



Assessment of Knowledge and Attitude of Employees Regarding Prevention of Computer Related Injury in Selected BPO Company of Bangalore South with a View to Develop a Self-Instructional Module

Cynthya S R*

* Associate Professor, Nootan College of Nursing, Visnagar, Gujarat, India



Greentree Group

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ABSTRACT

Assessment of knowledge and attitude of employees regarding prevention of computer related injury in selected BPO company of Bangalore South with a view to develop a self instructional module. The research design was non-experimental exploratory approach, and the population was selected at South Bangalore in which BPO employees work with computers. The sample size was 100. The company was selected by purposive sampling technique & the BPO employees were chosen by simple random technique (Lottery method).

Result & Interpretation

1. Study findings revealed that BPO employees had moderate knowledge, 51 per cent regarding prevention of computer related Injury.
2. Study findings revealed that BPO employees had attitudes towards the prevention of computer related injury, 65 per cent of favorable attitude.

Conclusion

To conclude, the association between knowledge and attitude of BPO employees was found to be moderate positive correlation. There was significant association between knowledge & attitude level with selected demographic variables such as age, gender(not with attitude), marital status, education, income, number of working hours, years of work experience and source of information, but there was no association between knowledge & attitude on prevention of computer related injury with selected demographic variables such as religion and regular exercise.

KEYWORDS

Computer Related Injury, Knowledge, and Attitude

INTRODUCTION

Health is a fundamental element through which all basic human needs are met, and the quality of life is improved. Health continues to be a neglected entity despite much information .¹ In modern society, a computer is playing an integral part in many occupations. Therefore, the number of people that work on computers is steadily increasing; and many more time with computers. Consequently, sitting in front of systems for a long time may lead to many health issues such as musculoskeletal problems, eyestrain and over-use injuries of the hands and wrists. The health risks can be reduced or avoided by suitable workplace design, an

appropriate posture and good working habits. Computer related injuries are defined as a group of work related symptoms experienced by computer users. It is a diffuse disorder of muscle, fascia, tendon and/or neurovascular structures, which usually involves the neck and upper limb; but any part of the body may be affected. It is also known as Repetitive Strain Injury.²

OBJECTIVES OF THE STUDY

1. To assess the knowledge regarding prevention of computer related Injury among BPO employees.



2. To assess the attitude regarding prevention of computer related injury among BPO employees.

3. To find out correlation between knowledge and attitude.

4. To find out an association between knowledge and attitude with selected demographic variables.

5. To develop a self-instructional module on prevention of computer related injury.

Need for the Study: Over 50 % of computer workers developed repetitive strain injury within one year of the career in BPO sector. It obviously suggests that the professionals lack the knowledge regarding repetitive strain injuries and the appropriate preventive measures for them. More than 50 per cent of the users that developed some notable serious injuries such as tendonitis of hand, and neurovascular compression, ignored the related symptoms, e.g. painful neck and shoulders .³ Most of these problems can be prevented if the individuals have an adequate knowledge on preventive measures of the injuries rather than being affected and suffered by them. Hence the investigator felt that there is a need to assess their knowledge and attitude towards the Repetitive strain Injury, and prepare and distribute self-instructional module on Prevention of Computer Related Injury. So the investigator wished

and decided to study the level of knowledge on prevention of computer related injury among BPO employees, and wanted to provide self instructional module, and thereby promote knowledge regarding computer related injury, and their prevention which influences their attitude as well as practice to maintain their positive health and productive life.

Hypothesis:

There is a significant relationship between knowledge and attitude regarding prevention of computer related injury with demographic variables.

MATERIALS AND METHODS

Research Design: Non-experimental exploratory approach

Settings: BPO Company selected at Bangalore south

Population: BPO employees working with computers

Sample size: 100

Sampling technique: Selection of company by purposive sampling technique & Selection of BPO employees with simple random technique (Lottery method).

Data Analysis

The data analyzed in terms of the objectives of the main study using descriptive and inferential statistics.

The study findings are described below



1. Overall knowledge of BPO employees was 51 %, found to have moderate knowledge, and 36%, found to have an adequate knowledge, but 13 % of BPO employees were unaware about the prevention of computer related injury.

2. The findings of the study reveal that overall attitude of BPO employees was found to be 65 %, majority of respondents had favourable attitude, and 35 % of the respondents had the unfavourable attitude towards prevention of computer related injury.

3. Correlation between knowledge and attitude was found to be moderately positive ($r = + 0.44448$). There is significant relationship between the knowledge and attitude of BPO employees regarding prevention of computer related injury.

4. Results of the study show a significant association between knowledge and age, gender, marital status, education, income, number of working hours, years of work experience and source of information. Analysis also reveals non-significant association between the demographic variables such as religion and regular exercise.

5. Results of the study reveal a significant association between attitude and age, marital status, education, income, number of working hours, years of work

experience and source of information. Analysis also reveals non-significant association between the demographic variables such as gender, religion and regular exercise.

RECOMMENDATIONS

- A similar study may be conducted on a large sample for wider generalization.
- A similar study may be conducted to assess the knowledge, attitude, and practices of BPO employees.
- A comparative study can be undertaken to assess the knowledge and attitude of BPO employees and IT employees.
- An experimental study can be carried out to assess the effectiveness of structured teaching programme.
- A similar study can be undertaken among the general public.
- A similar study can be conducted to effect of simple exercise on positive health of BPO employees
- Specific studies can be conducted with regard to specific repetitive strain injuries.
- Case studies can be done following the same subjects over a period of time.



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