



EFFECTS OF VOCAL FATIGUE ON HABITUAL PITCH AND OPTIMUM PITCH IN A GROUP OF TELEPHONE OPERATORS

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ABSTRACT

Voice plays a major role in speech and communication hence; it needs to be constantly monitored in the event of abnormal functioning. There has been an increased awareness for care of voice which has inspired new interests in understanding the normal functions of human voices, especially professional voice users, particularly in telephone operators. Therefore, the present study planned to measure the difference between the habitual and optimum pitch of telephone operators. **Need:** The identification and usage of the optimum pitch in daily conversation plays a pivotal role especially in professional voice users. However, the review of literature regarding voice analysis in professional voice users show that there are very few studies focusing on these vital aspects and very little known about the differences in habitual and optimum pitch during the vocal fatigue, thus the present study have been conducted. **Aim:** The aim of the present study was to investigate the differences between the habitual and optimum pitch in telephone operators before and after vocal fatigue. To compare differences between the habitual and optimum pitch in pre and post fatigue conditions between male and female telephone operators and to compare differences between the pre and post fatigue conditions between different age ranges of the telephone operators. **Methodology:** A total number of forty individuals participated in the study with the age range of 20-40 years including 2 groups of telephone operators, group 1 consists of 20-30 years and group 2 consists of 30-40 years of age range. Statistical analyses were done to the all telephone operator's voice samples by using SPSS software 16.0 version. **Results:** The results of the present study suggested that before vocal fatigue, the habitual and the optimum pitch used by these professional voice users were almost similar and not much differences were observed between the mean habitual pitch and optimum pitch. However, during the second recording done after the vocal fatigue, a higher difference between the habitual pitch and optimum pitch was evident. This can be possibly attributed to the increase in the habitual pitch of telephone operators as an effect of vocal fatigue.

Key Words: Voice, Vocal Fatigue, Telephone Operators,