

Daftar Gambar

Gambar II.1 CRM system business process.....	10
Gambar II.2 <i>Technology Acceptance Model 3</i> (Venkatesh & Bala, 2008).....	14
Gambar III.1 Konseptual Model	27
Gambar III.2 Sistematika Penelitian	29
Gambar III.3 Model penelitian TAM 3 yang digunakan	32
Gambar IV.1 Logo Perusahaan	54
Gambar IV.2 Hasil <i>Running Outer</i> Model Pertama.....	62
Gambar IV.3 Hasil <i>Running Outer</i> Model Kedua	66
Gambar IV.4 Hasil <i>Running Bootstrapping</i>	100