ABSTRACT

In a project, time, cost and quality are interrelated and reciprocate. Increasing the quality, it will increase the time and costs required. Reducing time will reduce quality and increase costs. Humans are an important factor in arranging this so that the project runs according to the original plan. PT. ABC has STTF projects spread across 30 different locations in Sukabumi area with parallel implementation times and six waspang people are in charge. Projects often experience delays at the start and in the middle of the project, it causes a reduction in time. The licensing and equipment used are alternately one of the main causes. The pressure and mental burden that waspang received to complete a project on time at a predetermined cost and the appropriate quality was increasing. High and prolonged mental load can result in decreased quality, productivity and performance. In an effort to improve the performance of PT ABC, it is necessary to measure the workload using a recognized method, because these problems will reduce the level of the waspang workload. Workload analysis to determine the existing workload and as a basis for evaluating the uneven distribution of waspang. Analysis of workload using the NASA-TLX method, with results of 92.67, 87, 94.67, 55.53, 80.33, 85.33 with the high category, with high workload results, a balancer is needed so that each staff member gets an ideal mental load <60. A suggestion was given by adding 3 people of waspang so that the mental load score would be ideal <60.

Keywords : *mental workload, Nasa-Tlx*