

TABLE OF CONTENTS

	page
COVER PAGE	
TITLE PAGE	i
FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR.....	iii
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....	iv
ABSTRACT	v
ABSTRAK.....	vi
PREFACE.....	vii
TABLE OF CONTENTS.....	ix
LIST OF FIGURES	xiii
LIST OF TABLES	xiv
CHAPTER I INTRODUCTION.....	1
1.1. Background of the Study	1
1.2 Problem Limitation.....	8
1.3 Problem Formulation.....	9
1.4 Objective of Research	10
1.5 Benefit of the Research	11
1.5.1 Theoretical Benefit.....	11
1.5.2 Practical Benefit.....	11
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	12

2.1	Theoretical Background	12
2.1.1	Work Discipline	12
2.1.2	Work Motivation.....	17
2.1.3	Job Satisfaction	25
2.1.4	Employee Performance	29
2.2	Previous Research	36
2.3	Hypothesis Development	40
2.3.1	Influence of Work Discipline towards Employee Performance	40
2.3.2	Influence of Work Motivation towards Employee Performance ...	41
2.3.3	Influence of Work Discipline towards Job Satisfaction.....	41
2.1.4	Influence of Work Motivation towards Job Satisfaction	42
2.1.5	Influence of Job Satisfaction towards Employee Performance.....	43
2.1.6	Indirect Influence of Work Discipline towards Employee Performance through the mediation of Job Satisfaction	43
2.1.7	Indirect Influence of Work Motivation towards Employee Performance through the mediation of Job Satisfaction	44
2.4	Research Model.....	45
2.5	Framework of Thinking.....	46
CHAPTER III	RESEARCH METHODOLOGY	48
3.1	Research Design	48
3.2	Population and Sample	49
3.3	Data Collection Method	50
3.4	Operational Definition and Variable Measurement	51
3.5	Data Analysis Method	57

3.5.1	Test of Research Instrument.....	57
3.5.2	Descriptive Statistics.....	59
3.5.3	Classical Assumption Test	60
3.5.4	Inferential Statistics.....	64
3.5.5	Hypotheses Testing	67
CHAPTER IV RESEARCH RESULT AND DISCUSSION		69
4.1	General View of Klinik Atlantis Medan	69
4.2	Pre-Test Research Result.....	70
4.2.1	Pre-Test Instrument Testing.....	70
4.3	Research Result	73
4.3.1	Descriptive statistic	73
4.3.2	Analysis Descriptive Variable.....	87
4.3.3	Instrument Testing	117
4.3.4	Classical Assumption Test	120
4.3.5	Inferential Statistic	126
4.3.6	Hypothesis Testing.....	131
4.4	Discussion	137
CHAPTER V CONCLUSION		151
5.1	Conclusion.....	151
5.1.1	Conclusion for Hypothesis.....	153
5.1.2	Conclusion for the Research Problem.....	160
5.2	Recommendation.....	162
5.2.1	Theoretical Implication	162

5.2.2	Managerial Implication	163
5.2.3	Recommendation for Future Research.....	168
REFERENCES.....		170



LIST OF FIGURES

Figure 2. 1 Research Model from Previous Research.....	38
Figure 2. 2 Result of Previous Research	38
Figure 2. 3 Research Model	45
Figure 2. 4 Framework of Thinking	47
Figure 4. 1 Diagram of Respondent by Age	74
Figure 4. 2 Diagram of Respondent by Gender	76
Figure 4. 3 P-Plot of Normality Test Job Satisfaction	121
Figure 4. 4 P-Plot of Normality Test Employee Performance	121
Figure 4. 5 Scatterplot Heteroscedasticity Test Job Satisfaction	124
Figure 4. 6 Scatterplot Heteroscedasticity Test Employee Performance	125
Figure 4. 7 Research Model Direct Influence Using T-Test.....	136
Figure 4.8 Research Model Indirect Influence Using Sobel Test	137

LIST OF TABLES

Table 1. 1 Employee Attendance Average in Klinik Atlantis Medan.....	2
Table 2. 1 Comparison of Previous Research	36
Table 3. 1 Operational Definition and Variable Measurement	52
Table 3. 2 Questionnaires Design	54
Table 4.1 Pre-Test Validity Test Result on Work Discipline	69
Table 4.2 Pre-Test Validity Test Result on Work Motivation	70
Table 4.3 Pre-Test Validity Test Result on Job Satisfaction	70
Table 4.4 Pre-Test Validity Test Result on Employee Performance	71
Table 4.5 Pre-Test Reliability Test Result	72
Table 4. 6 Respondent by Age	74
Table 4. 7 Respondents by Gender	76
Table 4. 8 Degree of Assessment.....	77
Table 4. 9 Respondents' responses toward Work Discipline Variable	77
Table 4. 10 respondemnts' Responses toward Work Motivation Variable	80
Table 4. 11 Respondents' Responses Toward Job Satisfaction.....	83
Table 4. 12 Respondents' Responses toward Employee Performance.....	85
Table 4. 13 Distribution of Responses from Respondents on Work Discipline ...	88
Table 4. 14 Distribution of Responses from Respondents on Work Motivation ..	95
Table 4. 15 Distribution of Responses from Respondents on Job Satisfaction ..	104
Table 4. 16 Distribution of Responses from Respondents on Employee Performance	110

Table 4. 17 Validity Test Result on Work Discipline (Klinik Atlantis Medan) .	117
Table 4. 18 Validity Test Result on Work Motivation (Klinik Atlantis Medan)	117
Table 4. 19 Validity Test Result on Job Satisfaction (Klinik Atlantis Medan) ..	118
Table 4. 20 Validity Test Result on employee Performance (Klinik Atlantis Medan)	118
Table 4. 21 Reliability Test.....	119
Table 4. 22 Klinik Atlantis Medan One-Sample Komogorov-Smirnov Test	120
Table 4. 23 Linearity Test Result.....	122
Table 4. 24 Multicollinearity Test (tolerance and VIP Value).....	122
Table 4. 25 Spearman Test Correlation.....	125
Table 4. 26 Multiple Regression Testing Result	126
Table 4. 27 Multiple Regression Testing Result	127
Table 4. 28 Coefficient of Determination Result 1 (R ²)	129
Table 4. 29 Coefficient of Determination Result 2 (R2).....	130
Table 4. 30 F- Test Output.....	132
Table 4. 31 T-Testing Output.....	133
Table 4. 32 Sobel Test Output 1	135
Table 4. 33 Sobel Test Output 2	136
Table 5. 1 Theoretical Implication	162

LIST OF APPENDICES

APPENDIX A QUESTIONNAIRE.....	A-1
APPENDIX B PRE-TEST DATA TABULATION.....	B-1
APPENDIX C PRE-TEST DATA QUALITY.....	C-1
APPENDIX D DATA TABULATION.....	D-1
APPENDIX E DATA CALCULATION RESULT USING SPSS 22.0.....	E-1
APPENDIX F DATA QUALITY ANALYSIS.....	F-1
APPENDIX G RESEARCH MODEL TESTING.....	G-1
APPENDIX H HYPOTHESIS ANALYSIS.....	H-1
APPENDIX I INDIRECT EFFECT TEST.....	I-1
APPENDIX J TURNITIN REPORT.....	J-1
APPENDIX K RESEARCH PERMIT LETTER.....	K-1