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# **LAMPIRAN**

**LEMBAR KUESIONER**

|  |  |  |
| --- | --- | --- |
| Perihal | : | Permohonan Pengisian Kuesioner |
| Judul Penelitian | : | Pengaruh Kepercayaan Pelanggan, Kemudahan Penggunaan Aplikasi Dan Keamanan Data Pelanggan Terhadap Kepuasan Pelanggan Dalam Menggunakan Shopee Paylater (Studi Kasus Pada Mahasiswa Di Kota Tegal) |

Kepada :

Sdr. Responden

Konsumen Pengguna Shopee PayLater

Di Tempat

Dengan Hormat,

Dalam rangka menyelesaikan penelitian, saya Aldi, Mahasiswa S1 prodi Manajemen konsentrasi pemasaran Fakultas Ekonomi dan Bisnis Universitas Pancasakti Tegal, mohon partisipasi dari Sdr. untuk mengisi kuesioner yang telah saya sediakan.

Adapun data yang saya minta adalah sesuai dengan kondisi yang dirasakan Sdr. Saat menggunakan layanan Shopee PayLater. Saya akan menjaga kerahasiaan karena data ini hanya untuk kepentingan penelitian.

Setiap jawaban yang diberikan merupakan bantuan yang tidak ternilai harganya bagi penelitian ini. Atas perhatian dan bantuannya, saya ucapkan terimakasih.

Tegal, 2024

Hormat saya,

Aldi

PROFIL RESPONDEN

Nama :

Usia :

Jenis Kelamin : Laki-laki Perempuan

Asal Universitas :

Tahun Angkatan :

Berapa kali rata-rata Anda menggunakan fitur Shopee PayLater dalam sebulan?

|  |  |  |  |
| --- | --- | --- | --- |
| 2 kali | 3 Kali | 4 Kali | >5 Kali |

Pada bagian ini Anda diminta untuk memilih jawaban dari setiap pernyataan yang diberikan. Pernyataan yang diberikan berhubungan dengan Kepercayaan Pelanggan, Kemudahan Penggunaan Aplikasi, Keamanan Data Pelanggan dan Kepuasan Pelanggan. Anda dapat memberikan jawaban dengan memberikan tanda checklist (√) pada salah satu kolom tingkat persetujuan Anda terhadap pernyataan.

Keterangan :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

**Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pernyataan | STS | TS | N | S | SS |
| **Kesesuaian Harapan** | | | | | | |
| 1 | Fitur Shopee PayLater memenuhi harapan saya terkait kemudahan pembayaran dalam bertransaksi online |  |  |  |  |  |
| 2 | Pengalaman saya dengan fitur Shopee PayLater sejalan dengan yang saya harapkan sebelumnya |  |  |  |  |  |
| 3 | Saya merasa bahwa fitur Shopee Paylater memenuhi harapan saya terkait kemudahan dalam melakukan pembayaran secara fleksibel sesuai dengan yang saya harapkan sebelumnya |  |  |  |  |  |
| 4 | Penggunaan Shopee Paylater sesuai dengan yang saya harapkan dalam memberikan opsi pembayaran yang praktis dan mudah diakses untuk berbagai transaksi online yang saya lakukan |  |  |  |  |  |
| **Minat Menggunakan Kembali** | | | | | | |
| 5 | Pengalaman saya dengan fitur Shopee PayLater membuat saya ingin mencobanya lagi di kesempatan berikutnya |  |  |  |  |  |
| 6 | Saya merasa bahwa fitur Shopee PayLater memiliki nilai tambah yang cukup untuk saya gunakan lagi di masa depan |  |  |  |  |  |
| 7 | Setelah menggunakan Shopee Paylater, saya merasa lebih cenderung untuk memilih pembayaran melalui fitur ini di masa mendatang |  |  |  |  |  |
| 8 | Setelah menggunakan Shopee Paylater, saya merasa tertarik untuk terus memanfaatkannya sebagai metode pembayaran alternatif di Shopee |  |  |  |  |  |
| **Kesediaan Merekomendasikan** | | | | | | |
| 9 | Saya akan merekomendasikan fitur Shopee PayLater kepada teman atau keluarga yang membutuhkan metode pembayaran yang fleksibel |  |  |  |  |  |
| 10 | Jika ada yang membutuhkan solusi pembayaran yang praktis, saya akan merekomendasikan fitur Shopee PayLater sebagai pilihan yang baik |  |  |  |  |  |
| 11 | Saya melihat Shopee Paylater sebagai salah satu opsi pembayaran yang andal dan efisien, dan karena itu saya akan merekomendasikannya kepada orang lain yang membutuhkan solusi serupa |  |  |  |  |  |
| 12 | Shopee Paylater telah membantu saya dalam bertransaksi online dengan lebih mudah dan nyaman, sehingga saya akan dengan senang hati merekomendasikannya kepada orang lain |  |  |  |  |  |

**Kepercayaan Pelanggan (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pernyataan | STS | TS | N | S | SS |
| **Integrity (integritas)** | | | | | | |
| 1 | Saya percaya perlindungan privasi Shopee PayLater kepada pengguna |  |  |  |  |  |
| 2 | Saya percaya dengan fitur yang disediakan oleh Shopee PayLater karena sudah diawasi oleh Otoritas Jasa Keuangan (OJK) |  |  |  |  |  |
| 3 | Saya merasa aman seandainya saya mengirim informasi pribadi ke Shopee PayLater, saya yakin data tersebut tidak akan diubah oleh pihak ketiga |  |  |  |  |  |
| 4 | Saya merasa aman dan yakin informasi pribadi yang saya berikan tidak akan disalahgunakan oleh pihak ketiga |  |  |  |  |  |
| **Ability (kemampuan)** | | | | | | |
| 5 | Saya merasa Shopee PayLater memiliki perhatian untuk memberikan pelayanan terbaik bagi pelanggannya |  |  |  |  |  |
| 6 | Saya percaya bahwa Shopee PayLater memenuhi tanggung jawab kepada pelanggan |  |  |  |  |  |
| 7 | Saya percaya Shopee PayLater untuk menjaga privasi saya |  |  |  |  |  |
| 8 | Saya merasa yakin tentang keamanan Shopee PayLater |  |  |  |  |  |
| **Benevolence (kebaikan)** | | | | | | |
| 9 | Saya percaya bahwa Shopee PayLater memberikan kepuasan dalam bertransaksi |  |  |  |  |  |
| 10 | Saya merasa bahwa Shopee PayLater memiliki itikad baik untuk memberikan kepuasan kepada pelanggannya |  |  |  |  |  |
| 11 | Saya percaya bahwa transaksi yang dilakukan melalui Shopee PayLater aman dan pribadi |  |  |  |  |  |
| 12 | Saya merasa bahwa penyedia Shopee PayLater memiliki kemampuan untuk melindungi privasi saya |  |  |  |  |  |

**Kemudahan Penggunaan Aplikasi (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pernyataan | STS | TS | N | S | SS |
| **Mudah Dipelajari** | | | | | | |
| 1 | Saya merasa bahwa fitur Shopee PayLater sangat mudah untuk dipahami |  |  |  |  |  |
| 2 | Mudah bagi saya belajar mengoperasikan Shopee PayLater |  |  |  |  |  |
| **Mudah Dikontrol** | | | | | | |
| 3 | Saya merasa mudah menggunakan Shopee PayLater untuk melakukan apa yang saya inginkan |  |  |  |  |  |
| 4 | Shopee PayLater dapat dikontrol dan dikendalikan dengan mudah |  |  |  |  |  |
| **Jelas dan Mudah Dipahami** | | | | | | |
| 5 | Interaksi saya dengan sistem Shopee PayLater jelas dan mudah untuk saya pahami |  |  |  |  |  |
| 6 | Saya merasa rincian pembayaran di aplikasi Shopee PayLater sangat jelas |  |  |  |  |  |
| **Fleksibel** | | | | | | |
| 7 | Sistem Shopee PayLater fleksibel untuk bertransaksi |  |  |  |  |  |
| 8 | Saya merasa dalam menggunakan aplikasi Shopee PayLater lebih efisien dibandingkan dengan menggunakan layanan lainnya |  |  |  |  |  |
| **Mudah Menjadi Terampil** | | | | | | |
| 9 | Mudah bagi saya menjadi terampil dalam menggunakan Shopee PayLater |  |  |  |  |  |
| 10 | Menggunakan layanan Shopee PayLater dapat mengerti penggunaan teknologi dalam transaksi |  |  |  |  |  |
| **Mudah Digunakan** | | | | | | |
| 11 | Saya dapat dengan mudah menggunakan Shopee PayLater dimana saja |  |  |  |  |  |
| 12 | Secara keseluruhan, saya merasa sistem Shopee PayLater mudah digunakan |  |  |  |  |  |

**Keamanan Data Pengguna (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pernyataan | STS | TS | N | S | SS |
| **Jaminan Keamanan** | | | | | | |
| 1 | Saya merasa bahwa sistem keamanan Shopee PayLater sudah cukup aman |  |  |  |  |  |
| 2 | Saya percaya semua informasi terkait user dan transaksi Shopee PayLater dijamin keamanannya |  |  |  |  |  |
| 3 | Saya yakin transaksi di Shopee PayLater dilindungi |  |  |  |  |  |
| 4 | Saya merasa Shopee PayLater dapat memberikan jaminan atas informasi data pribadi yang saya berikan |  |  |  |  |  |
| 5 | Saya yakin Shopee PayLater dapat menjaga informasi pribadi yang saya berikan |  |  |  |  |  |
| **Kerahasiaan Data** | | | | | | |
| 6 | Saya merasa aman ketika melakukan transaksi menggunakan Shopee PayLater |  |  |  |  |  |
| 7 | Menurut saya semua informasi yang saya berikan untuk transaksi pembayaran menggunakan Shopee PayLater terjamin keamanannya |  |  |  |  |  |
| 8 | Saya merasa aman karena informasi data yang diberikan tidak dapat diubah oleh pihak manapun tanpa persetujuan saya |  |  |  |  |  |
| 9 | Saya merasa aman menggunakan Shopee PayLater karena dapat melihat histori transaksi penggunaan |  |  |  |  |  |
| 10 | Saya tidak takut terjadi kecurangan bertransaksi (hacker invation) dalam Shopee PayLater |  |  |  |  |  |

**Lampiran 2 : Hasil Kuesioner**

















**Lampiran 3 : Hasil Uji Validitas & Reliabilitas**

**Uji Validitas**

**Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 | Y12 | TOYALY |
| Y1 | Pearson Correlation | 1 | .565\*\* | .504\*\* | .297 | .281 | .423\* | .477\*\* | .606\*\* | .527\*\* | .593\*\* | .396\* | .114 | .676\*\* |
| Sig. (2-tailed) |  | .001 | .004 | .111 | .133 | .020 | .008 | .000 | .003 | .001 | .030 | .548 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y2 | Pearson Correlation | .565\*\* | 1 | .501\*\* | .323 | .622\*\* | .615\*\* | .648\*\* | .591\*\* | .544\*\* | .544\*\* | .472\*\* | .368\* | .797\*\* |
| Sig. (2-tailed) | .001 |  | .005 | .082 | .000 | .000 | .000 | .001 | .002 | .002 | .008 | .045 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y3 | Pearson Correlation | .504\*\* | .501\*\* | 1 | .602\*\* | .565\*\* | .296 | .265 | .455\* | .491\*\* | .409\* | .549\*\* | .345 | .676\*\* |
| Sig. (2-tailed) | .004 | .005 |  | .000 | .001 | .113 | .157 | .012 | .006 | .025 | .002 | .062 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y4 | Pearson Correlation | .297 | .323 | .602\*\* | 1 | .548\*\* | .357 | .226 | .378\* | .198 | .264 | .472\*\* | .399\* | .576\*\* |
| Sig. (2-tailed) | .111 | .082 | .000 |  | .002 | .053 | .230 | .040 | .295 | .159 | .008 | .029 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y5 | Pearson Correlation | .281 | .622\*\* | .565\*\* | .548\*\* | 1 | .468\*\* | .415\* | .477\*\* | .338 | .620\*\* | .552\*\* | .370\* | .731\*\* |
| Sig. (2-tailed) | .133 | .000 | .001 | .002 |  | .009 | .023 | .008 | .067 | .000 | .002 | .044 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y6 | Pearson Correlation | .423\* | .615\*\* | .296 | .357 | .468\*\* | 1 | .644\*\* | .297 | .279 | .446\* | .404\* | .330 | .657\*\* |
| Sig. (2-tailed) | .020 | .000 | .113 | .053 | .009 |  | .000 | .111 | .136 | .013 | .027 | .075 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y7 | Pearson Correlation | .477\*\* | .648\*\* | .265 | .226 | .415\* | .644\*\* | 1 | .729\*\* | .529\*\* | .582\*\* | .534\*\* | .488\*\* | .789\*\* |
| Sig. (2-tailed) | .008 | .000 | .157 | .230 | .023 | .000 |  | .000 | .003 | .001 | .002 | .006 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y8 | Pearson Correlation | .606\*\* | .591\*\* | .455\* | .378\* | .477\*\* | .297 | .729\*\* | 1 | .675\*\* | .434\* | .431\* | .237 | .757\*\* |
| Sig. (2-tailed) | .000 | .001 | .012 | .040 | .008 | .111 | .000 |  | .000 | .017 | .017 | .208 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y9 | Pearson Correlation | .527\*\* | .544\*\* | .491\*\* | .198 | .338 | .279 | .529\*\* | .675\*\* | 1 | .444\* | .450\* | .301 | .686\*\* |
| Sig. (2-tailed) | .003 | .002 | .006 | .295 | .067 | .136 | .003 | .000 |  | .014 | .013 | .106 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y10 | Pearson Correlation | .593\*\* | .544\*\* | .409\* | .264 | .620\*\* | .446\* | .582\*\* | .434\* | .444\* | 1 | .707\*\* | .481\*\* | .770\*\* |
| Sig. (2-tailed) | .001 | .002 | .025 | .159 | .000 | .013 | .001 | .017 | .014 |  | .000 | .007 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y11 | Pearson Correlation | .396\* | .472\*\* | .549\*\* | .472\*\* | .552\*\* | .404\* | .534\*\* | .431\* | .450\* | .707\*\* | 1 | .769\*\* | .784\*\* |
| Sig. (2-tailed) | .030 | .008 | .002 | .008 | .002 | .027 | .002 | .017 | .013 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y12 | Pearson Correlation | .114 | .368\* | .345 | .399\* | .370\* | .330 | .488\*\* | .237 | .301 | .481\*\* | .769\*\* | 1 | .607\*\* |
| Sig. (2-tailed) | .548 | .045 | .062 | .029 | .044 | .075 | .006 | .208 | .106 | .007 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOYALY | Pearson Correlation | .676\*\* | .797\*\* | .676\*\* | .576\*\* | .731\*\* | .657\*\* | .789\*\* | .757\*\* | .686\*\* | .770\*\* | .784\*\* | .607\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | |

**Kepercayaan Pelanggan (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 | TOTALX1 |
| X1.1 | Pearson Correlation | 1 | .740\*\* | .609\*\* | .395\* | .445\* | .612\*\* | .612\*\* | .608\*\* | .512\*\* | .535\*\* | .434\* | .357 | .713\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .031 | .014 | .000 | .000 | .000 | .004 | .002 | .017 | .052 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.2 | Pearson Correlation | .740\*\* | 1 | .682\*\* | .578\*\* | .650\*\* | .740\*\* | .608\*\* | .432\* | .639\*\* | .596\*\* | .554\*\* | .490\*\* | .810\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .001 | .000 | .000 | .000 | .017 | .000 | .001 | .001 | .006 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.3 | Pearson Correlation | .609\*\* | .682\*\* | 1 | .769\*\* | .728\*\* | .733\*\* | .609\*\* | .487\*\* | .529\*\* | .615\*\* | .621\*\* | .712\*\* | .860\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .006 | .003 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.4 | Pearson Correlation | .395\* | .578\*\* | .769\*\* | 1 | .787\*\* | .662\*\* | .555\*\* | .479\*\* | .387\* | .511\*\* | .671\*\* | .744\*\* | .811\*\* |
| Sig. (2-tailed) | .031 | .001 | .000 |  | .000 | .000 | .001 | .007 | .035 | .004 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.5 | Pearson Correlation | .445\* | .650\*\* | .728\*\* | .787\*\* | 1 | .826\*\* | .699\*\* | .519\*\* | .559\*\* | .573\*\* | .693\*\* | .617\*\* | .860\*\* |
| Sig. (2-tailed) | .014 | .000 | .000 | .000 |  | .000 | .000 | .003 | .001 | .001 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.6 | Pearson Correlation | .612\*\* | .740\*\* | .733\*\* | .662\*\* | .826\*\* | 1 | .677\*\* | .608\*\* | .725\*\* | .680\*\* | .705\*\* | .472\*\* | .886\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .009 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.7 | Pearson Correlation | .612\*\* | .608\*\* | .609\*\* | .555\*\* | .699\*\* | .677\*\* | 1 | .835\*\* | .725\*\* | .462\* | .705\*\* | .300 | .813\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .000 |  | .000 | .000 | .010 | .000 | .107 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.8 | Pearson Correlation | .608\*\* | .432\* | .487\*\* | .479\*\* | .519\*\* | .608\*\* | .835\*\* | 1 | .547\*\* | .326 | .506\*\* | .231 | .682\*\* |
| Sig. (2-tailed) | .000 | .017 | .006 | .007 | .003 | .000 | .000 |  | .002 | .079 | .004 | .220 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.9 | Pearson Correlation | .512\*\* | .639\*\* | .529\*\* | .387\* | .559\*\* | .725\*\* | .725\*\* | .547\*\* | 1 | .721\*\* | .656\*\* | .276 | .753\*\* |
| Sig. (2-tailed) | .004 | .000 | .003 | .035 | .001 | .000 | .000 | .002 |  | .000 | .000 | .140 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.10 | Pearson Correlation | .535\*\* | .596\*\* | .615\*\* | .511\*\* | .573\*\* | .680\*\* | .462\* | .326 | .721\*\* | 1 | .611\*\* | .600\*\* | .758\*\* |
| Sig. (2-tailed) | .002 | .001 | .000 | .004 | .001 | .000 | .010 | .079 | .000 |  | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.11 | Pearson Correlation | .434\* | .554\*\* | .621\*\* | .671\*\* | .693\*\* | .705\*\* | .705\*\* | .506\*\* | .656\*\* | .611\*\* | 1 | .622\*\* | .829\*\* |
| Sig. (2-tailed) | .017 | .001 | .000 | .000 | .000 | .000 | .000 | .004 | .000 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.12 | Pearson Correlation | .357 | .490\*\* | .712\*\* | .744\*\* | .617\*\* | .472\*\* | .300 | .231 | .276 | .600\*\* | .622\*\* | 1 | .696\*\* |
| Sig. (2-tailed) | .052 | .006 | .000 | .000 | .000 | .009 | .107 | .220 | .140 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTALX1 | Pearson Correlation | .713\*\* | .810\*\* | .860\*\* | .811\*\* | .860\*\* | .886\*\* | .813\*\* | .682\*\* | .753\*\* | .758\*\* | .829\*\* | .696\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | |

**Kemudahan Penggunaan Aplikasi (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 | X2.12 | TOTALX2 |
| X2.1 | Pearson Correlation | 1 | .782\*\* | .445\* | .190 | .639\*\* | .700\*\* | .510\*\* | .713\*\* | .654\*\* | .613\*\* | .435\* | .285 | .765\*\* |
| Sig. (2-tailed) |  | .000 | .014 | .315 | .000 | .000 | .004 | .000 | .000 | .000 | .016 | .127 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | .782\*\* | 1 | .391\* | .258 | .680\*\* | .745\*\* | .495\*\* | .680\*\* | .720\*\* | .632\*\* | .439\* | .400\* | .789\*\* |
| Sig. (2-tailed) | .000 |  | .033 | .169 | .000 | .000 | .005 | .000 | .000 | .000 | .015 | .029 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | .445\* | .391\* | 1 | .520\*\* | .462\* | .521\*\* | .516\*\* | .450\* | .511\*\* | .249 | .205 | .343 | .601\*\* |
| Sig. (2-tailed) | .014 | .033 |  | .003 | .010 | .003 | .004 | .013 | .004 | .185 | .276 | .064 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | .190 | .258 | .520\*\* | 1 | .586\*\* | .457\* | .322 | .418\* | .310 | .316 | .347 | .438\* | .551\*\* |
| Sig. (2-tailed) | .315 | .169 | .003 |  | .001 | .011 | .082 | .022 | .095 | .088 | .060 | .015 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | .639\*\* | .680\*\* | .462\* | .586\*\* | 1 | .755\*\* | .576\*\* | .598\*\* | .667\*\* | .680\*\* | .747\*\* | .638\*\* | .862\*\* |
| Sig. (2-tailed) | .000 | .000 | .010 | .001 |  | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.6 | Pearson Correlation | .700\*\* | .745\*\* | .521\*\* | .457\* | .755\*\* | 1 | .707\*\* | .830\*\* | .778\*\* | .745\*\* | .518\*\* | .532\*\* | .905\*\* |
| Sig. (2-tailed) | .000 | .000 | .003 | .011 | .000 |  | .000 | .000 | .000 | .000 | .003 | .002 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.7 | Pearson Correlation | .510\*\* | .495\*\* | .516\*\* | .322 | .576\*\* | .707\*\* | 1 | .721\*\* | .789\*\* | .609\*\* | .539\*\* | .521\*\* | .797\*\* |
| Sig. (2-tailed) | .004 | .005 | .004 | .082 | .001 | .000 |  | .000 | .000 | .000 | .002 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.8 | Pearson Correlation | .713\*\* | .680\*\* | .450\* | .418\* | .598\*\* | .830\*\* | .721\*\* | 1 | .839\*\* | .729\*\* | .474\*\* | .352 | .863\*\* |
| Sig. (2-tailed) | .000 | .000 | .013 | .022 | .000 | .000 | .000 |  | .000 | .000 | .008 | .057 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.9 | Pearson Correlation | .654\*\* | .720\*\* | .511\*\* | .310 | .667\*\* | .778\*\* | .789\*\* | .839\*\* | 1 | .667\*\* | .490\*\* | .435\* | .864\*\* |
| Sig. (2-tailed) | .000 | .000 | .004 | .095 | .000 | .000 | .000 | .000 |  | .000 | .006 | .016 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.10 | Pearson Correlation | .613\*\* | .632\*\* | .249 | .316 | .680\*\* | .745\*\* | .609\*\* | .729\*\* | .667\*\* | 1 | .772\*\* | .696\*\* | .834\*\* |
| Sig. (2-tailed) | .000 | .000 | .185 | .088 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.11 | Pearson Correlation | .435\* | .439\* | .205 | .347 | .747\*\* | .518\*\* | .539\*\* | .474\*\* | .490\*\* | .772\*\* | 1 | .786\*\* | .716\*\* |
| Sig. (2-tailed) | .016 | .015 | .276 | .060 | .000 | .003 | .002 | .008 | .006 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.12 | Pearson Correlation | .285 | .400\* | .343 | .438\* | .638\*\* | .532\*\* | .521\*\* | .352 | .435\* | .696\*\* | .786\*\* | 1 | .673\*\* |
| Sig. (2-tailed) | .127 | .029 | .064 | .015 | .000 | .002 | .003 | .057 | .016 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTALX2 | Pearson Correlation | .765\*\* | .789\*\* | .601\*\* | .551\*\* | .862\*\* | .905\*\* | .797\*\* | .863\*\* | .864\*\* | .834\*\* | .716\*\* | .673\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | |

**Keamanan Data Pelanggan (X3)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | TOTALX3 |
| X3.1 | Pearson Correlation | 1 | .697\*\* | .600\*\* | .321 | .400\* | .413\* | .445\* | .707\*\* | .277 | .479\*\* | .695\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .083 | .029 | .023 | .014 | .000 | .138 | .007 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.2 | Pearson Correlation | .697\*\* | 1 | .701\*\* | .563\*\* | .319 | .484\*\* | .630\*\* | .614\*\* | .366\* | .485\*\* | .780\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .001 | .086 | .007 | .000 | .000 | .046 | .007 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.3 | Pearson Correlation | .600\*\* | .701\*\* | 1 | .578\*\* | .432\* | .757\*\* | .725\*\* | .736\*\* | .286 | .350 | .838\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .001 | .017 | .000 | .000 | .000 | .125 | .058 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.4 | Pearson Correlation | .321 | .563\*\* | .578\*\* | 1 | .282 | .518\*\* | .596\*\* | .463\*\* | .394\* | .488\*\* | .724\*\* |
| Sig. (2-tailed) | .083 | .001 | .001 |  | .131 | .003 | .001 | .010 | .031 | .006 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.5 | Pearson Correlation | .400\* | .319 | .432\* | .282 | 1 | .365\* | .653\*\* | .638\*\* | .468\*\* | .476\*\* | .652\*\* |
| Sig. (2-tailed) | .029 | .086 | .017 | .131 |  | .047 | .000 | .000 | .009 | .008 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.6 | Pearson Correlation | .413\* | .484\*\* | .757\*\* | .518\*\* | .365\* | 1 | .830\*\* | .548\*\* | .209 | .338 | .749\*\* |
| Sig. (2-tailed) | .023 | .007 | .000 | .003 | .047 |  | .000 | .002 | .267 | .067 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.7 | Pearson Correlation | .445\* | .630\*\* | .725\*\* | .596\*\* | .653\*\* | .830\*\* | 1 | .636\*\* | .360 | .497\*\* | .856\*\* |
| Sig. (2-tailed) | .014 | .000 | .000 | .001 | .000 | .000 |  | .000 | .051 | .005 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.8 | Pearson Correlation | .707\*\* | .614\*\* | .736\*\* | .463\*\* | .638\*\* | .548\*\* | .636\*\* | 1 | .575\*\* | .563\*\* | .859\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .010 | .000 | .002 | .000 |  | .001 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.9 | Pearson Correlation | .277 | .366\* | .286 | .394\* | .468\*\* | .209 | .360 | .575\*\* | 1 | .647\*\* | .606\*\* |
| Sig. (2-tailed) | .138 | .046 | .125 | .031 | .009 | .267 | .051 | .001 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.10 | Pearson Correlation | .479\*\* | .485\*\* | .350 | .488\*\* | .476\*\* | .338 | .497\*\* | .563\*\* | .647\*\* | 1 | .702\*\* |
| Sig. (2-tailed) | .007 | .007 | .058 | .006 | .008 | .067 | .005 | .001 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTALX3 | Pearson Correlation | .695\*\* | .780\*\* | .838\*\* | .724\*\* | .652\*\* | .749\*\* | .856\*\* | .859\*\* | .606\*\* | .702\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

**Uji Reliabilitas**

**Kepuasan Pelanggan (Y)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .908 | 12 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Y1 | 45.07 | 33.926 | .611 | .902 |
| Y2 | 45.27 | 33.099 | .755 | .896 |
| Y3 | 44.97 | 34.861 | .626 | .903 |
| Y4 | 45.07 | 34.754 | .498 | .907 |
| Y5 | 45.13 | 32.602 | .665 | .899 |
| Y6 | 45.33 | 33.264 | .576 | .904 |
| Y7 | 45.20 | 31.614 | .731 | .896 |
| Y8 | 45.20 | 31.338 | .683 | .899 |
| Y9 | 45.27 | 32.961 | .610 | .902 |
| Y10 | 45.27 | 32.133 | .710 | .897 |
| Y11 | 45.13 | 32.878 | .737 | .897 |
| Y12 | 45.03 | 34.102 | .525 | .906 |

**Kepercayaan Pelanggan (X1)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .944 | 12 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X1.1 | 44.93 | 43.168 | .656 | .942 |
| X1.2 | 44.87 | 42.326 | .770 | .938 |
| X1.3 | 45.03 | 41.275 | .828 | .936 |
| X1.4 | 45.17 | 40.626 | .761 | .939 |
| X1.5 | 45.07 | 41.513 | .829 | .936 |
| X1.6 | 44.93 | 41.375 | .861 | .935 |
| X1.7 | 44.93 | 42.133 | .773 | .938 |
| X1.8 | 44.83 | 44.351 | .630 | .943 |
| X1.9 | 44.87 | 43.361 | .708 | .941 |
| X1.10 | 44.90 | 43.472 | .715 | .940 |
| X1.11 | 45.07 | 40.547 | .783 | .938 |
| X1.12 | 45.13 | 42.533 | .628 | .944 |

**Kemudahan Penggunaan Aplikasi (X2)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .938 | 12 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X2.1 | 45.77 | 43.151 | .711 | .933 |
| X2.2 | 45.70 | 43.528 | .744 | .932 |
| X2.3 | 45.83 | 46.282 | .539 | .938 |
| X2.4 | 45.93 | 45.857 | .468 | .941 |
| X2.5 | 45.87 | 42.947 | .832 | .929 |
| X2.6 | 45.83 | 41.316 | .880 | .926 |
| X2.7 | 45.97 | 42.861 | .749 | .931 |
| X2.8 | 46.00 | 40.621 | .823 | .929 |
| X2.9 | 46.07 | 41.444 | .827 | .928 |
| X2.10 | 45.70 | 43.045 | .797 | .930 |
| X2.11 | 45.73 | 44.823 | .664 | .934 |
| X2.12 | 45.60 | 45.834 | .621 | .936 |

**Keamanan Data Pelanggan (X3)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .908 | 10 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X3.1 | 37.43 | 25.564 | .633 | .901 |
| X3.2 | 37.40 | 24.455 | .725 | .896 |
| X3.3 | 37.30 | 22.631 | .781 | .891 |
| X3.4 | 37.57 | 23.082 | .624 | .904 |
| X3.5 | 37.10 | 25.610 | .579 | .904 |
| X3.6 | 37.47 | 23.430 | .666 | .899 |
| X3.7 | 37.37 | 24.171 | .820 | .891 |
| X3.8 | 37.37 | 23.344 | .816 | .890 |
| X3.9 | 37.17 | 25.454 | .513 | .908 |
| X3.10 | 37.33 | 24.782 | .628 | .901 |

**Lampiran 4 : Transformasi Data (MSI)**

**Kepuasan Pelanggan (Y)** 



**Kepercayaan Pelanggan (X1)**





**Kemudahan Penggunaan Aplikasi (X2)**





**Keamanan Data Pelanggan (X3)**





**Lampiran 5 : Output SPSS 26**

|  |  |  |  |
| --- | --- | --- | --- |
| **Descriptive Statistics** | | | |
|  | Mean | Std. Deviation | N |
| KEPUASAN | 41.07542 | 7.843241 | 100 |
| KEPERCAYAAN | 40.41713 | 8.501951 | 100 |
| KEMUDAHAN | 40.67847 | 8.332950 | 100 |
| KEAMANAN | 17.94212 | 5.221367 | 100 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | KEPUASAN | KEPERCAYAAN | KEMUDAHAN | KEAMANAN |
| Pearson Correlation | KEPUASAN | 1.000 | .783 | .824 | .406 |
| KEPERCAYAAN | .783 | 1.000 | .864 | .358 |
| KEMUDAHAN | .824 | .864 | 1.000 | .311 |
| KEAMANAN | .406 | .358 | .311 | 1.000 |
| Sig. (1-tailed) | KEPUASAN | . | .000 | .000 | .000 |
| KEPERCAYAAN | .000 | . | .000 | .000 |
| KEMUDAHAN | .000 | .000 | . | .001 |
| KEAMANAN | .000 | .000 | .001 | . |
| N | KEPUASAN | 100 | 100 | 100 | 100 |
| KEPERCAYAAN | 100 | 100 | 100 | 100 |
| KEMUDAHAN | 100 | 100 | 100 | 100 |
| KEAMANAN | 100 | 100 | 100 | 100 |

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| --- | --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .847a | .717 | .708 | 4.237531 | 2.180 |
| a. Predictors: (Constant), KEAMANAN, KEMUDAHAN, KEPERCAYAAN | | | | | |
| b. Dependent Variable: KEPUASAN | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 4366.286 | 3 | 1455.429 | 81.052 | .000b |
| Residual | 1723.840 | 96 | 17.957 |  |  |
| Total | 6090.126 | 99 |  |  |  |
| a. Dependent Variable: KEPUASAN | | | | | | |
| b. Predictors: (Constant), KEAMANAN, KEMUDAHAN, KEPERCAYAAN | | | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 6.396 | 2.309 |  | 2.770 | .007 |  |  |
| KEPERCAYAAN | .211 | .101 | .229 | 2.088 | .039 | .245 | 4.074 |
| KEMUDAHAN | .548 | .101 | .582 | 5.402 | .000 | .254 | 3.934 |
| KEAMANAN | .216 | .087 | .144 | 2.469 | .015 | .872 | 1.147 |
| a. Dependent Variable: KEPUASAN | | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Collinearity Diagnosticsa** | | | | | | | |
| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | | |
| (Constant) | KEPERCAYAAN | KEMUDAHAN | KEAMANAN |
| 1 | 1 | 3.916 | 1.000 | .00 | .00 | .00 | .00 |
| 2 | .053 | 8.597 | .02 | .02 | .03 | .94 |
| 3 | .025 | 12.499 | .97 | .06 | .04 | .05 |
| 4 | .006 | 26.639 | .01 | .92 | .93 | .01 |
| a. Dependent Variable: KEPUASAN | | | | | | | |

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| --- | --- | --- | --- | --- | --- |
| **Residuals Statisticsa** | | | | | |
|  | Minimum | Maximum | Mean | Std. Deviation | N |
| Predicted Value | 22.23608 | 52.01629 | 41.07542 | 6.641077 | 100 |
| Std. Predicted Value | -2.837 | 1.647 | .000 | 1.000 | 100 |
| Standard Error of Predicted Value | .428 | 1.728 | .801 | .279 | 100 |
| Adjusted Predicted Value | 22.56673 | 51.92969 | 41.08745 | 6.606097 | 100 |
| Residual | -9.322492 | 15.274322 | .000000 | 4.172832 | 100 |
| Std. Residual | -2.200 | 3.605 | .000 | .985 | 100 |
| Stud. Residual | -2.282 | 3.658 | -.001 | 1.009 | 100 |
| Deleted Residual | -10.028475 | 15.729779 | -.012025 | 4.383045 | 100 |
| Stud. Deleted Residual | -2.334 | 3.922 | .002 | 1.027 | 100 |
| Mahal. Distance | .019 | 15.475 | 2.970 | 3.003 | 100 |
| Cook's Distance | .000 | .134 | .013 | .026 | 100 |
| Centered Leverage Value | .000 | .156 | .030 | .030 | 100 |
| a. Dependent Variable: KEPUASAN | | | | | |

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 100 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 4.17283210 |
| Most Extreme Differences | Absolute | .059 |
| Positive | .059 |
| Negative | -.043 |
| Test Statistic | | .059 |
| Asymp. Sig. (2-tailed) | | .200c,d |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |
| d. This is a lower bound of the true significance. | | |

***GLEJSER***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 5.472 | 1.388 |  | 3.942 | .000 |
| KEPERCAYAAN | -.095 | .061 | -.312 | -1.565 | .121 |
| KEMUDAHAN | .015 | .061 | .047 | .238 | .812 |
| KEAMANAN | .058 | .053 | .116 | 1.099 | .274 |
| a. Dependent Variable: RES2 | | | | | | |

**Lampiran 6 : r tabel**

**Distribusi Nilai rtabel**

**Signifikansi 5% dan 1%**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| N | The Level of Significance | | N | The Level of Significance | |
| 5% | 1% | 5% | 1% |
| 3 | 0.997 | 0.999 | 38 | 0.320 | 0.413 |
| 4 | 0.950 | 0.990 | 39 | 0.316 | 0.408 |
| 5 | 0.878 | 0.959 | 40 | 0.312 | 0.403 |
| 6 | 0.811 | 0.917 | 41 | 0.308 | 0.398 |
| 7 | 0.754 | 0.874 | 42 | 0.304 | 0.393 |
| 8 | 0.707 | 0.834 | 43 | 0.301 | 0.389 |
| 9 | 0.666 | 0.798 | 44 | 0.297 | 0.384 |
| 10 | 0.632 | 0.765 | 45 | 0.294 | 0.380 |
| 11 | 0.602 | 0.735 | 46 | 0.291 | 0.376 |
| 12 | 0.576 | 0.708 | 47 | 0.288 | 0.372 |
| 13 | 0.553 | 0.684 | 48 | 0.284 | 0.368 |
| 14 | 0.532 | 0.661 | 49 | 0.281 | 0.364 |
| 15 | 0.514 | 0.641 | 50 | 0.279 | 0.361 |
| 16 | 0.497 | 0.623 | 55 | 0.266 | 0.345 |
| 17 | 0.482 | 0.606 | 60 | 0.254 | 0.330 |
| 18 | 0.468 | 0.590 | 65 | 0.244 | 0.317 |
| 19 | 0.456 | 0.575 | 70 | 0.235 | 0.306 |
| 20 | 0.444 | 0.561 | 75 | 0.227 | 0.296 |
| 21 | 0.433 | 0.549 | 80 | 0.220 | 0.286 |
| 22 | 0.432 | 0.537 | 85 | 0.213 | 0.278 |
| 23 | 0.413 | 0.526 | 90 | 0.207 | 0.267 |
| 24 | 0.404 | 0.515 | 95 | 0.202 | 0.263 |
| 25 | 0.396 | 0.505 | 100 | 0.195 | 0.256 |
| 26 | 0.388 | 0.496 | 125 | 0.176 | 0.230 |
| 27 | 0.381 | 0.487 | 150 | 0.159 | 0.210 |
| 28 | 0.374 | 0.478 | 175 | 0.148 | 0.194 |
| 29 | 0.367 | 0.470 | 200 | 0.138 | 0.181 |
| 30 | 0.361 | 0.463 | 300 | 0.113 | 0.148 |
| 31 | 0.355 | 0.456 | 400 | 0.098 | 0.128 |
| 32 | 0.349 | 0.449 | 500 | 0.088 | 0.115 |
| 33 | 0.344 | 0.442 | 600 | 0.080 | 0.105 |
| 34 | 0.339 | 0.436 | 700 | 0.074 | 0.097 |
| 35 | 0.334 | 0.430 | 800 | 0.070 | 0.091 |
| 36 | 0.329 | 0.424 | 900 | 0.065 | 0.086 |
| 37 | 0.325 | 0.418 | 1000 | 0.062 | 0.081 |

**Lampiran 7 : t tabel**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | d.f | t0.10 | t0.05 | t0.025 | t0.01 | t0.005 |
|  | 83 | 1.294 | 1.667 | 1.992 | 2.379 | 2.645 |
|  | 84 | 1.294 | 1.667 | 1.992 | 2.378 | 2.644 |
|  | 85 | 1.294 | 1.666 | 1.992 | 2.378 | 2.643 |
|  | 86 | 1.293 | 1.666 | 1.991 | 2.377 | 2.643 |
|  | 87 | 1.293 | 1.666 | 1.991 | 2.377 | 2.642 |
|  | 88 | 1.293 | 1.666 | 1.991 | 2.376 | 2.641 |
|  | 89 | 1.293 | 1.666 | 1.990 | 2.376 | 2.641 |
|  | 90 | 1.293 | 1.666 | 1.990 | 2.375 | 2.640 |
|  | 91 | 1.293 | 1.665 | 1.990 | 2.374 | 2.639 |
|  | 92 | 1.293 | 1.665 | 1.989 | 2.374 | 2.639 |
|  | 93 | 1.293 | 1.665 | 1.989 | 2.373 | 2.638 |
|  | 94 | 1.293 | 1.665 | 1.989 | 2.373 | 2.637 |
|  | 95 | 1.293 | 1.665 | 1.988 | 2.372 | 2.637 |
|  | 96 | 1.292 | 1.664 | 1.988 | 2.372 | 2.636 |
|  | 97 | 1.292 | 1.664 | 1.988 | 2.371 | 2.635 |
|  | 98 | 1.292 | 1.664 | 1.987 | 2.371 | 2.635 |
|  | 99 | 1.292 | 1.664 | 1.987 | 2.370 | 2.634 |
|  | 100 | 1.292 | 1.664 | 1.987 | 2.370 | 2.633 |

**Lampiran 8 : F tabel**

**Distribution Nilai Tabel F0,05**

# Lampiran 7

**Tabel Nilai Kritis F0,05**

**Degrees of freedom for Nominator**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Degrees of freedom for Denominator** |  | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **12** | **15** | **20** | **24** | **30** | **40** | **60** | **120** | **∞** |
| **1** | 161 | 200 | 216 | 225 | 230 | 234 | 237 | 239 | 241 | 242 | 244 | 246 | 248 | 249 | 250 | 251 | 252 | 253 | 254 |
| **2** | 18,5 | 19,0 | 19,2 | 19,2 | 19,3 | 19,3 | 19,4 | 19,4 | 19,4 | 19,4 | 19,4 | 19,4 | 19,4 | 19,5 | 19,5 | 19,5 | 19,5 | 19,5 | 19,5 |
| **3** | 10,1 | 9,55 | 9,28 | 9,12 | 9,01 | 8,94 | 8,89 | 8,85 | 8,81 | 8,79 | 8,74 | 8,70 | 8,66 | 8,64 | 8,62 | 8,59 | 8,57 | 8,55 | 8,53 |
| **4** | 7,71 | 6,94 | 6,59 | 6,39 | 6,26 | 6,16 | 6,09 | 6,04 | 6,00 | 5,96 | 5,91 | 5,86 | 5,80 | 5,77 | 5,75 | 5,72 | 5,69 | 5,66 | 5,63 |
| **5** | 6,61 | 5,79 | 5,41 | 5,19 | 5,05 | 4,95 | 4,88 | 4,82 | 4,77 | 4,74 | 4,68 | 4,62 | 4,56 | 4,53 | 4,50 | 4,46 | 4,43 | 4,40 | 4,37 |
| **6** | 5,99 | 5,14 | 4,76 | 4,53 | 4,39 | 4,28 | 4,21 | 4,15 | 4,10 | 4,06 | 4,00 | 3,94 | 3,87 | 3,84 | 3,81 | 3,77 | 3,74 | 3,70 | 3,67 |
| **7** | 5,59 | 4,74 | 4,35 | 4,12 | 3,97 | 3,87 | 3,79 | 3,73 | 3,68 | 3,64 | 3,57 | 3,51 | 3,44 | 3,41 | 3,38 | 3,34 | 3,30 | 3,27 | 3,23 |
| **8** | 5,32 | 4,46 | 4,07 | 3,84 | 4,69 | 3,58 | 3,50 | 3,44 | 3,39 | 3,35 | 3,28 | 3,22 | 3,15 | 3,12 | 3,08 | 3,04 | 3,01 | 2,97 | 2,93 |
| **9** | 5,12 | 4,26 | 3,86 | 3,63 | 3,48 | 3,37 | 3,29 | 3,23 | 3,18 | 3,14 | 3,07 | 3,01 | 2,94 | 2,90 | 2,86 | 2,83 | 2,79 | 2,75 | 2,71 |
| **10** | 4,96 | 4,10 | 3,71 | 3,48 | 3,33 | 3,22 | 3,14 | 3,07 | 3,02 | 2,98 | 2,91 | 2,85 | 2,77 | 2,74 | 2,70 | 2,66 | 2,62 | 2,58 | 2,54 |
| **11** | 4,84 | 3,98 | 3,59 | 3,36 | 3,20 | 3,09 | 3,01 | 2,95 | 2,90 | 2,85 | 2,79 | 2,72 | 2,65 | 2,61 | 2,57 | 2,53 | 2,49 | 2,45 | 2,40 |
| **12** | 4,75 | 3,89 | 3,49 | 3,26 | 3,11 | 3,00 | 2,91 | 2,85 | 2,80 | 2,75 | 2,69 | 2,62 | 2,54 | 2,51 | 2,47 | 2,43 | 2,38 | 2,34 | 2,30 |
| **13** | 4,67 | 3,81 | 3,41 | 3,13 | 3,03 | 2,92 | 2,83 | 2,77 | 2,71 | 2,67 | 2,60 | 2,53 | 2,46 | 2,42 | 2,38 | 2,34 | 2,30 | 2,25 | 2,21 |
| **14** | 4,60 | 3,74 | 3,34 | 3,11 | 2,96 | 2,85 | 2,76 | 2,70 | 2,65 | 2,60 | 2,53 | 2,46 | 2,39 | 2,35 | 2,31 | 2,27 | 2,22 | 2,18 | 2,13 |
| **15** | 4,54 | 3,68 | 3,29 | 3,06 | 2,90 | 2,79 | 2,71 | 2,64 | 6,59 | 2,54 | 2,48 | 2,40 | 2,33 | 2,29 | 2,25 | 2,20 | 2,16 | 2,11 | 2,07 |
| **16** | 4,49 | 3,63 | 3,24 | 3,01 | 2,85 | 2,74 | 2,66 | 2,59 | 2,54 | 2,49 | 2,42 | 2,35 | 2,28 | 2,24 | 2,19 | 2,15 | 2,11 | 2,06 | 2,01 |
| **17** | 4,45 | 3,59 | 3,20 | 2,96 | 2,81 | 2,70 | 2,61 | 2,55 | 2,49 | 2,45 | 2,38 | 2,31 | 2,23 | 2,19 | 2,15 | 2,10 | 2,06 | 2,01 | 1,96 |
| **18** | 4,41 | 3,55 | 3,16 | 2,93 | 2,77 | 2,66 | 2,58 | 2,51 | 2,46 | 2,41 | 2,34 | 2,27 | 2,19 | 2,15 | 2,11 | 2,06 | 2,02 | 1,97 | 1,92 |
| **19** | 4,38 | 3,52 | 3,13 | 2,90 | 2,74 | 2,63 | 2,54 | 2,48 | 2,42 | 2,38 | 2,31 | 2,23 | 2,16 | 2,11 | 2,07 | 2,03 | 1,98 | 1,93 | 1,88 |
| **20** | 4,35 | 3,49 | 3,10 | 2,87 | 2,71 | 2,60 | 2,51 | 2,45 | 2,39 | 2,35 | 2,28 | 2,20 | 2,12 | 2,08 | 2,04 | 1,99 | 1,95 | 1,90 | 1,84 |
| **21** | 4,32 | 3,47 | 3,07 | 2,84 | 2,68 | 2,57 | 2,49 | 2,42 | 2,37 | 2,32 | 2,25 | 2,18 | 2,10 | 2,05 | 2,01 | 1,96 | 1,92 | 1,87 | 1,81 |
| **22** | 4,30 | 3,44 | 3,05 | 2,82 | 2,66 | 2,55 | 2,46 | 2,40 | 2,34 | 2,30 | 2,23 | 2,15 | 2,07 | 2,03 | 1,98 | 1,94 | 1,89 | 1,84 | 1,78 |
| **23** | 4,28 | 3,42 | 3,03 | 2,80 | 2,64 | 2,53 | 2,44 | 2,37 | 2,32 | 2,27 | 2,20 | 2,13 | 2,05 | 2,01 | 1,96 | 1,91 | 1,86 | 1,81 | 1,76 |
| **24** | 4,26 | 3,40 | 3,01 | 2,78 | 2,62 | 2,51 | 2,42 | 2,36 | 2,30 | 2,25 | 2,18 | 2,11 | 2,03 | 1,98 | 1,94 | 1,89 | 1,84 | 1,79 | 1,73 |
| **25** | 4,24 | 3,39 | 2,99 | 2,76 | 2,60 | 2,49 | 2,40 | 2,34 | 2,28 | 2,24 | 2,16 | 2,09 | 2,01 | 1,96 | 1,92 | 1,87 | 1,82 | 1,77 | 1,71 |
| **30** | 4,17 | 3,32 | 2,92 | 2,69 | 2,53 | 2,42 | 2,33 | 2,27 | 2,21 | 2,16 | 2,09 | 2,01 | 1,93 | 1,89 | 1,84 | 1,79 | 1,74 | 1,68 | 1,62 |
| **40** | 4,08 | 3,23 | 2,84 | 2,61 | 2,45 | 2,34 | 2,25 | 2,18 | 2,12 | 2,08 | 2,00 | 1,92 | 1,84 | 1,79 | 1,74 | 1,69 | 1,64 | 1,58 | 1,51 |
| **50** | 4,08 | 3,18 | 2,79 | 2,56 | 2,40 | 2,29 | 2,20 | 2,13 | 2,07 | 2,02 | 1,95 | 1,87 | 1,78 | 1,74 | 1,69 | 1.63 | 1,56 | 1,50 | 1,41 |
| **60** | 4,00 | 3,15 | 2,76 | 2,53 | 2,37 | 2,25 | 2,17 | 2,10 | 2,04 | 1,99 | 1,92 | 1,84 | 1,75 | 1,70 | 1,65 | 1,59 | 1,53 | 1,47 | 1,39 |
| **100** | 3,94 | 3,09 | 2,70 | 2,46 | 2,30 | 2,19 | 2,10 | 2,03 | 1,97 | 1,92 | 1,85 | 1,80 | 1,68 | 1,63 | 1,57 | 1,51 | 1,46 | 1,40 | 1,28 |
| **120** | 3,92 | 3,07 | 2,68 | 2,45 | 2,29 | 2,18 | 2,09 | 2,02 | 1,96 | 1,91 | 1,83 | 1,75 | 1,66 | 1,61 | 1,55 | 1,50 | 1,43 | 1,35 | 1,22 |
| **∞** | 3,84 | 3,00 | 2,60 | 2,37 | 2,21 | 2,10 | 2,01 | 1,94 | 1,88 | 1,83 | 1,75 | 1,67 | 1,57 | 1,52 | 1,46 | 1,39 | 1,32 | 1,22 | 1,00 |

**Lampiran 9 : Tabel Durbin Watson**

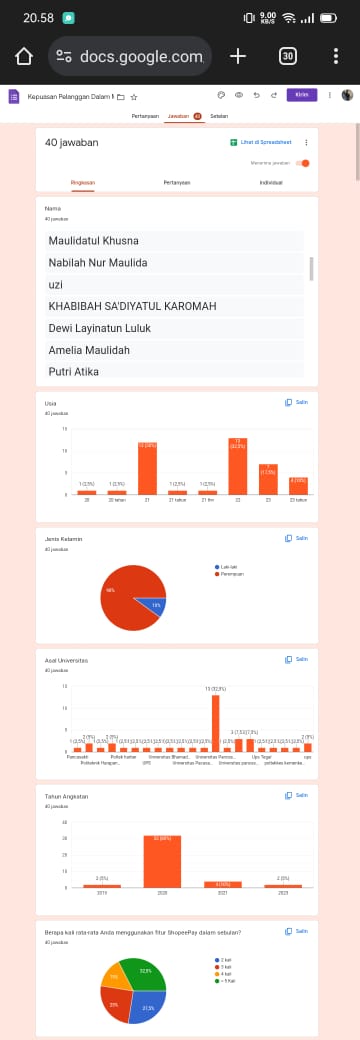
Distribusi Nilai Tabel Durbin Watson

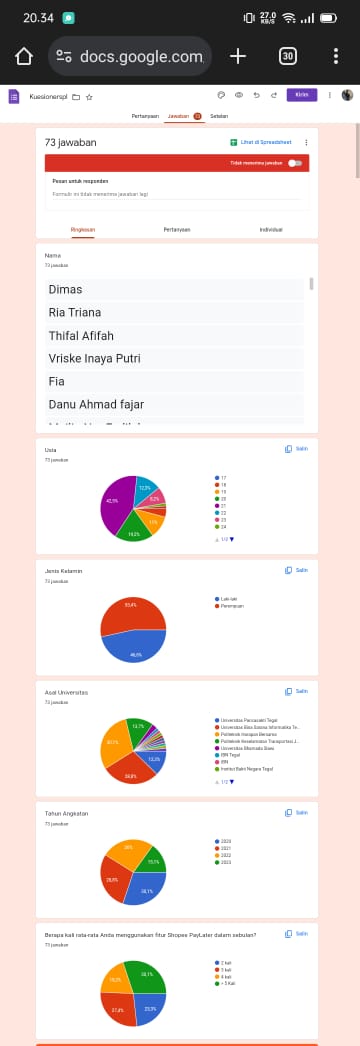
Level of Significance α = 0,05

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| n | k’=1 | | k’= 2 | | k’= 3 | | k’= 4 | | k’= 5 | |
| dL | dU | dL | dU | dL | dU | dL | dU | dL | dU |
| 15 | 1.077 | 1.361 | 0.946 | 1.543 | 0.814 | 1.750 | 0.685 | 1.977 | 0.562 | 2.21 |
| 16 | 1.106 | 1.371 | 0.982 | 1.539 | 0.857 | 1.728 | 0.734 | 1.935 | 0.615 | 2.15 |
| 17 | 1.133 | 1.381 | 1.015 | 1.536 | 0.897 | 1.710 | 0.779 | 1.900 | 0.664 | 2.10 |
| 18 | 1.158 | 1.391 | 1.046 | 1.535 | 0.933 | 1.696 | 0.820 | 1.872 | 0.710 | 2.06 |
| 19 | 1.180 | 1.401 | 1.074 | 1.536 | 0.967 | 1.685 | 0.859 | 1.848 | 0.752 | 2.02 |
| 20 | 1.201 | 1.411 | 1.100 | 1.537 | 0.998 | 1.676 | 0.894 | 1.828 | 0.792 | 1.99 |
| 21 | 1.221 | 1.420 | 1.125 | 1.538 | 1.026 | 1.669 | 0.927 | 1.812 | 0.829 | 1.96 |
| 22 | 1.239 | 1.429 | 1.147 | 1.541 | 1.053 | 1.664 | 0.958 | 1.797 | 0.863 | 1.94 |
| 23 | 1.257 | 1.437 | 1.168 | 1.543 | 1.078 | 1.660 | 0.986 | 1.785 | 0.895 | 1.92 |
| 24 | 1.273 | 1.446 | 1.188 | 1.546 | 1.101 | 1.656 | 1.013 | 1.775 | 0.925 | 1.90 |
| 25 | 1.288 | 1.454 | 1.206 | 1.550 | 1.123 | 1.654 | 1.038 | 1.767 | 0.953 | 1.89 |
| 26 | 1.320 | 1.461 | 1.224 | 1.553 | 1.143 | 1.652 | 1.062 | 1.759 | 0.979 | 1.88 |
| 27 | 1.316 | 1.469 | 1.240 | 1.556 | 1.162 | 1.651 | 1.084 | 1.753 | 1.004 | 1.86 |
| 28 | 1.328 | 1.476 | 1.255 | 1.560 | 1.181 | 1.650 | 1.104 | 1.747 | 1.028 | 1.85 |
| 29 | 1.341 | 1.483 | 1.270 | 1.563 | 1.198 | 1.650 | 1.124 | 1.743 | 1.050 | 1.84 |
| 30 | 1.352 | 1.489 | 1.284 | 1.567 | 1.214 | 1.650 | 1.143 | 1.739 | 1.071 | 1.83 |
| 31 | 1.363 | 1.496 | 1.297 | 1.570 | 1.229 | 1.650 | 1.160 | 1.735 | 1.090 | 1.83 |
| 32 | 1.373 | 1.502 | 1.309 | 1.574 | 1.244 | 1.650 | 1.177 | 1.732 | 1.109 | 1.82 |
| 33 | 1.383 | 1.508 | 1.321 | 1.577 | 1.258 | 1.651 | 1.193 | 1.730 | 1.127 | 1.81 |
| 34 | 1.393 | 1.514 | 1.333 | 1.580 | 1.271 | 1.652 | 1.208 | 1.728 | 1.144 | 1.81 |
| 35 | 1.402 | 1.519 | 1.343 | 1.584 | 1.283 | 1.653 | 1.222 | 1.726 | 1.160 | 1.80 |
| 36 | 1.411 | 1.525 | 1.354 | 1.587 | 1.295 | 1.654 | 1.236 | 1.724 | 1.175 | 1.80 |
| 37 | 1.419 | 1.530 | 1.364 | 1.590 | 1.307 | 1.655 | 1.249 | 1.723 | 1.190 | 1.80 |
| 38 | 1.427 | 1.535 | 1.373 | 1.594 | 1.318 | 1.656 | 1.261 | 1.722 | 1.204 | 1.79 |
| 39 | 1.435 | 1.540 | 1.382 | 1.597 | 1.328 | 1.658 | 1.273 | 1.722 | 1.218 | 1.79 |
| 40 | 1.442 | 1.544 | 1.391 | 1.600 | 1.338 | 1.659 | 1.285 | 1.721 | 1.230 | 1.79 |
| 45 | 1.475 | 1.566 | 1.430 | 1.615 | 1.383 | 1.666 | 1.336 | 1.720 | 1.287 | 1.78 |
| 50 | 1.503 | 1.585 | 1.462 | 1.628 | 1.421 | 1.674 | 1.378 | 1.721 | 1.335 | 1.77 |
| 55 | 1.528 | 1.601 | 1.490 | 1.641 | 1.452 | 1.681 | 1.414 | 1.724 | 1.374 | 1.77 |
| 60 | 1.549 | 1.616 | 1.514 | 1.652 | 1.480 | 1.689 | 1.444 | 1.727 | 1.408 | 1.77 |
| 65 | 1.567 | 1.629 | 1.536 | 1.662 | 1.503 | 1.696 | 1.471 | 1.731 | 1.438 | 1.77 |
| 70 | 1.583 | 1.641 | 1.554 | 1.672 | 1.525 | 1.703 | 1.494 | 1.735 | 1.464 | 1.77 |
| 75 | 1.598 | 1.652 | 1.571 | 1.680 | 1.543 | 1.709 | 1.515 | 1.739 | 1.487 | 1.77 |
| 80 | 1.611 | 1.662 | 1.586 | 1.688 | 1.560 | 1.715 | 1.534 | 1.743 | 1.507 | 1.77 |
| 85 | 1.624 | 1.671 | 1.600 | 1.696 | 1.575 | 1.721 | 1.550 | 1.747 | 1.525 | 1.77 |
| 90 | 1.635 | 1.679 | 1.612 | 1.703 | 1.589 | 1.726 | 1.566 | 1.751 | 1.542 | 1.78 |
| 95 | 1.645 | 1.687 | 1.623 | 1.709 | 1.602 | 1.732 | 1.579 | 1.755 | 1.557 | 1.78 |
| 100 | 1.654 | 1.694 | 1.634 | 1.715 | 1.613 | 1.736 | 1.592 | 1.758 | 1.571 | 1.78 |

k = Number of independent variables

**Lampiran 10 : Hasil Kuesioner Google Form**



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