

HEALTH PROBLEMS IN CALL CENTER WORKERS WITH SPECIAL REFERENCE TO MUSCULOSKELETAL DISORDERS

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ABSTRACT

Introduction: The call centre industry in India has been established only over last decade. The industry is touted as magic wand that will ward off unemployment for thousands of young graduates. But with its boom, there are concerns regarding health issues which are unique to this industry. The long periods of working at a computer can cause musculoskeletal problems, eyestrain, headaches and overuse injuries of the hands and wrists. This study was done to determine the prevalence of health problems, specially musculoskeletal disorders and associated factors among call center workers.

Materials & Methods: A cross sectional study was conducted including workers from three different call centers located in Mumbai, India. A total of 122 subjects were interviewed after taking prior consent from office heads using a self administered questionnaire. Data thus collected was analyzed using SPSS ver. 17.

Results: Mean age of study subjects was 23.4 years with two third of the subjects being males. Most common health problem associated with call center workers was irritated mood (67.2%), musculoskeletal problems (62.3%), visual problems (58.2%) and sleep disturbances (32.8%). Neck pain was the most common musculoskeletal problems followed by backache. Musculoskeletal problems were significantly associated ($p < 0.05$) with time spent on computer screen, duration of job and availability of ergonomic furniture at the work place

Conclusion: The ergonomics of the working environment of the computer professionals have a direct impact on their well being. Hence the organizations employing them, as well as the professionals themselves need to be sensitized regarding the importance of the regular health checkups and proper working conditions.

KEYWORDS: Call Center Workers, Ergonomics, Job Duration, Musculoskeletal Disorders