

## **ABSTRAK**

Keluhan *Musculoskeletal disorders* (MSDs) merupakan ketidaknyamanan yang dirasakan pada beberapa otot rangka. Penelitian ini termasuk penelitian kualitatif. Penelitian ini dilakukan di PT. Yudhistira Ghalia Indonesia, Jalan Durung no. 94, Sidorejo Hilir, Kec. Medan Tembung, kota Medan, Sumatera Utara. Pengambilan sampel pada penelitian ini menggunakan teknik *total sampling* sebanyak 11 orang. Teknik pengambilan data yang digunakan kuisioner, wawancara dan observasi. Teknik pengolahan data reduksi data, penyajian data dan penarikan kesimpulan. Pimpinan PT. Yudhistira Ghalia Indonesia Medan dalam hasil wawancara dan pemberian kuisioner mengatakan bahwa perusahaan memiliki SOP dalam melakukan pekerjaan termasuk bagian gudang. SOP mengatur tata cara dalam pengangkatan barang ke dalam gudang dan setiap karyawan yang bekerja di bagian gudang sebelumnya telah dipastikan kesehatannya dalam kondisi yang baik dan sanggup untuk bekerja di bagian gudang dan jika ada karyawan yang melanggar SOP maka perusahaan akan memberikan sanksi berupa teguran. Berdasarkan hasil wawancara dan pemberian kuisioner kepada pekerja bagian gudang diketahui seluruh jumlah informan pekerja yaitu sebanyak 11 orang mengaku pernah mendapat keluhan Muskuloskeletal Disorders (MSDs) baik itu keluhan nyeri pada leher, punggung, pergelangan tangan, bahu maupun pinggang terutama pada musim buku.

Kata kunci : Keluhan; MSDs; pekerja.

## **ABSTRACT**

Complaints of musculoskeletal disorders (MSDs) are discomfort felt in some skeletal muscles. This research includes qualitative research. This research was conducted at PT. Yudhistira Ghalia Indonesia, Jalan Durung no. 94, Sidorejo Hilir, Kec. Medan Tembung, Medan city, North Sumatra. Sampling in this study using a total sampling technique of 11 people. Data collection techniques used questionnaires, interviews and observations. Data processing techniques are data reduction, data presentation and conclusion drawing. PT. Yudhistira Ghalia Indonesia Medan in the results of interviews and giving questionnaires said that the company has SOPs for carrying out work, including the warehouse section. The SOP regulates procedures for lifting goods into the warehouse and every employee who works in the warehouse has previously been confirmed to be in good health and able to work in the warehouse section and if there are employees who violate the SOP, the company will give sanctions in the form of a warning. Based on the results of interviews and giving questionnaires to warehouse workers, it is known that the entire number of worker informants, as many as 11 people claimed to have received complaints of Musculoskeletal Disorders (MSDs), both complaints of pain in the neck, back, wrists, shoulders and waist, especially during the book season.

Keywords : Complaint; MSDs; worker.