

Inadequate vocal hygiene habits associated with the presence of self-reported voice symptoms in telemarketers

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© 2017, © 2017 Informa UK Limited, trading as Taylor & Francis Group. Aim: The aim of this study is to determine possible associations between vocal hygiene habits and self-reported vocal symptoms in telemarketers. Patients and methods: A cross-sectional study that included 79 operators from call centres in Chile was carried out. Their vocal hygiene habits and self-reported symptoms were investigated using a validated and reliable questionnaire created for the purposes of this study. Results: Forty-five percent of telemarketers reported having one or more vocal symptoms. Among them, 16.46% reported that their voices tense up when talking and 10.13% needed to clear their throat to make their voices clearer. Five percent mentioned that they always talk without taking a break and 40.51% reported using their voices in noisy environments. The number of working hours per day and inadequate vocal hygiene habits were associated with the presence of self-reported symptoms. Additionally, an inter