

TABLE OF CONTENTS

page

COVER PAGE

TITLE PAGE

DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD

AGREEMENT ii

APPROVAL PAGE BY FINAL PAPER ADVISOR.....iv

APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE v

ABSTRACT v

ABSTRAKvi

PREFACE..... vii

TABLE OF CONTENTS.....ix

LIST OF FIGURES xii

LIST OF TABLES xiii

LIST OF APPENDICES.....xv

CHAPTER I INTRODUCTION

1.1 Background of the Study..... 1

1.2 Problem Limitation6

1.3 Problem Formulation7

1.4 Objective of The Research7

1.5 Benefit of The Research.....8

1.5.1 Theoretical Benefit.....8

1.5.2 Practical Benefit8

CHAPTER II LITERATURE REVIEW AND HYPOTHESIS

DEVELOPMENT

2.1 Theoretical Background.....9

2.1.1 Family Business9

2.1.2 Human Resource Management10

| | | |
|---|---|----|
| 2.1.3 | Training | 10 |
| 2.1.3.1 | Definition of Training | 10 |
| 2.1.3.2 | Benefit of Training | 11 |
| 2.1.3.3 | Indicator of Training | 12 |
| 2.1.4 | Work Satisfaction | 13 |
| 2.1.4.1 | Definition of Work Satisfaction | 13 |
| 2.1.4.2 | Factors affect to Work Satisfaction | 14 |
| 2.1.4.3 | Indicator of Work Satisfaction | 15 |
| 2.1.5 | Employee Performance | 16 |
| 2.1.5.1 | Definition of Employee Performance | 16 |
| 2.1.5.2 | Methods of Employee Performance | 18 |
| 2.1.5.3 | Indicators of Employee Performance | 18 |
| 2.1.7 | Relationship Between Training and Employee Performance | 19 |
| 2.1.8 | Relationship Between Work Satisfaction and Employee Performance | 20 |
| 2.1.10 | Relationship between Training and Work Satisfaction towards Employee Performance | 20 |
| 2.2 | Previous Research | 21 |
| 2.3 | Hypothesis Development | 22 |
| 2.4 | Research Model | 23 |
| 2.5 | Framework of Thinking | 24 |
| CHAPTER III RESEARCH METHODOLOGY | | |
| 3.1 | Research Design | 25 |
| 3.2 | Population and Sample | 26 |
| 3.2.1 | Research Location and Time | 26 |
| 3.2.2 | Population | 26 |
| 3.2.3 | Sample | 26 |
| 3.3 | Data Collection Method | 27 |
| 3.4 | Operational Variable Definition and Variable Measurement | 28 |
| 3.5 | Data Analysis Method | 30 |

| | | |
|---------|--|----|
| 3.5.1 | Descriptive Statistical Analysis | 31 |
| 3.5.2 | Research Instrument | 34 |
| 3.5.2.1 | Validity Test..... | 34 |
| 3.5.2.2 | Reliability Test..... | 34 |
| 3.6 | Classical Assumption Test..... | 35 |
| 3.6.1 | Normality Test | 35 |
| 3.6.2 | Multicollinearity Test | 37 |
| 3.6.3 | Heterocedasticity Test | 38 |
| 3.6.4 | Linearity Test | 38 |
| 3.7 | Multiple Linear Regression | 39 |
| 3.8 | Hyphotesis Test | 39 |
| 3.8.1 | Coefficient of Determination | 39 |
| 3.8.2 | F Test | 40 |
| 3.8.3 | T Test..... | 41 |

CHAPTER IV RESEARCH RESULT AND DISCUSSION

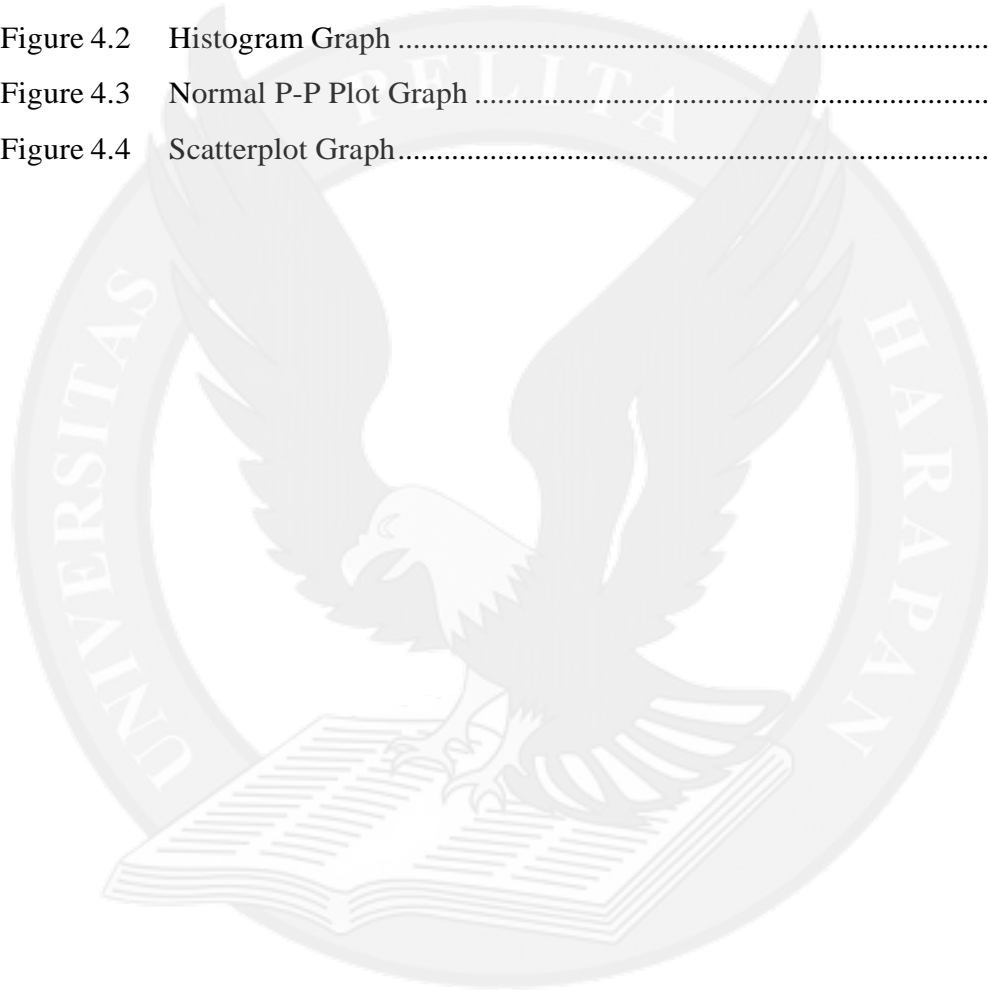
| | | |
|---------|---|----|
| 4.1 | General View of Research Object..... | 42 |
| 4.1.1 | Brief Overview of PT Suyanto Prestasi Mobilindo | 42 |
| 4.1.2 | Organizational Structure of PT Suyanto Prestasi Mobilindo | 43 |
| 4.2 | Research Result | 49 |
| 4.2.1 | Test of Research Instrument..... | 49 |
| 4.2.1.1 | Validity Test..... | 49 |
| 4.2.1.2 | Reliability Analysis | 51 |
| 4.2.2 | Descriptive Statistics..... | 51 |
| 4.2.2.1 | Respondent Charateristics..... | 52 |
| 4.2.2.2 | Explanation of Respondents on Research Variable..... | 53 |
| 4.2.2.3 | Mean, Median, Mode, and Standard Deviation | 61 |
| 4.2.3 | Result of Data Quality Testing..... | 68 |
| 4.2.3.1 | Classical Assumption Testing Results | 68 |
| 4.2.3.2 | Multiple Linear Regression Analysis | 72 |
| 4.2.4 | Result of Hyphotesis Testing | 73 |
| 4.2.4.1 | Coefficient of Determination | 73 |
| 4.2.4.2 | t test..... | 74 |

| | |
|-----------------------------|-----------|
| 4.2.4.3 F test..... | 75 |
| 4.3 Discussion..... | 75 |
| | |
| CHAPTER V CONCLUSION | |
| 5.1 Conclusion | 79 |
| 5.2 Recommendation..... | 80 |
| REFERENCES..... | 83 |



LIST OF FIGURES

| | page |
|---|------|
| Figure 2.1 Research Model | 23 |
| Figure 2.2 Framework of Thinking | 24 |
| Figure 4.1 Organizational Structure | 43 |
| Figure 4.2 Histogram Graph | 69 |
| Figure 4.3 Normal P-P Plot Graph | 69 |
| Figure 4.4 Scatterplot Graph..... | 71 |



LIST OF TABLES

| | page |
|--|------|
| Table 1.1 Employee Attendance Data in 2021 | 3 |
| Table 1.2 Employee Training Methods at PT Suyanto Prestasi Mobilindo | 4 |
| Table 1.3 Employee Resignation Data in 2019-2021 | 5 |
| Table 2.1 Summary of Previous Research | 21 |
| Table 3.1 Likert Scale | 29 |
| Table 3.2 Operational of Research Variable | 30 |
| Table 4.1 Validity Test for for Training | 50 |
| Table 4.2 Validity Test for Work Satisfaction | 50 |
| Table 4.3 Validity Test for Employee Performance | 51 |
| Table 4.4 Reliability Test..... | 51 |
| Table 4.5 Charateristics of Respondents Based on Gender | 52 |
| Table 4.6 Charateristics of Respondents Based on Age | 52 |
| Table 4.7 Charateristics of Respondents Based on Education | 52 |
| Table 4.8 Charateristics of Respondents Based on Working Time..... | 53 |
| Table 4.9 Frequency of responses for Training..... | 54 |
| Table 4.10 Frequency of responses for Work Satisfaction..... | 56 |
| Table 4.11 Frequency of responses for Employee Performance | 59 |
| Table 4.12 Interval Class for Training | 62 |
| Table 4.13 Interval Class for Work Satisfaction | 62 |
| Table 4.14 Interval Class for Employee Performance | 63 |
| Table 4.15 Mean, Median, Mode and Standard Deviation | 63 |
| Table 4.16 Mean, Median, Mode and Standard Deviation of Training | 64 |
| Table 4.17 Mean, Median, Mode and Standard Deviation of Work Satisfaction | 66 |
| Table 4.18 Mean, Median, Mode and Standard Deviation of Employee Performance..... | 67 |
| Table 4.19 One Sample Kolmogorov Smirnov | 70 |
| Table 4.20 Multicollinearity Test..... | 70 |

| | | |
|------------|--|----|
| Table 4.21 | Glejser Test..... | 72 |
| Table 4.22 | Linearity Test for Training | 72 |
| Table 4.23 | Linearity Test for Work Satisfaction | 73 |
| Table 4.24 | Multiple Linear Regression | 73 |
| Table 4.25 | Determination Test..... | 74 |
| Table 4.26 | T Test | 75 |
| Table 4.27 | F Test..... | 76 |



LIST OF APPENDICES

| | |
|--|-----|
| Appendix A: Questionnaire | A-1 |
| Appendix B: Data Tabulation SPSS Output | B-1 |
| Appendix C: Data of Respondent Answer From Questionnaire | C-1 |
| Appendix D: Spss Output | D-1 |
| Appendix E: Distribution R Table | E-1 |
| Appendix F: Distribution T Table | F-1 |
| Appendix G: Distribution F Table | G-1 |
| Appendix H: Company Letter | H-1 |
| Appendix I: Documentation | I-1 |

