

## LIST OF TABLES

Table 1.1 Bank BTPN Company Profile.....	1
Table 1.2 The Increasing Number of Jenius’s Users .....	9
Table 2.1 International Journal .....	25
Table 2.2 National Journal .....	27
Table 2.3 Bachelor Thesis.....	29
Table 3.1 Type of Research .....	35
Table 3.2 Operational Variables .....	36
Table 3.3 Validity Test.....	42
Table 3.4 The Results of Reliability Test E-Service Quality.....	43
Table 3.5 The Results of Reliability Test E-Customer Satisfaction .....	43
Table 3.6 The Results of Reliability Test E-Customer Loyalty.....	44
Table 3.7 Classification of Percentage Rating Criteria.....	45
Table 4.1 Descriptive Analysis of E-Service Quality Recapitulation.....	55
Table 4.2 Analysis of Interface Design.....	56
Table 4.3 Analysis of Reliability .....	58
Table 4.4 Analysis of Responsiveness .....	60
Table 4.5 Analysis of Trust.....	62
Table 4.6 Analysis of Personalization.....	63
Table 4.7 Descriptive Analysis of E-Customer Satisfaction Recapitulation .....	65
Table 4.8 Analysis of Convenience .....	66
Table 4.9 Analysis of Merchandising .....	67
Table 4.10 Analysis of Site Design.....	68
Table 4.11 Analysis of Security .....	69
Table 4.12 Analysis of Serviceability .....	70
Table 4.13 Descriptive Analysis of E-Customer Loyalty Recapitulation.....	71
Table 4.14 Analysis of Cognitive .....	72
Table 4.15 Analysis of Affective .....	73
Table 4.16 Analysis of Conative.....	75
Table 4.17 Analysis of Action .....	76
Table 4.18 Normality Test I.....	77
Table 4.19 Normality Test II.....	78

Table 4.20 Multicollinearity Test I .....	79
Table 4.21 Multicollinearity Test II .....	79
Table 4.22 Heteroscedasticity Test I .....	80
Table 4.23 Heteroscedasticity Test II .....	80
Table 4.24 Multiple Linear Regression Analysis I .....	81
Table 4.25 Multiple Linear Regression Analysis II .....	82
Table 4.26 Result of F-Test I .....	85
Table 4.27 Result of F-Test II .....	85
Table 4.28 Coefficient of Determination Model I .....	86
Table 4.29 Coefficient of Determination Model II .....	86
Table 4.30 Total of Indirect and Direct Effect of X to Z .....	89