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# LAMPIRAN

**Lampiran 1**

**KUESIONER PENELITIAN**

**PENGARUH PENERAPAN APLIKASI SISTEM ADMINISTRASI KENDARAAN PAJAK ONLINE (NEW SAKPOLE), TINGKAT KEPATUHAN PEMBAYARAN, KUALITAS LAYANAN APLIKASI NEW SAKPOLE TERHADAP PENERIMAAN PAJAK KENDARAAN BERMOTOR DI KABUPATEN TEGAL**

1. **Identitas Responden**
2. Nama Lengkap : ……………………………………………..
3. Jenis Kelamin : Laki-laki / Perempuan
4. Pekerjaan : a. PNS b. Wirausaha c. Pegawai Swasta d.Lainnya
5. Umur (Tahun) : a. 18-35 b. 36-50 c. 51-65
6. Pendidikan Terakhir : SMP / SMA /S1 / S2/Lainnya

**PETUNJUK PENGISIAN**

Pilihlah salah satu jawaban berikut pada setiap pertanyaan atau pernyataan berdasarkan dengan jawaban atau pendapat anda dengan cara memberikan tanda centang (✓) pada tabel yang tersedia.

Setiap pernyataan atau pertanyaan terdiri dari 5 pilihan jawaban dengan keterangan sebagai berikut :

SS : Sangat Setuju : Skor 5

S : Setuju : Skor 4

N : Netral : Skor 3

TS : Tidak Setuju : Skor 2

STS : Sangat Tidak Setuju : Skor 1

**DAFTAR PERTANYAAN**

**APLIKASI SAKPOLE (X1)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | | **Jawaban** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
|  | Saya merasa layanan membayar pajak kendaraan bermotor melalui aplikasi New Sakpole prosesnya lebih cepat. | |  |  |  |  |  |
|  | Dengan menggunakan aplikasi New Sakpole pembayaran pajak kendaraan bermotor lebih efektif dan efesien. | |  |  |  |  |  |
|  | Saya memahami cara menggunakan aplikasi dan fitur-fitur yang ada pada new sakpole untuk membayar PKB. | |  |  |  |  |  |
|  | Adanya aplikasi New Sakpole membuat saya lebih termotivasi untuk membayar PKB tepat waktu | |  |  |  |  |  |
|  | Adanya program e-samsat new sakpole menghemat waktu pembayaran. | |  |  |  |  |  |
|  | Kantor Samsat Slawi telah melakukan sosialisasi penerapan new sakpole kepada masyarakat. | |  |  |  |  |  |
|  | Saya merasa langkah-langkah pembayaran PKB pada new sakpole mudah dipahami. | |  |  |  |  |  |
|  | Dengan adanya pembayaran pajak kendaraan bermotor melalui new sakpole meminimalisir pungli (pungutan liar). | |  |  |  |  |  |
|  | Program e-samsat new sakpole memberikan rasa lebih aman dalam pembayaran PKB. | |  |  |  |  |  |
| Total skor | | |  |  |  |  |  |
| *Sumber : (Wardani, 2020)* | |

**TINGKAT KEPATUHAN PEMBAYARAN (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Jawaban** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| 1 | Saya memenuhi kewajiban pajak sesuai dengan ketentuan yang berlaku. |  |  |  |  |  |
| 2 | Saya rutin memenuhi kewajiban pajak kepemilikan kendaraan bermotor. |  |  |  |  |  |
| 3 | Saya selalu melaporkan dan membayar pajak atas dasar kesadaran pribadi. |  |  |  |  |  |
| 4 | Saya membayar pajak tepat pada waktu yang telah ditentukan. |  |  |  |  |  |
| 5 | Saya memiliki hutang pajak kendaraan bermotor. |  |  |  |  |  |
| 6 | Saya selalu memenuhi data persyaratan dalam membayar pajak kendaraan bermotor. |  |  |  |  |  |
| 7 | Saya selalu mengetahui jatuh tempo pembayaran pajak kendaraan bermotor. |  |  |  |  |  |
| 8 | Saya selalu menyiapkan alokasi dana untuk pembayaran pajak kendaraan bermotor. |  |  |  |  |  |
| 9 | Saya pernah melanggar peraturan pajak kendaraan bermotor yang sudah ditetapkan. |  |  |  |  |  |
| 10 | Menurut saya adanya sanksi pajak dapat meningkatkan kepatuhan pembayaran pajak. |  |  |  |  |  |
| Total skor | |  |  |  |  |  |

*Sumber : (Wardani & Rumiyatun, 2017)*

**KUALITAS LAYANAN APLIKASI NEW SAKPOLE (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Jawaban** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Saya merasa program e-samsat new sakpole memberikan kemudahan sebagai wajib pajak. |  |  |  |  |  |
| 2. | Saya merasa prosedur dalam pembayaran PKB mudah untuk dipahami dan dilaksanakan. |  |  |  |  |  |
| 3. | Saya merasa pelayanan new sakpole sangat cepat dan tepat. |  |  |  |  |  |
| 4. | Biaya pembayaran pajak kendaraan bermotor pada new sakpole sangat jelas. |  |  |  |  |  |
| 5. | Saya merasa informasi yang diberikan new sakpole sangat relevan dan sesuai dengan kebutuhan. |  |  |  |  |  |
| 6. | Saya merasa informasi yang ditampilkan new sakpole sangar akurat dan dapat dipercaya. |  |  |  |  |  |
| 7. | Saya merasa kecepatan akses internet dalam menggunakan new sakpole sangat baik |  |  |  |  |  |
| 8. | Tampilan pada aplikasi new sakpole menarik dan sangat *user-friendly*. |  |  |  |  |  |
| 9. | Saya sangat puas mnggunakan apliksi new sakpole untuk membayar PKB. |  |  |  |  |  |
| 10. | Saya pernah mengalami gangguan teknis dalam membayarkan pajak melalui aplikasi new sakpole. |  |  |  |  |  |
| Total skor | |  |  |  |  |  |

*Sumber : (Bahrul, 2015)*

**PENERIMAAN PAJAK KENDARAAN BERMOTOR (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Jawaban** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| 1 | Saya berencana untuk menambah jumlah kendaraan bermotor dalam waktu dekat. |  |  |  |  |  |
| 2 | Saya memiliki kendaraan bermotor pribadi lebih dari 1 (satu) unit. |  |  |  |  |  |
| 3 | Saya mengetahui bahwa jumlah kendaraan bermotor berpengaruh pada penerimaan pajak kendaraan bermotor di Kantor Samsat Slawi. |  |  |  |  |  |
| 4 | Semakin banyak jumlah wajib pajak maka penerimaan pajak akan semakin baik. |  |  |  |  |  |
| 5 | Peningkatan kualitas pelayanan pajak berpengaruh terhadap penerimaan pajak. |  |  |  |  |  |
| 6 | Saya mengetahui estimasi penerimaan pajak kendaraan bermotor yang dikeluarkan oleh pemerintah. |  |  |  |  |  |
| 7 | Saya merasa kenaikan jumlah penerimaan pajak sudah sesuai dengan estimasi perhitungan pajak. |  |  |  |  |  |
| 8 | Saya merasa data dan informasi yang digunakan untuk menghitung estimasi penerimaan pajak akurat dan dapat dipercaya. |  |  |  |  |  |
| 9 | Saya mengetahui laporan penerimaan PKB yang ditunjukkan kepada publik. |  |  |  |  |  |
| 10 | Saya merasa tingkat transparansi dalam melaporkan pajak kendaraan bermotor sudah baik. |  |  |  |  |  |
| Total skor | |  |  |  |  |  |

*Sumber : (Syafruddin, 2016)*

**Lampiran 2**

Data hasil Kuesioner Variabel Aplikasi NEW SAKPOLE (X1)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Penerapan Aplikasi NEW SAKPOLE (X1)** | | | | | | | | | |
| **Responden** | **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X1.5** | **X1.6** | **X1.7** | **X1.8** | **X1.9** | **TOTAL X1** |
| **1** | 4 | 4 | 3 | 2 | 4 | 5 | 3 | 5 | 4 | 34 |
| **2** | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 36 |
| **3** | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 5 | 36 |
| **4** | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 5 | 3 | 34 |
| **5** | 4 | 4 | 3 | 3 | 4 | 5 | 3 | 5 | 4 | 35 |
| **6** | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 37 |
| **7** | 3 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 34 |
| **8** | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 35 |
| **9** | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 41 |
| **10** | 3 | 3 | 2 | 4 | 4 | 2 | 2 | 4 | 3 | 27 |
| **11** | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 |
| **12** | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| **13** | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 41 |
| **14** | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 43 |
| **15** | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 38 |
| **16** | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 39 |
| **17** | 5 | 5 | 4 | 3 | 1 | 3 | 4 | 4 | 5 | 34 |
| **18** | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 34 |
| **19** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **20** | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| **21** | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
| **22** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **23** | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 37 |
| **24** | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 40 |
| **25** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **26** | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| **27** | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 5 | 5 | 36 |
| **28** | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 38 |
| **29** | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 5 | 5 | 39 |
| **30** | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 44 |
| **31** | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 42 |
| **32** | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 41 |
| **33** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 37 |
| **34** | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 |
| **35** | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 4 | 36 |
| **36** | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| **37** | 3 | 3 | 1 | 4 | 4 | 3 | 5 | 5 | 3 | 31 |
| **38** | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| **39** | 5 | 5 | 3 | 4 | 5 | 3 | 3 | 5 | 5 | 38 |
| **40** | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 3 | 32 |
| **41** | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 42 |
| **42** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **43** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **44** | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 34 |
| **45** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **46** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **47** | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 39 |
| **48** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| **49** | 4 | 4 | 3 | 5 | 4 | 3 | 3 | 5 | 3 | 34 |
| **50** | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 36 |
| **51** | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 36 |
| **52** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| **53** | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 42 |
| **54** | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 41 |
| **55** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| **56** | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 37 |
| **57** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 38 |
| **58** | 3 | 4 | 3 | 4 | 4 | 1 | 2 | 5 | 4 | 30 |
| **59** | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 5 | 40 |
| **60** | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 37 |
| **61** | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 44 |
| **62** | 5 | 3 | 3 | 3 | 5 | 2 | 4 | 5 | 5 | 35 |
| **63** | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 41 |
| **64** | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 42 |
| **65** | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 3 | 35 |
| **66** | 4 | 4 | 3 | 3 | 5 | 5 | 3 | 5 | 5 | 37 |
| **67** | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 34 |
| **68** | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 1 | 31 |
| **69** | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 32 |
| **70** | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 41 |
| **71** | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 21 |
| **72** | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 9 |
| **73** | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 9 |
| **74** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| **75** | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 42 |
| **76** | 5 | 5 | 4 | 4 | 5 | 2 | 3 | 3 | 3 | 34 |
| **77** | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 27 |
| **78** | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 4 | 4 | 30 |
| **79** | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 37 |
| **80** | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 31 |
| **81** | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 31 |
| **82** | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 3 | 30 |
| **83** | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 33 |
| **84** | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 37 |
| **85** | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 3 | 33 |
| **86** | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 37 |
| **87** | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 40 |
| **88** | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 39 |
| **89** | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 38 |
| **90** | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| **91** | 5 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 33 |
| **92** | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 37 |
| **93** | 5 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 36 |
| **94** | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 37 |
| **95** | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 37 |
| **96** | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 36 |
| **97** | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 35 |
| **98** | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 36 |
| **99** | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 38 |
| **100** | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 38 |

**Lampiran 3**

Data Hasil Kuesioner Varibel Tingkat Kepatuhan Pembayaran (X2**)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tingkat Kepatuhan Pembayaran (X2)** | | | | | | | | | | | |
| **Responden** | **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **X2.6** | **X2.7** | **X2.8** | **X2.9** | **x2.10** | **TOTAL X2** |
| **1** | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 2 | 5 | 40 |
| **2** | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 2 | 4 | 40 |
| **3** | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 2 | 5 | 41 |
| **4** | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 5 | 2 | 5 | 36 |
| **5** | 4 | 4 | 3 | 3 | 2 | 5 | 5 | 5 | 2 | 4 | 37 |
| **6** | 4 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 5 | 38 |
| **7** | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 35 |
| **8** | 5 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 5 | 38 |
| **9** | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 4 | 43 |
| **10** | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 2 | 5 | 40 |
| **11** | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 46 |
| **12** | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 36 |
| **13** | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 4 | 43 |
| **14** | 5 | 5 | 5 | 4 | 1 | 5 | 4 | 4 | 4 | 4 | 41 |
| **15** | 4 | 4 | 5 | 5 | 1 | 4 | 5 | 4 | 3 | 3 | 38 |
| **16** | 4 | 5 | 5 | 5 | 2 | 4 | 4 | 4 | 2 | 5 | 40 |
| **17** | 1 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 3 | 4 | 34 |
| **18** | 4 | 4 | 4 | 5 | 2 | 4 | 4 | 3 | 4 | 4 | 38 |
| **19** | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 1 | 4 | 36 |
| **20** | 4 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 2 | 4 | 38 |
| **21** | 4 | 4 | 3 | 4 | 2 | 2 | 3 | 3 | 4 | 4 | 33 |
| **22** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **23** | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 45 |
| **24** | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| **25** | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 41 |
| **26** | 4 | 4 | 3 | 3 | 2 | 5 | 5 | 4 | 3 | 5 | 38 |
| **27** | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 34 |
| **28** | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| **29** | 5 | 4 | 4 | 5 | 2 | 5 | 5 | 5 | 3 | 4 | 42 |
| **30** | 5 | 5 | 5 | 5 | 1 | 4 | 4 | 4 | 3 | 4 | 40 |
| **31** | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 4 | 2 | 4 | 41 |
| **32** | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 2 | 4 | 42 |
| **33** | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 4 | 1 | 4 | 38 |
| **34** | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 41 |
| **35** | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 41 |
| **36** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **37** | 5 | 4 | 5 | 5 | 1 | 5 | 5 | 5 | 1 | 4 | 40 |
| **38** | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 37 |
| **39** | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 1 | 4 | 41 |
| **40** | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 38 |
| **41** | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 5 | 3 | 3 | 38 |
| **42** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **43** | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| **44** | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 2 | 4 | 42 |
| **45** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **46** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **47** | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 5 | 41 |
| **48** | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 46 |
| **49** | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 36 |
| **50** | 5 | 4 | 4 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 40 |
| **51** | 5 | 5 | 5 | 5 | 2 | 4 | 4 | 5 | 3 | 5 | 43 |
| **52** | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 1 | 5 | 42 |
| **53** | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 5 | 5 | 46 |
| **54** | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 46 |
| **55** | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 37 |
| **56** | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 3 | 5 | 45 |
| **57** | 5 | 5 | 5 | 5 | 1 | 4 | 5 | 4 | 1 | 4 | 39 |
| **58** | 5 | 5 | 5 | 5 | 1 | 4 | 5 | 5 | 3 | 5 | 43 |
| **59** | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 46 |
| **60** | 5 | 3 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 42 |
| **61** | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 48 |
| **62** | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 5 | 38 |
| **63** | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 4 | 3 | 5 | 44 |
| **64** | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 |
| **65** | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 38 |
| **66** | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 5 | 2 | 4 | 38 |
| **67** | 5 | 5 | 5 | 4 | 1 | 5 | 5 | 5 | 5 | 3 | 43 |
| **68** | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 37 |
| **69** | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 37 |
| **70** | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 5 | 46 |
| **71** | 4 | 4 | 4 | 3 | 1 | 4 | 4 | 4 | 1 | 4 | 33 |
| **72** | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 1 | 5 | 42 |
| **73** | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 1 | 5 | 42 |
| **74** | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 1 | 1 | 31 |
| **75** | 5 | 5 | 5 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 39 |
| **76** | 4 | 4 | 3 | 5 | 2 | 4 | 3 | 2 | 3 | 3 | 33 |
| **77** | 4 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 1 | 4 | 36 |
| **78** | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 1 | 4 | 34 |
| **79** | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 2 | 4 | 34 |
| **80** | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 4 | 35 |
| **81** | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 32 |
| **82** | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 2 | 4 | 32 |
| **83** | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 3 | 2 | 3 | 32 |
| **84** | 4 | 4 | 4 | 5 | 2 | 5 | 5 | 4 | 2 | 4 | 39 |
| **85** | 5 | 5 | 4 | 4 | 2 | 5 | 4 | 5 | 2 | 5 | 41 |
| **86** | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 42 |
| **87** | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 46 |
| **88** | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 40 |
| **89** | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 40 |
| **90** | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 34 |
| **91** | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 40 |
| **92** | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 40 |
| **93** | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 42 |
| **94** | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 40 |
| **95** | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 43 |
| **96** | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 43 |
| **97** | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 41 |
| **98** | 5 | 5 | 5 | 5 | 2 | 4 | 4 | 4 | 3 | 5 | 42 |
| **99** | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 3 | 41 |
| **100** | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 41 |

**Lampiran 4** Data Hasil kuesioner variabel Kualitas Layanan Aplikasi NEW SAKPOLE (X3)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Kualitas Layanan Aplikasi NEW SAKPOLE (X3)** | | | | | | | | | | | |
| **Responden** | **X3.1** | **X3.2** | **X3.3** | **X3.4** | **X3.5** | **X3.6** | **X3.7** | **X3.8** | **X3.9** | **x3.10** | **TOTAL X3** |
| **1** | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 35 |
| **2** | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 37 |
| **3** | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 2 | 31 |
| **4** | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 37 |
| **5** | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 33 |
| **6** | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 36 |
| **7** | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 36 |
| **8** | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 2 | 5 | 37 |
| **9** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 47 |
| **10** | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| **11** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **12** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| **13** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 47 |
| **14** | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 43 |
| **15** | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 38 |
| **16** | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 34 |
| **17** | 5 | 1 | 4 | 3 | 4 | 1 | 5 | 4 | 1 | 2 | 30 |
| **18** | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 36 |
| **19** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| **20** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 38 |
| **21** | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 33 |
| **22** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **23** | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 37 |
| **24** | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 44 |
| **25** | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| **26** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| **27** | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 38 |
| **28** | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 43 |
| **29** | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 1 | 40 |
| **30** | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 2 | 41 |
| **31** | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 44 |
| **32** | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 43 |
| **33** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 40 |
| **34** | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 37 |
| **35** | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| **36** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **37** | 5 | 5 | 4 | 1 | 1 | 4 | 5 | 5 | 4 | 4 | 38 |
| **38** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| **39** | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 46 |
| **40** | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 37 |
| **41** | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 46 |
| **42** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **43** | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 35 |
| **44** | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 |
| **45** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 41 |
| **46** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **47** | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 5 | 3 | 35 |
| **48** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| **49** | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 48 |
| **50** | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 37 |
| **51** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **52** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 46 |
| **53** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 48 |
| **54** | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 44 |
| **55** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **56** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| **57** | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 45 |
| **58** | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 36 |
| **59** | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 45 |
| **60** | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 41 |
| **61** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| **62** | 5 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 40 |
| **63** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 49 |
| **64** | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| **65** | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 34 |
| **66** | 4 | 5 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 2 | 37 |
| **67** | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 3 | 4 | 40 |
| **68** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **69** | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 36 |
| **70** | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 48 |
| **71** | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 23 |
| **72** | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| **73** | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| **74** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 37 |
| **75** | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 3 | 39 |
| **76** | 5 | 5 | 5 | 5 | 4 | 4 | 2 | 2 | 3 | 4 | 39 |
| **77** | 4 | 4 | 3 | 3 | 3 | 5 | 2 | 3 | 3 | 4 | 34 |
| **78** | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 5 | 32 |
| **79** | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 37 |
| **80** | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 34 |
| **81** | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 32 |
| **82** | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| **83** | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 34 |
| **84** | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 4 | 3 | 2 | 34 |
| **85** | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 37 |
| **86** | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 39 |
| **87** | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 40 |
| **88** | 5 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 38 |
| **89** | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 42 |
| **90** | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 35 |
| **91** | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 41 |
| **92** | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 39 |
| **93** | 5 | 5 | 4 | 4 | 3 | 3 | 2 | 4 | 5 | 5 | 40 |
| **94** | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 39 |
| **95** | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 3 | 41 |
| **96** | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 41 |
| **97** | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 42 |
| **98** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 46 |
| **99** | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 40 |
| **100** | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 42 |

**Lampiran 5** Data hasil kuesioner variabel Penerimaan Pajak Kendaraan Bermotor (Y)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Penerimaan Pajak Kendaraan Bermotor (Y)** | | | | | | | | | | |
| **Responden** | **Y1.1** | **Y2.2** | **Y2.3** | **Y2.4** | **Y3.5** | **Y2.6** | **Y2.7** | **Y2.8** | **Y3.9** | **Y3.10** | **TOTAL Y** |
| **1** | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 39 |
| **2** | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 40 |
| **3** | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 38 |
| **4** | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 38 |
| **5** | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 39 |
| **6** | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 39 |
| **7** | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 35 |
| **8** | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 35 |
| **9** | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 46 |
| **10** | 4 | 5 | 4 | 5 | 4 | 3 | 2 | 3 | 3 | 2 | 35 |
| **11** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **12** | 5 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 31 |
| **13** | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 46 |
| **14** | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| **15** | 5 | 2 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 35 |
| **16** | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 33 |
| **17** | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 5 | 3 | 3 | 37 |
| **18** | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 37 |
| **19** | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| **20** | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 4 | 4 | 3 | 33 |
| **21** | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 38 |
| **22** | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| **23** | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 40 |
| **24** | 2 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| **25** | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| **26** | 3 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 2 | 36 |
| **27** | 2 | 2 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 33 |
| **28** | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 37 |
| **29** | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 41 |
| **30** | 2 | 2 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 38 |
| **31** | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 39 |
| **32** | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 39 |
| **33** | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **34** | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 40 |
| **35** | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| **36** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **37** | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 |
| **38** | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| **39** | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 45 |
| **40** | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 39 |
| **41** | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 40 |
| **42** | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 35 |
| **43** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **44** | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 36 |
| **45** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **46** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **47** | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 31 |
| **48** | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 43 |
| **49** | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| **50** | 3 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 3 | 4 | 41 |
| **51** | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 33 |
| **52** | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| **53** | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| **54** | 5 | 3 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 42 |
| **55** | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| **56** | 2 | 2 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 3 | 38 |
| **57** | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 41 |
| **58** | 3 | 3 | 4 | 3 | 5 | 4 | 1 | 3 | 3 | 2 | 31 |
| **59** | 2 | 1 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 36 |
| **60** | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 45 |
| **61** | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 40 |
| **62** | 3 | 4 | 4 | 2 | 1 | 3 | 3 | 3 | 2 | 3 | 28 |
| **63** | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 45 |
| **64** | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 46 |
| **65** | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 38 |
| **66** | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 37 |
| **67** | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 35 |
| **68** | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| **69** | 1 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| **70** | 2 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 40 |
| **71** | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 25 |
| **72** | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| **73** | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| **74** | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 30 |
| **75** | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 34 |
| **76** | 2 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 30 |
| **77** | 1 | 3 | 3 | 4 | 3 | 3 | 2 | 5 | 3 | 3 | 30 |
| **78** | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 48 |
| **79** | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 33 |
| **80** | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 33 |
| **81** | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 33 |
| **82** | 2 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 32 |
| **83** | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 33 |
| **84** | 5 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 38 |
| **85** | 3 | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 38 |
| **86** | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 40 |
| **87** | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| **88** | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 5 | 5 | 43 |
| **89** | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 41 |
| **90** | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| **91** | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 3 | 4 | 42 |
| **92** | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 40 |
| **93** | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 4 | 3 | 41 |
| **94** | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 3 | 43 |
| **95** | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 42 |
| **96** | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 41 |
| **97** | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 40 |
| **98** | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 32 |
| **99** | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 40 |
| **100** | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 40 |

**Lampiran 6** Hasil Uji Validitas Penerapan Aplikasi NEW SAKPOLE (X1)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | TOTAL\_X1 |
| X1.1 | Pearson Correlation | 1 | .725\*\* | .660\*\* | .568\*\* | .468\*\* | .358\*\* | .517\*\* | .387\*\* | .619\*\* | .791\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.2 | Pearson Correlation | .725\*\* | 1 | .703\*\* | .589\*\* | .525\*\* | .370\*\* | .504\*\* | .468\*\* | .639\*\* | .822\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.3 | Pearson Correlation | .660\*\* | .703\*\* | 1 | .602\*\* | .453\*\* | .376\*\* | .486\*\* | .203\* | .580\*\* | .762\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .043 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.4 | Pearson Correlation | .568\*\* | .589\*\* | .602\*\* | 1 | .533\*\* | .322\*\* | .493\*\* | .332\*\* | .550\*\* | .748\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .001 | .000 | .001 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.5 | Pearson Correlation | .468\*\* | .525\*\* | .453\*\* | .533\*\* | 1 | .410\*\* | .424\*\* | .484\*\* | .472\*\* | .713\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.6 | Pearson Correlation | .358\*\* | .370\*\* | .376\*\* | .322\*\* | .410\*\* | 1 | .541\*\* | .476\*\* | .405\*\* | .653\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 |  | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.7 | Pearson Correlation | .517\*\* | .504\*\* | .486\*\* | .493\*\* | .424\*\* | .541\*\* | 1 | .492\*\* | .447\*\* | .737\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.8 | Pearson Correlation | .387\*\* | .468\*\* | .203\* | .332\*\* | .484\*\* | .476\*\* | .492\*\* | 1 | .519\*\* | .650\*\* |
| Sig. (2-tailed) | .000 | .000 | .043 | .001 | .000 | .000 | .000 |  | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.9 | Pearson Correlation | .619\*\* | .639\*\* | .580\*\* | .550\*\* | .472\*\* | .405\*\* | .447\*\* | .519\*\* | 1 | .785\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL\_X1 | Pearson Correlation | .791\*\* | .822\*\* | .762\*\* | .748\*\* | .713\*\* | .653\*\* | .737\*\* | .650\*\* | .785\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | |

**Lampiran 7** Hasil Uji Validitas Tingkat Kepatuhan Pembayaran (X2)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | TOTAL\_X2 |
| X2.1 | Pearson Correlation | 1 | .587\*\* | .397\*\* | .462\*\* | -.083 | .099 | .362\*\* | .292\*\* | .054 | .197\* | .594\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .412 | .325 | .000 | .003 | .593 | .050 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.2 | Pearson Correlation | .587\*\* | 1 | .533\*\* | .486\*\* | -.003 | .105 | .230\* | .397\*\* | .085 | .320\*\* | .668\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .974 | .299 | .021 | .000 | .400 | .001 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.3 | Pearson Correlation | .397\*\* | .533\*\* | 1 | .521\*\* | -.066 | .113 | .273\*\* | .408\*\* | -.048 | .278\*\* | .592\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .512 | .264 | .006 | .000 | .634 | .005 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.4 | Pearson Correlation | .462\*\* | .486\*\* | .521\*\* | 1 | -.040 | .096 | .277\*\* | .354\*\* | -.047 | .211\* | .574\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .694 | .342 | .005 | .000 | .640 | .035 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.5 | Pearson Correlation | -.083 | -.003 | -.066 | -.040 | 1 | -.144 | -.235\* | -.006 | .314\*\* | .121 | .311\*\* |
| Sig. (2-tailed) | .412 | .974 | .512 | .694 |  | .154 | .019 | .955 | .001 | .230 | .002 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.6 | Pearson Correlation | .099 | .105 | .113 | .096 | -.144 | 1 | .154 | .245\* | -.010 | .088 | .333\*\* |
| Sig. (2-tailed) | .325 | .299 | .264 | .342 | .154 |  | .125 | .014 | .919 | .386 | .001 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.7 | Pearson Correlation | .362\*\* | .230\* | .273\*\* | .277\*\* | -.235\* | .154 | 1 | .377\*\* | -.052 | .119 | .434\*\* |
| Sig. (2-tailed) | .000 | .021 | .006 | .005 | .019 | .125 |  | .000 | .608 | .239 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.8 | Pearson Correlation | .292\*\* | .397\*\* | .408\*\* | .354\*\* | -.006 | .245\* | .377\*\* | 1 | -.066 | .396\*\* | .619\*\* |
| Sig. (2-tailed) | .003 | .000 | .000 | .000 | .955 | .014 | .000 |  | .513 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.9 | Pearson Correlation | .054 | .085 | -.048 | -.047 | .314\*\* | -.010 | -.052 | -.066 | 1 | .059 | .388\*\* |
| Sig. (2-tailed) | .593 | .400 | .634 | .640 | .001 | .919 | .608 | .513 |  | .560 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.10 | Pearson Correlation | .197\* | .320\*\* | .278\*\* | .211\* | .121 | .088 | .119 | .396\*\* | .059 | 1 | .531\*\* |
| Sig. (2-tailed) | .050 | .001 | .005 | .035 | .230 | .386 | .239 | .000 | .560 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL\_X2 | Pearson Correlation | .594\*\* | .668\*\* | .592\*\* | .574\*\* | .311\*\* | .333\*\* | .434\*\* | .619\*\* | .388\*\* | .531\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .002 | .001 | .000 | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

**Lampiran 8** Hasil Uj Validitas Kualitas Layanan Aplikasi NEW SAKPOLE (X3)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | TOTAL\_X3 |
| X3.1 | Pearson Correlation | 1 | .665\*\* | .717\*\* | .518\*\* | .512\*\* | .555\*\* | .592\*\* | .538\*\* | .577\*\* | .321\*\* | .804\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.2 | Pearson Correlation | .665\*\* | 1 | .619\*\* | .544\*\* | .455\*\* | .652\*\* | .471\*\* | .513\*\* | .603\*\* | .358\*\* | .792\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.3 | Pearson Correlation | .717\*\* | .619\*\* | 1 | .634\*\* | .582\*\* | .630\*\* | .553\*\* | .504\*\* | .623\*\* | .199\* | .813\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .047 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.4 | Pearson Correlation | .518\*\* | .544\*\* | .634\*\* | 1 | .713\*\* | .534\*\* | .390\*\* | .415\*\* | .451\*\* | .261\*\* | .737\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .009 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.5 | Pearson Correlation | .512\*\* | .455\*\* | .582\*\* | .713\*\* | 1 | .579\*\* | .502\*\* | .479\*\* | .445\*\* | .285\*\* | .753\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .004 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.6 | Pearson Correlation | .555\*\* | .652\*\* | .630\*\* | .534\*\* | .579\*\* | 1 | .546\*\* | .469\*\* | .630\*\* | .241\* | .789\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .016 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.7 | Pearson Correlation | .592\*\* | .471\*\* | .553\*\* | .390\*\* | .502\*\* | .546\*\* | 1 | .648\*\* | .452\*\* | .181 | .719\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .071 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.8 | Pearson Correlation | .538\*\* | .513\*\* | .504\*\* | .415\*\* | .479\*\* | .469\*\* | .648\*\* | 1 | .540\*\* | .326\*\* | .735\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .001 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.9 | Pearson Correlation | .577\*\* | .603\*\* | .623\*\* | .451\*\* | .445\*\* | .630\*\* | .452\*\* | .540\*\* | 1 | .259\*\* | .759\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .009 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.10 | Pearson Correlation | .321\*\* | .358\*\* | .199\* | .261\*\* | .285\*\* | .241\* | .181 | .326\*\* | .259\*\* | 1 | .482\*\* |
| Sig. (2-tailed) | .001 | .000 | .047 | .009 | .004 | .016 | .071 | .001 | .009 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL\_X3 | Pearson Correlation | .804\*\* | .792\*\* | .813\*\* | .737\*\* | .753\*\* | .789\*\* | .719\*\* | .735\*\* | .759\*\* | .482\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

**Lampiran 9** Hasil Uji Validitas Penerimaan Pajak Kendaraan Bermotor (Y)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 | Y1.6 | Y1.7 | Y1.8 | Y1.9 | Y1.10 | TOTAL\_Y1 |
| Y1.1 | Pearson Correlation | 1 | .604\*\* | .076 | -.042 | -.104 | -.113 | -.031 | -.070 | -.040 | .038 | .403\*\* |
| Sig. (2-tailed) |  | .000 | .454 | .675 | .302 | .262 | .757 | .491 | .692 | .708 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.2 | Pearson Correlation | .604\*\* | 1 | .207\* | .045 | -.163 | -.084 | .001 | -.019 | -.039 | .005 | .441\*\* |
| Sig. (2-tailed) | .000 |  | .039 | .655 | .105 | .406 | .991 | .848 | .699 | .960 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.3 | Pearson Correlation | .076 | .207\* | 1 | .614\*\* | .251\* | .280\*\* | .219\* | .209\* | .245\* | .272\*\* | .597\*\* |
| Sig. (2-tailed) | .454 | .039 |  | .000 | .012 | .005 | .029 | .037 | .014 | .006 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.4 | Pearson Correlation | -.042 | .045 | .614\*\* | 1 | .384\*\* | .289\*\* | .332\*\* | .227\* | .244\* | .230\* | .562\*\* |
| Sig. (2-tailed) | .675 | .655 | .000 |  | .000 | .003 | .001 | .023 | .014 | .022 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.5 | Pearson Correlation | -.104 | -.163 | .251\* | .384\*\* | 1 | .275\*\* | .158 | .303\*\* | .215\* | .078 | .384\*\* |
| Sig. (2-tailed) | .302 | .105 | .012 | .000 |  | .006 | .116 | .002 | .032 | .439 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.6 | Pearson Correlation | -.113 | -.084 | .280\*\* | .289\*\* | .275\*\* | 1 | .407\*\* | .322\*\* | .574\*\* | .440\*\* | .556\*\* |
| Sig. (2-tailed) | .262 | .406 | .005 | .003 | .006 |  | .000 | .001 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.7 | Pearson Correlation | -.031 | .001 | .219\* | .332\*\* | .158 | .407\*\* | 1 | .456\*\* | .367\*\* | .478\*\* | .584\*\* |
| Sig. (2-tailed) | .757 | .991 | .029 | .001 | .116 | .000 |  | .000 | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.8 | Pearson Correlation | -.070 | -.019 | .209\* | .227\* | .303\*\* | .322\*\* | .456\*\* | 1 | .565\*\* | .390\*\* | .568\*\* |
| Sig. (2-tailed) | .491 | .848 | .037 | .023 | .002 | .001 | .000 |  | .000 | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.9 | Pearson Correlation | -.040 | -.039 | .245\* | .244\* | .215\* | .574\*\* | .367\*\* | .565\*\* | 1 | .546\*\* | .616\*\* |
| Sig. (2-tailed) | .692 | .699 | .014 | .014 | .032 | .000 | .000 | .000 |  | .000 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.10 | Pearson Correlation | .038 | .005 | .272\*\* | .230\* | .078 | .440\*\* | .478\*\* | .390\*\* | .546\*\* | 1 | .602\*\* |
| Sig. (2-tailed) | .708 | .960 | .006 | .022 | .439 | .000 | .000 | .000 | .000 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL\_Y1 | Pearson Correlation | .403\*\* | .441\*\* | .597\*\* | .562\*\* | .384\*\* | .556\*\* | .584\*\* | .568\*\* | .616\*\* | .602\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

**Lampiran 10** Hasil Uji Reabilitas

1. Uji Reabilitas Penerapan Aplikasi NEW SAKPOLE (X1)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .895 | 9 |

1. Uji Reabilitas Tingkat Kepatuhan Pembayaran (X2)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .603 | 10 |

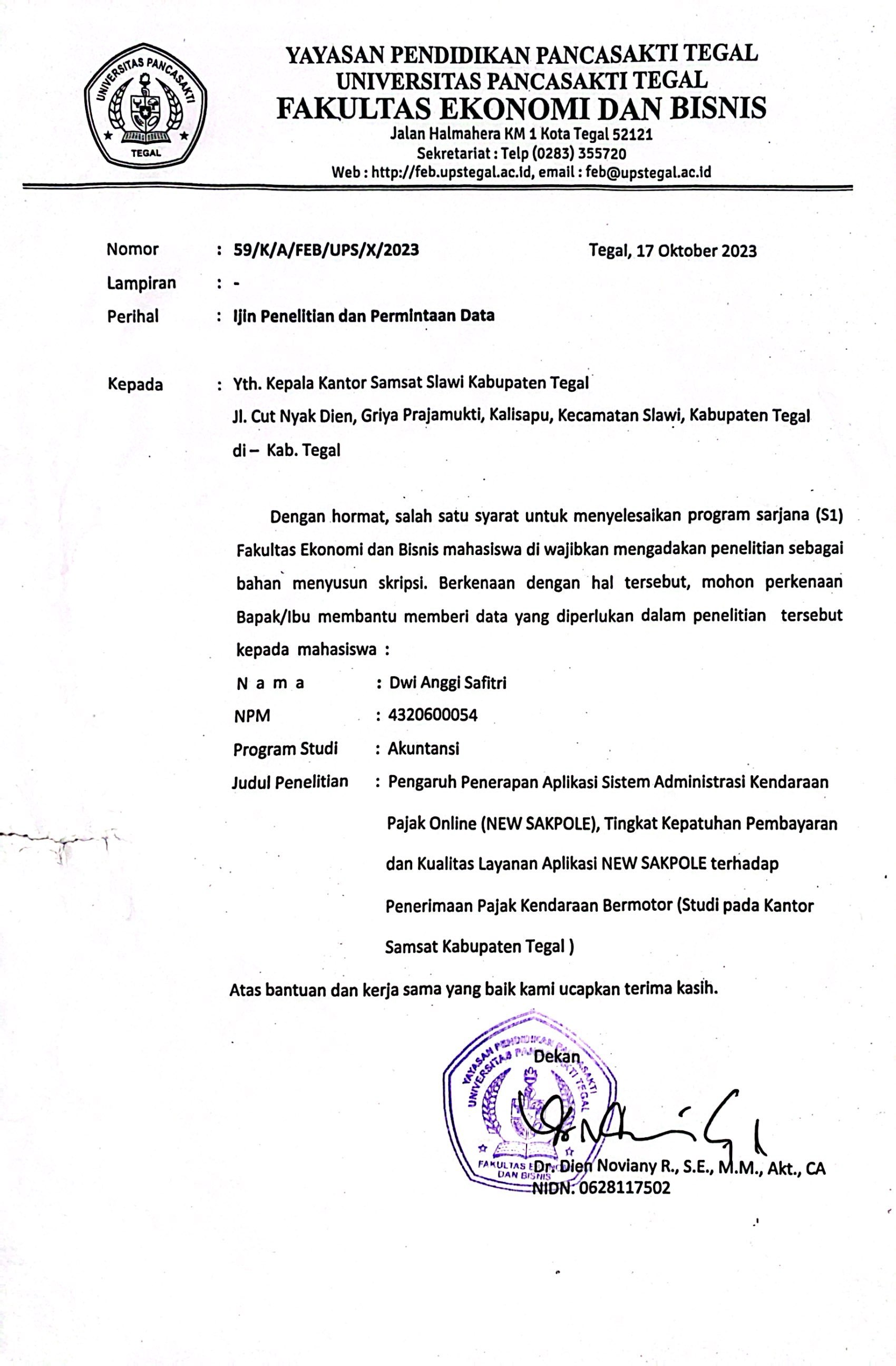
1. Uji Reabilitas Kualitas Layanan Aplikasi NEW SAKPOLE (X3)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .903 | 10 |

1. Uji Reabilitas Penerimaan Pajak Kendaraan Bermotor (Y)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .674 | 10 |

**Lampiran 11** Surat Ijin Penelitian dan Permintaan Data

Surat Ijin Penelitian dan Permintaan Data

**Lampiran 12** Bukti Dokumentasi Penyebaran Kuesioner



