

## DAFTAR TABEL

Tabel II.1 Terdahulu .....	8
Tabel II.2 Penelitian Terdahulu .....	8
Tabel III.1 <i>PLS SEM</i> .....	14
Tabel III.2 Skala Pengukuran .....	17
Tabel IV.1 Deskripsi Corporate Contribution .....	35
Tabel IV.2 Deskripsi Variabel Customer Orientation.....	36
Tabel IV.3 Deskripsi Variabel Operation Excellence.....	37
Tabel IV.5 Deskripsi Corporate Contribution .....	39
Tabel IV.6 Deskripsi Customer Orientation.....	40
Tabel IV.7 Deskripsi Operational Excellence .....	41
Tabel IV.8 Deskripsi Future Orientation.....	42
Tabel IV.9 Outer Loading.....	44
Tabel IV.10 Cross Loading.....	46
Tabel IV.11 Hasil <i>Output AVE</i> .....	46
Tabel IV.12 Composite Realibility .....	47
Tabel IV.13 <i>Cronbach's Alpha</i> .....	48
Tabel IV.14 Outer Loading.....	50
Tabel IV.15 Cross Loading.....	51
Tabel IV.16 Hasil <i>Output AVE</i> .....	52
Tabel IV.17 Composite Realibility .....	52
Tabel IV.18 <i>Cronbach's Alpha</i> .....	53
Tabel V.1 Nilai R-Square Unit Enterprise Service .....	54
Tabel V.2 Nilai R-Square Unit Top 200 and Government .....	54
Tabel V.3 Nilai R-Square Unit Business Service .....	55
Tabel V.4 Hasil Pengujian Hipotesis .....	56
Tabel V.5 Hasil Pengujian Hipotesis .....	57
Tabel V.6 Hasil Pengujian Hipotesis .....	58
Tabel V.7 Nilai R-Square Divisi Solution, Delivery, and Assurance.....	61
Tabel V.8 Hasil Pengujian Hipotesis .....	62
Tabel V.9 Nilai R-Square Unit Top 20 / Public Service.....	63
Tabel V.10 Hasil Pengujian Hipotesis .....	64