

## DAFTAR ISI

ABSTRAK.....	<b>Error! Bookmark not defined.</b>
<i>ABSTRACT</i> .....	<b>Error! Bookmark not defined.</b>
KATA PENGANTAR .....	<b>Error! Bookmark not defined.</b>
UCAPAN TERIMA KASIH.....	<b>Error! Bookmark not defined.</b>
DAFTAR ISI.....	vii
DAFTAR TABEL.....	<b>Error! Bookmark not defined.</b>
DAFTAR GAMBAR .....	<b>Error! Bookmark not defined.</b>
BAB I PENDAHULUAN.....	<b>Error! Bookmark not defined.</b>
1.1 LATAR BELAKANG MASALAH .....	<b>Error! Bookmark not defined.</b>
1.2 IDENTIFIKASI DAN PERUMUSAN MASALAH.....	<b>Error! Bookmark not defined.</b>
1.3 MAKSUD DAN TUJUAN PENELITIAN .....	<b>Error! Bookmark not defined.</b>
1.4 KEGUNAAN PENELITIAN .....	<b>Error! Bookmark not defined.</b>
BAB II KAJIAN PUSAKA, KERANGKA PEMIKIRAN DAN HIPOTESIS.....	<b>Error! Bookmark not defined.</b>
2.1 Kajian Pustaka .....	<b>Error! Bookmark not defined.</b>
2.1.1 Pengertian Kualitas.....	<b>Error! Bookmark not defined.</b>
2.1.1.1 Pengertian Total Quality Management..	<b>Error! Bookmark not defined.</b>
2.1.1.2 Prinsip Dasar Total Quality Management ( TQM ) ...	<b>Error! Bookmark not defined.</b>
2.1.1.3 Keuntungan menerapkan Pengendalian Mutu.....	<b>Error! Bookmark not defined.</b>
2.1.1.4 Konsep Dasar Pengendalian Mutu .....	<b>Error! Bookmark not defined.</b>
2.1.1.5 Dimensi Pengendalian Mutu .....	<b>Error! Bookmark not defined.</b>
2.1.2 Produktivitas Pegawai .....	<b>Error! Bookmark not defined.</b>
2.1.2.1 Pengertian Produktivitas.....	<b>Error! Bookmark not defined.</b>
2.1.2.2 Produktivitas Pegawai .....	<b>Error! Bookmark not defined.</b>
2.1.2.3 Faktor – Faktor yang Mempengaruhi Produktivitas Pegawai .....	<b>Error! Bookmark not defined.</b>
2.1.2.4 Manfaat Pengukuran Produktivitas .....	<b>Error! Bookmark not defined.</b>

2.2	Kerangka Pemikiran .....	<b>Error! Bookmark not defined.</b>
2.3	Hipotesis .....	<b>Error! Bookmark not defined.</b>
<b>BAB III OBJEK, METODE DAN DESAIN PENELITIAN</b> <b>Error! Bookmark not defined.</b>		
3.1	Objek Penelitian .....	<b>Error! Bookmark not defined.</b>
3.2	Metode Penelitian .....	<b>Error! Bookmark not defined.</b>
3.3	Operasionalisasi Variabel Penelitian .....	<b>Error! Bookmark not defined.</b>
3.4	Jenis dan Sumber Data penelitian .....	<b>Error! Bookmark not defined.</b>
3.5	Populasi dan Sampel Penelitian .....	<b>Error! Bookmark not defined.</b>
3.6	Teknik dan Alat Pengumpulan Data .....	<b>Error! Bookmark not defined.</b>
3.7	Pengujian Instrumen Penelitian .....	<b>Error! Bookmark not defined.</b>
3.7.1	Uji Validitas .....	<b>Error! Bookmark not defined.</b>
3.7.2	Uji Reliabilitas .....	<b>Error! Bookmark not defined.</b>
3.8	Teknik Analisis Data .....	<b>Error! Bookmark not defined.</b>
3.8.1	Analisis Deskriptif .....	<b>Error! Bookmark not defined.</b>
3.8.2	Analisis Parametrik .....	<b>Error! Bookmark not defined.</b>
3.9	Pengujian Hipotesis .....	<b>Error! Bookmark not defined.</b>
<b>BAB IV HASIL PENELITIAN DAN PEMBAHASAN</b> <b>Error! Bookmark not defined.</b>		
4.1	Hasil Penelitian .....	<b>Error! Bookmark not defined.</b>
4.1.1	Gambaran Umum Perusahaan .....	<b>Error! Bookmark not defined.</b>
4.1.2	Gambaran Karakteristik Responden ....	<b>Error! Bookmark not defined.</b>
4.1.3	Hasil Uji Coba Angket .....	<b>Error! Bookmark not defined.</b>
4.1.4	Deskripsi Hasil Penelitian .....	<b>Error! Bookmark not defined.</b>
4.1.5	Pengujian Persyaratan Analisis Data ...	<b>Error! Bookmark not defined.</b>
4.1.6	Pengujian Hipotesis .....	<b>Error! Bookmark not defined.</b>
4.2	Pembahasan .....	<b>Error! Bookmark not defined.</b>
4.2.1	Variabel Implementasi Pengendalian Mutu .....	<b>Error! Bookmark not defined.</b>
4.2.2	Variabel Produktivitas Pegawai .....	<b>Error! Bookmark not defined.</b>
4.2.3	Pengaruh Implementasi Pengendalian Mutu Terhadap Produktivitas Pegawai .....	<b>Error! Bookmark not defined.</b>
<b>BAB V KESIMPULAN DAN SARAN</b> .....		
5.1	Kesimpulan .....	<b>Error! Bookmark not defined.</b>
5.2	Rekomendasi .....	<b>Error! Bookmark not defined.</b>

DAFTAR PUSTAKA ..... **Error! Bookmark not defined.**

