ABSTRACT

PT Tricomindo Cipta Mandiri have been operating as a construction engineering consultancy firm for over 22 years and are faced with challenges in handling the workloads of their employees especially on Supervision (Tender Engineering) & Planning Division. Demand for efficient workload management during rapid growth of a company is more important to manage productivity and employee wellness. Therefore, HRM in this sense should care about maximizing performance but also reducing risks due to a defective (both low and high workload lead employees abilities to perform properly down) performing under these levels unfavourably affects productivity decreases punctually stress increased fatigue potentially leading more drastically towards work-related accidents. This study addresses the workload management challenges at PT Tricomindo Cipta Mandiri by employing the NASA-TLX (Task Load Index) method. The research aims to analyze the workload experienced by employees in the Supervision and Planning divisions, identify the primary factors contributing to workload, and assess the impact of these factors on employee productivity and overall welfare. The study focuses on these two divisions due to their critical roles in the company's operations, with positions such as General Manager, Project Manager, and Engineer being particularly impacted by high workloads. The NASA-TLX method was chosen for its comprehensive ability to assess various aspects of mental and physical workload across six key dimensions: mental demand, physical demand, temporal demand, performance, effort, and frustration. Its validated subjective approach allows for relevant evaluation of individual perceptions of workload, making it easier to identify areas in need of improvement. The method's flexibility makes it easily applicable across different work contexts, including the construction engineering consultancy sector at PT Tricomindo Cipta Mandiri, where workloads often vary and are complex. Additionally, NASA-TLX is straightforward to implement, and its results can be compared with other studies, enabling the company to make better data-driven decisions in managing human resources. The research method involved distributing NASA-TLX questionnaires to 36 employees across different roles within the Supervision and Planning divisions. The data collected were processed to determine the average workload score for each employee. The results revealed that the Supervision and Planning divisions experience excessive workloads, with average NASA-TLX scores of 63.17 and 68.44, respectively. The General Manager position, in particular, exhibited the highest workload with a Total Weighted Work Load (WWL) of 117,500 and a NASA-TLX score of 83.33, indicating a very high level of workload. The primary factors contributing to this excessive workload were identified as high mental demands, stringent temporal demands, and overall performance expectations. Employees reported that multitasking, inadequate resource allocation, and tight project deadlines were significant stressors that exacerbated their workloads. These factors were particularly pronounced in roles that require constant oversight and decision-making under time pressure, such as those held by the General Manager, Project Manager, and Engineers. Based on these findings, the study suggests several strategic interventions to alleviate the workload pressures at PT Tricomindo Cipta Mandiri. Key recommendations include optimizing resource allocation to ensure a more equitable distribution of tasks, enhancing internal communication to improve team coordination, and

providing targeted training programs aimed at increasing employee efficiency in managing complex tasks. Additionally, the introduction of flexible work arrangements and improved ergonomic support could help reduce the physical and mental strain on employees, thereby improving overall job satisfaction and productivity. The implementation of these solutions is expected to create a healthier and more sustainable work environment at PT Tricomindo Cipta Mandiri, ensuring that both employee welfare and company performance are maintained at optimal levels.
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Keywords: Workload Management, Productivity, NASA-TLX