

DAFTAR ISI

| | |
|---|-------------------------------------|
| KATA PENGANTAR | Error! Bookmark not defined. |
| UCAPAN TERIMA KASIH..... | Error! Bookmark not defined. |
| DAFTAR ISI..... | v |
| DAFTAR TABEL..... | Error! Bookmark not defined. |
| DAFTAR GAMBAR | Error! Bookmark not defined. |
| DAFTAR LAMPIRAN..... | Error! Bookmark not defined. |
| BAB I PENDAHULUAN | Error! Bookmark not defined. |
| 1.1 Pendahuluan | Error! Bookmark not defined. |
| 1.2 Rumusan Masalah | Error! Bookmark not defined. |
| 1.3 Maksud dan Tujuan Penelitian | Error! Bookmark not defined. |
| 1.4 Kegunaan Penelitian..... | Error! Bookmark not defined. |
| BAB II KAJIAN PUSTAKA, KERANGKA PEMIKIRAN DAN HIPOTESIS | |
| | Error! Bookmark not defined. |
| 2.1 Kajian Pustaka..... | Error! Bookmark not defined. |
| 2.1.1 BSC (<i>Balanced Scorecard</i>)..... | Error! Bookmark not defined. |
| 2.1.1.1 Perspektif Finansial..... | Error! Bookmark not defined. |
| 2.1.1.2 Perspektif Pelanggan..... | Error! Bookmark not defined. |
| 2.1.1.3 Perspektif Proses Bisnis Internal | Error! Bookmark not defined. |

| | | |
|--------------------------------|---|-------------------------------------|
| 2.1.1.4 | Perspektif Pembelajaran dan Pertumbuhan ... | Error! |
| | | Bookmark not defined. |
| 2.1.2 | Hubungan Kinerja Keuangan, Kinerja Operasi dan Kinerja SDM dengan Kinerja Pelayanan | Error! |
| | | Bookmark not defined. |
| 2.1.3 | Penelitian Terdahulu..... | Error! Bookmark not defined. |
| 2.2 | Kerangka Pemikiran | Error! Bookmark not defined. |
| 2.3 | Hipotesis | Error! Bookmark not defined. |
| BAB III METODE PENELITIAN..... | | Error! Bookmark not defined. |
| 3.1 | Obyek Penelitian | Error! Bookmark not defined. |
| 3.2 | Metode Penelitian..... | Error! Bookmark not defined. |
| 3.2.1 | Desain Penelitian | Error! Bookmark not defined. |
| 3.2.2 | Definisi dan Operasionalisasi Variabel | Error! Bookmark not defined. |
| 3.2.2.1 | Definisi Variabel.... | Error! Bookmark not defined. |
| 3.2.2.2 | Operasionalisasi Variabel | Error! Bookmark not defined. |
| 3.2.3 | Populasi dan Sampel Penelitian | Error! Bookmark not defined. |
| 3.2.4 | Teknik Pengumpulan Data | Error! Bookmark not defined. |
| 3.2.5 | Teknik Analisis Data | Error! Bookmark not defined. |
| 3.2.5.1 | Menghitung koefisien regresi ganda..... | Error! |
| | | Bookmark not defined. |

3.2.5.2 Uji asumsi klasik....**Error! Bookmark not defined.**

3.2.5.3 Pengujian Hipotesis**Error! Bookmark not defined.**

BAB IV HASIL PENELITIAN DAN PEMBAHASAN..... **Error! Bookmark not defined.**

4.1 Hasil Penelitian.....**Error! Bookmark not defined.**

4.1.1 Tinjauan Umum Tentang Subyek Penelitian..... **Error! Bookmark not defined.**

4.1.2 Deskripsi Data Variabel Penelitian**Error! Bookmark not defined.**

4.1.2.1 Hasil Uji Asumsi Klasik **Error! Bookmark not defined.**

4.1.2.1 Hasil Uji Koefisien regresi .. **Error! Bookmark not defined.**

4.1.2.2 Hasil Pengujian Hipotesis.... **Error! Bookmark not defined.**

4.2 Pembahasan**Error! Bookmark not defined.**

4.2.1 Pembahasan Kinerja Keuangan Secara Parsial Berpengaruh positif Terhadap Kinerja Pelayanan**Error! Bookmark not defined.**

4.2.2 Pembahasan kinerja Operasi Secara Parsial Berpengaruh Positif Terhadap Kinerja Pelayanan**Error! Bookmark not defined.**

| | | |
|--------------------------|---|-------------------------------------|
| 4.2.3 | Pembahasan Kinerja SDM Secara Parsial Berpengaruh Positif Terhadap Kinerja Pelayanan | Error! Bookmark not defined. |
| 4.2.4 | Pembahasan Kinerja Keuangan, Kinerja Operasi, dan Kinerja SDM Secara Simultan Berpengaruh Terhadap Kinerja Pelayanan PDAM | Error! Bookmark not defined. |
| BAB V SIMPULAN DAN SARAN | | Error! Bookmark not defined. |
| 5.1 | Simpulan | Error! Bookmark not defined. |
| 5.2 | Saran | Error! Bookmark not defined. |
| DAFTAR PUSTAKA | | Error! Bookmark not defined. |

