

## DAFTAR ISI

|   | <b>Halaman</b> |
|---|----------------|
| <b>JUDUL</b> .....  | i              |
| <b>PENGESAHAN</b> .....   | ii             |
| <b>PERNYATAAN KEASLIAN</b> .....  | iii            |
| <b>PRAKATA</b> .....  | iv             |
| <b>DAFTAR ISI</b> .....   | vi             |
| <b>DAFTAR TABEL</b> .....   | viii           |
| <b>DAFTAR LAMPIRAN</b> .....  | ix             |
| <b>INTISARI</b> .....   | x              |
| <b>ABSTRACT</b> .....   | xi             |
| <br>  |                |
| <b>BAB I. PENDAHULUAN</b>   |                |
| I.1 Latar Belakang .....  | 1              |
| I.2 Perumusan Masalah.....  | 7              |
| I.3 Batasan Penelitian .....  | 8              |
| I.4 Tujuan Penelitian.....  | 9              |
| I.5 Manfaat Penelitian.....   | 9              |
| I.6 Metode Penelitian .....   | 10             |
| <br>  |                |
| <b>BAB II. TINJAUAN PUSTAKA</b>   |                |
| II.1 Penilaian Kinerja .....  | 12             |
| II.1.1 Pengertian .....   | 12             |
| II.1.2 Tujuan Penilaian Kinerja .....   | 12             |
| II.1.3 Metode Penilaian Kinerja .....   | 14             |
| II.1.4 Kriteria Kesuksesan Penilaian Kinerja .....                              | 19             |
| II.1.5 Kesalahan Penilaian Kinerja.....   | 20             |
| II.1.6 Karakteristik Penilaian Kinerja .....                                    | 23             |
| II.2 Kepuasan Kerja.....  | 24             |
| II.2.1 Pengertian .....   | 24             |
| II.2.2 Teori Kepuasan Kerja.....  | 26             |
| II.2.3 Faktor Kepuasan Kerja .....  | 28             |
| II.2.4 Pengaruh Karakteristik Penilaian Kinerja terhadap<br>Kepuasan Kerja..... | 30             |
| II.3 Hipotesis .....  | 33             |

### **BAB III. METODE PENELITIAN**

|  |    |
|--|----|
| III.1 Metode Penelitian .....  | 36 |
| III.1.1 Identifikasi Variabel Penelitian .....                             | 36 |
| III.1.2 Definisi Operasional .....   | 41 |
| III.1.3 Populasi.....  | 42 |
| III.1.4 Metode Pengumpulan Data.....                                       | 42 |
| III.1.5 Uji Validitas dan Reliabilitas.....                                | 43 |
| III.1.6 Metode Analisis Data.....  | 44 |
| III.2 Gambaran Umum Perusahaan.....  | 45 |
| III.2.1 Latar Belakang PT. Philips Electronics Indonesia..                 | 45 |
| III.2.2 Proses Penilaian Kinerja PT. Philips<br>Electronics Indonesia..... | 48 |
| III.2.3 <i>Employee Satisfaction Survey</i> .....                          | 50 |

### **BAB IV. HASIL PENELITIAN DAN PEMBAHASAN**

|                             |    |
|-----------------------------|----|
| IV.1 Hasil Penelitian ..... | 52 |
| IV.2 Pembahasan.....        | 57 |

### **BAB V. SIMPULAN, KETERBATASAN, DAN SARAN**

|                       |    |
|-----------------------|----|
| V.1 Simpulan .....    | 67 |
| V.2 Keterbatasan..... | 68 |
| V.3 Saran.....        | 68 |

|                             |    |
|-----------------------------|----|
| <b>DAFTAR PUSTAKA</b> ..... | 72 |
|-----------------------------|----|

|                       |    |
|-----------------------|----|
| <b>LAMPIRAN</b> ..... | 75 |
|-----------------------|----|

## DAFTAR TABEL

|           |   |    |
|-----------|---|----|
| Tabel 3.1 | Sebaran Butir-butir Pernyataan Karakteristik Penilaian Kinerja .....  | 39 |
| Tabel 3.2 | Komposisi Karyawan PT. Philips Electronics Indonesia .....  | 47 |
| Tabel 3.3 | Daftar Karyawan Permanen PT. Philips Electronics Indonesia Berdasarkan Latar Belakang Pendidikan .....        | 47 |
| Tabel 3.4 | Daftar Karyawan Non Permanen PT. Philips Electronics Indonesia Berdasarkan Latar Belakang Pendidikan .....    | 47 |
| Tabel 3.5 | Daftar Karyawan <i>Outsource</i> PT. Philips Electronics Indonesia Berdasarkan Latar Belakang Pendidikan..... | 48 |
| Tabel 3.6 | <i>PA Process-Distribution</i> PT. Philips Electronics Indonesia .....  | 49 |
| Tabel 4.1 | Rekapitulasi Nilai $r$ hitung Variabel Independen .....   | 52 |

## DAFTAR LAMPIRAN

- Lampiran
1. Surat Keterangan Penelitian
  2. Kuesioner Penelitian
  3. Struktur Organisasi PT. Philips Electronics Indonesia
  4. Bagan Proses Penilaian Kinerja PT. Philips Electronics Indonesia
  5. Transformasi Data Jawaban Responden untuk Variabel Independen ( $x_1, x_2, x_3, x_4$ )
  6. Transformasi Data Jawaban Responden untuk Variabel Dependen ( $y$ )
  7. Uji Validitas dan Reliabilitas Butir Variabel Independen
  8. Uji Validitas dan Reliabilitas Butir Variabel Dependen
  9. Rekapitulasi Hasil Uji Validitas dan Reliabilitas Butir
  10. Output Regresi Variabel  $x_1$  terhadap  $y$
  11. Output Regresi Variabel  $x_2$  terhadap  $y$
  12. Output Regresi Variabel  $x_3$  terhadap  $y$
  13. Output Regresi Variabel  $x_4$  terhadap  $y$
  14. Tabel  $r$  dan  $t$
  15. Frekuensi