

LIST OF FIGURES

Figure 1.1 Launched of GAMPIL	4
Figure 1.2 Display of GAMPIL Application Interface	4
Figure 1.3 Registration Form of GAMPIL Application Interface	5
Figure 1.4 Submission form of GAMPIL Application Interface	6
Figure 1.5 Penetration Internet User Indonesia.....	8
Figure 1.6 Indonesia internet User Behavior.....	8
Figure 1.7 Composition Indonesia Internet Users	9
Figure 1.8 GAMPIL Application on Google Play Store	11
Figure 1.9 History data GAMPIL.....	12
Figure 1.10 Lack of Information Using GAMPIL	13
Figure 1.11 Login Problem Complaint.....	13
Figure 1.12 User Complain Regarding OS	14
Figure 1.13 District and Sub-District Problem Complaints are Not Appeared	14
Figure 1.14 Form Complaints Cannot be submitted in Submit	14
Figure 1.15 GAMPIL Application Users	15
Figure 2.1 Research Framework	32
Figure 3.1 Research Stage	42
Figure 3.2 Sampling Technique	44
Figure 3.3 Percentage in Continuum Line.....	51
Figure 4.1 Screening Questions Result.....	59
Figure 4.2 Characteristics of Respondents by Sex	60
Figure 4.3 Characteristics of Respondents by Age	61
Figure 4.4 Characteristics of Respondents Based on Level of Education.....	62
Figure 4.5 Characteristics of Respondents Based on Region.....	63
Figure 4.6 Characteristics of Respondents Based on Kind of Business	64
Figure 4.7 Continuum Line of Functionality (X1)	66

Figure 4.8 Continuum Line of Emotional (X2)	67
Figure 4.9 Continuum Line of Trust (X3).....	68
Figure 4.10 Continuum Line of Service Quality (X4).....	70
Figure 4.11 Continuum Line of User Satisfaction.....	72
Figure 4.12 Graph of Normality Test Result	73