

## LIST OF TABLES

Table 2.1 Online Communication Tools .....	17
Table 2.2 Previous Research .....	25
Table 3.1 Research Characteristics .....	39
Table 3.2 Variable Operationalization .....	42
Table 3.3 Sample Scale for Likert Scale Questions .....	45
Table 3.4 Validity Test.....	52
Table 3.5 Reliability Test Criteria.....	53
Table 3.6 Reliability Test.....	54
Table 3.7 Reflective Measurement Model Criterion.....	57
Table 3.8 Inner Model Criterion .....	57
Table 4.1 Number of Respondents.....	61
Table 4.2 Respondent Characteristic based on Location or Domicile .....	64
Table 4.9 Reflective Indicator Loadings Result.....	66
Table 4.10 Cronbach's Alpha .....	67
Table 4.11 Composite Reliability .....	68
Table 4.12 Convergent Validity .....	69
Table 4.13 Fornell-Larcker Results.....	69
Table 4.14 Cross Loading Results .....	70
Table 4.15 Bootstrapping (T-Statistics), p-value, and Path Coefficient Result ....	72
Table 4.16 Coefficient of Determination Result .....	72