

How Employees of the Public Service Industry Perceive Mental Workload ?

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ABSTRACT

Abstract

Purpose

This study aimed to explore the meaning of mental workload in industrial employees who provide public services.

Design

The approach used is a mix-method through grounded theory methods and percentage techniques to see the tendency of answers. This study involved 72 hotel employees and 56 hospital employees. The analysis used is descriptive analysis with percentage techniques after the grounded theory method.

Results

The results showed that: 1) Workload is interpreted as a demand or pressure and there are limitations; 2) Workload includes aspects of responsibilities that must be resolved, time pressure, constraints faced and risks received.

Originality

This research is the first research that reveals the meaning of mental workload on employees, especially in industries that provide public services.

Keywords

mix-method, mental workload, grounded theory

Kata Kunci: *Kata kunci : mix-method, mental workload, grounded theory*