

ABSTRACT

This research is aimed to analyze the kinds of workload and work stress that is suffered by employees in FE Unissula especially on Administrative Staff. There are many things which cause the less great performance service that is provided by employees, but this research is only discussing about work stress. Data are obtained by interviewing 10 Administrative staffs FE Unissula, a chief of employee, and two FE's leader. We used interactive model data analysis techniques, the steps are collecting data, reducting data, displaying data, and drawing conclusions. There are many things that are causing work stress in a work place, the author found 5 things in this research, those are workload, internal conflict, quantity of employee, work condition, and complaints from customers. There are support and Islamic way to cope stress that become intervening variable, and all of these are influencing service performance of the employees.

Keywords: work stress, workload, service performance