

Purchase Decision Analysis Marketing Mix (Case Study Mandiri E-Cash Transaction Banking Retail Group Pt. Bank Mandiri (Persero) Tbk.)

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ABSTRACT: PT. Bank Mandiri experiencing some problems that the level of use of Mandiri e-Cash Registered and Unregistered who have too big difference. The problems are caused by factors of product, price, promotion, distribution channels in the decision Mandiri e-Cash. This study aims to determine the effect of marketing mix on purchase decisions in Mandiri e-Cash Transaction Banking Retail Group. The study used quantitative methods using a type of survey, data collection methods with questionnaires. The population in this study are all users of Mandiri e-Cash both Registered and Unregistered much as 302.435 which consists of the Mandiri e-Cash Registered and Unregistered 36.462 and 265.973 number. Probability sampling technique with Slovin formula obtained a sample of 399.39 or 400 respondents. Data were analyzed using SEM (The Structural Equation Model). The results showed that the products and distribution channels are not significantly influence the purchasing decision. Prices and promotions influence on purchase decisions Mandiri e-Cash.

Keywords: Product, Price, Promotion, Distribution Channels, Purchase Decision.

I. INTRODUCTION

Purchasing decisions become interesting things to do in-depth study, as an important factor in marketing a product. The phenomenon results Mandiri e-Cash purchase with a huge gap between Registered composition of 13.5% and 86.5% Unregistered very interesting to be further investigated in connection with its marketing mix. In accordance with Bank Indonesia Regulation Number 16/8 / PBI / 2014 regarding the amendment of Bank Indonesia Regulation Number 11/12 / PBI / 2009 contains the Electronic Money (Electronic Money). Increasing mobile phone and smartphone users into opportunities the bank and take a breakthrough by removing Mandiri e-Cash. PT. Bank Mandiri (Persero) Tbk. Transaction Banking Retail Group is located at Plaza Bapindo JISudirman Kav 56-58 Jakarta Pusat, can not be separated from the problem of the use of Mandiri e-Cash Registered and Unregistered. The following data Mandiri e-Cash Performance:

Table 1. Performance Mandiri e-Cash May 2014-Oct 31, 2015

Month/Year	Registered	Unregistered	Total Growth
May-14	1.347/13.3419.404/58.459	10.751	
Jun-14	1.254/14.595	9.489/67.948	10.743
Jul-14	2.431/17.026	9.878/77.826	12.309
August-14	1.083/18.109	8.405/86.231	9.488
Month/Year	Registered	Unregistered	Total Growth
Sep-14	1.532/19.641	10.279/96.510	11.811
Des-14	3.890/28.989	22.824/154.729	26.714
Jan-15	3.070/32.059	18.462/173.191	21.532
Feb-15	2.021/34.080	16.147/189.338	18.168
Mar-15	3.144/37.224	29.129/218.467	32.273
Apr-15	6.701/43.925	46.846/265.313	53.547
Mei-15	4.726/48.651	25.835/291.148	30.561
Jun-15	2.501/51.152	16.809/307.957	19.310
Jul-15	3.654/54.806	21.888/329.845	25.542
August-15	3.252/58.058	26.245/356.090	29.497
Sep-15	3.211/61.269	27.627/383.717	30.838
Okt-15	4.182/65.451	36.985/420.702	41.167

Komposisi **13.5%** **86.5%**

Source: Mobile & Internet Business Department, Transaction Banking Retail Group PT Bank Mandiri (Persero) Tbk.

Bank Mandiri has a very big difference to fee-based income earned due upgrade not Mandiri e-Cash service of unregistered be registered ranges from 2.03 trillion. This study will use marketing mix (product, price, promotion, distribution channels and purchasing decisions), and conducted a preliminary survey on 30 respondents Mandiri e-Cash users Registered and Unregistered Area Greenville West Jakarta. Here are the results of a preliminary survey as follows:

Table 2. The results of a preliminary survey

Variabl e	Influence on purchase decision	Not influence on purchase decision
Product	90	10
Price	73,33	26,67
Promotion	83,33	16,67
Distribution	86,67	13,33

Source: Primary Data Processed Results(2015)

Preliminary observations can be seen that the product influence on purchase decisions by 90% whereas no effect by 10%. Price influence on purchase decisions Mandiri e-Cash 73.3% while 26.67% have no effect. Promotions influence the purchase decisions of 83.33%, while 16.67% have no effect. Distribution channels that influence the purchase decisions of 86.67% while 13.33% have no effect.

Based on the background of the research problem penlitian goal is to determine and analyze:

- 1) Influence of Product to Purchasing Decisions at Mandiri e-Cash;
- 2) Influence of Price to Purchasing Decision atMandiri e-Cash;
- 3) Influence of Promotion to Purchasing Decision at Mandiri e-Cash; and
- 4) Effect of Distribution Channels to Purchasing Decisions at Mandiri e-Cash.

II. LITERATURE REVIEW

Banking world is a product in the form of services, according to Kotler and Armstrong (2012: 239) characteristics of the company's services are: Intangibility (intangible), Inseparability (integral), Variability (varies), Perishability (be destroyed). Definition of marketing according to the American Marketing Association Board of Directors (2013) is an activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings have value for customers, clients, partners, and society at large. According to Kotler and Armstrong (2012), the marketing mix is a set of controllable tactical marketing combined company to produce the response it wants in the target market. According to Kotler and Armstrong (2008: 266), the product is all that can be offered to the market to attract attention, acquisition, use, or consumption that can satisfy a desire or need.

The price, according to Armstrong and Keller (2013) is the "price is the amount of money charged for a product or service" which means the amount of money charged for a product or service. The procedure set prices according to (Kotler and Keller, 2012) is: choose a pricing objectives, determine the demand, estimate costs, analyze costs, pricing and competitors' bids, choose the method of pricing, choose the final price.

Promotion, according to Kolter and Keller (2012) is one of the four basic instruments of marketing that has the purpose to inform the other instruments of the marketing mix and contribute to enhancing the long-term sales. Besides the promotion of the most important activities that play an active role in introducing, inform, and recalls the benefits of a product in order to encourage consumers to buy the product being promoted is a way of communication that marketing communications. Research menggunakanadvertising (advertising, sales promotion, personal selling and direct marketing.

Distribution channels, according to Kotler and Armstrong (2012) can be seen as a collection of organizations that are dependent on one another, which is involved in the process of providing a product or service that is to be used or consumed by consumers or industry. Have some kind of distribution among other channels (channels), coverage (coverage), assortments (election), locations (locations), inventory (inventory), transport (transport). This study only uses channel, coverage, selection, location and transportation. Program distribution and sales channels can be defined as a program consisting of various marketing activities that seek expedite, facilitate the delivery of goods and services from producers to consumers, so its use as required.

Purchase decision can be interpreted, according to Kotler and Keller (2012), as an evaluation process, the selection of the various alternatives age with particular interest in setting the option deemed most favorable.

The process of selecting and assessment usually begins with identifying the main problem affecting the destination, compiling, analyzing, and selecting various alternatives and make decisions that are considered either indicate that the purchasing decision has multiple stages include: introduction to the problem, information search, evaluation of alternatives, purchase decision and post-purchase behavior.

Here is a picture of components Marketing Mix:



Figure 2. The Four P Component of The Marketing Mix

Source: Kotler and Keller (2012).

Conceptual Framework

Based on the purpose of research and study of theory, the frame of this study is like Figure 3 below.

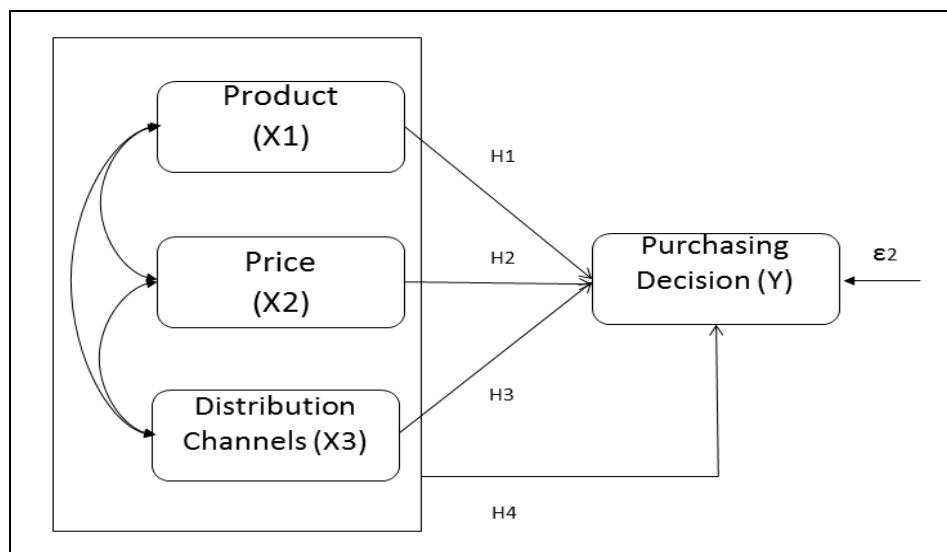


Figure3.Conceptual Framework

Based on information and assessments tujaun theory, the hypothesis of this study are:

- 1) The products significantly influence to the Purchasing Decision at Mandiri e-Cash;
- 2) Price significant effect on the toPurchasing Decision at Mandiri e-Cash;
- 3) Promotion significantly influence to the Purchasing Decision at Mandiri e-Cash; and
- 4) The distribution channel significantly influence to the Purchasing Decision at Mandiri e-Cash.

III. RESEARCH METHODS

Design and Research Variables

Design research is explanatory research is research that aims to explain causal variables by design hipotesis. Jenis testing is usually called the design or design causal hypothesis testing, ie studies that included explaining certain relationships or to determine differences between groups or freedom (independence) two or more factors in a situation according to Istijanto (2008) in the (Umar, 2013: 10-11).

Table 3. Operational Definition

Variabel Dimension	Indikator
Product (X1) Kotler & Keller	(Form) 1. Mandiri e-Cash easy, safe when transacting 2. Mandiri e-Cash have a nice display
2.Mandiri Easy to browse and easy to use	(Feature) 1.Mandiri e-Cash work with many merchants and shops in Indonesia (2012) e-Cash appropriate slogan could easily, (conformance quality) 1. Mandiri e-Cash easily accessible to all owners of handphone dan smartphone 2.Mandiri e-Cash very favorite customers an alternative transaction 1. Mandiri e-Cash easy recharging (ATM, SMS, IB)
(durability) Repairability	1. Mandiri e-Cash transactions vary (my favorite, info, cash withdrawals at atm, pay, buy 2. Download Mandiri e-Cash on Google Play and the App store very easy
(X2) benefit obtained	1.Price Mandiri e-Cash in accordance with the benefit obtained
Price (Utomo,2014)	Persepsi Price 2.The cheaper price Mandiri e-Cash normally be my top choice
Price List	1. Customer / non-customers can buy products for affordable Mandiri e-Cash 2. Price Mandiri e-Cash by Bank Mandiri is in accordance with my expectations 1. Prices set Bank Mandiri same everywhere 2. Mandiri e-Cash costs during Dormant accounts / passive Rp 10,000 is very affordable
Rabat/Discount	1.Cost OTP (One Time Password), sms verification, notification, cash withdrawal, online shopping / paying Rp 550 stores; very affordable. 2. Mandiri e-Cash often provide discount shopping at merchants that cooperate
Special	1.Mandiri e-Cash lot of cooperation merchant, Discount 2. Mandiri e-Cash costs for the operator Tsel dan Isat Rp 1100; + Rp 250 affordable
Promotion (X3) (Kotler & Keller,2012)	Advertising 1. I know various things Mandiri e-Cash in Web 2.I know Mandiri e-Cash product after seeing an ad and SMS Blast Event & 1.Mandiri e-Cash advertisement that aired on all media (Kotler,2012)
Direct & Interactive	Experiences 1.attracted me For using the application & * 141 * 6 # 2. Mandiri e-Cash is very readily accepted 1.Brosur, www.bankmandiri.co.id existing website information and my desire tousing Mandiri e-Cash service Marketing 2. I always remember the ads in like media
Promotion	1. The things I did not know earlier. Her sales of the product Mandiri e-Cash, finally I obtained after noticing his other forms of promotional / advertising in media sharing and Bank Mandiri's website. 2. Promotion / advertisement is delivered to make I know the latest products Mandiri e-Cash and merits. Direct direct e-Cash, so we can compare with the product kompetitor (other banks). Marketing 2. The promotions carried out by Bank Mandiri Mandiri e-Cash heavily air influence in my decision making use this service.
Channel Distribution (X4) (Kotler & Keller)	1. Mandiri e-Cash scattered everywhere & easy distribution affordable 2. Bank Mandiri always provide services that fit the needs of customers and nonclient so it is not difficult to find a solution.
Assortment Center	1. Bank Mandiri provides services Call 14000 allows for information or a solution can be solved without having to come to the branch. 2. Bank Mandiri Interior clean, comfortable, tidy so that customers / non-customers feel Him- man bank branches.

Location 1. e-Cash meet the needs.	Customer for	/ non-customers transactions	can choose and	Mandiri her
Transportation	1. To buy / use Mandiri e-Cash not required CS/bank clerk.	2. To get to the bank does not require long trip		
2. Purchase Mandiri e-Cash does not require guides complicated.	Marketing	1. Customers / non-customers do not need to wait		
Distribution		would take days to Application Independent e-Cash.		
online.		2. Mandiri e-Cash never failed transaction either at ATMs, merchants, & stores that work together or transactions		
Purchase		1. I decided to use Mandiri e-Purchase Cash Problems for interested after receiving a brochure, website and media.		
Intoduction		2. I use the service Mandiri e-Cash Due to the features and benefits are very good.		
1. I use the service Mandiri e-Cash because often see in the exhibition and promotion.				
Decision Problem	2. I use Google search service Mandiri e-Cash	Information because it is safe to transact.		
(Y)	Search	1. I used Mandiri e-Cash for Purchase of Bank Mandiri provides service call Center 14000 allows for information, solutions and problems can be solved directly without must come to the branch.		
Evaluation		1. I use Mandiri e-Cash for Technology from time to time is always innovation		
Alternative	2. I used Mandiri e-Cash for Post often provide discount shopping.			
Purchase	1. I used Mandiri e-Cash for Purchase of Bank Mandiri provides service call Center 14000 allows for information, solutions and problems can be solved directly without must come to the branch.			
Decision 2.	I use Mandiri e-Cash for Technology from time to time is always innovation			
Post	1. I used Mandiri e-Cash for Post often provide discount shopping.			
Behavior	Purchase	2. Bank Mandiri scattered everywhere		

Population and Sample

The population in this study are all users Mandiri e-Cash non Registered many as 265 973 people departement. Sampling is a sampling technique of non-probability sampling yaitusetiap elements contained in the population does not have the same opportunities or the same chance to be selected as a sample. This study using the formula Slovin then obtained sample amount is as much as 399.39 or rounded up to 400 people (Sugiono, 2011: 118).

$$n = \frac{N}{1 + ne^2} \dots\dots\dots (1)$$

Information: n = number of samples; N = Total Population; e= Limits of Tolerance Error (error tolerance).

$$n = \frac{265.973}{1 + 65.973(0,05)^2}$$

n= 399.39 Pembulatan menjadi 400

Types and Sources of Data

The data used in this study are primary data and secondary data. Primary data were obtained from questionnaires to users Mandiri e-Cash Registered and Unregistered as respondents. Secondary data were obtained from PT Bank Mandiri (Persero) Tbk. Transaction Banking Retail Group Mandiri e-Cash users Registered and Unregistered, literature, journals and sources that support research.

Data collection technique

Data collection techniques used in this research is done in two ways, namely field research (field research) and literature study (library research) use of primary data and secondary data. Fieldwork was

conducted in two ways, namely through a questionnaire (questionnaire) and through the interview method. The instrument was given to the respondent by using a 5-point Likert Scale technique to measure the research variables. Respondents chose the answer of a positive statement with five alternative answers, which are Strongly Agree (SS) score = 5, Agree (S) score = 4, Neutral (N) score = 3, Disagree (TS) score = 2, and Strongly Disagree (STS) score = 1.

Data Analysis Techniques

Data analysis techniques in this study using SEM (Structural Equation Modelling) lisrel2016, with three steps, namely: Specifications Model (Model Specification), identification (Identification), Estimation (Estimations) by selecting the Maximum Likelihood (ML), Generalized Least Square (GLS) , AsymtoticallyDistribution Free (ADF), Feasibility Model and Significance, Respesifikasi Model (Widarjono, 2015).

IV. RESULTS AND DISCUSSION

Characteristics of Respondents

Based on the data and the respondents in the questionnaire obtained data on the characteristics of these respondents are shown in Table below:

Table 4. Gender, Age, Occupation, Income, Education Level Respondents

Information	Frequency	Percent
Gender		
Male	147	36.8
Female	253	63.2
Total	400	100.0
Age		
<18 th	20	5.0
18-27 th	153	38.3
28-37 th	195	48.8
38-47 th	20	5.0
48-57 th	7	1.8
>57 th	5	1.3
Total	400	100.0
Occupation		
PNS/TNI Polri	52	13.0
Private employee	168	42.0
Entrepreneur	63	15.8
Housewife	66	16.5
Learner	21	5.3
Retired	13	3.3
Lainnya	17	4.3
Total	400	100.0
Income/Month		
< 3 Million	17	4.3
3-5 Million	313	78.3
5-10 Million	54	13.5
> 10 Million	16	4.0
Total	400	100.0
Education Level		
SD/Equal	6	1.5
SMP/Equal	8	2.0
SMA/SMK/Equal	112	28.0
D1/D3/Equal	40	10.0
S1	208	52.0
S2/S3	26	6.5
Total	400	100.0

Sumber: SPSS 23 2016

Validity, reliability and Measurement Model

In a statistical analysis of the research object will be outlined on the calculation minimum value, maximum value, the average (mean) and standard deviation (standard deviation) of product, price, promotion, distribution channels and purchasing decisions during the observation period.

Table 5.Descriptive Statistics Research

Variabel	Mean	Std. Deviation	Min	Max
Product	3.9282	.52279	2.90	5.00
Price	3.8928	.58264	2.00	5.00
Promotion	3.9570	.56298	2.60	5.00
Distribution	3.9098	.52183	2.70	5.00
Purchase Decision	3.9020	.59719	2.00	5.00

Sumber: SPSS 23 2016

Validity Factor Analysis using models that take into account is Standarized Loading Factor (SLF) on anti table image and Value Extraction on communalities table. Questions will be valid only if nilaiSLF and Extraction greater than 0.5. The results of the research product, price, promotion, distribution channels and purchasing decisions all valid for values above 0.5. Test Reliability indicates the extent to which a measuring tool that can deliver results relatively equally, if done the re-measurement on the same object. Reliability is calculated by a formula Variance Extract and Construct Reliability with the formula:

$$CR = \frac{(\sum \text{Standardized Loading})^2}{(\sum \text{Standardized Loading})^2 + \sum \text{Measurement Error}} \dots\dots\dots(2)$$

$$VE = \frac{\sum \text{Standardized Loading}^2}{\sum \text{Standardized Loading}^2 + \sum \text{Measurement Error}} \dots\dots\dots (3)$$

Value construct suggested reliability is greater than 0.7, while the size of the recommended extraced variance is greater than 0.5, from the calculation results of this research are all reliable.

The overall model fit test results are as follows:

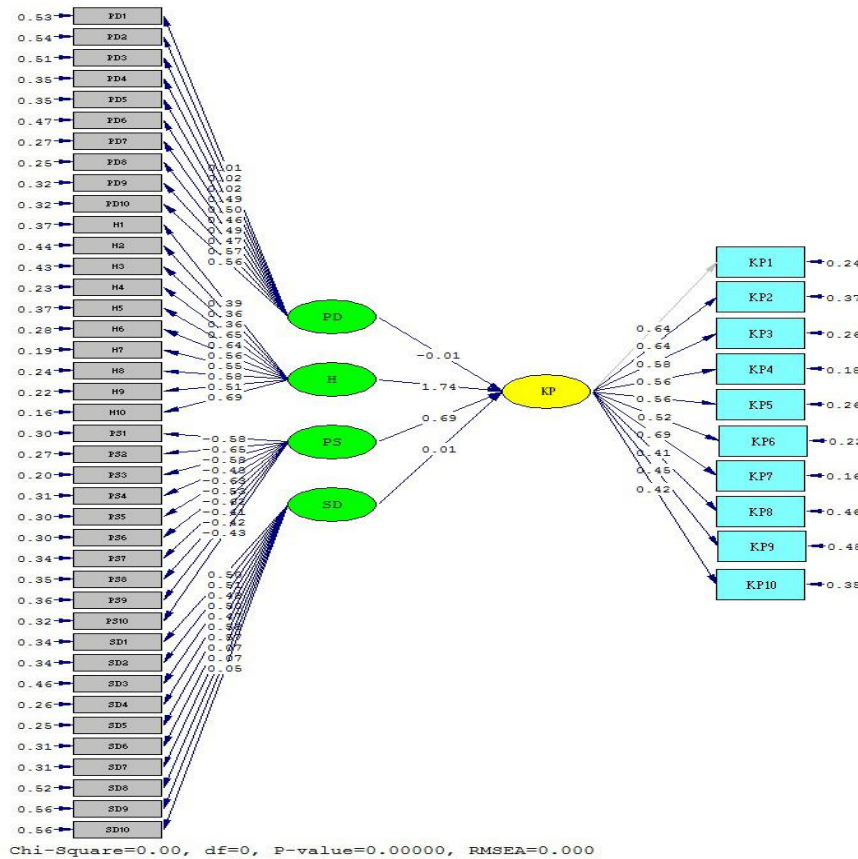


Figure 4.Output SEM

Table 6. Overall Suitability Test

GOF Size	Level Match	Estimation Result	Target	Level Match
Root Mean Square Error of Approximation (RMSEA) P (Close Fit)	RMSEA \leq 0,08	p \geq 0,500.185		Marginal Fit
Normal Fit Index (NFI)	NFI \geq 0,90	0.96		Good Fit
Non-Normal Fit Index (NNFI)	NNFI \geq 0,90	0.97		Good Fit
Comparative Fit Index (CFI)	CFI \geq 0,90	0.98		Good Fit
Incremental Fit Index (IFI)	IFI \geq 0,90	0.98		Good Fit
Relative Fit Index (RFI)	RFI \geq 0,90	0.96		Good Fit
Goodness of Fit Index (GFI)	GFI \geq 0,90	0.73		Marginal Fit
Adjusted Goodness of Fit Index (AGFI)	AGFI \geq 0,90	0.69		Marginal Fit

Source: processed lisrel(2016)

From the table above shows that the constructs were used to form a model of the majority of research on the measurement meets the criteria of Good Fit Goodness of Fit has been determined.

Correlation Between Dimensions

Table 7. Correlation Between Dimensions

Variable	Dimension	Purchasing Decision				
		Recognition	Search	Of The Problem	Information Alternatif	Evaluation of Decision
Price	Price Perception	.703	.781	.702	.718	.707
	Pricing Fixing	.827	.675	.683	.737	.733
	Price List	.857	.827	.759	.661	.640
	Rabat/Discount	.638	.879	.863	.721	.749
	Special Discount					
Promotion	Price	.756	.760	.851	.853	.721
	Iklan	.743	.722	.742	.891	.862
	Event & Experc	.622	.614	.612	.643	.820
	Direct & Interact					
	Marketing	.644	.640	.636	.670	.675
	Sales Promotion	.610	.642	.615	.573	.710
	Direct Marketing	.546	.676	.634	.563	.631

Source: Processed SPSS 23 (2016)

From Table 7 above, note that the significance values were all below 0.05, which means that each dimension correlation between variables X that affect the variable Y is significant. Correlation between dimensions results found that: the dimensions of the rebate / discount correlated significantly to search for information that is 0.879. Dimensions discounted rates correlated significantly to search for information that is 0.853 to the purchasing decision. Ad dimensions correlate significantly influence purchasing decisions is 0.891. Dimensions events and experience have a significant correlation to post-purchase behavior is 0.820. Ads are of the highest dimension has a significant correlation to the purchasing decision is 0.891. Correlation between dimensions is lowest Rabat / discount has the lowest correlation to the recognition of the problem of 0.638. Direct marketing dimension to the recognition of the problem is only 0.546 and the purchasing decision only 0.563. Sedangkan for sales promotion also has a low correlation to the purchasing decision is 0.573.

T Test and Research Hypothesis Testing

After the determination of the structural model with the Goodness of Fit is good, the next step is to test the hypothesis of the study. The resulting value is the estimated causal relationship determined from structural models tested is determined by a standard t table ≤ -1.96 or ≥ 1.96 .

Hypothesis	Structural Path	T-Values	Information	Conclusion
1	Product (X1) -> Purchase Decision (Y1)	-0.29	Hypotheses Rejected	The product does not affect To Purchase Decision
2	Price (X2) -> purchase Purchase Decision (Y1)	8,55	Hypotheses Accepted	Price influence on decisions
3	Promotion (X3) -> purchase decisions Purchase Decision (Y1)	2,99	Hypothese Accepted	Promotion influence on purchase
4	Saluran Distribusi (X4) -> Purchase Decision (Y1)	0.34	Hypotheses Rejected	Distribution Channel does not affect the purchase decision

Source: Processed Lisrel (2016)

Based on Table 8 above shows that the hypothesis testing results Products (-0.29) and Distribution Channels (0.34) declined while the price (8.55) and Promotion (2.99) received the results of hypothesis testing.

Effect Analysis of the Price Purchase Decision

Based on Table 5.7, note that the price variable positive and significant impact on purchasing decisions. This is indicated by the value of the t-value 8.55, larger than t-table 1.96. The results of this study are consistent with the results found by Pungnirud (2013), Azzadina, Hudab and Sianipar (2013), Kuryam (2013), Yasin (2013), Alfred (2013), Andreti (2013), Hasan (2011), Fathonah, Subandiono (2010), Wangsa, Payangan, Djaya (2012).

Analysis of Effect of Promotion Terhadap Keputusan Purchase

Based on Table 5.7, it is known that promotion variable positive and significant impact on purchasing decisions. This is indicated by the value of the t-value is 2.99, larger than t-table 1.96. That is, the promotion of the community received encouraging them to use e-Cash Mandiri. The results of this study are consistent with the results found by Idris (2012), Azzadina, Hudab and Sianipar (2013), Yasin (2013), Andreti (2013), JuangDuangSrisuwannapa and RojniRuttikul (2014), Nour (2014), Hasan (2011), Fatonah, Subandiono (2010), Wangsa, Payangan, Djaya (2012).

Distribution Channel Analysis of Effect Against Buying Decision

Based on Table 5.7, note that the variable distribution channel does not affect the purchase decision. This is indicated by the value of the t-value 0:34, smaller than t-table 1.96. The results of this study are not consistent with the results found by Idris (2012), Kuryam (2013), Pungnirud (2013), Yasin (2013), Hasan (2011), Fatonah, Subandiono (2010), Wangsa, Payangan, Djaya (2012)

V. CONCLUSIONS AND SUGGESTIONS

This chapter presented some conclusions and suggestions, based on the formulation of the problem as well as data analysis and discussion presented in the previous chapter, can be obtained several research conclusions as follows: Price significant influence on purchasing decisions, the Bank is expected to provide rebate / discount that many merchants who cooperate.

- Promotion significantly influence purchasing decisions, their advertising, exhibitions, websites, brochures and other media very supportive, but still less in sales promotion and direct marketing.
- Distribution channel does not affect the purchase decision.

After determining the conclusion of the processing of the data obtained, the suggestions suggestions that could be taken into consideration both companies and further research is as follows:

Suggestions for Bank Mandiri

This chapter presented some conclusions and suggestions, based on the formulation of In this study, it was found that the identification of the respondents were women aged 28-37 years, from the education S1, earning 3-5 million, as private employees. Expected to provide innovative products for the people who are youthful, energetic, and full of enthusiasm. Better product appearance, wearing, and can meet all the needs and providing solutions to society.

Granting rebates / discount should be enhanced to increase the number of users Mandiri e-Cash. Sales promotion and direct marketing is reproduced by means of exhibitions, the introduction of products to customers in more branches propagated Customer Service, delivery of information via the website, advertising, and other media further enhanced. Further expanded cooperation with the merchant and the type is not only (Food Delivery, Leisure, Online Shop, Games Online), but improved and reproduced variations.

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