

DAFTAR TABEL

TABEL 1.1	Nilai-nilai Perusahaan Bank BJB.....	4
TABEL 1.2	Penghargaan Perbankan Indonesia.....	11
TABEL 1.3	Jumlah Pemngguna <i>Mobile Banking</i>	18
TABEL 2.1	Penelitian Terdahulu.....	32
TABEL 3.1	Operasional Variabel <i>E-Service Quality</i>	37
TABEL 3.2	Skor Skala Linkert.....	41
TABEL 3.3	Skor Instrumen Kenyataan.....	42
TABEL 3.4	Skor Instrumen Harapan.....	42
TABEL 3.5	Kartegori Interpretasi Skor.....	49
TABEL 3.6	Intepretasi <i>Customer Satisfaction Index</i>	51
TABEL 4.1	Validitas Variabel Harapan Penerapan <i>E-Service Quality mobile banking BJB DIGI Application</i>	62
TABEL 4.2	Validitas Variabel Kenyataan Penerapan <i>E-Service Quality mobile banking BJB DIGI Application</i>	63
TABEL 4.3	Reliabilitas Harapan Penerapan <i>E-Service Quality</i>	64
TABEL 4.4	Reliabilitas Kenyataan Penerapan <i>E-Service Quality</i>	64
TABEL 4.5	Tanggapan Responden Mengenai Harapan <i>Efficiency</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	66
TABEL 4.6	Tanggapan Responden Mengenai Harapan <i>Fulfillment</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	67
TABEL 4.7	Tanggapan Responden Mengenai Harapan <i>Reliability</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	68
TABEL 4.8	Tanggapan Responden Mengenai Harapan <i>Privacy</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	69
TABEL 4.9	Tanggapan Responden Mengenai Harapan <i>Responsiveness</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	70
TABEL 4.10	Tanggapan Responden Mengenai Harapan <i>Compentation</i> Penerapan <i>E-service Quality mobile banking BJB DIGI Application</i>	71
TABEL 4.11	Tanggapan Responden Mengenai Harapan <i>Contact</i> Penerapan <i>E-service</i>	

	<i>Quality mobile banking BJB DIGI Application</i>	72
TABEL 4.12	Tanggapan Responden Mengenai Kenyataan <i>Efficiency</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	73
TABEL 4.13	Tanggapan Responden Mengenai Kenyataan <i>Fulfillment</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	74
TABEL 4.14	Tanggapan Responden Mengenai Kenyataan <i>Reliability</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	75
TABEL 4.15	Tanggapan Responden Mengenai Kenyataan <i>Privacy</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	76
TABEL 4.16	Tanggapan Responden Mengenai Kenyataan <i>Responsiveness</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	77
TABEL 4.17	Tanggapan Responden Mengenai Kenyataan <i>Compentation</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	78
TABEL 4.18	Tanggapan Responden Mengenai Kenyataan <i>Contact</i> Penerapan <i>E service Quality mobile banking BJB DIGI Application</i>	79
TABEL 4.19	<i>Customer Satisfaction Index</i>	81
TABEL 4.20	Rata-rata <i>Importance Perfomance Analysis</i>	84