

ABSTRAK

Seiring berkembang jaman dan teknologi saat ini banyak kalangan masyarakat yang sudah membeli barang online atau yang disebut *e-commerce*. Pesatnya perkembangan internet berdampak signifikan pada semua lapisan masyarakat, terutama pertumbuhan bisnis industri bisnis dan pemasaran berkembangnya bisnis perdagangan seperti saat ini mendorong para pelaku bisnis agar bisa menyalurkan produknya kepada para pelanggan. Pelaku bisnis membutuhkan partner untuk menyalurkan barangnya yaitu perusahaan dalam bidang pengiriman barang atau jasa ekspedisi. Jasa ekspedisi disini sangat berpengaruh terhadap perkembangan perusahaan untuk memperluas jangkauan bisnisnya, Jasa pengiriman atau logistik ditahun 2019 beralih kepada tim interval shopee walaupun pada saat itu masih terdapat berbagai jasa kirim yang lain. Akan tetapi disaat ini, shopeeexpress telah diresmikan sebagai jasa pengiriman khusus oleh semua penjual dishopee .Shopee express saat ini telah berkembang dengan tiga layanan *shopee express standart*, *shopee express sameday* dan *shopee express instant*. Dari beberapa pekerja adanya keluhan pekerja seperti sakit badan , pegal- pegal, pusing kepala, sakit pinggang dan beban pikiran. Ini diakibatkan adanya beban kerja yang sangat tinggi.

Kata kunci : *National Aeronautics and Space Administration Task Load Index (NASA-TLX)* dan metode *Subjective Workload Assessment Technique (SWAT)*.

ABSTRACT

As times and technology develop, many people now buy goods online or what is called e-commerce. The rapid development of the internet has had a significant impact on all levels of society, especially the growth of the business and marketing industry. The development of trade businesses like today encourages business people to be able to distribute their products to customers. Business people need partners to distribute their goods, namely companies in the field of goods delivery or expedition services. The expedition service here has had a big influence on the company's development to expand its business reach. Delivery or logistics services in 2019 shifted to the Shopee interval team even though at that time there were still various other delivery services. However, at this time, Shopee Express has been inaugurated as a special delivery service for all Shopee sellers. Shopee Express has now developed with three standard Shopee Express services, Shopee Express Sameday and Shopee Express Instant. In measuring workload, several methods can be used, one of which is subjective, namely using the Subjective Workload Assessment Technique method or known as the SWAT method which can be used to quantify mental workload. The SWAT technique consists of three dimensions, namely time, mental effort, and stress and for each dimension there are three different levels

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