

ABSTRAK

Jam kerja di PT Flavour Essens menjadi 12,5 jam kerja dalam 1 hari. Melihat permasalahan dengan bekerja melebihi batas yang ditentukan dapat menimbulkan *workload* bagi karyawan. Dalam situasi ini, penting untuk mengukur beban kerja mental para pekerja di departemen produksi PT Flavour Essens. Pada tahapan pengolahan data peneliti menggunakan metode SWAT yang diolah oleh software DosBOX 0.74. Metode SWAT terdiri dua tahap, tahap pembuatan skala dan tahap pemberian nilai. Tahap pembuatan skala dengan Kendall's Coefficient of Concordance (W) bernilai 0.7600, menunjukkan faktor waktu 48,21%, faktor mental pekerjaan 27,92%, faktor psikologis 23,87%. Variabel paling mempengaruhi karyawan adalah Beban Waktu mencapai 48.21%. Beban kerja mental paling tinggi pada operator produksi di PT. Flavor Essens, adalah : karyawan I pekerjaan 2 (100), karyawan II pekerjaan 1 dan 2 (84.9), karyawan III pekerjaan 2 (84.9), karyawan IV pekerjaan 1 dan 2 (69.4), karyawan V pekerjaan 2 (84.9), pekerja VI pekerjaan 2 (84.9), karyawan VII pekerjaan 2 (59.8), dan karyawan VIII pekerjaan 2 (84.9). Diperoleh kesimpulan jenis pekerjaan 2 “Proses Filtrasi dan Total Blend” mendapat nilai 59,8–100 menunjukkan beban kerja mental paling tinggi. Sehingga perusahaan harus meninjau pengaturan jam kerja dan membuat alat bantu pada pekerjaan 2 agar karyawan tidak lagi mengalami beban kerja mental.

Kata Kunci : beban kerja, *subjective workload assessment technique* (SWAT), software DosBOX 0.74.

ABSTRACT

Working hours at PT Flavor Essens are 12.5 working hours per day. Seeing problems with working beyond the specified limits can cause workload for employees. In this situation, it is important to measure the mental workload of workers in the PT Flavor Essens production department. At the data processing stage, researchers used the SWAT method which was processed by DosBOX 0.74 software. The SWAT method consists of two stages: the scale development stage and the stage of giving value to the research results. The scale development stage with Kendall's Coefficient of Concordance (W) is 0.7600, indicating a time factor of 48.21%, an effort work factor of 27.92%, and a stress factor of 23.87%. From these results, the variable that most influence employees is time expenditure, reaching 48.21%. Mental workload is highest for production operators at PT. Flavor Essens: employee I job 2 (100), employee II job 1 and 2 (84.9), employee III job 2 (84.9), employee IV job 1 and 2 (69.4), employee V job 2 (84.9), worker VI job 2 (84.9), employee VII job 2 (59.8), and employee VIII job 2 (84.9). It was concluded that work type 2 ("Filtration Process and Total Blend") received a score of 59.8–100, which indicated the highest mental workload. So companies must review working hour arrangements and create tools for work 2 so that employees no longer experience a mental workload.

Keywords : workload, subjective workload assessment technique (SWAT), DosBOX software 0.74.