

ABSTRACT

PT. Angkasa Pura 1 (Persero) is a State-Owned Enterprise that is engaged in air transport services which emphasizes service to the Central Indonesia and Eastern Indonesia Region in providing air traffic services and airport business. This study is analyzes mental workload in public relation unit work at I Gusti Ngurah Rai International Airport. This unit is working as a company spokesperson to help internal and external parties to knowing the official and guaranteed information about the airport, also straighten out an issue or news which can harm or damage the company's image. The quality of public relation unit work strongly influenced by the workload they received. The purpose of mental workload measurement is to knowing the condition of Public Relation unit work mental workload. Based on that measurement output will proceed to determine employee needed to reduce the mental workload of public relation unit work. The analysis data can be use to evaluation material for developing the performance and quality of public relation unit work employees so it can be better. The method to processing the data in this study is NASA-TLX. In the measurement of mental workload in public relation unit work the highest mental workload value is 68,67 and the lowest mental workload value is 59,33. By knowing the mental workload of each employee of public relation unit work, the result also can be use to determine policies in order to maintain the employee's mental workload is not excessive or high which can reduce the performance and quality of employees.

Keywords: Mental Workload, Internal, External, Public Relation, NASA-TLX