

## DAFTAR ISI

|                                             |                              |
|---------------------------------------------|------------------------------|
| LEMBARAN PERSETUJUAN SKRIPSI                | ERROR! BOOKMARK NOT DEFINED. |
| LEMBAR PERNYATAAN BEBAS PLAGIASI            | ERROR! BOOKMARK NOT DEFINED. |
| RIWAYAT HIDUP .....                         | ERROR! BOOKMARK NOT DEFINED. |
| PERSEMBAHAN.....                            | ERROR! BOOKMARK NOT DEFINED. |
| MOTTO .....                                 | ERROR! BOOKMARK NOT DEFINED. |
| PEDOMAN TRANSLITERASI.....                  | ERROR! BOOKMARK NOT DEFINED. |
| KATA PENGANTAR .....                        | ERROR! BOOKMARK NOT DEFINED. |
| DAFTAR ISI.....                             | 1                            |
| DAFTAR GAMBAR .....                         | 5                            |
| DAFTAR TABEL.....                           | 6                            |
| BAB I PENDAHULUAN.....                      | ERROR! BOOKMARK NOT DEFINED. |
| A. Latar Belakang Penelitian .....          | Error! Bookmark not defined. |
| B. Identifikasi Masalah .....               | Error! Bookmark not defined. |
| C. Ruang Lingkup dan Batasan Masalah .....  | Error! Bookmark not defined. |
| D. Rumusan Masalah .....                    | Error! Bookmark not defined. |
| E. Tujuan Penelitian .....                  | Error! Bookmark not defined. |
| F. Manfaat Penelitian .....                 | Error! Bookmark not defined. |
| G. Jadwal Penelitian.....                   | Error! Bookmark not defined. |
| H. Sistematika Penulisan.....               | Error! Bookmark not defined. |
| BAB II TINJAUAN PUSTAKA.....                | ERROR! BOOKMARK NOT DEFINED. |
| A. Manajemen.....                           | Error! Bookmark not defined. |
| 1. Definisi Manajemen.....                  | Error! Bookmark not defined. |
| 2. Fungsi Manajemen.....                    | Error! Bookmark not defined. |
| B. Manajemen Sumber Daya Manusia .....      | Error! Bookmark not defined. |
| 1. Pengertian Manajemen Sumber Daya Manusia | Error! Bookmark not defined. |
| 2. Fungsi Manajemen Sumber Daya Manusia     | Error! Bookmark not defined. |
| 3. Tujuan Manajemen Sumber Daya Manusia     | Error! Bookmark not defined. |

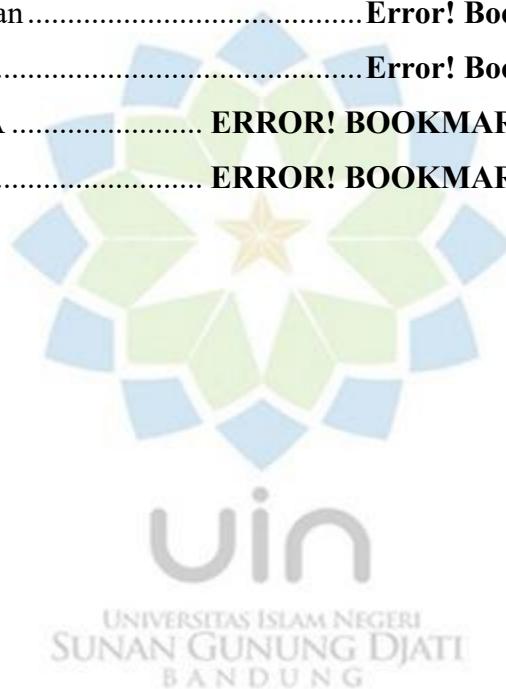
|    |                                                                                     |                                     |
|----|-------------------------------------------------------------------------------------|-------------------------------------|
| C. | <i>Burnout</i> .....                                                                | <b>Error! Bookmark not defined.</b> |
| 1. | Definisi <i>Burnout</i> .....                                                       | <b>Error! Bookmark not defined.</b> |
| 2. | Dimensi <i>Burnout</i> .....                                                        | <b>Error! Bookmark not defined.</b> |
| 3. | Indikator <i>Burnout</i> .....                                                      | <b>Error! Bookmark not defined.</b> |
| 4. | Manfaat <i>Burnout</i> .....                                                        | <b>Error! Bookmark not defined.</b> |
| D. | <i>Emotional Intelligence</i> .....                                                 | <b>Error! Bookmark not defined.</b> |
| 1. | Definisi <i>Emotional Intelligence</i> .....                                        | <b>Error! Bookmark not defined.</b> |
| 2. | Dimensi <i>Emotional Intelligence</i> .....                                         | <b>Error! Bookmark not defined.</b> |
| a. | Kesadaran diri ( <i>Self Awareness</i> ) .....                                      | <b>Error! Bookmark not defined.</b> |
| 3. | Indikator <i>Emotional Intelligence</i> .....                                       | <b>Error! Bookmark not defined.</b> |
| E. | Lingkungan Kerja .....                                                              | <b>Error! Bookmark not defined.</b> |
| 1. | Definisi Lingkungan Kerja.....                                                      | <b>Error! Bookmark not defined.</b> |
| 2. | Dimensi Lingkungan Kerja .....                                                      | <b>Error! Bookmark not defined.</b> |
| a. | Pencahayaann ruangan .....                                                          | <b>Error! Bookmark not defined.</b> |
| 3. | Indikator Lingkungan Kerja .....                                                    | <b>Error! Bookmark not defined.</b> |
| 4. | Manfaat Lingkungan Kerja .....                                                      | <b>Error! Bookmark not defined.</b> |
| F. | Kajian Penelitian Terdahulu .....                                                   | <b>Error! Bookmark not defined.</b> |
| G. | Kerangka Berpikir.....                                                              | <b>Error! Bookmark not defined.</b> |
| 1. | Pengaruh <i>Emotional Intelligence</i> terhadap <i>Burnout</i>                      | <b>Error! Bookmark not defined.</b> |
| 2. | Pengaruh Lingkungan Kerja terhadap <i>Burnout</i>                                   | <b>Error! Bookmark not defined.</b> |
| 3. | Pengaruh <i>Emotional Intelligence</i> dan Lingkungan Kerja terhadap <i>Burnout</i> | <b>Error! Bookmark not defined.</b> |
|    |                                                                                     | <b>Bookmark not defined.</b>        |
| H. | Hipotesis .....                                                                     | <b>Error! Bookmark not defined.</b> |

### **BAB III METODOLOGI PENELITIAN****Error! Bookmark not defined.**

|    |                             |                                     |
|----|-----------------------------|-------------------------------------|
| A. | Metode dan Pendekatan ..... | <b>Error! Bookmark not defined.</b> |
| B. | Jenis dan Sumber Data ..... | <b>Error! Bookmark not defined.</b> |
| 1. | Jenis data .....            | <b>Error! Bookmark not defined.</b> |
| 2. | Sumber data .....           | <b>Error! Bookmark not defined.</b> |
| C. | Populasi dan Sampel .....   | <b>Error! Bookmark not defined.</b> |
| 1. | Populasi.....               | <b>Error! Bookmark not defined.</b> |
| 2. | Sampel.....                 | <b>Error! Bookmark not defined.</b> |

|                                               |                                                   |                                     |
|-----------------------------------------------|---------------------------------------------------|-------------------------------------|
| D.                                            | Variabel penelitian .....                         | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Bebas .....                                       | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Terikat .....                                     | <b>Error! Bookmark not defined.</b> |
| E.                                            | Operasional Variabel .....                        | <b>Error! Bookmark not defined.</b> |
| F.                                            | Waktu dan Wilayah Penelitian .....                | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Tempat Penelitian.....                            | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Waktu Penelitian .....                            | <b>Error! Bookmark not defined.</b> |
| G.                                            | Teknik Pengumpulan Data .....                     | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Studi kepustakaan .....                           | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Penelitian lapangan .....                         | <b>Error! Bookmark not defined.</b> |
| 3.                                            | Interview (wawancara).....                        | <b>Error! Bookmark not defined.</b> |
| 4.                                            | Kuesioner (angket) .....                          | <b>Error! Bookmark not defined.</b> |
| H.                                            | Teknik Analisis Data .....                        | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Analisis Deskriptif .....                         | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Uji Instrumen Penelitian.....                     | <b>Error! Bookmark not defined.</b> |
| <b>BAB IV HASIL PENELITIAN DAN PEMBAHASAN</b> |                                                   |                                     |
| <b>DEFINED.</b>                               |                                                   |                                     |
| A.                                            | Gambaran Umum Wilayah Penelitian .....            | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Profil Perusahaan .....                           | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Struktur Organisasi Ninja Express West Java ..... | <b>Error! Bookmark not defined.</b> |
| 3.                                            | Visi dan Misi Ninja Xpress Bandung .....          | <b>Error! Bookmark not defined.</b> |
| 4.                                            | Karakteristik Responden Penelitian .....          | <b>Error! Bookmark not defined.</b> |
| B.                                            | Analisis Deskriptif Statistik .....               | <b>Error! Bookmark not defined.</b> |
| 1.                                            | <i>Emotional Intelligence</i> .....               | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Lingkungan Kerja .....                            | <b>Error! Bookmark not defined.</b> |
| 3.                                            | <i>Burnout</i> .....                              | <b>Error! Bookmark not defined.</b> |
| C.                                            | Pengujian dan Hasil Analisis .....                | <b>Error! Bookmark not defined.</b> |
| 1.                                            | Uji Instrumen .....                               | <b>Error! Bookmark not defined.</b> |
| 2.                                            | Uji Hipotesis .....                               | <b>Error! Bookmark not defined.</b> |
| D.                                            | Pembahasan.....                                   | <b>Error! Bookmark not defined.</b> |

1. Pengaruh *Emotional Intelligence* terhadap *Burnout* pada Pegawai Ninja Xpress Bandung  
**Error! Bookmark not defined.**
2. Pengaruh Lingkungan Kerja terhadap *Burnout* pada Pegawai Ninja Xpress Bandung  
**Error! Bookmark not defined.**
3. Pengaruh *Emotional Intelligence* dan Lingkungan Kerja terhadap *Burnout* pada Pegawai Ninja Xpress Bandung .....**Error! Bookmark not defined.**
4. Koefisien Determinasi dan Implikasi Penelitian**Error! Bookmark not defined.**
- BAB V PENUTUP ..... **ERROR! BOOKMARK NOT DEFINED.**
  - A. Kesimpulan .....**Error! Bookmark not defined.**
  - B. Batasan Penelitian .....**Error! Bookmark not defined.**
  - C. Saran .....**Error! Bookmark not defined.**
- DAFTAR PUSTAKA ..... **ERROR! BOOKMARK NOT DEFINED.**
- LAMPIRAN..... **ERROR! BOOKMARK NOT DEFINED.**



## DAFTAR GAMBAR

Gambar 2. 1 Kerangka Berpikir.....**Error! Bookmark not defined.**

Gambar 4.1 Sturktur Organisasi.....**Error! Bookmark not defined.**



## DAFTAR TABEL

|                                                                       |                              |
|-----------------------------------------------------------------------|------------------------------|
| Tabel 1. 1 Jadwal Penelitian .....                                    | Error! Bookmark not defined. |
| Tabel 2. 1 Penelitian Terdahulu .....                                 | Error! Bookmark not defined. |
| Tabel 3. 1 Operasional Variabel .....                                 | Error! Bookmark not defined. |
| Tabel 3. 2 Waktu Penelitian.....                                      | Error! Bookmark not defined. |
| Tabel 3. 3 Skala Interval .....                                       | Error! Bookmark not defined. |
| Tabel 3. 4 Tingkat Reliabel.....                                      | Error! Bookmark not defined. |
| Tabel 4. 1 Responden Berdasarkan Jenis Kelamin                        | Error! Bookmark not defined. |
| Tabel 4. 2 Responden Berdasarkan Usia .....                           | Error! Bookmark not defined. |
| Tabel 4. 3 Responden Berdasarkan Lama Kerja.....                      | Error! Bookmark not defined. |
| Tabel 4. 4 Nilai Indeks <i>Three-box Method</i> .....                 | Error! Bookmark not defined. |
| Tabel 4. 5 Reseponden <i>Emotional Intelligence</i> .....             | Error! Bookmark not defined. |
| Tabel 4. 6 Responden Lingkungan Kerja .....                           | Error! Bookmark not defined. |
| Tabel 4. 7 Responden <i>Burnout</i> .....                             | Error! Bookmark not defined. |
| Tabel 4. 8 Hasil Uji Validitas <i>Emotional Intelligence</i> (X1)     | Error! Bookmark not defined. |
| Tabel 4. 9 Hasil Uji Validitas Lingkungan Kerja (X2)                  | Error! Bookmark not defined. |
| Tabel 4. 10 Hasil Uji Validitas <i>Burnout</i> (Y).....               | Error! Bookmark not defined. |
| Tabel 4. 11 Hasil Uji Reliabilitas <i>Emotional Intelligence</i> (X1) | Error! Bookmark not defined. |
| Tabel 4. 12 Hasil Uji Reliabilitas Lingkungan Kerja (X2)              | Error! Bookmark not defined. |
| Tabel 4. 13 Hasil Uji Reliabilitas <i>Burnout</i> (Y) .....           | Error! Bookmark not defined. |
| Tabel 4. 14 Hasil Uji Regresi Linear Berganda .....                   | Error! Bookmark not defined. |
| Tabel 4. 15 Hasil Uji f (Uji Simultan) .....                          | Error! Bookmark not defined. |
| Tabel 4. 16 Hasil Uji $R^2$ ( Koefisien Determinasi)                  | Error! Bookmark not defined. |

## DAFTAR LAMPIRAN

Lampiran 1 Surat Persetujuan Judul .. **ERROR! BOOKMARK NOT DEFINED.**

Lampiran 2 Surat Izin Penelitian Ninja Xpress Bandung**ERROR! BOOKMARK NOT DEFINED.**

Lampiran 3 Foto Wawancara Atau Pra-Penelitian**ERROR! BOOKMARK NOT DEFINED.**

Lampiran 4 Tabulasi Data Variabel *Emotional Intelligence***ERROR! BOOKMARK NOT DEFINED.**

Lampiran 5 Tabulasi Data Variabel Lingkungan Kerja**ERROR! BOOKMARK NOT DEFINED.**

Lampiran 6 Tabulasi Data Variabel Lingkungan Kerja**ERROR! BOOKMARK NOT DEFINED.**

