

Perubahan auditory reaction time pekerja call center selama periode kerja shift malam dan faktor-faktor yang berhubungan = Change of auditory reaction time among call center workers during night shift period and Its related factors

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20500510&lokasi=lokal>

Abstrak

Latar Belakang. Pekerja call center dituntut untuk memiliki fungsi psikomotor kognitif yang konstan, yaitu dalam bentuk atensi dan konsentrasi. Penurunan atensi dan konsentrasi dapat terjadi pada pekerja call center shift malam. Penelitian ini bertujuan untuk menilai fungsi psikomotor kognitif yang diukur dengan perubahan simple auditory reaction time selama periode kerja shift malam dan faktor-faktor yang berhubungan. Metode. Studi longitudinal dengan pengukuran simple auditory reaction time berulang pada pukul 8pm, 12am, 4am, dan 8am menggunakan alat L77 Lakassidaya. Penelitian dilakukan di call center PT X, dengan besar sampel 55 orang. Pengambilan sampel menggunakan cara purposive sampling. Kuesioner karakteristik subjek digunakan untuk mengetahui variabel jenis kelamin, usia, lama bekerja, status pernikahan, waktu tidur sebelum bekerja, jenis aktivitas fisik, merokok, dan minum kopi dan/atau minuman berenergi. Hasil. Terdapat perubahan auditory reaction time yang signifikan antara pukul 8pm, 12am, 4am, dan 8am ($p=0,001$). Pemanjangan auditory reaction time yang signifikan terjadi sejak pukul 12am ($p=0,003$). Terdapat hubungan yang bermakna antara faktor minum kopi dan/atau minuman berenergi dengan pemanjangan auditory reaction time hubungan yang bermakna antara variabel karakteristik subjek lainnya dengan pemanjangan auditory reaction time. Kesimpulan. Terjadi pemanjangan auditory reaction time pada pekerja call center shift malam. Pemanjangan auditory reaction time yang signifikan terjadi sejak pukul 12am, dengan waktu reaksi terpanjang adalah pada pukul 8am. Pemanjangan auditory reaction time yang lebih sedikit didapatkan pada subjek yang minum kopi dan/atau minuman berenergi sebelum bekerja shift malam dibandingkan dengan yang tidak.

.....Background. Call center workers are obliged to have constant psychomotor cognitive function at all time in the form of attention and concentration. Decreased of attention and concentration level could happen in call center worker working night shift. The aim of this study is to assess psychomotor cognitive function which is represented by simple auditory reaction time change during night shift period and to assess its related factors. This is a longitudinal study with repeated simple auditory reaction time measurement at 8pm, 12am, 4am, and 8am by using L77 Lakassidaya tool. This study was conducted at PT X, with sample size of 55 persons. Participants were chosen by purposive sampling. Participant characteristic questionnaire is used to obtain data of variable sex, age, years of work, marital status, sleeping hour before working night shift, intensity of physical activity, smoking, and drinking coffee and/or drinking energy beverages. Result. There is significant change of simple auditory reaction time measured at 8pm, 12am, 4am, and 8am ($p=0,001$). Significant elongation of auditory reaction time is detected since 12am ($p=0,003$). There is significant relationship between drinking coffee and/or drinking energy beverages and elongation of auditory reaction time ($p=0,048$). No significant relationship between other participant characteristic variables and elongation of auditory reaction time. There is elongation of auditory reaction time in call center workers working night shift. Significant elongation of auditory reaction time was detected since 12am, with the longest auditory

reaction time measured was at 8am. Shorter elongation of auditory reaction time was found in subjects who drank coffee and/or drinking energy beverages before night shift compared to those who did not.