DAFTAR ISI

PENDAHULUAN ......................................................................................................................... 1
A. Latar Belakang Masalah ....................................................................................... 1
B. Rumusan Masalah ............................................................................................. 7
C. Tujuan Penelitian .......................................................................................... 7
D. Kegunaan Penelitian ...................................................................................... 7

TINJAUAN PUSTAKA ................................................................................................................. 8
A. Tinjauan Tentang Profesionalisme Kerja ..................................................... 8
B. Tinjauan Tentang Satuan Polisi Pamong Praja........................................... 14
C. Pedagang Kaki Lima (PKL) ........................................................................ 20
D. Konsepsi Profesionalismen Kerja Satuan Polisi Pamong Praja.......... 27
E. Kerangka Pikir .............................................................................................. 29

METODE PENELITIAN ............................................................................................................. 31
A. Tipe Penelitian ............................................................................................... 31
B. Lokasi dan Waktu Penelitian .................................................................... 31
C. Fokus Penelitian ......................................................................................... 32
D. Informan Penelitian ................................................................................... 33
E. Jenis Data ....................................................................................................... 34
F. Teknik Pengumpulan Data ........................................................................ 34
G. Teknik Pengolahan Data ........................................................................... 35
H. Teknik Analisis Data ................................................................................ 36
IV GAMBARAN UMUM LOKASI PENELITIAN .......................... 37
A. Gambaran Umum Kota Bandar Lampung .......................... 37
B. Gambaran Umum Pedagang Kaki Lima di Kota Bandar Lampung . 43
C. Gambaran Umum Satuan Polisi Pamong Praja Bandar Lampung.... 46

V HASIL PENELITIAN DAN PEMBAHASAN .......................... 54
A. Identitas Informan .................................................................. 54
B. Profesionalisme Kerja Satuan Polisi Pamong Praja Kota
Bandar Lampung dalam Penertiban Pedagang Kaki Lima
di Pasar Bambu Kuning .......................................................... 56
  1. Kualitas Keahlian dan Kewenangan ..................................... 56
  2. Sikap Mental dan Bentuk Komitmen ................................. 64
  3. Tolok Ukur Efektivitas/Efisiensi Kinerja ......................... 72
  4. Prosedur Kerja ................................................................. 81

VI KESIMPULAN DAN SARAN ............................................. 104
A. Kesimpulan ........................................................................ 104
B. Saran .............................................................................. 105

DAFTAR PUSTAKA

LAMPIRAN