

DAFTAR ISI

HALAMAN JUDUL	i
HALAMAN PENGESAHAN.....	ii
HALAMAN PERNYATAAN	Error! Bookmark not defined.
ABSTRAK.....	Error! Bookmark not defined.
ABSTRACT.....	Error! Bookmark not defined.
KATA PENGANTAR	Error! Bookmark not defined.
DAFTAR ISI.....	1
DAFTAR TABEL.....	xi
DAFTAR GAMBAR	Error! Bookmark not defined.
DAFTAR LAMPIRAN.....	Error! Bookmark not defined.
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Gambaran Umum Objek Penelitian	Error! Bookmark not defined.
1.1.1 Sejarah PT Pos Indonesia (Persero).....	Error! Bookmark not defined.
1.1.2 Logo Perusahaan PT Pos Indonesia (Persero)	Error! Bookmark not defined.
1.1.3 Visi, Misi dan Struktur organisasi PT Pos Indonesia (Persero)	Error! Bookmark not defined.
1.2 Latar Belakang Penelitian	Error! Bookmark not defined.
1.3 Perumusan Masalah.....	Error! Bookmark not defined.
1.4 Tujuan Penelitian.....	Error! Bookmark not defined.
1.5 Kegunaan Penelitian.....	Error! Bookmark not defined.
1.5.1 Aspek Teoritis.....	Error! Bookmark not defined.
1.5.2 Aspek Praktis.....	Error! Bookmark not defined.
1.6 Sistematika Penulisan.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA DAN LINGKUP PENELITIAN	Error! Bookmark not defined.
2.1 Tinjauan Pustaka Penelitian	Error! Bookmark not defined.
2.1.1 Manajemen Sumber Daya Manusia (MSDM)	Error! Bookmark not defined.
2.1.2 Pelatihan	Error! Bookmark not defined.

2.1.3 Kinerja	Error! Bookmark not defined.
2.2 Penelitian Terdahulu.....	Error! Bookmark not defined.
2.2.1 Skripsi Terdahulu	Error! Bookmark not defined.
2.2.2 Jurnal Nasional	Error! Bookmark not defined.
2.2.3 Jurnal Internasional.....	Error! Bookmark not defined.
2.3 Kerangka Pemikiran.....	38
2.4 Hipotesis Penelitian.....	40
2.5 Ruang Lingkup Penelitian.....	40
BAB III METODE PENELITIAN	41
3.1 Jenis Penelitian.....	41
3.2 Variabel Penelitian dan Operasional	41
3.2.1 Variabel Penelitian	41
3.2.3 Skala Pengukuran	45
3.3 Tahapan Penelitian	46
3.4 Populasi dan Sampel	47
3.4.1 Populasi	47
3.4.2 Sampel	48
3.5 Pengumpulan Data	48
3.5.1 Jenis Data.....	48
3.5.2 Teknik Pengumpulan Data	Error! Bookmark not defined.
3.6 Teknik Pengujian Data	Error! Bookmark not defined.
3.6.1 Uji Validitas.....	50
3.6.2 Uji Reliabilitas	51
3.7 Teknik Analisis Data.....	51
3.7.1 Analisis Deskriptif.....	51
3.7.2 Uji Asumsi Klasik	53
3.7.3 Uji Multikolinearitas.....	Error! Bookmark not defined.
3.7.4 Uji Heterokedastisitas.....	Error! Bookmark not defined.
3.7.5 Uji Normalitas	Error! Bookmark not defined.
3.7.6 Analisis Regresi Linear Berganda	Error! Bookmark not defined.
3.8 Uji Hipotesis.....	Error! Bookmark not defined.

3.9 Koefisien Determinasi (R^2)	Error! Bookmark not defined.
BAB IV HASIL DAN PEMBAHASAN PENELITIAN	60
4.1 Karakteristik Responden	60
4.1.1 Karakteristik Responden berdasarkan Divisi	60
4.1.2 Karakteristik Responden Berdasarkan Usia	61
4.2 Hasil Penelitian	62
4.2.1 Analisis Deskriptif.....	62
4.2.2 Tanggapan Responden.....	62
4.3 Uji Asumsi Klasik	Error! Bookmark not defined.
4.3.1 Uji Normalitas	Error! Bookmark not defined.
4.3.2 Uji Multikolinearitas.....	80
4.3.3 Uji Heterodiksitas	82
4.4 Hasil Analisis Regresi Berganda.....	82
4.5 Uji Hipotesis.....	Error! Bookmark not defined.
4.5.1 Pengujian Hipotesis Secara Simultan (Uji-F) Error! Bookmark not defined.	
4.5.2 Pengujian Hipotesis Secara Parsial (Uji t) Error! Bookmark not defined.	
4.6 Koefisien Determinasi (R^2)	90
4.7 Pembahasan dan Analisis Hasil Penelitian Error! Bookmark not defined.	
4.7.1 Pembahasan dan Analisis Hasil Penelitian Variabel Tujuan Error! Bookmark not defined.	
4.7.2 Pembahasan dan Analisis Hasil Penelitian Variabel Sasaran Error! Bookmark not defined.	
4.7.3 Pembahasan dan Analisis Hasil Penelitian Variabel Pelatih Error! Bookmark not defined.	
4.7.4 Pembahasan dan Analisis Hasil Penelitian Variabel Materi Error! Bookmark not defined.	
4.7.5 Pembahasan dan Analisis Hasil Penelitian Variabel Metode Error! Bookmark not defined.	
4.7.6 Pembahasan dan Analisis Hasil Penelitian Variabel Peserta Error! Bookmark not defined.	
BAB V KESIMPULAN DAN SARAN	Error! Bookmark not defined.
5.1 Kesimpulan.....	Error! Bookmark not defined.

5.2	Saran.....	Error! Bookmark not defined.
5.2.1	Saran Bagi PT Pos Indonesia (Persero) Regional V Bandung.....	Error! Bookmark not defined.
5.2.2	Bagi Peneliti Selanjutnya.....	Error! Bookmark not defined.
	DAFTAR PUSTAKA	Error! Bookmark not defined.
	LAMPIRAN.....	Error! Bookmark not defined.