

DAFTAR TABEL

Tabel I- 1 Hasil Preliminary Study	4
Tabel II- 1 Jurnal Terdahulu	11
Tabel II- 2 Dimensi E-Servqual	31
Tabel III- 1 Skala Likert.....	43
Tabel III- 2 Indikator Dimensi E-Servqual	44
Tabel III- 3 Kode Dimensi E-Servqual	45
Tabel IV- 2 Hasil Uji Validitas Penelitian	64
Tabel IV- 3 Hasil Uji Reliabilitas Penelitian	66
Tabel IV- 4 Kategori Interpretasi Skor	67
Tabel IV- 5 Variabel Harapan Efficiency	67
Tabel IV- 6 Variabel Persepsi Efficiency	68
Tabel IV- 7 Variabel Harapan Fullfilment.....	68
Tabel IV- 8 Variabel Persepsi Fullfilment.....	69
Tabel IV- 9 Variabel Harapan System Availability	69
Tabel IV- 10 Variabel Persepsi System Availability	70
Tabel IV- 11 Variabel Harapan Security	70
Tabel IV- 12 Variabel Persepsi Security.....	70
Tabel IV- 13 Variabel Harapan Responsiveness	71
Tabel IV- 14 Variabel Persepsi Responsiveness.....	71
Tabel IV- 15 Variabel Haraoan Compensation.....	71
Tabel IV- 16 Variabel Persepsi Compensation.....	72
Tabel IV- 17 Variabel Harapan Contact	72
Tabel IV- 18 Variabel Persepsi Contact.....	72
Tabel IV- 19 Rata-rata E-Servqual	73
Tabel IV- 20 Nilai Gap	74
Tabel IV- 21 Kualitas Layanan.....	76
Tabel IV- 22 Tingkat Kesesuaian	77
Tabel V- 1 Analisis Gap Dimensi	93
Tabel V- 2 Analisis Kuadran I	95

Tabel V- 3 Analisis Kuadran II.....	96
Tabel V- 4 Analisis Kuadran III.....	100
Tabel V- 5 Analisis Kuadran IV	102
Tabel V- 6 Rekomendasi Perbaikan.....	103