

## Costs associated to voice disorders in Colombian telemarketers

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### Introduction

Occupational voice users, such as teachers and telemarketers have higher likelihood of developing voice disorders. According to Cantor-Cutiva, Vogel & Burdorf<sup>1</sup>, teachers have a high occurrence of voice problems with a current prevalence ranging from 9% to 37%, and an annual prevalence that can vary between 15% and 80%. In addition, teachers are professionals who show a higher rate of voice problems (dysphonia) according to some studies in the field<sup>2,3,4</sup>. In the case of telemarketers, previous studies have reported that they are frequently exposed to different risk factors such as inadequate ergonomic aspects, sudden temperature changes, rooms without acoustic treatment, dust, stressful workplaces, need for more breaks, difficulties in the relationship with bosses, among others<sup>5,6</sup>. These workers, on average, suffer 64% of dry throat, 33% neck and neck pain, 31% hoarseness 26% voice failures and 22% vocal fatigue<sup>7</sup>. Therefore, we performed this retrospective study with the aim to determine the costs related to voice disorders in Colombian Telemarketers.

### Methods

Retrospective study on information related to the occurrence and associated costs of voice disorders in telemarketers. The analysis will focus on the occurrence of voice disorders and economic consequences, such as absenteeism and medical consumption due to voice disorders in the last 5 years. The research will be carried out in a multinational company that provides services internationally and serves different companies in the health, transportation, energy, food, service and entertainment sectors in Colombia.

### Expected results

Occurrence of voice disorders in telemarketers may generate economic losses to the company, similar situation found in teachers<sup>1</sup>. Problems of absenteeism in the educational sector and contribute to addressing the weaknesses of

economic and administrative approaches to the phenomenon<sup>8</sup>, features found in the work of telemarketers of this study.

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