ABSTRACT

Workload improvement is one of the most serious concerns to ergonomics and to managers, since a long-term heavy workload may affect employees’ physical and mental health, performance and productivity, as well as turnover. For a multidimensional rating technique, it is important to identify the factor (referred to as the critical factor) that the decision maker should focus on in order to effectively alleviate the workloads of heavy workload employees. This study applies dual analysis to identify the critical factor, and slacks analysis to determine the priorities of employees for workload improvement. Thus, decision makers can effectively improve workload levels of employees to ensure them operating their tasks safely, as well as reduce staff turnover.

Keywords: Workload, Data Envelopment Analysis, Slacks Analysis, Ranking