

Profil Gangguan Pendengaran dan Faktor-Faktor yang Berperan pada Pekerja Operator Call Center Kantor Pelayanan Pajak di Jakarta (Analisis Data Sekunder Hasil Pemeriksaan Otoacoustic Emissions) = Profile of Hearing Disorders and Factors that Role in Operator Workers of Tax Service Offices in Jakarta (Secondary Data Analysis of Otoacoustic Emissions Examination Results)

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Abstrak

Pendahuluan: Paparan bising yang didapat dari penggunaan headset pada pekerja operator call center dapat dilihat dari hasil pemeriksaan Distortion Product Otoacoustic Emissions. Penelitian ini bertujuan untuk menganalisis faktor individu dan faktor pekerjaan yang berperan terhadap profil gangguan pendengaran pada pekerja operator call center kantor pelayanan pajak di Jakarta.

Metode: Studi potong lintang ini dilakukan pada 94 pekerja operator call center kantor pelayanan pajak yang berlokasi di Jakarta. Data sosiodemografi, faktor individu, dan faktor pekerjaan diperoleh menggunakan kuesioner, hasil pemeriksaan DPOAE berdasarkan data sekunder hasil pemeriksaan Medical Check Up berkala yang dilakukan oleh klinik X.

Hasil Didapatkan proporsi DPOAE abnormal pada operator call center di kantor pelayanan pajak pada frekuensi 2000Hz (1, 1%), 4000 Hz (1, 1%), 6000 Hz (6,38%), frekuensi 8000 Hz (10,63%), frekuensi 10000 Hz (14,89%), dan frekuensi 12000 Hz (46,8%). Analisis bivariate didapatkan hasil bermakna pada variabel lama kerja dengan DPOAE pada frekuensi 8000Hz ($p=0,020$), 10000Hz ($p=0,048$), durasi penggunaan headset pada frekuensi 8000Hz ($p=0,025$), dan volume headset pada frekuensi 6000 Hz ($p=0,028$).

Kesimpulan: Lama kerja, penggunaan headset lebih dari 4 jam/hari, dan volume headset >60% dari volume maksimal dapat meningkatkan risiko terhadap hasil pemeriksaan DPOAE abnormal.

.....**Background:** Noise exposure obtained from the use of a headset on call center operator workers can be seen from the results of the Distortion Product Otoacoustic Emissions examination. This study aims to analyze individual factors and occupational factors that play a role in hearing loss profiles in call center operator operators in tax service offices in Jakarta.

Methods: This cross-sectional study was conducted on 94 call center operators operating in tax service offices located in Jakarta. Sociodemographic data, individual factors, and occupational factors were obtained using a questionnaire. DPOAE examination results are based on secondary data from the results of regular Medical Check Up examinations conducted by clinic X.

Results: Proportion of abnormal DPOAE found at frequency 2000Hz (1.1%), 4000 Hz (1.1%), 6000 Hz (6.38%), 8000 Hz (10.63%), 10000 Hz (14.89%), and 12000 Hz (46.8%). Results of bivariate analysis obtained significant results on the variable length of work with DPOAE at 8000Hz ($p = 0.020$), 10000Hz ($p = 0.048$), the duration of using a headset at 8000Hz ($p = 0.025$), and the volume of the headset at 6000 Hz ($p = 0.028$).

Conclusion: Length of work, use of a headset for more than 4 hours I day, and headset volume > 60% of the maximum volume can increase the risk of abnormal DPOAE examination results.