

DAFTAR TABEL

Tabel 1.1 Aplikasi Mobile Banking pada Google Playstore dan Apple Store.....	9
Tabel 1.2 <i>Satisfaction, Loyalty, Engagement (SLE) Index</i>	11
Tabel 1.3 Fitur Mobile Banking myBCA	13
Tabel 1.4 Pengembangan Aplikasi BCA <i>Mobile</i>	14
Tabel 1.5 Gallup Customer Engagement Survey.....	16
Tabel 2.1 Penelitian Terdahulu	47
Tabel 3.1 Karakteristik Penelitian.....	85
Tabel 3.2 Operasional Variabel	86
Tabel 3.3 Skala Likert Pengukuran.....	90
Tabel 3.4 Klasifikasi Perhitungan Nilai Persentase	98
Tabel 3.5 Parameter Uji Validitas.....	102
Tabel 3.6 Hasil Uji Validitas	103
Tabel 3.7 Parameter Uji Realibilitas	104
Tabel 3.8 Hasil Uji Reliabilitas.....	104
Tabel 3.9 Parameter Model Struktural.....	105
Tabel 3.10 Hasil Uji <i>Goodness of Fit</i>	107
Tabel 4.1 Karakteristik Responden Berdasarkan Jenis Kelamin	108
Tabel 4.2 Karakteristik Responden Berdasarkan Usia	109
Tabel 4.3 Karakteristik Responden Berdasarkan Pendidikan Terakhir	110
Tabel 4.4 Karakteristik Responden Berdasarkan Pekerjaan	111
Tabel 4.5 Klasifikasi Perhitungan Nilai Persentase	112
Tabel 4.6 Hasil Jawaban Responden terhadap Variabel <i>Perceived Usefulness</i>	113
Tabel 4.7 Hasil Jawaban Responden terhadap Variabel <i>Perceived Ease of Use</i>	114
Tabel 4.8 Hasil Jawaban Responden terhadap Variabel <i>Enjoyment</i>	115
Tabel 4.9 Hasil Jawaban Responden terhadap Variabel <i>Perceived Security</i>	116
Tabel 4.10 Hasil Jawaban Responden terhadap Variabel <i>Satisfaction</i>	118
Tabel 4.11 Hasil Jawaban Responden terhadap Variabel <i>Continuance intention to use</i>	119
Tabel 4.12 Ringkasan Rekapitulasi Analisis Deskriptif	121
Tabel 4.13 Hasil Uji Validitas	129
Tabel 4.14 Hasil Uji Reliabilitas.....	139
Tabel 4.15 Hasil Analisis Deskriptif Statistik.....	126
Tabel 4.16 Hasil Loading Faktor (Outer Loadings).....	132
Tabel 4.17 Hasil Average Variance Extracted (AVE).....	134

Tabel 4.18 Hasil Composite Reliability (CR).....	141
Tabel 4.19 Hasil Cronbach's Alpha.....	143
Tabel 4.20 Nilai Fornell – Lacker.....	136
Tabel 4.21 Nilai Cross Loadings	137
Tabel 4.23 Koefisien Determinasi (R^2).....	145
Tabel 4.24 Q Square (Q^2).....	146
Tabel 4.25 F Square (F^2).....	147
Tabel 4.26 Hasil Uji Goodness of Fit Model.....	149
Tabel 4.27 Hasil Uji Hipotesis (<i>Direct Effect</i>).....	151
Tabel 4.28 Uji Indirect Effect	152
Tabel 4.29 Hasil Uji Hipotesis Multi Group Analysis.....	154