

## Table of Contents

<b>Acknowledgement</b> .....	<b>i</b>
<b>Abstract</b> .....	<b>ii</b>
<b>Table of Contents</b> .....	<b>iii</b>
<b>Table of Figures</b> .....	<b>v</b>
<b>Table of Tables</b> .....	<b>vi</b>
<b>Chapter 1 Introduction</b> .....	<b>1</b>
1.1 Background .....	1
1.2 Problem Statement.....	2
1.3 Research Questions .....	2
1.4 Research Objectives .....	2
1.5 Expected Benefits.....	2
<b>Chapter 2 Literature Review</b> .....	<b>4</b>
2.1 <i>E-Faktur</i> Application .....	4
2.2 Technology Acceptance Model.....	5
2.3 DeLone and McLean’s Information System Success Model .....	6
2.4 Research Model and Hypothesis .....	7
2.4.1 External Variable: Subjective Norm.....	8
2.4.2 External Variable: Quality .....	9
2.4.3 Perceived Ease of Use .....	10
2.4.4 Perceived Usefulness .....	11
2.4.5 Intention to Use, Users’ Satisfaction and Actual Use of System.....	11
<b>Chapter 3 Research Methodology</b> .....	<b>12</b>
3.1 Respondents .....	12
3.2 Variable Measurement.....	12
3.3 Model Analysis .....	13
3.3.1 Validity Test.....	13
3.3.2 Reliability Test .....	14
3.3.3 Structural Model Evaluation .....	14
3.3.4 Hypothesis Testing .....	15
<b>Chapter 4 Data Analysis</b> .....	<b>16</b>
4.1 Respondents .....	16
4.2 Respondent’ Actual Use on E-Faktur.....	18
4.3 Validity Test.....	18
4.3.1 Convergent Validity Test.....	19
4.3.2 Discriminant Validity Test.....	20
4.4 Reliability Test .....	22
4.5 Structural Model Evaluation .....	22



4.6 Hypothesis Testing .....	24
4.7 Hypothesis Testing Analysis .....	26
4.8 Hypothesis Result Discussion.....	32
4.9 Research Limitation.....	34
<b>Chapter 5 Conclusion and Recommendation.....</b>	<b>36</b>
5.1 Conclusion.....	36
5.2 Recommendation .....	38
<b>References.....</b>	<b>40</b>
<b>Appendix A.....</b>	<b>43</b>



## Table of Figures

Figure 2.1 Technology Acceptance Model .....	5
Figure 2.2 Delone and McLean's 2003 (updated) IS Success Model.....	6
Figure 2.3 Research Model .....	7
Figure 4.1 E-Faktur Actual Use by Respondents .....	18



## Table of Tables

Table 3.1 Research Variables and Indicators.....	13
Table 4.1 Surveyed Respondent Distribution .....	17
Table 4.2 Convergent Validity Result .....	19
Table 4.3 Root of AVE Value .....	20
Table 4.4 Cross Loading Value .....	21
Table 4.5 Reliability Test.....	22
Table 4.6 R Square Value of Dependent Variables .....	23
Table 4.7 Path Coefficient Value .....	24
Table 4.8 Hypotheses Significance .....	25
Table 4.9 Correlation of Each Variable .....	26