

## DAFTAR ISI

|  |             |
|--|-------------|
| <b>HALAMAN JUDUL .....</b>                         | <b>i</b>    |
| <b>PRAKATA .....</b>                               | <b>ii</b>   |
| <b>ABSTRAK .....</b>                               | <b>iv</b>   |
| <b>ABSTRACT .....</b>                              | <b>v</b>    |
| <b>DAFTAR ISI .....</b>                            | <b>vi</b>   |
| <b>DAFTAR TABEL .....</b>                          | <b>viii</b> |
| <b>DAFTAR GAMBAR .....</b>                         | <b>x</b>    |
| <b>DAFTAR LAMPIRAN .....</b>                       | <b>xi</b>   |
| <br>   |             |
| <b>BAB I : PENDAHULUAN .....</b>                   | <b>1</b>    |
| 1.1 Latar Belakang Penelitian .....                | 1           |
| 1.2 Identifikasi Masalah .....                     | 6           |
| 1.3 Batasan Masalah .....                          | 6           |
| 1.4 Rumusan Masalah .....                          | 6           |
| 1.5 Tujuan Penelitian .....                        | 7           |
| 1.6 Manfaat Penelitian .....                       | 7           |
| <br>   |             |
| <b>BAB II : TINJAUAN PUSTAKA .....</b>             | <b>8</b>    |
| 2.1 Kajian Literatur .....                         | 8           |
| 2.1.1 Kinerja Karyawan .....                       | 8           |
| 2.1.2 Kepemimpinan .....                           | 18          |
| 2.1.3 Insentif .....                               | 22          |
| 2.1.4 Beban Kerja .....                            | 29          |
| 2.2 Kajian Penelitian Terdahulu yang Relevan ..... | 35          |

|  |           |
|--|-----------|
| <b>BAB III. METODOLOGI PENELITIAN .....</b>              | <b>37</b> |
| 3.1 Kerangka Penelitian .....                            | 37        |
| 3.2 Hipotesis Penelitian .....                           | 40        |
| 3.3 Desain Penelitian .....                              | 41        |
| 3.4 Definisi Operasional & Pengukuran Variabel .....     | 42        |
| 3.5 Teknik Pengumpulan Data & Pengambilan Sampel .....   | 48        |
| 3.6 Uji Kualitas Data Validitas & Uji Realibilitas ..... | 50        |
| 3.7 Metode Analisis Data .....                           | 51        |
| <br>   |           |
| <b>BAB IV. HASIL DAN PEMBAHASAN .....</b>                | <b>53</b> |
| 4.1 Gambaran Umum <i>The JWCC</i> .....                  | 53        |
| 4.2 Hasil Penelitian .....                               | 54        |
| 4.2.1 Hasil Uji Kualitas data .....                      | 54        |
| 4.2.2 Analisis Deskriptif .....                          | 58        |
| 4.2.3 Hasil Pengujian Hipotesis .....                    | 63        |
| 4.2.4 Pembahasan Hasil Penelitian .....                  | 67        |
| <br>   |           |
| <b>BAB V. KESIMPULAN DAN SARAN .....</b>                 | <b>71</b> |
| 5.1 Kesimpulan .....                                     | 71        |
| 5.2 Saran .....  | 72        |
| <br>   |           |
| <b>DAFTAR PUSTAKA .....</b>                              | <b>73</b> |
| <br>   |           |
| <b>LAMPIRAN</b>  |           |