

ABSTRACT

This research aims to analyze the mental workload experienced by wedding organizer staff at Le Voyage Event Planner Surabaya using the NASA Task Load Index (NASA-TLX) method. Mental workload is an important factor in the wedding organizer industry that affects the quality of work and staff well-being. This research was conducted through observations, interviews and surveys of staff involved in various stages of wedding planning and implementation. Factors that contribute to mental workload include time pressure, coordinating various aspects of the wedding, interaction with clients, and a high level of responsibility. The NASA-TLX method is used to measure and evaluate mental workload components, such as mental tasks, physical, time, work output, effort, and fatigue levels. The results of the NASA-TLX analysis provide valuable insight into how much mental workload is experienced by wedding organizer staff. This research can provide valuable information to the management of Le Voyage Event Planner Surabaya to improve the efficiency and welfare of their staff. Apart from that, the findings of this research can also be a basis for developing better training and management strategies in dealing with the mental workload in the wedding organizer industry. The findings from this research show that both core employees and freelance employees have a high mental workload, especially in the effort indicator (level of effort). One of the recommendations that can be given is to reorganize the allocation of tasks and responsibilities to ensure an even distribution of work among all employees.

Keyword: *Mental Workload, Le Voyage Event Planner Surabaya, NASA-TLX, Performance, Wedding Organizer.*