

## DAFTAR TABEL

Tabel II 1 Perbandingan Framework (Setiawan, 2009) .....	8
Tabel II 2 Perbandingan metode kualitas .....	18
Tabel II 3 Dimensi Servqual .....	19
Tabel II 4 Kriteria Interpretasi Skor .....	23
Tabel II 5 Penelitian Terdahulu .....	24
Tabel IV 1 Perkembangan Bank XYZ .....	41
Tabel IV 2 Variabel Bebas (Servqual) .....	45
Tabel IV 3 Kriteria Interpretasi Skor .....	53
Tabel IV 4 Pertanyaan atau pernyataan variabel Tangible .....	58
Tabel IV 5 Jawaban Responden terhadap variabel Tangible .....	58
Tabel IV 6 Pernyataan atau pernyataan variabel kepuasan pengguna .....	60
Tabel IV 7 Jawaban responden terhadap variabel kepuasan pengguna .....	61
Tabel IV 8 Pertanyaan atau pernyataan variabel Realibility .....	63
Tabel IV 9 Jawaban responden terhadap variabel Realibility .....	63
Tabel IV 10 Pertanyaan atau pernyataan variabel Empathy .....	65
Tabel IV 11 Jawaban responden terhadap kenyamanan pengguna .....	66
Tabel IV 12 Pertanyaan atau pernyataan variabel responsiveness .....	68
Tabel IV 13 Jawaban responden terhadap variabel kualitas pelayanan .....	68
Tabel IV 14 Pertanyaan atau pernyataan variabel assurance .....	70
Tabel IV 15 Jawaban responden terhadap variabel Assurance .....	70
Tabel IV 16 Uji realibilitas variabel Tangible .....	72
Tabel IV 17 Uji realibilitas kepuasan pengguna .....	73
Tabel IV 18 Uji realibilitas variabel Realibility .....	73
Tabel IV 19 Uji realibilitas variabel Empathy .....	73
Tabel IV 20 Uji realibilitas variabel responsiveness .....	74
Tabel IV 21 Uji realibilitas variabel assurance .....	74
Tabel IV 22 Uji validitas variabel Tangible .....	74
Tabel IV 23 Uji validitas kepuasan pengguna .....	75
Tabel IV 24 Uji validitas variabel Realibility .....	75
Tabel IV 25 Uji validitas variabel Empathy .....	76
Tabel IV 26 Uji validitas variabel responsiveness .....	76
Tabel IV 27 Uji validitas variabel assurance .....	77
Tabel IV 28 Gambaran kondisi permasalahan pada fungsi IT Operation .....	80
Tabel IV 29 Gambaran proses bisnis fungsi IT Operation .....	81
Tabel IV 30 Matrix Satisfaction .....	83
Tabel IV 31 Justifikasi Matrix Business Architecture .....	85
Tabel IV 32 Justifikasi Matrix Information System .....	87
Tabel IV 33 Justifikasi Matrix Technology .....	88
Tabel IV 34 Justifikasi Indikator Matrix .....	90
Tabel IV 35 Gap Matrix Satisfaction .....	93
Tabel V 1 Principle catalog .....	94
Tabel V 2 Key concern stakeholder .....	97
Tabel V 3 Stakeholder Map Matrix .....	98
Tabel V 4 Goal catalog .....	112

Tabel V 5 Goal/Objective/Requirment Catalog .....	119
Tabel V 6 Requirment Business Architecture.....	120
Tabel V 7 Business Interaction Matrix .....	122
Tabel V 8 Business Service/Function Catalog.....	124
Tabel V 9 Organization/Actor Catalog .....	124
Tabel V 10 Role Catalog.....	125
Tabel V 11 Actor/Role Matrix Pengolahan data dan informasi.....	127
Tabel V 12 GAP Analisis Business Architecture .....	137
Tabel V 13 GAP Analysis Business Architecture.....	138
Tabel V 14 Data Architecture Requirment .....	139
Tabel V 15 Data Entity/ Data Component Catalog Modul XROS .....	139
Tabel V 16 Data Entity/ Data Component Catalog Mimix.....	140
Tabel V 17 Data Entity/Business Function Matrix Modul XROS.....	140
Tabel V 18 Data Entity/Business Function Matrix Mimix .....	140
Tabel V 19 Application/Data Matrix .....	141
Tabel V 20 GAP Analysis Data Architecture .....	146
Tabel V 21 GAP Analysis Data Architecture .....	148
Tabel V 22 Application Architecture Requirement .....	149
Tabel V 23 Application Portfolio Catalog .....	149
Tabel V 24 Application Interface Catalog .....	150
Tabel V 25 Application/Function Matrix.....	150
Tabel V 26 Application/Organization Matrix .....	151
Tabel V 27 Application/Role Matrix .....	151
Tabel V 28 Application Interaction Matrix.....	152
Tabel V 29 Gap Analysis Application Architecture .....	156
Tabel V 30 GAP Analysis Application Architecture.....	156
Tabel V 31 Technology Architecture Requirement.....	157
Tabel V 32 Technology Standard Catalog.....	157
Tabel V 33 Technology Portofolio Catalog.....	159
Tabel V 34 Application/technology matrix .....	162
Tabel V 35 Gap Analysis Technology Architecture .....	165
Tabel V 36 Gap Analysis Technology Architecture.....	166
Tabel V 37 Implementation Factor Assessment and Deduction Matrix .....	167
Tabel V 38 Consolidate Gaps, Solutions and Dependencies Matrix .....	169
Tabel V 39 Gap Analysis Matrix Satisfaction .....	176
Tabel V 40 Gap Analysis TOGAF ADM'.....	176
Tabel V 41 Gap Irisan.....	180
Tabel V 42 Hasil Irisan Gap Analysis .....	182