# DAFTAR ISI

<table>
<thead>
<tr>
<th>Lembar Judul Skripsi</th>
<th>ix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lembar Persembahan</td>
<td>xi</td>
</tr>
<tr>
<td>Lembar Pernyataan Keaslian Skripsi</td>
<td>ii</td>
</tr>
<tr>
<td>Lembar Pernyataan Persetujuan Publikasi Karya Ilmiah</td>
<td>iii</td>
</tr>
<tr>
<td>Lembar Persetujuan dan Pengesahan Skripsi</td>
<td>vi</td>
</tr>
<tr>
<td>Lembar Pedoman Penggunaan Hak Cipta</td>
<td>vii</td>
</tr>
<tr>
<td>Kata Pengantar</td>
<td>viii</td>
</tr>
<tr>
<td>Abstraksi</td>
<td>x</td>
</tr>
<tr>
<td>Daftar Isi</td>
<td>xi</td>
</tr>
<tr>
<td>Daftar Gambar</td>
<td>xii</td>
</tr>
<tr>
<td>Daftar Tabel</td>
<td>xiii</td>
</tr>
<tr>
<td>Daftar Lampiran</td>
<td>xiv</td>
</tr>
</tbody>
</table>

## BAB I  PENDAHULUAN .................................................. 1  
1.1. Latar Belakang Masalah .................................. 1  
1.2. Identifikasi Masalah ...................................... 3  
1.3. Maksud dan Tujuan ........................................ 3  
1.4. Metode Penelitian ......................................... 4  
   A. Observasi .................................................. 4  
   B. Wawancara .................................................. 4  
   C. Studi Pustaka ............................................. 4  
1.5. Ruang Lingkup .............................................. 5  
1.6. Hipotesis ................................................... 5  

## BAB II  LANDASAN TEORI ................................................ 6  
2.1. Tinjauan Pustaka ........................................... 6  
2.2. Penelitian Terkait ......................................... 10  
2.3. Tinjauan Organisasi/Objek Penelitian ..................... 12  

## BAB III  METODOLOGI PENELITIAN ................................. 16  
3.1. Tahapan Penelitian ......................................... 16  
3.2. Instrument Penelitian ...................................... 17  
3.3. Metode Pengumpulan Data, Pupulasi dan Sample Penelitian 18  
3.4. Metode Analisis Data ........................................ 20  

## BAB IV  HASIL PENELITIAN DAN PEMBAHASAN ..................... 22  

## BAB V  PENUTUP .......................................................... 33  
5.1. Kesimpulan .................................................... 33  
5.2. Saran ........................................................... 33  

Daftar Pustaka ......................................................... 35  
Daftar Riwayat Hidup ............................................... 37  
Lembar Konsultasi Skripsi ...................................... 38  
Surat Keterangan Riset ........................................... 39  
Lampiran .............................................................. 40