



## DAFTAR ISI

HALAMAN JUDUL.....	i
HALAMAN PENGESAHAN.....	ii
HALAMAN PERNYATAAN .....	iii
KATA PENGANTAR.....	iv
DAFTAR ISI .....	vi
DAFTAR TABEL.....	x
DAFTAR GAMBAR .....	xi
DAFTAR LAMPIRAN .....	xii
ARTI LAMBANG DAN SINGKATAN .....	xiii
INTISARI.....	xiv
<i>ABSTRACT</i> .....	xv
BAB I. PENDAHULUAN.....	1
1.1 Latar Belakang.....	1
1.2 Rumusan Masalah .....	4
1.3 Tujuan Penelitian.....	4
1.4 Manfaat Penelitian.....	5
1.5 Batasan Masalah .....	6
1.6 Sistematika Penulisan.....	6
BAB II. LANDASAN TEORI .....	8
2.1 <i>Branch Delivery System</i> .....	8
2.2 Penggunaan <i>Branch Delivery System</i> .....	12
2.2.1 Proses Awal Hari .....	12
2.2.2 <i>Daily Transaction</i> .....	12
2.2.3 Proses Akhir Hari .....	13
2.3 <i>Technology Acceptance Model</i> .....	13
2.4 <i>Technology Acceptance Model</i> Sebagai Dasar Penelitian.....	15
2.5 Pengembangan Hipotesis .....	15
2.5.1 <i>Computer Self Efficacy</i> .....	16



2.5.2 <i>Perceived Usefulness</i> .....	17
2.5.3 <i>Perceived Ease of Use</i> .....	18
2.5.4 <i>Perceived Enjoyment</i> .....	19
2.5.5 <i>Attitude Towards Using</i> .....	20
2.5.6 <i>Intention to Use</i> .....	20
2.6 Model Penelitian .....	20
BAB III. METODE PENELITIAN .....	22
3.1 Populasi dan Sampel .....	22
3.2 Metode Pengumpulan Data .....	22
3.3 Identifikasi dan Pengukuran Variabel .....	22
3.3.1 <i>Computer Self Efficacy</i> .....	22
3.3.2 <i>Perceived Usefulness</i> .....	23
3.3.3 <i>Perceived Ease of Use</i> .....	24
3.3.4 <i>Perceived Enjoyment</i> .....	25
3.3.5 <i>Attitude Towards Using</i> .....	26
3.3.6 <i>Intention to Use</i> .....	26
3.4 Metode Analisis.....	27
3.5 Uji Realibilitas dan Validitas.....	27
3.5.1 Uji Realibilitas .....	27
3.5.2 Uji Validitas.....	28
3.5.3 Uji Kesesuaian Model.....	29
3.6 Pengujian Hipotesis.....	30
BAB IV. ANALISIS DATA .....	31
4.1 Gambaran Umum Responden .....	31
4.2 Statistik Deskriptif Responden.....	32
4.3 Analisis Data (Uji Asumsi SEM) .....	34
4.3.1 Uji Normalitas .....	34
4.3.2 Uji <i>Outliers</i> .....	36
4.4 Uji Validitas.....	39
4.5 Uji Realibilitas .....	45
4.6 Analisis SEM.....	46



4.6.1 Uji Kesesuaian Model .....	46
4.6.2 Hasil Uji Hipotesis .....	47
4.7 Pembahasan Hasil Penelitian .....	50
4.7.1 <i>Computer Self Efficacy (CSE)</i> Berpengaruh Positif terhadap <i>Perceived Usefulness (PU)</i> .....	50
4.7.2 <i>Computer Self Efficacy (CSE)</i> Berpengaruh Positif terhadap <i>Perceived Ease of Use (PEU)</i> .....	50
4.7.3 <i>Computer Self Efficacy (CSE)</i> Berpengaruh Positif terhadap <i>Perceived of Enjoyment (PE)</i> .....	51
4.7.4 <i>Perceived Usefulness (PU)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using (ATU) BDS</i> .....	51
4.7.5 <i>Perceived Usefulness (PU)</i> Berpengaruh Positif terhadap <i>Intention to Use BDS</i> .....	52
4.7.6 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Perceived Usefulness</i> .....	53
4.7.7 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using (ATU) BDS</i> .....	53
4.7.8 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Perceived Enjoyment (PE)</i> .....	54
4.7.9 <i>Perceived Enjoyment (PE)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using BDS</i> .....	54
4.7.10 <i>Attitude Towards Using BDS</i> Berpengaruh Positif terhadap <i>Intention to Use</i> .....	55
4.8 Temuan Hasil Penelitian .....	55
4.8.1 <i>Computer Self Efficacy (CSE)</i> Berpengaruh Positif terhadap <i>Perceived Usefulness (PU)</i> .....	55
4.8.2 <i>Computer Self Efficacy (CSE)</i> berpengaruh positif terhadap <i>Perceived Ease of Use (PEU)</i> .....	56
4.8.3 <i>Computer Self Efficacy (CSE)</i> Berpengaruh Positif terhadap <i>Perceived of Enjoyment (PE)</i> .....	56



4.8.4 <i>Perceived Usefulness (PU)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using (ATU) BDS</i> .....	57
4.8.5 <i>Perceived Usefulness (PU)</i> Berpengaruh Positif terhadap <i>Intention to Use BDS</i> .....	57
4.8.6 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Perceived Usefulness</i> .....	58
4.8.7 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using (ATU) BDS</i> .....	59
4.8.8 <i>Perceived Ease of Use (PEU)</i> Berpengaruh Positif terhadap <i>Perceived Enjoyment (PE)</i> .....	59
4.8.9 <i>Perceived Enjoyment (PE)</i> Berpengaruh Positif terhadap <i>Attitude Towards Using BDS</i> .....	60
4.8.10 <i>Attitude Towards Using BDS</i> Berpengaruh Positif terhadap <i>Intention to Use</i> .....	60
BAB V. KESIMPULAN DAN SARAN .....	61
5.1 Kesimpulan.....	61
5.2 Implikasi.....	65
5.3 Keterbatasan .....	65
5.4 Saran.....	66
DAFTAR PUSTAKA .....	67



## DAFTAR TABEL

Tabel 4.1	Profil Responden .....	32
Tabel 4.2	Statistik Deskriptif.....	33
Tabel 4.3	Uji Normalitas .....	34
Tabel 4.4	Uji <i>Outliers</i> .....	36
Tabel 4.5	<i>Loading Factor Perceived Ease of Use</i> .....	34
Tabel 4.6	<i>Loading Factor Perceived Usefulness</i> .....	41
Tabel 4.7	<i>Loading Factor Computer Self Efficacy</i> .....	42
Tabel 4.8	<i>Loading Factor Perceived of Enjoyment, Attitude Towards Using, dan Intention to Use</i> .....	43
Tabel 4.9	Uji Composite Reability .....	46
Tabel 4.10	Uji Kesesuaian Model .....	47
Tabel 4.11	Uji Hipotesis.....	49



UNIVERSITAS  
GADJAH MADA

EVALUASI PENERIMAAN SISTEM TEKNOLOGI INFORMASI BRANCH DELIVERY SYSTEM DI  
KALANGAN PERBANKAN DENGAN  
MENGGUNAKAN TECHNOLOGY ACCEPTANCE MODEL (TAM)

ENGGAR KARTIKA CAHYANING, Sumiyana, Dr., M. Si., Ak., CA

Universitas Gadjah Mada, 2016 | Diunduh dari <http://etd.repository.ugm.ac.id/>

## DAFTAR GAMBAR

Gambar 2.1 Menu Setoran Tunai di <i>Teller</i> .....	9
Gambar 2.2 Menu Data Nilai Penukaran Mata Uang Asing .....	11
Gambar 2.3 Model Penelitian .....	21
Gambar 4.1 <i>Loading Factor Perceived Ease of Use</i> .....	40
Gambar 4.2 <i>Loading Factor Peceived Usefulness</i> .....	42
Gambar 4.3 <i>Loading Factor Computer Self Efficacy</i> .....	43
Gambar 4.4 <i>Loading Factor Perceived of Enjoyment, Attitude Towards Using dan Intention to Use</i> .....	45
Gambar 4.5 <i>Structural Equation Model</i> .....	48



UNIVERSITAS  
GADJAH MADA

EVALUASI PENERIMAAN SISTEM TEKNOLOGI INFORMASI BRANCH DELIVERY SYSTEM DI  
KALANGAN PERBANKAN DENGAN  
MENGGUNAKAN TECHNOLOGY ACCEPTANCE MODEL (TAM)

ENGGAR KARTIKA CAHYANING, Sumiyana, Dr., M. Si., Ak., CA

Universitas Gadjah Mada, 2016 | Diunduh dari <http://etd.repository.ugm.ac.id/>

## DAFTAR LAMPIRAN

Lampiran 1 .....	71
Lampiran 2 .....	76