

ABSTRACT

The company's strategy to create comprehensive advantage will be the most dominant factor in the development and management of existing Human Resources (assets) into competent, effective and efficient work units. Telkom University Directorate of Human Resources reduces the imbalance of workload felt by each employee due to work stacking, and the unequal distribution of work to employees in one task. Increasing the work of repaired working watches (overtime) Regarding the high workload at the Directorate Telkom University HR because there is still a sense of seniority in carrying out the task.

A mental workload analysis is needed at the Telkom University HR Directorate to determine and calculate the individual workload of the Section / Affairs, and also to find out the ideal number of employees at the Telkom University HR Directorate. NASA-TLX is one method that can be used to calculate the mental workload received by individuals or sections. The NASA-TLX method measures mental workload into 6 dimensions of work factors. The study was conducted by giving questionnaire ratings and weights used to calculate the workload and the ideal number of employees that exist in each individual, Section and Affairs at the University of Telkom's HR Directorate.

In this research, the NASA-TLX method was chosen as the method used to calculate mental workload and employee needs because this method is quite simple, has high sensitivity in calculating mental workload, processing and analyzing data is easier and faster, and does not it takes a lot of time and money. In addition, the NASA-TLX Method is more practical to apply in operational environments with the resulting output in the form of mental workload levels experienced by workers. The disadvantage of using this method is that the NASA-TLX method can only be used for mental workload measurement. In addition, in observing the adaptation between ratings and respondents it was unstable for the study level.

From the calculations that have been carried out using NASA-TLX, the results of the workload for each individual and work affairs that have been formed in the group are in accordance with the work affairs and job descriptions in this affair, the highest workload is obtained by the Head of Recruitment and Selection Affairs, namely 70, 64. From the results of the calculation of staff requirements that have been carried out, it is necessary to increase the number of staff in several Affairs that have a high workload, namely Competence Development Affairs, Compensation and Benefits Affairs, and Cultural and Administrative Affairs with the number of additional staff being one person.

Keywords: Workload, Overtime, NASA-TLX, Employee Needs, Assignment