

ABSTRACT

Mental workload is a condition where the demands of mental tasks exceed the brain's capacity to handle them. This condition can lead to various issues such as stress, fatigue, and decreased performance. This study aims to measure the mental workload of employees at UD. XYZ using the NASA-TLX method. This method is a subjective measurement tool known for its effectiveness in evaluating mental workload by considering factors such as task difficulty, fatigue, and stress levels. The research was conducted on 40 employees at UD. XYZ using the NASA-TLX questionnaire. Data collection took place from December 2023 to March 2024. The collected data was then processed and analyzed. The results of this study found that employees in the production division had an average mental workload score of 64, categorized as high workload. Employees in the machinery division had an average mental workload score of 65, also categorized as high workload. Employees in the packaging division had an average mental workload score of 67.26, which is categorized as high workload. Drivers had an average mental workload score of 62.7, categorized as high workload. Employees in the warehouse manager division had an average mental workload score of 71.35, categorized as high workload. This analysis underscores the importance of effective management to manage and reduce mental workload through improvements in the work environment, better shift arrangements, and employee welfare programs, to enhance overall performance and well-being.

Keywords: Mental Workload, Employee Performance, NASA-TLX