DAFTAR ISI

LEMBAR PENGESAHAN.....

LEMBAR KEASLIAN.....

ABSTRAK.....i

ABSTRACT.....ii

KATA PENGANTAR-.....ii**Error! Bookmark not defined.**

DAFTAR ISI.....v

DAFTAR GAMBAR…….……viii

DAFTAR TABEL…….....ix

DAFTAR LAMPIRAN…….....x

BAB I PENDAHULUAN .....**Error! Bookmark not defined.**

1.1. Latar Belakang Penelitian.....**Error! Bookmark not defined.**

1.2. Identifikasi dan Rumusan Masalah .....**Error! Bookmark not defined.**

1.2.1. Identifikasi Masalah .....**Error! Bookmark not defined.**

1.2.2. Rumusan Masalah .....**Error! Bookmark not defined.**

1.3. Maksud dan Tujuan Penelitian .....**Error! Bookmark not defined.**

1.3.1. Maksud Penelitian.....**Error! Bookmark not defined.**

1.3.2. Tujuan Penelitian .....**Error! Bookmark not defined.**

1.4. Kegunaan Penelitian.....**Error! Bookmark not defined.**

1.4.1. Kegunaan Praktis .....**Error! Bookmark not defined.**

1.4.2. Kegunaan Akademis .....**Error! Bookmark not defined.**

1.5. Lokasi Dan Waktu Penelitian.....**Error! Bookmark not defined.**

1.5.1. Lokasi Penelitian.....**Error! Bookmark not defined.**

1.5.2. Waktu Penelitian.....**Error! Bookmark not defined.**

BAB II KAJIAN PUSTAKA.....**Error! Bookmark not defined.**

2.1. Kajian Pustaka.....**Error! Bookmark not defined.**

2.1.1. *Knowledge Sharing* .....**Error! Bookmark not defined.**

2.1.1.1. Pengertian Berbagi *Knowledge Sharing* .... **Error! Bookmark not defined.**

2.1.1.2. Faktor- Faktor *Knowledge Sharing*..... **Error! Bookmark not defined.**

2.1.1.3. Indikator *Knowledge Sharing* .....**Error! Bookmark not defined.**

2.1.2. Komitmen Organiasi.....**Error! Bookmark not defined.**

2.1.2.1. Pengertian Komitmen Organisasi **Error! Bookmark not defined.**

2.1.2.2. Faktor – Faktor Komitmen Organisasi..... **Error! Bookmark not defined.**

2.1.2.3. Indikator Komitmen Organisasi ...**Error! Bookmark not defined.**

2.1.3. *Organizational Citizenship Behavior* (OCB) ... **Error! Bookmark not defined.**

2.1.3.1. Pengertian *Organizational Citizenship Behavior* (OCB)..... **Error! Bookmark not defined.**

2.1.3.2. Faktor – Faktor *Organizational Citizenship Behavior* (OCB) .....**Error! Bookmark not defined.**

2.1.3.3. Indikator *Organizational Citizenship Behavior* (OCB) ..... **Error! Bookmark not defined.**

2.1.4. Hasil Peneliti Terdahulu .....**Error! Bookmark not defined.**

2.2. Kerangka Pemikiran .....**Error! Bookmark not defined.**

2.2.1. Pengaruh Knowledge sharing Terhadap Organizational Citizenship Behavior (OCB).....**Error! Bookmark not defined.**

2.2.2. Pengaruh Komitmen Organisasi Terhadap *Organizational Citizenship Behavior* (OCB).....**Error! Bookmark not defined.**

2.3. Hipotesis.....**Error! Bookmark not defined.**

BAB III OBJEK PENELITIAN DAN METODE PENELITIAN ...**Error! Bookmark not defined.**

3.1. Objek 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. Operasional Variabel .....**Error! Bookmark not defined.**

3.2.3. Sumber data dan Metode Pengumpulan Data... **Error! Bookmark not defined.**

3.2.3.1. Sumber Data.....**Error! Bookmark not defined.**

3.2.3.2. Teknik Penentuan Data .....**Error! Bookmark not defined.**

3.2.4. Teknik Pengumpulan Data.....**Error! Bookmark not defined.**

3.2.4.1. Uji Validitas .....**Error! Bookmark not defined.**

3.2.4.2. Uji Rehabilitas.....**Error! Bookmark not defined.**

3.2.4.3. Uji MSI.....**Error! Bookmark not defined.**

3.2.5. Rancangan Analisis dan Pengujian Hipotesis... **Error! Bookmark not defined.**

3.2.5.1. Rancangan Analisis.....**Error! Bookmark not defined.**

3.2.5.1.1 Analisis Deskriptif/ kualitatif.**Error! Bookmark not defined.**

3.2.5.1.2 Analisis Verifikatif (Kuantitatif) ..... **Error! Bookmark not defined.**

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

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

4.1. Gambaran Umum Perusahaan .....**Error! Bookmark not defined.**

4.1.1. Visi dan Misi Kantor Pelayanan Pajak Madya Bandung..... **Error! Bookmark not defined.**

4.1.2. Tujuan Kantor Pelayanan Pajak Bandung ..... **Error! Bookmark not defined.**

4.1.3. Logo Kantor Pelayanan Pajak Madya Bandung**Error! Bookmark not defined.**

4.1.4. Struktur Organisasi Kantor Pelayanan Pajak Madya Bandung .. **Error! Bookmark not defined.**

4.1.5. Uraian Tugas Kantor Pelayanan Pajak Madya Bandung..... **Error! Bookmark not defined.**

4.1.5.1. Uraian Tugas KPP Madya Bandung Secara Umum ..... **Error! Bookmark not defined.**

4.1.6. Uraian Tugas KPP Madya Bandung Secara Khusus**Error! Bookmark not defined.**

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

4.2.1. Karakteristik Responden.....**Error! Bookmark not defined.**

4.2.2. Analisis Deskriptif .....**Error! Bookmark not defined.**

4.2.2.1. Analisis Deskriptif *Knowledge Sharing* sebagai Variabel X_1**Error! Bookmark not defined.**

4.2.2.2. Analisis Deskriptif Komitmen Organisasi sebagai Variabel X_2 .....**Error! Bookmark not defined.**

4.2.2.3. Analisis Deskriptif *Organizational Citizenship Behavior* (OCB) sebagai Variabel Y .....**Error! Bookmark not defined.**

4.2.3. Analisis Verifikatif .....**Error! Bookmark not defined.**

4.2.3.1. Persamaan Regresi Linier Berganda ..... **Error! Bookmark not defined.**

4.2.3.2. Uji Asumsi Klasik .....**Error! Bookmark not defined.**

4.2.3.3. Analisis Korelasi .....**Error! Bookmark not defined.**

4.2.3.4. Analisis Koefesien Determinasi ...**Error! Bookmark not defined.**

4.2.3.5. Uji Hipotesis.....**Error! Bookmark not defined.**

4.2.3.5.1 Pengujian Secara Parsial (Uji-T) ..... **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.**

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

LAMPIRAN - LAMPIRAN