

**LOGISTIC SERVICE QUALITY AS A MEDIATION OF
E-COMMERCE CAPABILITY AND E-COMMERCE
SERVICE QUALITY TOWARD CUSTOMER
PERCEIVED VALUE**

UNDERGRADUATE THESIS

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DECLARATION

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To the best of my knowledge, the following thesis, titled "LOGISTIC SERVICE QUALITY AS A MEDIATION OF E-COMMERCE CAPABILITY AND E-COMMERCE SERVICE QUALITY TOWARD CUSTOMER PERCEIVED VALUE," does not contain any work previously submitted for a bachelor's degree at a university, and neither does it contain any works or thoughts written or published by anyone else, with the exception of those cited in the manuscript and listed in the bibliography. I agree to incur any necessary academic penalties if this article is later proven to include any infringements on intellectual property.

Yogyakarta, 20 March 2023



Abdulloh Yusron Fathony

MOTTO

وَعَسَىٰ أَنْ تَكْرَهُوا شَيْئًا وَهُوَ خَيْرٌ لَّكُمْ ۚ وَعَسَىٰ أَنْ تُحِبُّوا شَيْئًا وَهُوَ شَرٌّ لَّكُمْ
وَاللَّهُ يَعْلَمُ وَأَنْتُمْ لَا تَعْلَمُونَ ۚ ٢١٦

“You may hate something, even though it is good for you, and you may like something, even though it is bad for you. Allah knows, while you do not know.”

QS. Al-Baqarah: 216

“Think positive, no matter how hard your life is.”

Ali bin Abi Thalib

“The best person is one who is most helpful to other people.”

Ahmad, Shahihul Jami’ no:3289

“Many people have died, but their good names remain. And a lot of people are still alive, but it's like they're useless dead people.”

Imam Syafi'i

DEDICATION

I always give thanks to Allah SWT who has to give His grace and guidance so that I can complete this undergraduate thesis. Even though there are some difficulties but I can get past them with good. I feel proud of myself because I was able to endure until this time and prove that I can deal with it. This undergraduate thesis is me present to:

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TABLE OF CONTENTS

TITLE PAGE	i
APPROVAL PAGE	ii
DECLARATION PAGE	iv
MOTTO & DEDICATION PAGE	v
ABSTRACT	vii
TABLE OF CONTENTS	ix
LIST OF TABLES	xi
LIST OF FIGURES	xii
CHAPTER I	13
A. Research Background	13
B. Problem Formulation	17
C. Research Objectives	18
D. Research Benefits	19
CHAPTER II	20
A. Theoretical Basis	20
B. Relationship between Research Variables and Past Findings	27
C. Hypothesis Development	28
D. Research Model	32
CHAPTER III	33
A. Research Type	33
B. Population, Sample, and Sampling Technique	33
C. Operational Definition of Research Variables and Their Measurement	36
D. Type of Data and Data Collection	36
E. Instrument Quality Test	37
F. Data Analysis Method	39
G. Role Testing for Mediation	48
CHAPTER IV	50
A. General Description of Research Object/Subject	50
B. Quality Test of Instrument and Data	56

C. Descriptive Statistics	59
D. Research Result	63
E. Discussion	81
CHAPTER V	85
A. Conclusions	85
B. Recommendations	86
C. Research Limitations	87
BIBLIOGRAPHY	88
APPENDIX	95

LIST OF TABLES

2.1	Past Findings.....	27
3.1	Operational Variable Identification.....	36
3.2	Summary of Goodness of Fit Indeks.....	47
4.1	Distribution of Respondents by Gender.....	53
4.2	Distribution of Respondents by Age.....	53
4.3	Distribution of Respondents by Education.....	54
4.4	Distribution of Respondents by Profession.....	55
4.5	Distribution of Respondents by Purchase Frequency.....	55
4.6	The Result of Validity Testing.....	57
4.7	The Result of Reliability Testing.....	58
4.8	Descriptive Statistics of E-Commerce Capability Variables.....	60
4.9	Descriptive Statistics of E-Commerce Service Quality Variables.....	61
4.10	Descriptive Statistics of Logistic Service Quality Variables.....	62
4.11	Descriptive Statistics of Customer Perceived Value Variable.....	62
4.12	Univariate Outliers.....	67
4.13	Mahalanobis Distance Limit Value.....	68
4.14	Outliers test results.....	68
4.15	Normality Test Results.....	70
4.16	Bootstrap Test.....	71
4.17	Relationship Between Variables.....	72
4.18	Assessing Goodness of Fit Before and After Treatment.....	79

LIST OF FIGURES

2.1	Research Model.....	32
4.1	Path Diagram.....	64
4.2	Structural Equations.....	65
4.3	Sobel Test ECC – LSQ - CPV.....	76
4.4	Sobel Test ECSQ – LSQ – CPV.....	77