

ABSTRACT

A good workload is a proportional workload, not too much or too little. When the workload given is disproportionate, it can have an adverse impact on the effectiveness and efficiency of the company's performance. IDCloudhost's network operation center is a position that demands to be swift in handling problems that arise and monitoring the server for 24 hours to ensure the server runs smoothly and is safe from hacker attacks. NOC employees also get additional duties outside of their primary or concurrent duties. In addition, in 2022, the company plans to increase the number of NOC employees. The addition of NOC employees was based on employee complaints about the workload deemed too heavy. However, the company has never conducted a workload analysis and an analysis of employee needs, so it is unknown whether the addition of the number of employees is needed or not to the complaints submitted by employees to the management.

This study aims to analyze the workload conditions of NOC employees and the optimal number of employees. The aspects studied include employee working time, the main workload conditions for NOC employees, additional workload conditions for NOC employees, and the optimal number of employees for the NOC position.

The phenomenon in this study was processed using the Full-Time Equivalent method. Data collection techniques were obtained through structured interviews and observation. The resource persons involved were 1 NOC leader and 4 NOC employees. Informants were interviewed regarding the use of working time for one year, including job descriptions, average completion time, and the frequency of completing their tasks.

Based on the interviews, it is known that the workload distribution for NOC employees is not evenly distributed. 4 NOC employees have the primary workload in the underload category. Giving additional assignments causes three employees to get an excessive workload and one employee to get an optimal workload. In addition, based on the calculation of the optimal number of employees, it is known that the NOC position only requires one leader and two employees, so management needs to reduce two other existing employees.

The results of this study are expected to be used as consideration for the management in measuring the workload of employees and determining the optimal number of employees. For further research, this research is expected to be a supporting reference material if it raises topics related to workload.

Keywords: *Workload, Workload Analysis, Optimal Employee Needs, Full-Time Equivalent.*