

## **ABSTRACT**

*The development of technology and information is utilized by various industries in Indonesia, banking has become one of the industries that use the technology to create a mobile-based electronic service to facilitate customers in making transactions, or what we are familiar with mobile banking. The large number of banks that create mobile banking services certainly creates competition, so companies must provide the best quality of service.*

*The purpose of this study is to determine and compare the quality of BCA and Mandiri mobile banking services with the e-service quality dimension. This study uses a descriptive method with a comparative level of explanation and data analysis techniques using the Mann Whitney Test, to obtain data in this study by distributing questionnaires to 400 respondents. Based on the Mann Whitney test results on each dimension of e-service quality (reliability, responsiveness, privacy, efficiency, fulfillment, assurance, empathy, system availability, contact, and compatibility of mobile devices) there are differences in the dimensions of reliability, responsiveness, privacy, efficiency, assurance, empathy, contact, but there is no difference in the dimensions of fulfillment, system availability, and compatibility of mobile devices.*

**Keywords:** *E-service quality, mobile banking, comparative*