

DAFTAR TABEL

Tabel 1.1 Keluhan Pengguna Aplikasi myBCA	9
Tabel 2.1 Jurnal Nasional.....	28
Tabel 2.2 Jurnal Internasional	31
Tabel 3.1 Karakteristik Penelitian.....	45
Tabel 3.2 Operasional Variabel.....	47
Tabel 3.3 Kriteria Bobot Jawaban.....	50
Tabel 3.4 Hasil Uji Validitas.....	58
Tabel 3.5 Hasil Uji Reliabilitas	59
Tabel 3.6 Kriteria Interpretasi Penilaian	61
Tabel 3.7 Role Of Thumb Outer Model.....	63
Tabel 3.8 Rule of Thumb Inner Model	64