

DAFTAR TABEL

Tabel 2. 1 Penelitian Terdahulu.....	31
Tabel 3. 1 Karakteristik Penelitian	45
Tabel 3.2 Operasional Variabel dan Skala Pengukuran.....	44
Tabel 3.3 Skala Penilaian Perbandingan	57
Tabel 3.4 Nilai Indeks Random.....	59
Tabel 4.1 Daftar Kriteria	66
Tabel 4.2 Daftar Alternatif	69
Tabel 4.3 Daftar Alternatif	69
Tabel 4.4 Perbandingan Berpasangan Antar Kriteria	69
Tabel 4.5 Perbandingan Berpasangan Antar Sub Kriteria Usabilitas	70
Tabel 4.6 Perbandingan Berpasangan Antar Sub Kriteria E-ServQual	70
Tabel 4.7 Perbandingan Berpasangan Antar Sub Kriteria Learnability	71
Tabel 4.8 Perbandingan Berpasangan Antar Alternatif Sub Kriteria Efficiency ..	71
Tabel 4.9 Perbandingan Berpasangan Alternatif Sub Kriteria Memorability	72
Tabel 4.10 Perbandingan Berpasangan Antar Alternatif Sub Kriteria	72
Tabel 4.18 Perbandingan Berpasangan Antar Kriteria	75
Tabel 4.19 Normalisasi Kriteria	75
Tabel 4.20 Penentuan Vektor Bobot Kriteria	75
Tabel 4.21 Penentuan Nilai Lamda Kriteria.....	76
Tabel 4.22 Penentuan Nilai Lamda Kriteria Lanjutan	76
Tabel 4.23 Perbandingan Berpasangan Antar Kriteria Usabilitas	76
Tabel 4.25 Penentuan Vektor Bobot Kriteria Usabilitas.....	77
Tabel 4.26 Penentuan Nilai Lamda Kriteria Usabilitas	77
Tabel 4.26 Penentuan Nilai Lamda Kriteria Usabilitas (Lanjutan)	77

Tabel 4.28 Perbandingan Berpasangan Antar Kriteria E-ServQual	78
Tabel 4.29 Normalisasi Kriteria E-ServQual	78
Tabel 4.30 Penentuan Vektor Bobot Kriteria E-ServQual.....	78
Tabel 4.31 Penentuan Nilai Lamda Kriteria E-ServQual	79
Tabel 4.33 Perbandingan Berpasangan Antar Sub Kriteria Learnability.....	80
Tabel 4.34 Normalisasi Sub Kriteria Learnability.....	80
Tabel 4.35 Penentuan Vektor Bobot Sub Kriteria Learnability	80
Tabel 4.36 Penentuan Nilai Lamda Sub Kriteria Learnability	80
Tabel 4.37 Penentuan Nilai Lamda Sub Kriteria Learnability	80
Tabel 4.38 Perbandingan Berpasangan Antar Sub Kriteria Efficiency	81
Tabel 4.39 Normalisasi Sub Kriteria Efficiency	81
Tabel 4.40 Penentuan Vektor Bobot Sub Kriteria Efficiency	81
Tabel 4.41 Penentuan Nilai Lamda Sub Kriteria Efficiency.....	81
Tabel 4.43 Perbandingan Berpasangan Antar Sub Kriteria Memorability	83
Tabel 4.44 Normalisasi Sub Kriteria Memorability	83
Tabel 4.45 Penentuan Vektor Bobot Sub Kriteria Memorability.....	83
Tabel 4.46 Penentuan Nilai Lamda Sub Kriteria Memorability.....	83
Tabel 4.47 Penentuan Nilai Lamda Sub Kriteria Memorability (Lanjutan)	83
Tabel 4.48 Perbandingan Berpasangan Antar Sub Kriteria Errors.....	84
Tabel 4.49 Normalisasi Sub Kriteria Error	84
Tabel 4.50 Penentuan Vektor Bobot Sub Kriteria Errors	84
Tabel 4.51 Penentuan Nilai Lamda Sub Kriteria Errors	84
Tabel 4.52 Penentuan Nilai Lamda Sub Kriteria Errors (Lanjutan).....	84
Tabel 4.53 Perbandingan Berpasangan Antar Sub Kriteria Satisfaction	85
Tabel 4.54 Normalisasi Sub Kriteria Satisfaction	85
Tabel 4.55 Penentuan Vektor Bobot Sub Kriteria Satisfaction.....	85

Tabel 4.56 Penentuan Nilai Lamda Sub Kriteria Satisfaction.....	85
Tabel 4.57 Penentuan Nilai Lamda Sub Kriteria Satisfaction (Lanjutan)	84
Tabel 4.58 Perbandingan Berpasangan Antar Sub Kriteria Fulfillment	86
Tabel 4.59 Normalisasi Sub Kriteria Fulfillment	86
Tabel 4.60 Penentuan Vektor Bobot Sub Kriteria Fulfillment.....	86
Tabel 4.61 Penentuan Nilai Lamda Sub Kriteria Fulfillment	86
Tabel 4.63 Perbandingan Berpasangan Antar Sub Kriteria System Availability..	87
Tabel 4.64 Normalisasi Sub Kriteria System Availability	87
Tabel 4.65 Penentuan Vektor Bobot Sub Kriteria System Availability	87
Tabel 4.66 Penentuan Nilai Lamda Sub Kriteria System Availability	88
Tabel 4.68 Perbandingan Berpasangan Antar Sub Kriteria Privacy.....	88
Tabel 4.69 Normalisasi Sub Kriteria Privacy.....	88
Tabel 4.70 Penentuan Vektor Bobot Sub Kriteria Privacy	89
Tabel 4.71 Penentuan Nilai Lamda Sub Kriteria Privacy	89
Tabel 4.73 Perbandingan Berpasangan Antar Sub Kriteria Compensation	91
Tabel 4.74 Normalisasi Sub Kriteria Compensation	91
Tabel 4.75 Penentuan Vektor Bobot Sub Kriteria Compensation.....	91
Tabel 4.76 Penentuan Nilai Lamda Sub Kriteria Compensation.....	91
Tabel 4.78 Perbandingan Berpasangan Antar Sub Kriteria Contact	92
Tabel 4.79 Normalisasi Sub Kriteria Contact	92
Tabel 4.80 Penentuan Vektor Bobot Sub Kriteria Contact	92
Tabel 4.81 Penentuan Nilai Lamda Sub Kriteria Contact.....	92
Tabel 4.83 Nilai Bobot Kriteria Rata-Rata.....	93
Tabel 4.84 Nilai Bobot Sub Kriteria Rata-Rata.....	93
Tabel 4.85 Nilai Bobot Akhir Rata-Rata.....	93
Tabel 4.86 Nilai Alternatif ditinjau dari Masing-Masing Sub Kriteria	95

Tabel 4.87 Melakukan Normalisasi Matrik Awal	96
Tabel 4.88 Matrik Hasil Normalisasi.....	96
Tabel 4.89 Matriks Ternormalisasi Terbobot	97
Tabel 4.91 Menentukan Nilai A+ Matriks Ternormalisasi Terbobot	97
Tabel 4.92 Menentukan Nilai A- Matriks Ternormalisasi Terbobot	98
Tabel 4.93 Menentukan Beda D+	98
Tabel 4.94 Menentukan Beda D-	98
Tabel 4.95 Hasil Akhir Metode AHP-TOPSIS	99
Tabel 4.96 Hasil Perhitungan Bobot Kreteria	99
Tabel 4.97 Hasil Perhitungan Bobot Sub Kreteria Usabilitas	100
Tabel 4.98 Hasil Perhitungan Bobot Sub Kreteria E-ServQual	100
Tabel 4.99 Hasil Perhitungan Nilai Alternatif Sub Kreteria Learnability	101
Tabel 4.100 Hasil Perhitungan Nilai Alternatif Sub Kreteria Efficiency	102
Tabel 4.101 Hasil Perhitungan Nilai Alternatif Sub Kreteria Memorability	102
Tabel 4.102 Hasil Perhitungan Nilai Alternatif Sub Kreteria Errors.....	103
Tabel 4.103 Hasil Perhitungan Nilai Alternatif Sub Kreteria Satisfaction	103
Tabel 4.104 Hasil Perhitungan Nilai Alternatif Sub Kreteria Fulfillment	104
Tabel 4.105 Hasil Perhitungan Nilai Alternatif Sub Kreteria System Availability	104
Tabel 4.106 Hasil Perhitungan Nilai Alternatif Sub Kreteria Privacy.....	105
Tabel 4.107 Hasil Perhitungan Nilai Alternatif Kreteria Responsiveness	105
Tabel 4.108 Hasil Perhitungan Nilai Alternatif Sub Kreteria Compensation	106
Tabel 4.109 Hasil Perhitungan Nilai Alternatif Sub Kreteria Contact	106
Tabel 4.110 Hasil Akhir Perhitungan AHP-TOPSIS.....	107