

ABSTRACT

Effective and competent human resources (HR) are crucial for the success of an organization. This research will evaluate the workload conditions and measure the optimal number of employees needed in the Laboratory Unit, Library, and Language Center of Telkom University Surabaya using the Full Time Equivalent (FTE) method.

Data was collected through interviews and then analyzed using FTE calculations. The results show that the Unit Head has an underloaded workload due to still being in the role adjustment period. At the same time, the Laboratory Unit experiences an imbalance in task distribution despite having more employees than the optimal need. The Library and Language Center units face severe overload due to a significant labor shortage.

The calculations show the optimal needs: Head of Unit 1 person (already optimal), Laboratory Unit 2 people (surplus 1 person), and Library and Language Center Unit 11 people (deficit 9 people). Adjustment of the number of employees and redistribution of tasks are necessary to improve efficiency.

This research also develops a dashboard based on Google Looker Studio to monitor workload in real-time, support operational efficiency, and facilitate data-driven decision-making. The results are expected to serve as a reference for more effective HR management at Telkom University Surabaya.

Keywords: Workload, Full Time Equivalent, Human Resources, Data Visualization.