

## ABSTRACT

*There are several obstacles, among which there are some complaints about the satisfaction of the residents of the dormitory against the messiness of the dormitory building which causes the residents of the dormitory resign from dormitory before the time. Conducting workload analysis in one methods to perceive and ensure activities run well and the workload is appropriate. The analysis of workload can be used to determine the company's efforts towards employees according to the workload they have, and also determine allowances that will be given to each job. The method used is work sampling method. The results of workload analysis using work sampling method are known that the sequence of workloads are: Based on the type of work, the horizontal work field is the work with the highest workload. Based on the comparison of shifts, dormitory buildings that use a shift system, the workload is lower than dormitory buildings that do not use a shift system. The results of the calculation of the needs of the number of cleaning service employees show that to realize an optimize workload, each building in a dormitory needs to be added by one cleaning service employee, and each building needs to implement a shift system to use three person employee formation. Two people work in the morning shift and one person works in the afternoon shift.*

*Keywords : work sampling, workload, employee requirements*