

CHAPTER I

INTRODUCTION

1.1 Background

Education has a meaning as a process of changing the attitudes and behavior of a system or a group of people in maturing human through teaching or training efforts. Education, inevitably, it is directly proportional to the quality of human resources. The higher a person's education, the better quality of human resources as well. In this globalization era, a person is required to have a higher education in order to improve the quality of human resources in line with the vision and mission in educating and advancement of a nation. Not many people able to get higher education such as Undergraduate, Master or even Doctorate, this opportunity is the one that should not be wasted. Quality of human resources will have such a good impact on each individuals, especially in careers in the work field. Developing countries such as Indonesia can become an advanced country if the quality of human resources are well utilized. By increasing quality of human resources, the quality of life of each individual will also increase and fulfilled. By doing so, education to a higher level should also fully supported by the government through aid funds in order to develop the nation. hopefully someone who get education can meet the national standards of higher education that have been established by the Ministry of Research, Technology and Higher Education of the Republic of Indonesia on National Standards of Higher Education (No. 44, 2015) on article 2 section 1, state "National Standards of Higher Education is composed on National Education Standards, National Standards Research, and the National Standards Community Service".

Sultan Agung Islamic University (Unissula) is one of the colleges in Semarang, it is located in Kaligawe. As an Islamic University, certainly Unissula implements the system and everything is based on the rules of Islam with a vision, namely "Bismillah build a generation of Khaira Ummah". Unissula has 12 faculties, including Economic Faculty (FE). Faculty of Economics (FE Unissula) has a number of teaching staff / faculty as many as 65 people, administrative staff of 40 people, and the total number of students reaching approximately 4,500 people (FE, 2016). As an educational institution, certainly FE Unissula has a service function for the students. The function of this ministry should arise from the teaching staff, administrative staff, and administrators including officials faculty. The stakeholders mentioned components are in an organization that is managed to provide excellent service so that service users (students) are satisfied so that educational activities went well. "Customers will be satisfied with the services of a firm if they perceive such services as offering high quality. It becomes necessary therefore that organisation want to satisfy its customers must step-up the quality of Reviews their services offerings to the customers." (Ernest Izogo and Emeka Ike-Elechi Ogba, 2014)

Indicators of excellent service by Adya Atep Barata (2003) are including services that consider the customer feel important, providing service with a friendly, accurate, and fast, customer satisfaction, and put the customer as a partner. Unfortunately, based on short research that has been done in July 2016, at this time there is an indication that the functions of the services provided by the administrative staff FE Unissula not operating properly, or in other words not meet the criteria for excellent service. There are some findings among the students from their experience, especially with the administration of the faculty. Some examples of these include lack of the information publication, the service

tends to be less friendly, different treatment on a student by another student, the bureaucracy is quite complicated, and so forth.

In general, less good service can occur because of the employee's performance is not ideal or not in accordance with expectations. The decrease of human resource performance quality is a consequence of work stress, as Dessler (2010) conveyed in Ekienabor. E. E. (2016) *“was of the opinion that for organizations job stress consequences included reductions in the quantity and quality of job performance...”*. Beside that, work stress can occur because of limitations in the workplace, conflicts among employees, leadership factor, the performance of other colleagues who can disrupt productivity, multiple roles, and excessive workload.

The less good performance can be caused by stress suffered by the employee, in this context is FE Unissula Administrative Staff. If the conditions of employees on under pressure which is already beyond the capacity of human resources, the productivity of employees also tend to decrease. Seeing the conditions of service of the administrative Staff FE Unissula are not in accordance with the expectations of today's students, it needs to be revisited things that can cause that condition.

Based on the explanation above, it comes up the need to identify the problems that experienced by administrative FE Unissula. In addition it should be seen also incompatibilities between the service by the standard conditions or criteria desired by the leader, in this case in the FE Unissula. Through this research, then it becomes an opportunity to review matters what caused the lack of good service quality on administrative staff of FE Unissula, particularly in the context of workload or demand of high service. At the same time, of this study can also bring other causes that are relevant.

From the findings resulting from this research, is expected to have recommendations on things that can improve the quality of service or repair the situation that is currently happening in terms of student service.

1.2 Problem Statement

The dissatisfaction of students as recipients of main service by the administrative FE Unissula can be considered likely to be high. If there is no follow-up to a comprehensive view of these conditions, then it is not likely to be a prolonged problem. In fact, it should be believed that the service performance of an institution could certainly be improved. On the other hand, the performance of services which are considered still not up there is definitely cause and trigger. Based on the background mentioned earlier, the main problems identified so far is the performance of employees in administrative services functions FE Unissula that is not optimal yet for students as service users. From there, the problem statement of this research is, "How is the model to cope stress and workload of administrative staff FE Unissula to improve employee's performance on service?". From the problem statement, the study may highlight things like:

1. What kind of workload and stress that disturbs performance of service employee?
2. How's the best step and program (plan model) that has FE Unissula and Administrative Staff FE Unissula designed to cope stress?

1.3 Research Objectives

This research aim to understand what are causing work stress on administrative staff FE Unissula that affect service performance to the students. In order able to reach the research goals, then the objects that needs to do are:

1. To identify and analyze workload and work stress that disturbs human resource performance
2. To develop a model on how to cope work stress

1.4 The Uses of Research

1.4.1 Theoretical uses

Hopefully through this research result able to improve an understanding theoretically about the effect of work stress and workload to employee's performance on increasing performance quality, so that human resource management can be developed.

1.4.2 Practical uses

Giving the informations, recommendations, and references to FE Unissula and Administrative staff for providing better service excellence to the students. Furthermore, the research result hopefully able to give the informations and references for the future research depends on findings and weaknesses that might be found in this research.