable some should be dry cleaned. Dry cleaning is represented by a circle  with a letter inside to show the recommended cleaning agent (Holland 1987). A crossed circle means it should not be dry cleaned.

Dry cleaning symbols from SAZ ISO 3758 (2000).

 All normal solvents may be used without restriction

 Perchloroethylene and fluorohydrocarbons may be used. These are the most common solvents for dry cleaning

 Fluor hydrocarbons and white spirit

 Do not dry clean. Fabrics like 100% cotton which does not require special care in laundry. Cotton gains strength when wet therefore ordinary laundering processes do not affect them.


Drying


The symbol for drying is a rectangle (Holland 1987 & Cooper 1985). Well dried clothes maintain their shapes (McDonald 1960).

Drying symbols by Cooper (1985)






 Drip dry

 Line dry

 Dry flat. Heavy wool fabrics usually have the dry flat symbol. Wool is highly amorphous 75% -70% amorphous and 25%-30% crystalline(Gohl and Vilensky 1983). Wool is highly hygroscopic due to its amorphousness therefore wool takes up a lot of moisture about 25% making it much heavier when wet than dry (Mishra, 2000). For this reason, wool should be dried flat to maintain its shape (Holland 1987).

 This symbol says article can be tumble dried. Tumble drying is recommended for fabrics which are not heat sensitive like cotton. Heat sensitive synthetic fabrics should not be tumble dried (Tortora and Collier 1990).

To enhance easy and correct interpretation of care labels instructions they must not only be in symbols but also in words (Kadolph et al 1993). A care label which is only in symbol form is difficult to interpret as one may not be aware of the meaning

of the pictograms for example     .

The symbols covered in the literature can be combined to give a full description of the care of a garment. For example for a 100% white cotton woven blouse the symbols can be combined as follows.



Hand hot wash



Can be bleached



Do not dry clean



Line dry



Use hot iron

Lauw (1989) says it is wise for one to follow care labels all the time. This is supported by Cooper (1985) when he says the best rule is always to follow care labels because these care instructions are for the best treatment of the garment.

It is important for consumers to care for their textile products according to care labels (Lauw 1983, Gohl and Vilensky 1979). This ensures that the correct treatment is applied on each garment. Correct treatment contributes towards preserving the textile product in the best condition during use.

Methodology

A qualitative survey was used to collect data for the study. Bogdan and Biklen (1997) say qualitative research is ideal for studies that require understanding of human behavior in certain circumstances. The qualitative survey accommodated direct interactions with the research participants.

Population

The targeted population for this study comprised full time housewives in the high density suburbs. The population consisted of 100 households. Housewives in the household were targeted because women are the ones who normally do the laundry

for their families. Clothing retail shops and flea markets were also part of the population. This was to check if clothing sold had care labels and how informative these were.

Sampling

A sample of fifteen respondents was used Leedy and Armorod (2005) say a small sample is what is recommended for qualitative research as data collecting methods are time consuming and expensive. Availability sampling was used to come up with a sample of ten women from ten households. Convenience sampling was used for sampling 3 retail shops and 2 flea markets.

Research instruments

Methodological triangulation was achieved through use of three data sources (Merian & Simpson 2001). This was to provide a measure for reliability.

Questionnaires

Questionnaires were used to collect data from women to ascertain their knowledge on care labeling. This was used in order to collect information from a large number of people. Both open ended and close ended questions were used to obtain relevant data.

Observation

This was used to observe how the women treat different kinds of clothes with reference to care labels. The researcher also observed whether clothes in retail shops and flea markets had care labels and if these had adequate information.

Interviews

Francis (2005) defines an interview as a purposeful conversation between two or more people for obtaining information. The open ended interview was used. Through the interview data on care label knowledge and interpretation was

established. Through the interview, the researchers were able to probe for additional information detail. Respondents were also able to express their views on what was being investigated.

Data Collection Procedures

Data collection was done through the questionnaires, interview and observation. The questionnaires were administered in person to avoid low response rate. Best and Khan (1993) say that questionnaires administered in person to respondents give the researcher an opportunity to establish rapport and explanation of unclear terms to them.

The researchers observed the women laundering their clothes, checking on application of care label information. The women were interviewed to establish whether they were aware of the care labels and were able to apply the information in laundering clothes. The interviews took about 15minutes with each respondent. The interviews were normally conducted after the observation.

A visit to retail shops was conducted to observe whether there were care labels on clothes and whether they contained adequate information. One visit was made for each shop and flea market.

Data Presentation

The data collected was organized into categories and themes were generated from the categories. The data was presented in narrative form to capture the qualitative facts.

Findings and Discussion



The findings were based on the themes that emerged from the research questions

- Knowledge of care labels
- Utilization of care labels in cleaning of textile products
- Care labeling on garments

Knowledge on meaning of care labels


The first research question read: Are the Chesvingo housewives aware of the meaning of care labels on garments? Data collected has shown that the housewives were not very knowledgeable about care labels.


Data gathered from the questionnaire, interview and observation showed that most of the respondents were aware of the ironing symbol. One respondents when shown the iron symbol said, "it's an iron. It means the garment may be ironed. The crossed one indicates no ironing." Most of the respondents could not interpret the meaning of the dots on the irons, as one housewife interviewed said, "I do not know the amount of heat indicated by each dot." The symbol without words proved not to be very useful. For easier interpretation, symbols should be accompanied by words (Kadolph et al 1993).

The research findings on the washing symbols revealed that the majority of the women were aware that the tub represented washing. As one woman pointed, "it's a tub. It means the garment can be washed if not crossed out." The washing temperatures were generally understood with 95°C being the highest and 30°C (being the lowest), "the numbers show how hot the water should be." Most of the women were not able to interpret the line below the tub. For example they could not explain the difference between  and  literature says the line below the tub indicates a less severe process for example gentle washing (Smith 1982 & Taylor 1981). Although a fabric might require a certain temperature for the washing water, it might be adversely affected by severe washing process for example friction. White cotton t-shirt will benefit from hot washing water but not from the application of the friction method.

Findings indicate that the dry cleaning symbol was not familiar to most respondents. The common response from the questionnaire and interview was that,

“I don’t know what the circle stands for, even the lettering in the circle.” One of the respondents said, “Garments I send to the dry cleaners are written dry clean only.” Most of the respondents were not able to interpret the dry cleaning symbols. This means that clothes meant to be dry cleaned were likely to be washed in water resulting in irreparable damage. The lettering in the dry cleaning symbol means application of different dry cleaning agents (SAZ ISO 3758(2000)).

From the findings, the majority of the respondents were not able to interpret the meaning of the bleaching symbol. The triangle did not make sense to them, whether crossed or with the letter Cl in them. The lack of knowledge on the bleaching symbol could have adverse effects on garments. Garments not meant to be bleached with the  crossed out triangle could lose colour when bleached (Cooper 1985).



The data collected revealed that mothers had little knowledge on the drying symbols. As one woman interviewed said, “I have come across this box sign on clothes but I don’t know what it means.” The rectangle and its contents indicate how the garment should be dried for example  drip dry (Cooper 1985).


Utilization of Care Labels

The second research question read: Do the Chesvingo housewives follow care labels when cleaning textile products. It was observed that some of the women doing laundering were considering provided care labels. Some of the women did look at labels in sorting clothes. Some classified clothes by use of colours not checking care labels. It is important to first of all identify treatment required for each garment by studying care labels (Lauw 1989 & Cooper 1985). This will maintain textiles in the best condition. It is important when sorting to check care labels.


It was noted during the study that lack of knowledge on care labels resulted in selection of incorrect laundering procedures. One woman was observed washing a

man's jacket meant for dry cleaning. This kind of treatment could cause shrinkage of the padding and lining in the jacket. Use of water could distort the shape of the jacket. Not all clothes are washable (Lauw 1983). Some clothes should be dry cleaned because if washed they may shrink, or bleed.

- With regards to washing, it was observed that most women washed all the clothes with cold water. In one case observed hot water was used for the entire laundry. Among the laundered garments the researchers observed some polyester and nylon garments with  which had been washed in the hot water and had developed a lot of creases. This was going to create problems in removing the creases. In addition to the washing symbol there was also an iron symbol  with one dot indicating a cool iron. This meant removal of the creases was going to be very difficult. Disregarding the washing symbol in this case adversely affected the surface quality of the garment. However some of the respondents took note of the care labels in sorting garments for laundering purposes.

At one household, the researchers observed a garment which had some faded sections on it and noted that it had the triangle crossed out . It was established from the interview that the garment had been bleached, "I bleached on rust stains which were on the garment." Instead of just removing the stains, the bleaching process removed some of the colour on the garment. The crossed triangle means no bleaching (Cooper 1985).

The researchers observed in some households the women sorting garments according to the temperature of the iron required. The women indicated that they had checked care labels in previous care treatments and no longer needed to check to classify the clothes. On checking, it was noted that the classification was in order. The ironing did not present problems. Temperature of the iron was selected




according to each grouping. However some of the women did not sort their clothes for ironing according to the heat required. They just picked the clothes from basket at random. Different fibres require different temperature when ironing (Holland 1987). After ironing a cotton garment, the women applied the iron directly on a nylon nightdress; the nightdress developed a hole due to too much heat. On checking the nightdress had an iron with one dot . Failure to take note of symbols can result in damaging garments.



One problem area noted during the research was that on drying, some garments were properly dried and some were not. In about three households, it was noted that some of the women had no knowledge of drying clothes, especially knitted garments. Some garments which were meant to be dried flat were line dried resulting in loss of shape. These women did not realize that line drying was not appropriate for heavy knits. Articles to be dried loose shape and stretch when incorrectly dried (McDonald 1960).

Care Labeling on Clothes

The third research question read: Do clothes on the market have care labels?

Observation of clothing at the retail shops, flea market and households showed that some clothes have care labels and others don't. Textile products need to be labeled to provide consumers with instructions on the care of fabrics (Pizzutos 1999). Some of the respondents who had knowledge of care labels indicated that it was difficult to select appropriate care treatment for items without care labels, "if something has no care label, it is difficult to take care of it."

Some of the labels on garments were not informative enough. Some only had fibre content for example 65% cotton, 35% polyester and others had symbols   

 . Some respondents indicated that it would be easier to interpret if

something is written. Symbols which are accompanied by words have better meaning (Kadolph 1993). In some cases garments were labeled only with cotton 100%, polyester 60% and cotton 40%. If one has no knowledge of the fibre property, it will be difficult to take care of the garment. The respondents indicated that information on fibre content only is not very helpful. It does not tell you how to care for the article. Providing care labels ensures that the consumer does not rely on a general appearance of the textile to determine care (Eberle et al 1995).

Conclusions

In conclusion effective care of textile products depend on proper care labeling, correct interpretation of care labels by consumers and utilization of care label information when cleaning textiles.

Basing on the findings it may be concluded that most housewives are not aware of the meaning of the care labels on textile articles. Some are aware of the general care label categories but are not able to interpret the specific details of each category to provide care treatment required for example the meaning of the specific letters in the circle representing the dry cleaning symbol.

With reference to the utilization of care labels in cleaning of textile products, the conclusion is that most housewives do not consider these the in treatment of textiles. They rely mostly on the general appearance of the textile product to select treatment. However the selected treatment might have a negative effect on the fabric. From the findings it may also be concluded that there is no consistency in the provision of labels on textile products. Some textiles are not labeled, some only have symbols lacking words and others only indicate the fibre content. This creates problems in selecting appropriate treatment for the textile product. However in some cases full care labeling information was provided.

Recommendations

The study came up with the following recommendations:

- Implementation of the laundry aspect at primary school level needs to be officially supervised by knowledgeable personnel to ensure that pupils receive the basic knowledge about care labels and laundry procedures required for specified fibers and garments.
- Conscientising consumers on the care label interpretation and significance.
- Manufacturers to be encouraged to provide care labels on textile products to facilitate proper care.
- Organise seminars or road shows to educate consumers on interpretation of care labels as a way of enlightening people on care required by different textile fibres.

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