

DAFTAR ISI

TESIS	i
ABSTRACT	v
ABSTRAK	vi
KATA PENGANTAR.....	vii
DAFTAR ISI.....	ix
DAFTAR GAMBAR.....	xiii
DAFTAR TABEL.....	xiv
BAB I.....	1
PENDAHULUAN	1
1.1. Latar Belakang Penelitian.....	1
1.2. Pertanyaan Penelitian.....	12
1.3. Tujuan Penelitian	13
1.4. Manfaat Penelitian.....	14
1.5. Sistematika Penelitian.....	15
BAB II	17
LANDASAN TEORI.....	17
2.1. <i>Manajemen Sumber Daya Manusia</i>	17
2.2. <i>Perilaku Organisasi</i>	19
2.3. <i>Work Performance</i>	20
2.4. <i>Training & Development</i>	23
2.5. <i>Collectivisme based Organizational Culture</i>	27
2.6. <i>Career Development</i>	28
2.7. <i>Organizational Commitment</i>	31
2.8. <i>Pengembangan Hipotesis</i>	33
2.8.1. <i>Kaitan Training & Development dengan Organizational Commitment</i>	34
2.8.2. <i>Kaitan Collectivism based Organizational Culture dengan Organizational Commitment</i>	36
2.8.3. <i>Kaitan Career Development dengan Organizational Commitment</i>	37
2.8.4. <i>Kaitan Training & Development dengan Work Performance</i>	38
2.8.5. <i>Kaitan Career Development dengan Work Performance</i>	39
2.8.6. <i>Kaitan Training & Development dengan Work Performance melalui mediasi Organizational Commitment</i>	40

2.8.7. Kaitan <i>Collectivism based Organizational Culture</i> dengan <i>Work Performance</i> melalui mediasi <i>Organizational Commitment</i>	40
2.8.8. Kaitan <i>Career Development</i> dengan <i>Work Performance</i> melalui mediasi <i>Organizational Commitment</i>	42
2.8.9. Kaitan <i>Organizational Commitment</i> dengan <i>Work Performance</i>	43
2.9. Kerangka Konseptual Penelitian	44
BAB III	47
METODE PENELITIAN	47
3.1. Tipe Penelitian	47
3.2. Obyek Penelitian	48
3.3. Subjek penelitian	49
3.4. Unit Analitis	49
3.5. Pengukuran Variabel Penelitian	50
3.5.1. Skala Pengukuran Variabel	51
3.5.2. Definisi Konseptual dan Operasional Variabel	52
<i>Collectivism-based Organizational Culture</i>	57
3.6. Populasi dan Sampel	58
3.6.1. Penentuan Jumlah Sampel	58
3.6.2. Metode Penarikan Sampel	59
3.7. Metode Pengumpulan Data	60
3.7.1. Data Primer	60
3.7.2. Data Sekunder	61
3.8. Metode Analisis Data	61
3.8.1. Outer Model	62
3.8.2. Inner Model	63
3.9. Uji Pendahuluan	67
3.9.1. Hasil Uji Validitas	70
3.9.2. Hasil Uji Reabilitas	72
BAB IV	74
HASIL DAN PEMBAHASAN	74
4.1. Profil Responden	74
4.2. Analisa Deskriptif	76
4.2.1. Analisa Deskriptif <i>Training & Development</i>	78
4.2.2. Analisa Deskriptif <i>Career Development</i>	80
4.2.3. Analisa Deskriptif <i>Collectivism Based Organizational Culture</i>	82

4.2.4. Analisa Deskriptif <i>Organizational Commitment</i>.....	84
4.2.5. Analisa Deskriptif <i>Work Performance</i>	87
4.3. Statistik Inferensial.....	88
 4.3.1. <i>Outer Model (I)</i>	89
 4.3.2. Hasil Uji Validitas (I)	91
 4.3.3. <i>Outer Model (II)</i>.....	95
 4.3.4. <i>Hasil Uji Validitas (II)</i>.....	97
 4.3.5. Hasil Uji Reliabilitas.....	99
 4.3.6. <i>Inner Model</i>.....	101
4.4. Analisis Mediasi.....	117
 4.4.1. <i>Organizational Commitment</i> memediasi hubungan antara <i>Training & Development</i> dengan <i>Work Performance</i>	118
 4.4.2. <i>Organizational Commitment</i> memediasi hubungan antara <i>Collectivism-based Organizational Culture</i> dengan <i>Work Performance</i>	119
 4.4.3 <i>Organizational Commitment</i> memediasi hubungan antara <i>Career Development</i> dengan <i>Work Performance</i>	120
4.5. Analisis <i>Importance-Performance Map (IPMA)</i>.....	122
4.6. Pembahasan.....	132
 4.6.1 Kaitan <i>Training & Development</i> dengan <i>Organizational Commitment</i>	134
 4.6.2. Kaitan <i>Collectivism based Organizational Culture</i> dengan <i>Organizational Commitment</i>	137
 4.6.3. Kaitan <i>Career Development</i> dengan <i>Organizational Commitment</i>.....	139
 4.6.4. Kaitan <i>Training & Development</i> dengan <i>Work Performance</i>	141
 4.6.5. Kaitan <i>Career Development</i> dengan <i>Work Performance</i>	143
 4.6.6. Kaitan <i>Training & Development</i> dengan <i>Work Performance</i> melalui mediasi <i>Organizational Commitment</i>	145
 4.6.7. Kaitan <i>Collectivism based Organizational Culture</i> dengan <i>Work Performance</i> melalui mediasi <i>Organizational Commitment</i>	146
 4.6.8. Kaitan <i>Career Development</i> dengan <i>Work Performance</i> melalui mediasi <i>Organizational Commitment</i>	148
 4.6.9. Kaitan <i>Organizational Commitment</i> dengan <i>Work Performance</i>	149
BAB V	152
KESIMPULAN DAN SARAN	152
 5.1. Kesimpulan.....	152
 5.2. Implikasi Teoritis	155
 5.3. Implikasi Manajerial	156

5.4. Keterbatasan dan Saran untuk Penelitian Selanjutnya	158
DAFTAR PUSTAKA	160
LAMPIRAN.....	166
Lampiran 1. Kuesioner.....	166
Lampiran 2. Hasil Kuesioner Studi Pendahuluan/ Pre test	171
Lampiran 3. Hasil Kuesioner Aktual	176
Lampiran 4. Hasil olah studi pendahuluan/ pretes (dari Smart PLS)	186
Lampiran 5. Form Bimbingan.....	189
Lampiran 6. Jurnal Acuan Primer (replikasi).....	190
Lampiran 7. Bukti ijin penelitian	192
Lampiran 8. Turnitin	193

DAFTAR GAMBAR

Gambar 1.1. Masalah utama Pelayanan Publik.....	3
Gambar 2.1. Gambar Model Penelitian	45
Gambar 3.1. Measurement Model Uji Pendahuluan	67
Gambar 4.1. Outer Model Pertama.....	89
Gambar 4.2. Outer Model (II)	95
Gambar 4.3. Nilai Predictive Relevance (Q^2).....	107
Gambar 4.4. Inner Model.....	111
Gambar 4.5. Importance-Performance Map (IPMA) <i>Work Performance</i>.....	124
Gambar 4.6. Importance-Performance Map (IPMA) <i>Work Performance Items</i>	127
Gambar 4.7. Kerangka Penelitian	134

DAFTAR TABEL

Tabel 3.1. Hasil Uji Ave (1)	68
Tabel 3.2. Hasil uji validitas dan reabilitas.....	68
Tabel 3.3. Hasil Uji <i>Loading Factor</i> dan AVE	71
Tabel 3.4. <i>Validity Convergent</i>.....	72
Tabel 3.5. Hasil Uji Reliabilitas.....	73
Tabel 4.1. Skala Statistik Deskriptif	77
Tabel 4.2. Analisa Deskriptif <i>Training & Development</i>	78
Tabel 4.3. Analisa Deskriptif <i>Career Development</i>	80
Tabel 4.4. Analisa Deskriptif <i>Collectivism based Organizational Culture</i>	82
Tabel 4.5. Analisa Deskriptif <i>Organizational Commitment</i>	84
Tabel 4.6. Analisa Deskriptif <i>Work Performance</i>	87
Tabel 4.7. <i>Average Variance Extracted (AVE) Outer Model Pertama</i>	91
Tabel 4.8. Uji validitas konvergen (I)	92
Tabel 4.9. nilai HT/MT (I)	94
Tabel 4.10. <i>Average Variance Extracted (AVE) (II)</i>	96
Tabel 4.11. Uji Validitas Konvergen (II).....	97
Tabel 4.12. Nilai HT/MT (II).....	98
Tabel 4.13. Uji Reliabilitas.....	100
Tabel 4.14. Uji VIF	102
Tabel 4.15. <i>Coefficient of Determination (R-Square)</i>.....	103
Tabel 4.16. <i>Effect Size (F²)</i>	105
Tabel 4.17. Nilai <i>Q-Squared</i> dan <i>Q-Squared Predict</i>.....	108
Tabel 4.18. Nilai <i>Q-Squared Predict Indikator</i>.....	109
Tabel 4.19. Pengolahan data PLS-SEM	110
Tabel 4.20. Analisis Mediasi	118
Tabel 4.21. <i>Importance-Performance Map (IPMA) Work Performance</i>	123
Tabel 4.22. <i>Importance-Performance Map (IPMA) Work Performance Items</i>	126