

ABSTRACK

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Undergraduate these, 2017

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CORRELATION BETWEEN EMPLOYEE PERCEPTION ABOUT WORK POSITION SITTING WITH NECK PAIN IN CALL CENTER AND CLAIM DIVISION AT PT CIPTA INTEGRA DUTA SOUTH JAKARTA

Background: It is estimated that 20% to 70% of the population has experienced occasional neck pain in their lives. Plus the incidence of neck pain increases over time, 10% to 20% of the population is reported to have neck pain problems, with 54% of individuals experiencing neck pain in the last 6 months (Prayoga, 2014).

Research Purposes: To know the relation of employee perception about working position sitting with neck pain in PT Cipta Integra Duta South Jakarta 2017.

Research Methods: This research is an analytical survey with quantitative approach and **cross sectional** design. The population in this research is claim and call center at PT Cipta Integra Duta South Jakarta which amounts to 47 people. The sampling technique uses the **total population**. The statistical test used in this study is **Pearson Correlation Test**.

Result: The result of the research shows that 34 employees have perception of wrong sitting position (72,3%). A total of 25 employees experienced moderate neck pain rate (53.2%). Pearson correlation test obtained r value = 0.608 and p value = 0.000.

Conclusion: There is a correlation between perception of working position sitting with neck pain at employees at PT Cipta Integra Duta South Jakarta.

Suggestion: It is expected that always pay attention to the aspect of ergonomic sitting position while working to prevent and reduce the incidence of neck pain.

Keywords : Neck pain, Work, Perception
XIV + 73 pages + 14 Tables + 14 Images + 1 Chart
Library : 46 (1998 - 2017)