ABSTRACT

Build an organization or company, an important factor other than funds also requires mature human resources (HR). That way, an organization or company will be efficient and able to compete with its competitors. Yayasan Pendidikan Telkom (YPT) as an institution that oversees higher education and training to develop qualified human resources, professionals, have qualified skills, and are able to compete to answer challenges in the industrial world.

Workload and factors that affect the completion of work is one of the important things to see the quality of human resources that can later help the company to achieve the targets that have been set. The purpose of this study is to determine the workload conditions and factors that affect the completion of the work of employees in the unit Subsidiary Performance and Synergy, Innovation & Partnership (SP & SIP).

This study used qualitative research methods and data were taken through semi-structured interviews to analyze workload conditions and factors that affect the completion of work in the Subsidiary Performance and Synergy, Innovation & Partnership (SP & SIP) Unit. Descriptive research aims to determine the phenomena that occur with the problems encountered and associated with the theory so as to explain the expected research results. This study uses the Miles and Huberman model in analyzing the data obtained by reducing the data, presenting the data, and making conclusions from the results already obtained.

The results showed that there was a competency gap in the unit Subsidiary Performance and Synergy, Innovation & Partnership (SP & SIP), human resources are still lacking to support the work, and fatigue in the work that affect the completion of the work.

The suggestion in this research is to break down the Synergy, innovation & Partnership Sub Unit by adding 1 employee to each sub unit. Provide training to employees to overcome the competency gap that occurs.

Keywords: Workload, Workload Factor, Human Resources