

DAFTAR ISI

HALAMAN PERNYATAAN ORISINALITAS ...	Error! Bookmark not defined.
HALAMAN PENGESAHAN.....	Error! Bookmark not defined.
SURAT PERNYATAAN	Error! Bookmark not defined.
HALAMAN PERNYATAAN PERSETUJUAN PUBLIKASI	Error! Bookmark not defined.
KATA PENGANTAR.....	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
DAFTAR ISI.....	viii
DAFTAR TABEL	xi
DAFTAR GAMBAR.....	xii
BAB 1 PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang.....	Error! Bookmark not defined.
1.2 Identifikasi Masalah	Error! Bookmark not defined.
1.3 Batasan Masalah.....	Error! Bookmark not defined.
1.4 Perumusan Masalah.....	Error! Bookmark not defined.
1.5 Tujuan Penelitian.....	Error! Bookmark not defined.
1.6 Manfaat Penelitian.....	Error! Bookmark not defined.
1.6.1 Manfaat Teoritis	Error! Bookmark not defined.
1.6.2 Manfaat Praktis	Error! Bookmark not defined.
BAB 2 TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1 Tijauan Pustaka	Error! Bookmark not defined.
2.1.1 Manajemen.....	Error! Bookmark not defined.
2.1.2 Manajemen Sumber Daya Manusia	Error! Bookmark not defined.
2.1.3 Kompetensi	Error! Bookmark not defined.
2.1.4 Disiplin Kerja	Error! Bookmark not defined.
2.1.5 Kualitas Pelayanan Pegawai	Error! Bookmark not defined.

2.2	Hasil Penelitian Terdahulu	Error! Bookmark not defined.
2.3	Kerangka Pemikiran	Error! Bookmark not defined.
2.4	Hipotesis Penelitian	Error! Bookmark not defined.
BAB 3	METODOLOGI PENELITIAN	Error! Bookmark not defined.
3.1	Desain Penelitian	Error! Bookmark not defined.
3.1.1	Pendekatan	Error! Bookmark not defined.
3.1.2	Metode Penelitian	Error! Bookmark not defined.
3.2	Lokasi dan Waktu Penelitian	Error! Bookmark not defined.
3.3	Definisi dan Operasional Variabel	Error! Bookmark not defined.
3.3.1	Skala Pengukuran	Error! Bookmark not defined.
3.4	Populasi, Sampel dan Teknik Sampling ..	Error! Bookmark not defined.
3.4.1	Populasi Penelitian	Error! Bookmark not defined.
3.4.2	Sampel Penelitian	Error! Bookmark not defined.
3.4.3	Teknik Sampling	Error! Bookmark not defined.
3.5	Pengumpulan Data Penelitian	Error! Bookmark not defined.
3.5.1	Sumber Data Penelitian	Error! Bookmark not defined.
3.5.2	Teknik Pengumpulan Data	Error! Bookmark not defined.
3.5.3	Instrumen Penelitian	Error! Bookmark not defined.
3.6	Analisis Data	Error! Bookmark not defined.
3.6.1	Rancangan Analisis	Error! Bookmark not defined.
3.6.2	Analisis Deskriptif	Error! Bookmark not defined.
3.6.3	Analisis Verifikatif	Error! Bookmark not defined.
BAB 4	HASIL DAN PEMBAHASAN	Error! Bookmark not defined.
4.1	Hasil Penelitian	Error! Bookmark not defined.
4.1.1	Profil Lokus Penelitian	Error! Bookmark not defined.
4.1.2	Profil Responden	Error! Bookmark not defined.
4.1.3	Hasil Pengujian Keabsahan Data	Error! Bookmark not defined.
4.1.4	Analisis Deskriptif	Error! Bookmark not defined.
4.1.5	Analisis Data dan Pengujian Hipotesis	Error! Bookmark not defined.
4.2	Pembahasan Penelitian	Error! Bookmark not defined.
4.2.1	Analisis Deskriptif	Error! Bookmark not defined.

4.2.2	Analisis Verifikatif.....	Error! Bookmark not defined.
BAB 5	KESIMPULAN DAN SARAN.....	Error! Bookmark not defined.
5.1	Kesimpulan.....	Error! Bookmark not defined.
5.2	Saran	Error! Bookmark not defined.
	DAFTAR PUSTAKA.....	Error! Bookmark not defined.
	LAMPIRAN.....	Error! Bookmark not defined.
	RIWAYAT HIDUP	Error! Bookmark not defined.



DAFTAR TABEL

Tabel 1.1 Data Ulasan Pengunjung.....	3
Tabel 1.2 Hasil Observasi Kualitas Pelayanan Pegawai	4
Tabel 1.3 Hasil Observasi Kompetensi Kerja	5
Tabel 1.4 Jenjang Pendidikan Pegawai	6
Tabel 1.5 Hasil Observasi Disiplin Kerja	7
Tabel 1.6 Presensi Pegawai.....	8
Tabel 2.1 Hasil Penelitian Terdahulu	34
Tabel 3.1 Waktu Penelitian	44
Tabel 3.2 Skala <i>Likert</i>	46
Tabel 3.3 Kisi-Kisi Instrumen Penelitian.....	49
Tabel 3.4 Rentang Skala	53
Tabel 4.1 Profil Responden.....	60
Tabel 4.2 Rekapitulasi Hasil Pengujian Validitas Instrumen X1.....	61
Tabel 4.3 Rekapitulasi Hasil Pengujian Validitas Instrumen X2.....	62
Tabel 4.4 Hasil Pengujian Reliabilitas.....	63
Tabel 4.5 Rekapitulasi Skor Jawaban Responden Terkait X1	66
Tabel 4.6 Rekapitulasi Skor Jawaban Responden Terkait X2.....	69
Tabel 4.7 Rekapitulasi Skor Jawaban Responden Terkait X2.....	74
Tabel 4.8 Loading Factor Variabel Manifest dan AVE	77
Tabel 4.9 Hasil Pengukuran Cross Loading.....	78
Tabel 4.11 Reliabilitas Konstruk.....	79
Tabel 4.12 Rekapitulasi Besar Kontribusi Pengaruh	81
Tabel 4.13 Koefisien Determinasi.....	82
Tabel 4.14 Hasil Pengujian Hipotesis (Uji t)	83
Tabel 4.15 Hasil Pengujian Hipotesis (Uji t)	84
Tabel 4.16 Hasil Pengujian Hipotesis (Uji t)	85
Tabel 4.17 Hasil Pengujian Hipotesis (Uji t)	87
Tabel 4.18 Hasil Pengujian Hipotesis Simultan (Uji F).....	88

DAFTAR GAMBAR

Gambar 2.1 Kerangka Berfikir.....	39
-----------------------------------	----

