

**PROGRAM STUDI KESEHATAN MASYARAKAT
FAKULTAS KESEHATAN
UNIVERSITAS NGUDI WALUYO**

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NELKA SAPUTRI

027241016

**IMPLEMENTASI PROGRAM EYE BREAK SEBAGAI UPAYA
PENCEGAHAN KELELAHAN MATA PADA CLAIM ANALYST DI
HALODOC**

Kelelahan mata atau Computer Vision Syndrome (CVS) merupakan masalah kesehatan kerja yang sering dialami pekerja berbasis komputer, termasuk Claim Analyst di PT. Media Dokter Investama (Halodoc) yang bekerja lebih dari 8 jam per hari di depan layar. Berdasarkan hasil observasi awal, 90% Claim Analyst mengalami keluhan visual dan fisik, dengan skor rata-rata keluhan 3,53 (kategori sedang–tinggi), serta tingginya klaim kacamata dalam satu tahun terakhir. Penelitian ini bertujuan menerapkan dan mengevaluasi Program Eye Break berbasis metode 20-20-20 sebagai upaya pencegahan kelelahan mata. Metode pelaksanaan meliputi identifikasi kondisi awal melalui kuesioner, edukasi prinsip 20-20-20, penerapan istirahat mata terstruktur, serta evaluasi pascaprogram. Hasil evaluasi menunjukkan penurunan skor rata-rata keluhan menjadi 2,84 (kategori rendah–sedang), dengan penurunan signifikan pada indikator mata perih/panas. Tingkat kepatuhan penerapan metode mencapai 88,35% dan seluruh responden menilai program bermanfaat, mudah diterapkan, serta layak dilanjutkan. Program Eye Break terbukti efektif menurunkan keluhan CVS, meningkatkan kesadaran ergonomi visual, dan membentuk kebiasaan positif pekerja. Program ini dapat diintegrasikan dengan edukasi ergonomi komprehensif untuk mengatasi keluhan fisik lain, serta direplikasi pada unit kerja serupa di industri berbasis digital.

Kata kunci: Computer Vision Syndrome, Ergonomi Visual, Metode 20-20-20, Eye Break, Kesehatan Kerja.

**PUBLIC HEALTH STUDY PROGRAM
FACULTY OF HEALTH
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NELKA SAPUTRI

027241016

**IMPLEMENTATION OF THE EYE BREAK PROGRAM AS AN EFFORT TO
PREVENT EYE STRAIN AMONG CLAIM ANALYSTS AT HALODOC**

Computer Vision Syndrome (CVS) is a common occupational health issue experienced by computer-based workers, including Claim Analysts at PT. Media Dokter Investama (Halodoc) who spend more than 8 hours per day in front of screens. Initial observations revealed that 90% of Claim Analysts experienced visual and physical complaints, with an average complaint score of 3.53 (moderate–high category), alongside a high number of eyeglass claims in the past year. This study aimed to implement and evaluate the Eye Break Program using the 20-20-20 method as a preventive measure against eye strain. The implementation stages included baseline assessment through questionnaires, education on the 20-20-20 principle, structured eye rest application, and post-program evaluation. The results showed a decrease in the average complaint score to 2.84 (low–moderate category), with a significant reduction in the “burning/sore eyes” indicator. Compliance with the method reached 88.35%, and all respondents agreed that the program was beneficial, easy to apply, and worth continuing. The Eye Break Program proved effective in reducing CVS symptoms, increasing awareness of visual ergonomics, and establishing positive workplace habits. This program can be integrated with comprehensive ergonomic education to address other physical complaints and replicated in similar work units within the digital-based industry.

Keywords: Computer Vision Syndrome, Visual Ergonomics, 20-20-20 Method, Eye Break, Occupational Health.