

KUESIONER PENELITIAN

Bapak/Ibu/Saudara/i terhormat,

Saya sangat menyadari akan keterbatasan waktu anda yang sangat berharga. Akan tetapi, mohon kesediaannya untuk membantu saya dalam pengisian kuesioner ini. Tujuan penelitian ini adalah untuk mengetahui pengaruh kualitas jasa *internet banking* terhadap kepuasan pengguna dan loyalitas pengguna. Penelitian ini dilakukan untuk memenuhi syarat memperoleh gelar Sarjana di Fakultas Ekonomi Universitas Esa Unggul. Hasil penelitian ini diharapkan dapat digunakan sebagai bahan pertimbangan pengguna untuk menggunakan fasilitas *internet banking* dan menjadi masukan bagi pihak bank untuk semakin meningkatkan kualitas layanan *internet banking*.

Data yang anda berikan dalam kuesioner ini semata-mata hanya digunakan untuk kepentingan penelitian. Pengolahan data menggunakan metode statistik. Karena itu jawaban anda yang kosong/ tidak terjawab akan mengakibatkan seluruh jawaban tidak dapat diolah. Besar harapan saya akan kesediaan anda memberikan jawaban pada setiap point pertanyaan.

Terima kasih atas waktu yang diberikan, atas kerja sama dan dukungannya, saya ucapkan banyak terima kasih.

KUESIONER

I. BIODATA RESPONDEN

1. Nama :(tidak wajib diisi)
2. Email :
3. Jenis Kelamin : L / P
4. Usia : tahun
5. Pendidikan terakhir:
 - SMA/SLTA
 - Diploma
 - S1/S2/S3
6. Pendapatan /bulan :
 - < 3 juta
 - >3juta- 4 juta
 - >4juta- 5 juta
 - >6 juta
7. Sudah berapa lama anda menggunakan fasilitas *internet banking*?,.....bulan/ tahun.*
 *: *coret yang tidak perlu*

Berikan tanda (√) pada kotak/kolom yang menurut Anda paling tepat mengenai fasilitas *internet banking* yang anda gunakan.

Keterangan:

- | | |
|-------------------------|-----------------------|
| 1 : Sangat Tidak Setuju | 1 : Sangat Tidak Puas |
| 2 : Tidak Setuju | 2 : Tidak Puas |
| 3 : Setuju | 3 : Puas |
| 4 : Sangat Setuju | 4 : Sangat Puas |

8. Kualitas Informasi Website

No.	Keterangan	1	2	3	4
1	<i>Website BSM internet banking</i> menyediakan informasi yang tepat guna				
2	<i>Website BSM Internet banking</i> memiliki informasi yang dapat dipercaya				
3	Informasi selalu <i>upto date</i>				
4	Informasi <i>web BSM internet banking</i> sesuai dengan tema <i>web</i>				
5	<i>BSM internet banking</i> memiliki informasi yang mudah dimengerti				
6	Informasi yang disediakan sangat memandu dalam proses transaksi				

9. Kualitas Interaksi Website

No	Keterangan	1	2	3	4
7	Fungsi pencarian <i>website</i> sesuai dengan tujuan atau sasaran				
8	<i>BSM internet banking</i> sangat efisien				
9	<i>BSM internet banking</i> sangat mudah dipelajari dalam pengoperasiannya				
10	Pengoperasian <i>BSM internet banking</i> sangat mudah dimengerti				
11	<i>Website BSM internet banking</i> mudah diingat dalam penggunaannya				

10. Kualitas Desain Web

No	Keterangan	1	2	3	4
12	<i>Website BSM Internet banking</i> memiliki tampilan yang menarik				
13	<i>Website BSM internet banking</i> memiliki tampilan yang inovatif				
14	Desain <i>BSM internet banking</i> sangat kreatif				
15	Desain <i>BSM internet banking</i> tertata dengan rapi dan teratur				
16	<i>BSM internet banking</i> memiliki estetika dalam desain <i>web</i>				
17	Waktu <i>downloading</i> tiap halaman <i>website</i> tidak lama				
18	Grafik animasi tidak mengganggu saat menggunakan <i>website internet banking</i>				

11. Keandalan

No	Keterangan	1	2	3	4
19	Proses transaksi di BSM <i>internet banking real-time</i> (saat itu juga)				
20	Transaksi BSM <i>internet banking</i> sangat akurat				
21	Transaksi di BSM <i>internet banking</i> dapat diandalkan				
22	Proses transaksi di BSM <i>internet banking</i> berjalan dengan benar				
23	Layanan BSM <i>internet banking</i> aktif selama 24 jam, 7 hari seminggu				

12. Ketanggapan

No	Keterangan	1	2	3	4
24	Layanan BSM <i>internet banking</i> menyediakan solusi ketika ada masalah				
25	Layanan BSM <i>internet banking</i> selalu memberi respon transaksi baik gagal atau berhasil				
26	Layanan BSM <i>internet banking</i> menjadikan transaksi lebih cepat				

13. Jaminan

No	Keterangan	1	2	3	4
27	Peraturan keamanan (<i>term and condition</i>) BSM <i>internet banking</i> dapat diakses				
28	Layanan BSM <i>internet banking</i> memiliki system keamanan yang baik				
29	Layanan BSM <i>internet banking</i> menyediakan <i>contact call center</i>				
30	Bank Syariah Mandiri memiliki reputasi yang baik				

14. Empati

No	Keterangan	1	2	3	4
31	Layanan BSM <i>internet banking</i> memberikan informasi tentang transaksi				
32	Transaksi Layanan BSM <i>internet banking</i> sudah sesuai dengan kebutuhan transaksi				
33	Layanan BSM <i>internet banking</i> sudah sesuai dengan harapan				

15. Kepuasan Pelanggan

No	Keterangan	1	2	3	4
1	BSM <i>internet banking</i> mempercepat transaksi saya				
2	Transaksi melalui BSM <i>internet banking</i> sudah sesuai harapan saya				
3	Saya merasa puas dengan layanan BSM <i>internet banking</i>				
4	Saya merasa bangga memiliki BSM <i>internet banking</i>				
5	Biaya transaksi BSM <i>internet banking</i> lebih murah dibanding bank lain				
6	BSM <i>internet banking</i> memberikan kemudahan dalam transaksi				

16. Loyalitas Pelanggan

No	Keterangan	1	2	3	4
1	Saya sering menggunakan BSM <i>internet banking</i> dalam setiap transaksi keuangan				
2	Saya akan merekomendasikan BSM <i>internet banking</i> kepada orang lain				
3	Saya akan menjadikan BSM <i>internet banking</i> sebagai pilihan pertama dalam layanan keuangan				
4	BSM <i>internet banking</i> menjadi kepercayaan saya dalam memilih layanan keuangan <i>online</i> dibanding yang lainnya				

”Terima kasih atas partisipasinya”

Lampiran 1. Tabulasi pre-test

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNy1	LNy2	LNy3	LNy4					
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Lampiran 2. Hasil Kuisioner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
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Lampiran 2. Hasil Kuisioner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
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Lampiran 2. Hasil Kuisioner

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68	4	4	4	4	4	4	3	3	3	3	3	3	3	3	4	4	4	4
69	3	4	2	3	4	4	3	3	3	4	4	4	2	3	3	3	3	3
70	2	4	3	3	3	3	3	3	2	3	3	3	2	1	1	2	3	2
71	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
72	3	3	2	3	3	4	3	3	3	4	4	3	2	3	3	3	3	3

Lampiran 2. Hasil Kuisiner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
73	4	4	3	3	3	3	3	3	3	3	3	3	3	3	4	3	4	3
74	4	4	3	3	4	4	4	4	4	4	4	2	3	3	3	3	3	3
75	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	2	3	3
76	3	3	3	3	2	2	3	4	4	3	3	3	4	3	3	2	2	3
77	3	4	3	3	2	3	4	4	4	3	4	4	4	4	4	3	3	4
78	3	3	3	3	2	4	4	4	3	3	3	3	3	3	3	3	4	3
79	3	3	3	2	3	2	3	3	3	2	3	3	3	3	2	3	3	3
80	3	3	4	3	3	3	4	4	3	3	3	3	3	3	3	3	3	4
81	4	4	3	3	3	4	4	3	4	3	3	3	3	3	3	3	3	3
82	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3
83	2	3	3	3	1	3	2	2	1	2	2	2	2	2	2	3	3	2
84	3	4	3	3	3	3	3	3	4	4	3	3	3	2	3	4	2	2
85	4	4	4	3	3	4	2	4	3	4	3	4	4	4	4	3	4	3
86	4	4	4	4	3	3	4	4	3	4	3	3	4	4	4	3	3	3
87	3	2	4	3	3	4	3	2	3	3	4	4	3	4	4	4	4	4
88	3	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	4	3
89	3	3	3	3	3	4	3	4	3	4	3	3	4	3	3	4	3	3
90	3	2	3	3	2	3	3	3	2	4	4	4	4	4	4	4	4	4
91	3	4	3	3	3	2	3	2	2	2	3	3	3	3	4	3	3	2
92	3	3	3	2	3	2	3	3	2	2	2	2	2	2	3	4	3	2
93	3	3	2	3	2	2	3	3	3	4	4	4	3	3	4	4	3	4
94	3	4	3	3	3	3	3	3	4	2	4	3	3	4	3	2	3	3
95	4	4	3	4	3	3	3	3	3	4	4	4	3	3	2	3	3	2
96	4	4	3	3	3	3	3	3	3	3	3	3	3	4	3	4	3	4

Lampiran 2. Hasil Kuisioner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
97	3	3	3	4	4	3	3	3	3	2	3	3	2	3	3	3	2	4
98	2	1	2	1	2	1	2	1	2	4	3	3	3	2	3	2	2	2
99	4	4	4	4	3	5	4	4	4	3	3	2	3	2	3	3	2	2
100	4	3	3	3	3	3	3	3	3	4	3	3	2	3	3	2	2	3
101	3	3	2	3	3	3	3	3	3	3	2	2	3	2	2	2	2	2
102	4	3	2	3	3	3	2	3	3	3	4	4	4	4	4	4	4	4
103	3	4	3	3	3	2	3	4	2	3	3	3	3	3	3	3	4	4
104	4	4	3	3	3	3	3	3	4	3	3	3	3	2	2	3	3	2
105	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
106	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
107	3	4	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
108	3	3	3	3	4	4	4	3	3	4	3	3	2	2	2	3	4	3
109	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3
110	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
111	3	3	2	3	3	4	3	3	3	4	4	3	2	3	3	3	3	3
112	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
113	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	3	3	3
114	3	3	4	3	3	4	3	3	4	4	4	3	3	3	3	4	3	3
115	3	3	3	3	4	3	4	4	3	3	3	4	4	4	3	4	3	3
116	4	4	3	4	3	3	3	4	3	4	4	3	4	4	3	3	3	4
117	4	4	4	4	3	4	3	3	3	3	3	4	3	3	3	3	3	3
118	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3	3	3	3
119	4	4	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3
120	4	3	3	3	4	3	3	4	3	4	4	3	2	3	2	4	3	3

Lampiran 2. Hasil Kuisioner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18	
121	3	4	3	3	3	3	3	3	3	3	3	3	2	2	2	2	3	3	
122	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	3	
123	3	4	4	3	3	3	3	2	2	3	3	3	3	3	3	3	2	2	
124	3	3	4	4	4	3	3	4	2	3	3	3	2	2	3	3	4	4	
125	4	4	3	3	3	4	4	4	3	4	4	4	3	3	3	3	4	4	
126	3	3	4	3	4	4	3	2	4	3	3	3	3	3	3	3	2	3	
127	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	
128	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
129	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	3	3	
130	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
131	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
132	3	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	
133	3	3	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	3	3
134	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
135	4	4	3	3	4	4	4	4	2	4	4	3	3	2	2	3	1	2	
136	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	1	3	
137	4	4	4	3	3	4	4	4	4	4	4	4	3	3	2	3	3	3	
138	3	4	3	3	3	4	4	3	3	4	3	3	3	3	3	3	3	3	
139	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	
140	3	4	2	3	4	4	3	3	3	4	4	4	2	3	3	3	3	3	
141	4	4	2	3	4	4	4	4	3	3	3	4	3	3	2	3	2	4	
142	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
143	2	4	3	3	3	3	3	3	2	3	3	3	2	1	1	2	3	2	
144	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	

Lampiran 2. Hasil Kuisioner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
145	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
146	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
147	3	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	3	3
148	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
149	4	4	3	3	4	4	4	2	4	4	3	3	2	2	3	3	1	2
150	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	1	3
151	4	4	4	3	3	4	4	4	4	4	4	3	3	2	3	3	3	3
152	3	4	3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3
153	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	2	3
154	3	4	2	3	4	4	3	3	4	4	4	2	3	3	3	3	3	3
155	4	4	2	3	4	4	4	3	3	3	4	3	3	2	3	3	2	4
156	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
157	2	4	3	3	3	3	3	2	3	3	3	2	1	1	2	2	3	2
158	3	4	3	3	3	2	4	2	3	3	3	3	3	3	3	3	4	4
159	4	4	3	3	3	3	3	4	3	3	3	3	2	2	3	3	3	2
160	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
161	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
162	3	4	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
163	3	3	3	3	4	4	3	3	4	3	3	2	2	2	3	3	4	3
164	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3
165	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
166	3	3	2	3	3	4	3	3	4	4	3	2	3	3	3	3	3	3

Lampiran 2. Hasil Kuisiner

NO	KPX1	KPX2	KPX3	KPX4	KPX5	KPX6	KPX7	KPX8	KPX9	KPX10	KPX11	KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
167	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
168	4	4	4	4	4	3	4	4	3	4	4	4	4	4	3	3	3	3
169	3	3	4	3	3	4	3	4	4	4	3	3	3	3	4	3	3	3
170	3	3	3	3	4	3	4	3	3	3	4	4	4	3	4	4	3	3
171	4	4	3	4	3	3	4	3	4	4	3	4	4	3	3	4	3	4
172	4	4	4	4	3	4	3	3	3	3	4	3	3	3	3	3	3	3
173	4	4	4	4	4	4	3	4	4	4	4	4	4	3	3	3	3	3
174	4	4	4	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3
175	4	3	3	3	4	3	4	3	4	4	3	2	3	2	4	3	3	3
176	3	4	3	3	3	3	3	3	3	3	3	2	2	2	2	2	3	3
177	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	3	3
178	3	4	4	3	3	3	2	2	3	3	3	3	3	3	3	3	2	2
179	3	3	4	4	4	3	4	2	3	3	3	2	2	3	3	4	4	4
180	4	4	3	3	3	4	4	3	4	4	4	3	3	3	3	3	4	4
181	3	3	4	3	4	4	2	4	3	3	3	3	3	3	3	3	2	3
182	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4
183	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
184	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4	3	3
185	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3
186	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
6	3	3	2	3	3	3	4	4	4	4	4	4	3	2	2
7	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
8	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
9	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
10	3	3	3	3	2	3	2	3	3	3	3	3	3	3	3
11	3	4	4	4	4	3	3	4	3	3	4	4	4	3	3
12	4	4	3	3	2	3	2	3	3	4	4	4	4	4	4
13	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
14	2	2	2	2	1	3	3	3	3	3	3	3	3	3	3
15	4	4	3	3	2	2	3	3	2	3	4	3	4	3	3
16	4	3	3	3	3	3	3	3	2	3	3	3	4	3	3
17	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
18	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
19	4	4	4	4	4	3	3	4	3	3	4	4	4	3	3
20	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
21	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2
23	4	4	3	3	4	3	3	3	3	3	3	3	3	3	2
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
25	4	4	3	4	4	4	3	3	4	4	3	3	4	3	3
26	4	4	4	3	3	3	3	3	4	3	3	3	3	3	3
27	3	4	4	4	3	4	3	4	3	3	3	4	3	3	3
28	3	4	4	3	4	4	4	3	4	3	3	4	3	3	4
29	4	3	4	3	4	3	3	4	3	3	3	4	3	3	3
30	4	3	4	3	4	4	3	4	3	4	2	3	4	4	3
31	2	3	4	3	4	3	4	3	4	4	4	2	3	3	4
32	4	2	3	4	3	4	4	4	3	4	3	4	4	4	3
33	4	3	4	4	4	4	4	4	4	4	3	4	3	4	3
34	3	3	4	3	3	4	3	3	4	3	3	4	3	3	3
35	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
36	3	2	3	3	2	3	3	2	3	3	2	3	3	2	3
37	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
38	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
39	3	3	2	3	3	2	3	3	2	3	3	2	3	3	3
40	3	3	2	3	3	2	3	3	2	3	3	2	3	3	3
41	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
42	3	3	2	3	3	2	3	3	2	3	3	2	3	3	3
43	4	4	3	4	4	3	4	4	3	4	4	3	3	2	3
44	3	3	2	3	3	2	3	3	2	3	3	2	3	2	3
45	2	2	3	2	2	3	2	2	3	2	2	3	3	4	3
46	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
47	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
48	4	3	3	4	3	3	4	3	3	4	3	3	4	4	4

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
49	4	4	3	4	4	3	4	4	3	4	4	3	4	4	4
50	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
51	3	4	3	3	4	3	3	4	3	3	4	3	4	4	3
52	4	4	3	4	4	3	4	4	3	4	4	3	2	4	4
53	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
54	4	4	2	4	4	2	4	4	2	4	4	2	4	4	3
55	4	4	2	4	4	2	4	4	2	4	4	2	4	4	4
56	3	3	4	3	3	4	3	3	4	3	3	4	3	3	3
57	4	3	4	4	3	4	4	3	4	4	3	4	3	3	3
58	3	3	4	3	3	4	3	3	4	3	3	4	3	3	3
59	3	3	2	3	3	2	3	3	2	3	3	2	3	3	3
60	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
61	3	3	4	3	3	4	3	3	4	3	3	4	3	3	3
62	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
63	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
64	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
65	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
66	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3
67	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
68	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3
69	3	4	4	4	4	3	3	4	3	3	4	4	4	3	3
70	2	2	2	2	1	3	3	3	3	3	3	3	3	3	3
71	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2
72	4	4	3	3	4	3	3	3	3	3	3	3	3	3	2

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
73	1	3	3	4	4	4	4	4	4	3	3	3	3	3	3
74	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
76	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3
77	4	4	3	4	3	3	3	3	3	3	3	3	3	3	3
78	4	4	4	3	3	4	4	3	3	3	3	3	3	3	3
79	3	3	2	3	3	3	3	3	2	2	2	3	3	3	3
80	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3
81	4	4	4	3	3	3	3	3	3	3	3	4	3	4	3
82	3	3	3	3	3	3	3	4	4	2	3	2	3	3	3
83	3	3	3	3	3	2	2	2	3	3	3	2	2	3	3
84	4	3	3	4	3	4	4	3	4	4	2	4	4	4	3
85	3	3	3	3	4	4	3	3	3	4	4	4	4	3	4
86	4	4	3	4	4	4	2	3	2	4	4	4	4	4	3
87	4	3	4	4	3	2	3	3	4	3	2	3	2	3	3
88	3	3	3	3	3	4	4	3	3	3	3	2	3	3	2
89	4	4	3	4	3	3	4	4	4	4	4	4	3	4	3
90	4	4	4	4	3	2	3	2	3	3	3	2	3	3	3
91	2	2	3	2	3	4	4	4	3	3	3	3	3	4	3
92	4	3	4	3	3	3	3	4	3	4	4	4	4	3	4
93	3	3	4	4	4	3	3	4	3	3	4	4	4	3	3
94	4	4	3	4	4	5	3	3	4	4	3	4	4	4	4
95	3	3	3	3	3	3	3	3	3	3	3	4	4	4	3
96	3	3	4	3	3	4	3	4	4	4	4	3	4	3	3

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
97	4	4	4	4	4	4	4	4	3	3	4	4	4	4	3
98	3	3	3	3	4	3	2	2	2	2	3	3	2	4	4
99	2	2	2	3	4	3	3	3	3	3	3	4	3	3	2
100	3	3	2	2	3	3	3	3	3	3	3	4	4	4	3
101	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
102	4	4	4	4	4	4	4	4	3	3	3	4	3	3	3
103	4	4	3	3	2	2	3	3	2	3	4	3	4	3	3
104	4	3	3	3	3	3	3	3	2	3	3	3	4	3	3
105	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
106	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
107	4	4	4	4	4	3	3	4	3	3	4	4	4	3	3
108	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
109	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
110	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2
111	4	4	3	3	4	3	3	3	3	3	3	3	3	3	2
112	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
113	4	4	3	4	4	4	3	3	4	4	3	3	4	3	3
114	4	4	4	3	3	3	3	3	4	3	3	3	3	3	3
115	3	4	4	4	3	4	3	4	3	3	3	4	3	3	3
116	3	4	4	3	4	4	4	3	4	3	3	4	3	3	4
117	4	3	4	3	4	3	3	4	3	3	3	4	3	3	3
118	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4
119	4	4	3	3	2	3	3	3	3	3	4	3	4	4	3
120	4	3	4	4	4	4	4	4	3	4	3	4	4	3	4

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
121	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3
122	4	4	4	4	4	3	4	4	3	4	4	4	4	4	3
123	3	3	3	4	4	2	3	3	4	3	3	4	4	3	4
124	4	4	2	4	3	2	3	3	4	3	4	4	4	3	2
125	4	4	4	4	4	3	4	4	4	4	3	3	4	4	3
126	2	3	3	3	2	4	2	3	4	3	3	4	4	4	3
127	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
128	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
129	3	3	4	4	3	3	3	4	4	3	3	3	3	3	4
130	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
131	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
132	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
133	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
134	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
135	3	3	2	3	3	3	4	4	4	4	4	4	3	2	2
136	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
137	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
138	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
139	3	3	3	3	2	3	2	3	3	3	3	3	3	3	3
140	3	4	4	4	4	3	3	4	3	3	4	4	4	3	3
141	4	4	3	3	2	3	2	3	3	4	4	4	4	4	4
142	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
143	2	2	2	2	1	3	3	3	3	3	3	3	3	3	3
144	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
145	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
146	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
147	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
148	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
149	3	3	2	3	3	3	4	4	4	4	4	4	3	2	2
150	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
151	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
152	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
153	3	3	3	3	2	3	2	3	3	3	3	3	3	3	3
154	3	4	4	4	4	3	3	4	3	3	4	4	4	3	3
155	4	4	3	3	2	3	2	3	3	4	4	4	4	4	4
156	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
157	2	2	2	2	1	3	3	3	3	3	3	3	3	3	3
158	4	4	3	3	2	2	3	3	2	3	4	3	4	3	3
159	4	3	3	3	3	3	3	3	2	3	3	3	4	3	3
160	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
161	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
162	4	4	4	4	4	3	3	4	3	3	4	4	4	3	3
163	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2
164	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
165	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2
166	4	4	3	3	4	3	3	3	3	3	3	3	3	3	2
167	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
168	4	4	3	4	4	4	3	3	4	4	3	3	4	3	3

Lampiran 2. Hasil Kuisiner

NO	KPX19	KPX20	KPX21	KPX22	KPX23	KPX24	KPX25	KPX26	KPX27	KPX28	KPX29	KPX30	KPX31	KPX32	KPX33
169	4	4	4	3	3	3	3	3	4	3	3	3	3	3	3
170	3	4	4	4	3	4	3	4	3	3	3	4	3	3	3
171	3	4	4	3	4	4	4	3	4	3	3	4	3	3	4
172	4	3	4	3	4	3	3	4	3	3	3	4	3	3	3
173	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4
174	4	4	3	3	2	3	3	3	3	3	4	3	4	4	3
175	4	3	4	4	4	4	4	4	3	4	3	4	4	3	4
176	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3
177	4	4	4	4	4	3	4	4	3	4	4	4	4	4	3
178	3	3	3	4	4	2	3	3	4	3	3	4	4	3	4
179	4	4	2	4	3	2	3	3	4	3	4	4	4	3	2
180	4	4	4	4	4	3	4	4	4	4	3	3	4	4	3
181	2	3	3	3	2	4	2	3	4	3	3	4	4	4	3
182	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
183	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
184	3	3	4	4	3	3	3	4	4	3	3	3	3	3	4
185	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3
186	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
1	4	4	4	4	4	4	4	4	4	4
2	4	3	4	3	4	4	4	4	4	4
3	4	4	4	4	4	4	4	4	4	4
4	3	3	3	2	4	3	4	3	3	3
5	4	4	4	4	4	4	3	4	4	4
6	3	3	3	3	4	4	4	4	3	3
7	3	3	3	3	3	3	3	3	3	3
8	3	3	3	3	3	3	2	3	3	3
9	3	3	3	3	3	3	3	3	3	3
10	3	3	3	3	3	3	4	3	3	3
11	4	3	3	3	4	4	3	3	2	3
12	3	3	3	3	3	3	3	3	3	3
13	3	3	3	3	3	3	3	3	3	3
14	3	2	2	2	3	3	3	2	3	2
15	3	3	3	2	3	3	3	2	2	2
16	3	4	3	3	3	3	3	3	3	3
17	3	3	3	3	3	3	3	3	3	3
18	4	4	4	4	4	4	4	4	4	4
19	4	3	4	4	3	3	3	4	3	4
20	3	2	3	3	3	3	3	3	3	3
21	3	3	3	3	3	3	3	3	3	3
22	3	2	3	3	3	3	2	3	2	3
23	3	2	3	3	4	3	2	2	2	3
24	3	3	3	3	3	3	3	3	3	3

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
25	3	3	4	3	3	4	3	2	3	3
26	4	3	3	4	4	4	3	3	3	3
27	3	3	3	3	3	3	4	3	3	3
28	4	4	4	4	3	4	4	4	3	4
29	4	4	3	3	4	3	3	3	3	3
30	4	2	3	4	3	4	3	4	2	3
31	4	4	3	3	4	3	4	4	4	3
32	4	3	4	4	4	4	3	4	3	4
33	3	4	3	4	4	2	3	4	4	3
34	3	3	3	3	3	4	3	4	4	3
35	4	4	4	4	4	3	4	4	3	4
36	3	2	3	3	2	3	3	2	3	3
37	4	4	4	4	4	3	4	4	3	3
38	4	4	4	4	4	3	3	3	4	4
39	3	3	3	3	3	2	4	3	4	4
40	3	3	3	3	3	2	4	3	4	3
41	4	4	4	4	4	3	3	4	2	3
42	3	3	3	3	3	2	4	4	4	3
43	3	2	3	4	4	3	3	4	3	4
44	3	2	3	3	3	2	4	3	3	3
45	3	4	3	2	2	3	4	3	4	3
46	4	4	4	4	4	3	3	4	2	3
47	3	3	3	3	3	3	4	4	4	3
48	4	4	4	4	3	3	3	4	3	4

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
49	4	4	4	4	4	3	4	3	3	3
50	3	3	3	3	3	3	3	3	4	3
51	4	4	3	3	4	3	3	4	3	4
52	2	4	4	4	4	3	3	4	3	4
53	3	3	3	3	3	3	4	4	4	4
54	4	4	3	4	4	2	3	4	3	4
55	4	4	4	4	4	2	3	4	3	3
56	3	3	3	3	3	4	4	3	4	4
57	3	3	3	4	3	4	2	3	4	4
58	3	3	3	3	3	4	4	4	4	2
59	3	3	3	3	3	2	3	4	3	4
60	4	4	4	4	4	4	4	3	3	3
61	3	3	3	3	3	4	3	3	4	4
62	3	4	4	4	4	4	4	4	3	4
63	4	4	4	4	4	4	4	4	4	4
64	3	3	3	3	3	3	3	3	3	3
65	4	3	4	3	3	3	4	4	3	3
66	4	3	3	3	3	3	3	3	4	3
67	4	3	3	4	4	3	3	4	3	3
68	3	3	3	3	3	3	2	3	2	3
69	4	3	3	3	4	4	3	3	2	3
70	3	2	2	2	3	3	3	2	3	2
71	3	2	3	3	3	3	2	3	2	3
72	3	2	3	3	4	3	2	2	2	3

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
73	3	4	4	4	3	3	2	2	3	3
74	3	3	3	3	3	3	3	4	1	2
75	3	3	3	3	3	3	2	2	1	2
76	3	3	3	3	3	3	3	2	1	2
77	4	3	3	3	4	4	3	3	4	2
78	3	3	3	3	3	3	4	4	4	3
79	3	3	3	3	3	3	3	4	3	4
80	3	2	2	2	3	3	4	2	2	4
81	3	2	2	3	3	3	2	2	3	3
82	2	4	3	3	4	4	3	3	2	2
83	2	4	4	3	3	2	1	3	3	3
84	4	4	4	4	3	3	3	4	4	3
85	3	3	3	2	3	3	3	2	3	3
86	3	3	4	4	3	3	3	2	3	4
87	2	4	3	4	3	4	4	4	4	3
88	4	4	3	4	3	3	4	4	4	3
89	3	2	3	3	4	4	3	4	4	4
90	2	3	3	2	3	3	3	3	3	3
91	3	4	3	4	3	3	4	3	3	4
92	3	3	2	4	4	4	4	4	4	4
93	3	2	2	2	3	3	3	3	4	3
94	3	3	2	2	2	2	2	3	4	3
95	4	4	3	4	4	4	4	2	2	3
96	3	2	3	3	3	4	4	4	4	3

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
97	4	3	2	3	2	4	4	4	4	4
98	3	4	3	3	4	3	2	3	2	3
99	2	3	4	3	3	3	3	2	3	3
100	3	4	4	4	4	4	4	4	3	4
101	2	2	2	2	2	2	2	2	2	2
102	3	3	3	3	3	3	3	3	3	3
103	3	3	3	2	3	3	3	2	2	2
104	3	4	3	3	3	3	3	3	3	3
105	3	3	3	3	3	3	3	3	3	3
106	4	4	4	4	4	4	4	4	4	4
107	4	3	4	4	3	3	3	4	3	4
108	3	2	3	3	3	3	3	3	3	3
109	3	3	3	3	3	3	3	3	3	3
110	3	2	3	3	3	3	2	3	2	3
111	3	2	3	3	4	3	2	2	2	3
112	3	3	3	3	3	3	3	3	3	3
113	3	3	4	3	3	4	3	2	3	3
114	4	3	3	4	4	4	3	3	3	3
115	3	3	3	3	3	3	4	3	3	3
116	4	4	4	4	3	4	4	4	3	4
117	4	4	3	3	4	3	3	3	3	3
118	4	4	4	4	3	4	4	3	4	4
119	3	3	3	3	3	4	3	4	3	3
120	4	4	3	3	2	4	3	4	4	4

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LN1	LN2	LN3	LN4
121	3	2	2	3	2	3	1	2	1	1
122	4	3	3	3	3	4	2	3	3	3
123	4	3	4	3	4	3	3	3	4	4
124	3	1	3	3	2	3	2	2	2	2
125	4	3	3	3	3	4	4	3	3	3
126	4	4	3	4	4	4	4	4	4	3
127	4	4	4	4	4	4	4	4	4	4
128	3	3	3	3	3	3	3	3	3	3
129	3	4	4	4	3	4	4	4	4	3
130	4	4	4	4	4	4	4	4	4	4
131	4	3	4	3	4	4	4	4	4	4
132	4	4	4	4	4	4	4	4	4	4
133	3	3	3	2	4	3	4	3	3	3
134	4	4	4	4	4	4	3	4	4	4
135	3	3	3	3	4	4	4	4	3	3
136	3	3	3	3	3	3	3	3	3	3
137	3	3	3	3	3	3	2	3	3	3
138	3	3	3	3	3	3	3	3	3	3
139	3	3	3	3	3	3	4	3	3	3
140	4	3	3	3	4	4	3	3	2	3
141	3	3	3	3	3	3	3	3	3	3
142	3	3	3	3	3	3	3	3	3	3
143	3	2	2	2	3	3	3	2	3	2
144	4	4	4	4	4	4	4	4	4	4

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
145	4	3	4	3	4	4	4	4	4	4
146	4	4	4	4	4	4	4	4	4	4
147	3	3	3	2	4	3	4	3	3	3
148	4	4	4	4	4	4	3	4	4	4
149	3	3	3	3	4	4	4	4	3	3
150	3	3	3	3	3	3	3	3	3	3
151	3	3	3	3	3	3	2	3	3	3
152	3	3	3	3	3	3	3	3	3	3
153	3	3	3	3	3	3	4	3	3	3
154	4	3	3	3	4	4	3	3	2	3
155	3	3	3	3	3	3	3	3	3	3
156	3	3	3	3	3	3	3	3	3	3
157	3	2	2	2	3	3	3	2	3	2
158	3	3	3	2	3	3	3	2	2	2
159	3	4	3	3	3	3	3	3	3	3
160	3	3	3	3	3	3	3	3	3	3
161	4	4	4	4	4	4	4	4	4	4
162	4	3	4	4	3	3	3	4	3	4
163	3	2	3	3	3	3	3	3	3	3
164	3	3	3	3	3	3	3	3	3	3
165	3	2	3	3	3	3	2	3	2	3
166	3	2	3	3	4	3	2	2	2	3
167	3	3	3	3	3	3	3	3	3	3

Lampiran 2. Hasil Kuisiner

NO	KNX1	KNX2	KNX3	KNX4	KNX5	KNX6	LNY1	LNY2	LNY3	LNY4
168	3	3	4	3	3	4	3	2	3	3
169	4	3	3	4	4	4	3	3	3	3
170	3	3	3	3	3	3	4	3	3	3
171	4	4	4	4	3	4	4	4	3	4
172	4	4	3	3	4	3	3	3	3	3
173	4	4	4	4	3	4	4	3	4	4
174	3	3	3	3	3	4	3	4	3	3
175	4	4	3	3	2	4	3	4	4	4
176	3	2	2	3	2	3	1	2	1	1
177	4	3	3	3	3	4	2	3	3	3
178	4	3	4	3	4	3	3	3	4	4
179	3	1	3	3	2	3	2	2	2	2
180	4	3	3	3	3	4	4	3	3	3
181	4	4	3	4	4	4	4	4	4	3
182	4	4	4	4	4	4	4	4	4	4
183	3	3	3	3	3	3	3	3	3	3
184	3	4	4	4	3	4	4	4	4	3
185	3	3	3	3	3	3	3	3	3	3
186	3	3	3	3	3	3	3	3	3	3

Lampiran 3. Uji Validitas 30 Responden

a. Uji Validitas Kualitas Informasi Website (KPX1)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.731
Bartlett's Test of Sphericity	Approx. Chi-Square	99.145
	df	15
	Sig.	0.000

Anti-image Matrices

		KPX1	KPX2	KPX3	KPX4	KPX5	KPX6
Anti-image Covariance	KPX1	0.555	-0.137	-0.002	-0.043	-0.035	0.009
	KPX2	-0.137	0.326	-0.166	0.101	-0.094	0.058
	KPX3	-0.002	-0.166	0.215	-0.117	0.028	-0.072
	KPX4	-0.043	0.101	-0.117	0.199	-0.153	-0.066
	KPX5	-0.035	-0.094	0.028	-0.153	0.271	0.059
	KPX6	0.009	0.058	-0.072	-0.066	0.059	0.847
Anti-image Correlation	KPX1	.910 ^a	-0.323	-0.005	-0.130	-0.090	0.013
	KPX2	-0.323	.664 ^a	-0.625	0.394	-0.315	0.111
	KPX3	-0.005	-0.625	.731 ^a	-0.565	0.118	-0.170
	KPX4	-0.130	0.394	-0.565	.664 ^a	-0.660	-0.162
	KPX5	-0.090	-0.315	0.118	-0.660	.763 ^a	0.123
	KPX6	0.013	0.111	-0.170	-0.162	0.123	.751 ^a

a. Measures of Sampling Adequacy(MSA)

b. Uji Validitas Kualitas Interaksi Website (KPX2)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.809
Bartlett's Test of Sphericity	Approx. Chi-Square	76.125
	df	10
	Sig.	0.000

Anti-image Matrices

		KPX7	KPX8	KPX9	KPX10	KPX11
Anti-image Covariance	KPX7	0.358	-0.099	-0.018	-0.083	-0.118
	KPX8	-0.099	0.274	0.069	-0.146	-0.102
	KPX9	-0.018	0.069	0.758	-0.184	0.026
	KPX10	-0.083	-0.146	-0.184	0.280	-0.015
	KPX11	-0.118	-0.102	0.026	-0.015	0.517
Anti-image Correlation	KPX7	.867 ^a	-0.315	-0.035	-0.264	-0.275
	KPX8	-0.315	.782 ^a	0.152	-0.527	-0.272
	KPX9	-0.035	0.152	.695 ^a	-0.399	0.041
	KPX10	-0.264	-0.527	-0.399	.771 ^a	-0.041
	KPX11	-0.275	-0.272	0.041	-0.041	.888 ^a

a. Measures of Sampling Adequacy(MSA)

c. Uji Validitas Kualitas Desain Web (KPX3)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.828
Bartlett's Test of Sphericity	Approx. Chi-Square	185.923
	df	21
	Sig.	0.000

Anti-image Matrices

		KPX12	KPX13	KPX14	KPX15	KPX16	KPX17	KPX18
Anti-image Covariance	KPX12	0.303	-0.065	-0.009	-0.008	0.049	-0.002	-0.094
	KPX13	-0.065	0.330	-0.012	0.001	0.065	-0.011	-0.085
	KPX14	-0.009	-0.012	0.345	0.011	-0.097	-0.006	-0.108
	KPX15	-0.008	0.001	0.011	0.062	-0.059	-0.056	0.015
	KPX16	0.049	0.065	-0.097	-0.059	0.506	0.033	-0.065
	KPX17	-0.002	-0.011	-0.006	-0.056	0.033	0.058	-0.018
Anti-image Correlation	KPX18	-0.094	-0.085	-0.108	0.015	-0.065	-0.018	0.159
	KPX12	.913 ^a	-0.206	-0.029	-0.055	0.125	-0.016	-0.427
	KPX13	-0.206	.920 ^a	-0.037	0.004	0.159	-0.080	-0.370
	KPX14	-0.029	-0.037	.893 ^a	0.077	-0.232	-0.044	-0.459
	KPX15	-0.055	0.004	0.077	.722 ^a	-0.333	-0.931	0.152
	KPX16	0.125	0.159	-0.232	-0.333	.844 ^a	0.190	-0.230

KPX17	-0.016	-0.080	-0.044	-0.931	0.190	.750 ^a	-0.190
KPX18	-0.427	-0.370	-0.459	0.152	-0.230	-0.190	.829 ^a

a. Measures of Sampling Adequacy(MSA)

d. Uji Validitas Kehandalan (KPX4)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.732
Bartlett's Test of Sphericity	Approx. Chi-Square	59.017
	df	10
	Sig.	0.000

Anti-image Matrices

		KPX19	KPX20	KPX21	KPX22	KPX23
Anti-image Covariance	KPX19	0.716	-0.009	0.043	-0.022	-0.174
	KPX20	-0.009	0.390	0.166	-0.182	-0.153
	KPX21	0.043	0.166	0.672	-0.185	-0.142
	KPX22	-0.022	-0.182	-0.185	0.364	-0.084
	KPX23	-0.174	-0.153	-0.142	-0.084	0.349
Anti-image Correlation	KPX19	.831 ^a	-0.017	0.062	-0.042	-0.348
	KPX20	-0.017	.691 ^a	0.324	-0.484	-0.416
	KPX21	0.062	0.324	.590 ^a	-0.374	-0.292
	KPX22	-0.042	-0.484	-0.374	.758 ^a	-0.235
	KPX23	-0.348	-0.416	-0.292	-0.235	.767 ^a

a. Measures of Sampling Adequacy(MSA)

e. Uji Validitas Ketanggapan (KPX5)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.713
Bartlett's Test of Sphericity	Approx. Chi-Square	41.203
	df	3
	Sig.	0.000

Anti-image Matrices

		KPX24	KPX25	KPX26
Anti-image Covariance	KPX24	0.547	-0.151	-0.109
	KPX25	-0.151	0.354	-0.229
	KPX26	-0.109	-0.229	0.378
Anti-image Correlation	KPX24	.821 ^a	-0.342	-0.239
	KPX25	-0.342	.668 ^a	-0.625
	KPX26	-0.239	-0.625	.686 ^a

a. Measures of Sampling Adequacy(MSA)

f. Uji Validitas Jaminan (KPX6)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.725
Bartlett's Test of Sphericity	Approx. Chi-Square	41.948
	df	6
	Sig.	0.000

Anti-image Matrices

		KPX27	KPX28	KPX29	KPX30
Anti-image Covariance	KPX27	0.655	-0.171	-0.020	-0.057
	KPX28	-0.171	0.380	-0.006	-0.231
	KPX29	-0.020	-0.006	0.741	-0.180
	KPX30	-0.057	-0.231	-0.180	0.374
Anti-image Correlation	KPX27	.835 ^a	-0.344	-0.028	-0.115
	KPX28	-0.344	.682 ^a	-0.011	-0.613
	KPX29	-0.028	-0.011	.807 ^a	-0.342
	KPX30	-0.115	-0.613	-0.342	.682 ^a

a. Measures of Sampling Adequacy(MSA)

g. Uji Validitas Empati (KPX7)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.702
Bartlett's Test of Sphericity	Approx. Chi-Square	30.016
	df	3
	Sig.	0.000

Anti-image Matrices

		KPX31	KPX32	KPX33
Anti-image Covariance	KPX31	0.629	-0.162	-0.158
	KPX32	-0.162	0.481	-0.263
	KPX33	-0.158	-0.263	0.483
Anti-image Correlation	KPX31	.788 ^a	-0.294	-0.286
	KPX32	-0.294	.672 ^a	-0.546
	KPX33	-0.286	-0.546	.674 ^a

a. Measures of Sampling Adequacy(MSA)

Lampiran 4. Uji Reliabilitas

a. Uji Realibilitas Kepuasan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.956	0.960	33

b. Uji Reliabilitas Kepuasan Nasabah

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.825	0.836	6

c. Uji Reliabilitas Loyalitas Nasabah

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.630	0.640	4

Lampiran 5. Output Uji SEM Lisrel 8.8

DATE: 8/ 4/2018

TIME: 1:39

L I S R E L 8.80

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Chinggu\TORO\TORO.pr2:

raw data from file TORO.psf
latent variables: KP KN LN
relationship
KP1 = KP
KP2 = KP
KP3 = KP
KP4 = KP
KP5 = KP

KP6 = KP
KP7 = KP
KN1 = KN
KN2 = KN
KN3 = KN
KN4 = KN
KN5 = KN
KN6 = KN
LN1 = LN
LN2 = LN
LN2 = LN
LN3 = LN
LN4 = LN

LN = KP KN
KN = KP

SET ERROR COVARIANCE OF KP3 AND KP4 FREE
SET ERROR COVARIANCE OF KP6 AND KN6 FREE
SET ERROR COVARIANCE OF KP2 AND KP1 FREE
SET ERROR COVARIANCE OF KP7 AND KN2 FREE
SET ERROR COVARIANCE OF KP7 AND KN1 FREE
SET ERROR COVARIANCE OF KP5 AND KN3 FREE
SET ERROR COVARIANCE OF KP6 AND KN2 FREE
SET ERROR COVARIANCE OF KP4 AND LN1 FREE
SET ERROR COVARIANCE OF LN4 AND KN3 FREE
SET ERROR COVARIANCE OF LN1 AND KP4 FREE
SET ERROR COVARIANCE OF LN1 AND KN4 FREE
SET ERROR COVARIANCE OF KP7 AND KP5 FREE
SET ERROR COVARIANCE OF KP6 AND KP1 FREE
SET ERROR COVARIANCE OF KP2 AND KN5 FREE
SET ERROR COVARIANCE OF KP4 AND LN3 FREE
SET ERROR COVARIANCE OF KP1 AND KN3 FREE
SET ERROR COVARIANCE OF KN3 AND KN1 FREE
OPTIONS SC

PATH DIAGRAM
END OF PROBLEM

Sample Size = 186

Covariance Matrix

	KN1	KN2	KN3	KN4	KN5	KN6
KN1	0.30					
KN2	0.16	0.48				
KN3	0.13	0.22	0.31			
KN4	0.17	0.23	0.21	0.35		
KN5	0.13	0.16	0.13	0.14	0.33	
KN6	0.13	0.10	0.10	0.13	0.10	0.33
LN1	0.12	0.21	0.12	0.11	0.12	0.14
LN2	0.16	0.25	0.17	0.23	0.14	0.13
LN3	0.11	0.21	0.12	0.12	0.06	0.11
LN4	0.14	0.19	0.19	0.19	0.13	0.10
KP1	0.29	0.29	0.32	0.30	0.18	0.25
KP2	0.24	0.22	0.28	0.28	0.24	0.28
KP3	0.25	0.30	0.32	0.31	0.19	0.23
KP4	0.29	0.24	0.29	0.29	0.20	0.24
KP5	0.30	0.29	0.24	0.30	0.23	0.29
KP6	0.28	0.19	0.26	0.26	0.23	0.35
KP7	0.34	0.38	0.28	0.26	0.19	0.22

Covariance Matrix

	LN1	LN2	LN3	LN4	KP1	KP2
LN1	0.50					
LN2	0.25	0.48				
LN3	0.28	0.27	0.54			
LN4	0.18	0.25	0.26	0.38		

KP1	0.17	0.23	0.19	0.21	1.00	
KP2	0.16	0.22	0.13	0.20	0.75	1.00
KP3	0.20	0.28	0.24	0.29	0.58	0.64
KP4	0.08	0.23	0.14	0.29	0.58	0.67
KP5	0.25	0.36	0.26	0.32	0.66	0.66
KP6	0.19	0.26	0.26	0.26	0.71	0.66
KP7	0.24	0.27	0.26	0.28	0.57	0.47

Covariance Matrix

	KP3	KP4	KP5	KP6	KP7
KP3	1.00				
KP4	0.78	1.00			
KP5	0.65	0.65	1.00		
KP6	0.59	0.67	0.73	1.00	
KP7	0.60	0.60	0.54	0.66	1.00

Number of Iterations = 22

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$KN1 = 0.38*KN, \text{ Errorvar.} = 0.15, R^2 = 0.49$$

(0.018)
8.24

$$KN2 = 0.47*KN, \text{ Errorvar.} = 0.27, R^2 = 0.45$$

(0.055) (0.030)
8.45 8.92

$$\text{KN3} = 0.42 * \text{KN}, \text{ Errorvar.} = 0.12, R^2 = 0.59$$

(0.049)	(0.016)
8.72	7.73

$$\text{KN4} = 0.46 * \text{KN}, \text{ Errorvar.} = 0.14, R^2 = 0.59$$

(0.048)	(0.018)
9.59	8.17

$$\text{KN5} = 0.33 * \text{KN}, \text{ Errorvar.} = 0.22, R^2 = 0.33$$

(0.045)	(0.024)
7.34	9.17

$$\text{KN6} = 0.31 * \text{KN}, \text{ Errorvar.} = 0.24, R^2 = 0.29$$

(0.045)	(0.026)
6.93	9.25

$$\text{LN1} = 0.45 * \text{LN}, \text{ Errorvar.} = 0.30, R^2 = 0.40$$

(0.036)	
8.48	

$$\text{LN2} = 0.54 * \text{LN}, \text{ Errorvar.} = 0.20, R^2 = 0.60$$

(0.064)	(0.027)
8.33	7.25

$$\text{LN3} = 0.50 * \text{LN}, \text{ Errorvar.} = 0.28, R^2 = 0.48$$

(0.066)	(0.034)
7.62	8.07

$$\text{LN4} = 0.49 * \text{LN}, \text{ Errorvar.} = 0.15, R^2 = 0.61$$

(0.058)	(0.021)
8.42	7.05

KP1 = 0.74*KP, Errorvar.= 0.44 , R² = 0.56
(0.064) (0.048)
11.64 9.05

KP2 = 0.76*KP, Errorvar.= 0.44 , R² = 0.57
(0.064) (0.050)
11.85 8.84

KP3 = 0.79*KP, Errorvar.= 0.38 , R² = 0.62
(0.063) (0.045)
12.54 8.45

KP4 = 0.77*KP, Errorvar.= 0.37 , R² = 0.62
(0.061) (0.043)
12.75 8.59

KP5 = 0.86*KP, Errorvar.= 0.26 , R² = 0.74
(0.060) (0.038)
14.33 7.03

KP6 = 0.80*KP, Errorvar.= 0.31 , R² = 0.68
(0.059) (0.036)
13.64 8.51

KP7 = 0.75*KP, Errorvar.= 0.45 , R² = 0.56
(0.065) (0.053)
11.63 8.53

Error Covariance for KN3 and KN1 = -0.04
(0.010)
-3.36

Error Covariance for LN1 and KN4 = -0.06
(0.017)
-3.47

Error Covariance for LN4 and KN3 = 0.042
(0.012)
3.38

Error Covariance for KP1 and KN3 = 0.052
(0.016)
3.25

Error Covariance for KP2 and KN5 = 0.064
(0.022)
2.84

Error Covariance for KP2 and KP1 = 0.19
(0.035)
5.35

Error Covariance for KP4 and LN1 = -0.10
(0.024)
-4.30

Error Covariance for KP4 and LN3 = -0.07
(0.023)
-2.95

Error Covariance for KP4 and KP3 = 0.15
(0.034)
4.48

Error Covariance for KP5 and KN3 = -0.07
(0.016)
-4.54

Error Covariance for KP6 and KN2 = -0.09
(0.021)
-4.10

Error Covariance for KP6 and KN6 = 0.098
(0.021)
4.67

Error Covariance for KP6 and KP1 = 0.096
(0.024)
4.02

Error Covariance for KP7 and KN1 = 0.11
(0.021)
5.05

Error Covariance for KP7 and KN2 = 0.14
(0.028)
4.74

Error Covariance for KP7 and KP5 = -0.11
(0.027)
-4.04

Structural Equations

$$KN = 0.83*KP, \text{ Errorvar.} = 0.31, R^2 = 0.69$$

(0.092)	(0.069)
8.97	4.53

$$LN = 0.69*KN + 0.073*KP, \text{ Errorvar.} = 0.43, R^2 = 0.57$$

(0.16)	(0.14)	(0.11)
4.32	0.54	4.04

Reduced Form Equations

$$KN = 0.83*KP, \text{ Errorvar.} = 0.31, R^2 = 0.69$$

(0.092)
8.97

$$LN = 0.65*KP, \text{ Errorvar.} = 0.58, R^2 = 0.42$$

(0.096)
6.76

Correlation Matrix of Independent Variables

KP	

1.00	

Covariance Matrix of Latent Variables

	KN	LN	KP
KN	1.00		
LN	0.75	1.00	
KP	0.83	0.65	1.00

Goodness of Fit Statistics

Degrees of Freedom = 100

Minimum Fit Function Chi-Square = 203.78 (P = 0.00)

Normal Theory Weighted Least Squares Chi-Square = 188.97 (P = 0.00)

Estimated Non-centrality Parameter (NCP) = 88.97

90 Percent Confidence Interval for NCP = (54.04 ; 131.71)

Minimum Fit Function Value = 1.10

Population Discrepancy Function Value (F0) = 0.48

90 Percent Confidence Interval for F0 = (0.29 ; 0.71)

Root Mean Square Error of Approximation (RMSEA) = 0.069

90 Percent Confidence Interval for RMSEA = (0.054 ; 0.084)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.020

Expected Cross-Validation Index (ECVI) = 1.59

90 Percent Confidence Interval for ECVI = (1.41 ; 1.83)

ECVI for Saturated Model = 1.65

ECVI for Independence Model = 29.45

Chi-Square for Independence Model with 136 Degrees of Freedom = 5413.69

Independence AIC = 5447.69

Model AIC = 294.97

Saturated AIC = 306.00

Independence CAIC = 5519.53

Model CAIC = 518.93
Saturated CAIC = 952.54

Normed Fit Index (NFI) = 0.96
Non-Normed Fit Index (NNFI) = 0.97
Parsimony Normed Fit Index (PNFI) = 0.71
Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.95

Critical N (CN) = 124.29

Root Mean Square Residual (RMR) = 0.033
Standardized RMR = 0.055
Goodness of Fit Index (GFI) = 0.89
Adjusted Goodness of Fit Index (AGFI) = 0.84
Parsimony Goodness of Fit Index (PGFI) = 0.58

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
LN3	KN	13.2	-0.31

Standardized Solution

LAMBDA-Y

	KN	LN
KN1	0.38	- -
KN2	0.47	- -
KN3	0.42	- -

KN4	0.46	- -
KN5	0.33	- -
KN6	0.31	- -
LN1	- -	0.45
LN2	- -	0.54
LN3	- -	0.50
LN4	- -	0.49

LAMBDA-X

	KP
-----	-----
KN1	0.74
KN2	0.76
KN3	0.79
KN4	0.77
KN5	0.86
KN6	0.80
KN7	0.75

BETA

	KN	LN
-----	-----	-----
KN	- -	- -
LN	0.69	- -

GAMMA

	KP
-----	-----
KN	0.83
LN	0.07

Correlation Matrix of ETA and KSI

	KN	LN	KP
KN	1.00		
LN	0.75	1.00	
KP	0.83	0.65	1.00

PSI

Note: This matrix is diagonal.

KN	LN
0.31	0.43

Regression Matrix ETA on KSI (Standardized)

	KP
KN	0.83
LN	0.65

Completely Standardized Solution

LAMBDA-Y

	KN	LN
KN1	0.70	--
KN2	0.67	--
KN3	0.77	--
KN4	0.77	--
KN5	0.57	--

KN6	0.54	- -
LN1	- -	0.63
LN2	- -	0.77
LN3	- -	0.69
LN4	- -	0.78

LAMBDA-X

	KP
-----	-----
KP1	0.75
KP2	0.75
KP3	0.79
KP4	0.79
KP5	0.86
KP6	0.82
KP7	0.75

BETA

	KN	LN
-----	-----	-----
KN	- -	- -
LN	0.69	- -

GAMMA

	KP
-----	-----
KN	0.83
LN	0.07

Correlation Matrix of ETA and KSI

	KN	LN	KP
--	----	----	----

KN	1.00		
LN	0.75	1.00	
KP	0.83	0.65	1.00

PSI

Note: This matrix is diagonal.

	KN	LN
	0.31	0.43

THETA-EPS

	KN1	KN2	KN3	KN4	KN5	KN6
KN1	0.51					
KN2	-	0.55				
KN3	-0.12	-	0.41			
KN4	-	-	-	0.41		
KN5	-	-	-	-	0.67	
KN6	-	-	-	-	-	0.71
LN1	-	-	-	-0.14	-	-
LN2	-	-	-	-	-	-
LN3	-	-	-	-	-	-
LN4	-	-	0.12	-	-	-

THETA-EPS

	LN1	LN2	LN3	LN4
LN1	0.60			
LN2	-	0.40		
LN3	-	-	0.52	
LN4	-	-	-	0.39

THETA-DELTA-EPS

	KN1	KN2	KN3	KN4	KN5	KN6
KP1	--	--	0.09	--	--	--
KP2	--	--	--	--	0.11	--
KP3	--	--	--	--	--	--
KP4	--	--	--	--	--	--
KP5	--	--	-0.13	--	--	--
KP6	--	-0.13	--	--	--	0.17
KP7	0.19	0.19	--	--	--	--

THETA-DELTA-EPS

	LN1	LN2	LN3	LN4
KP1	--	--	--	--
KP2	--	--	--	--
KP3	--	--	--	--
KP4	-0.15	--	-0.10	--
KP5	--	--	--	--
KP6	--	--	--	--
KP7	--	--	--	--

THETA-DELTA

	KP1	KP2	KP3	KP4	KP5	KP6
KP1	0.44	--	--	--	--	--
KP2	0.19	0.43	--	--	--	--
KP3	--	--	0.38	--	--	--
KP4	--	--	0.15	0.38	--	--
KP5	--	--	--	--	0.26	--
KP6	0.10	--	--	--	--	0.32
KP7	--	--	--	--	-0.11	--

THETA-DELTA

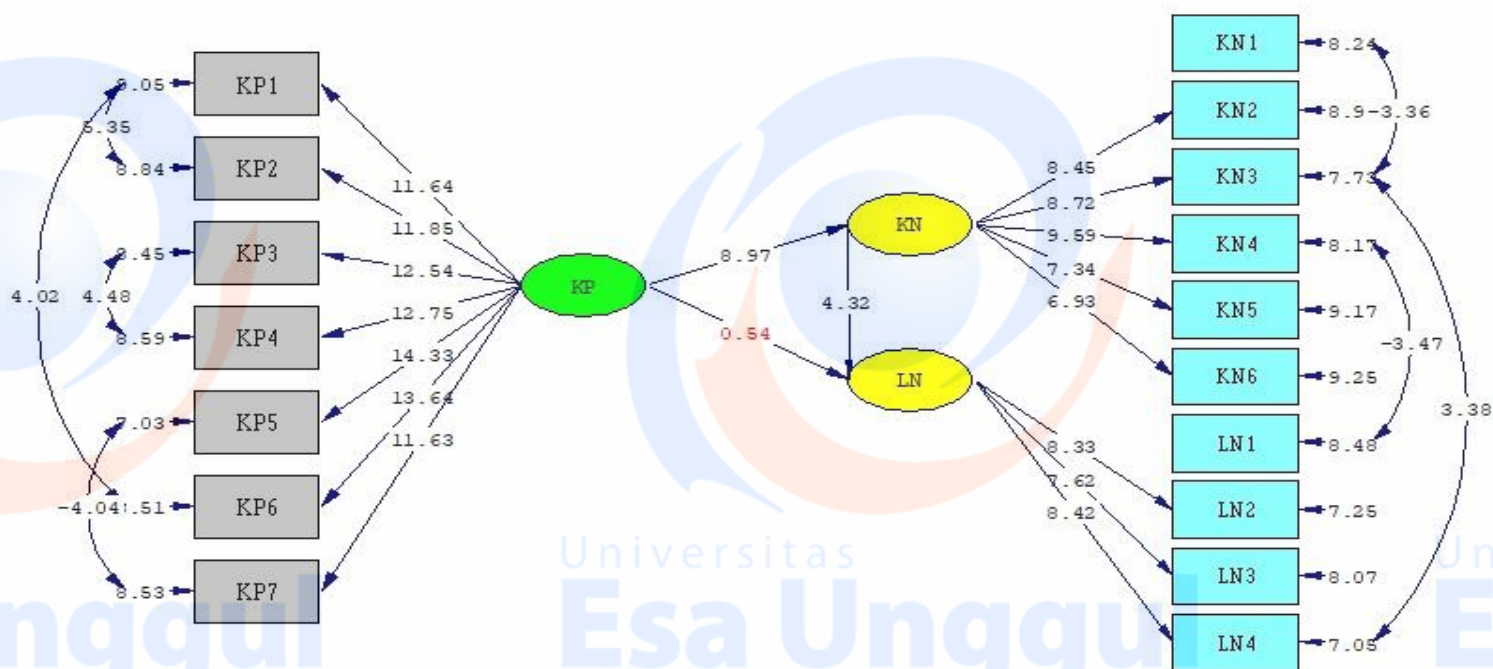
----- KP7
KP7 0.44

Regression Matrix ETA on KSI (Standardized)

----- KP
KN 0.83
LN 0.65

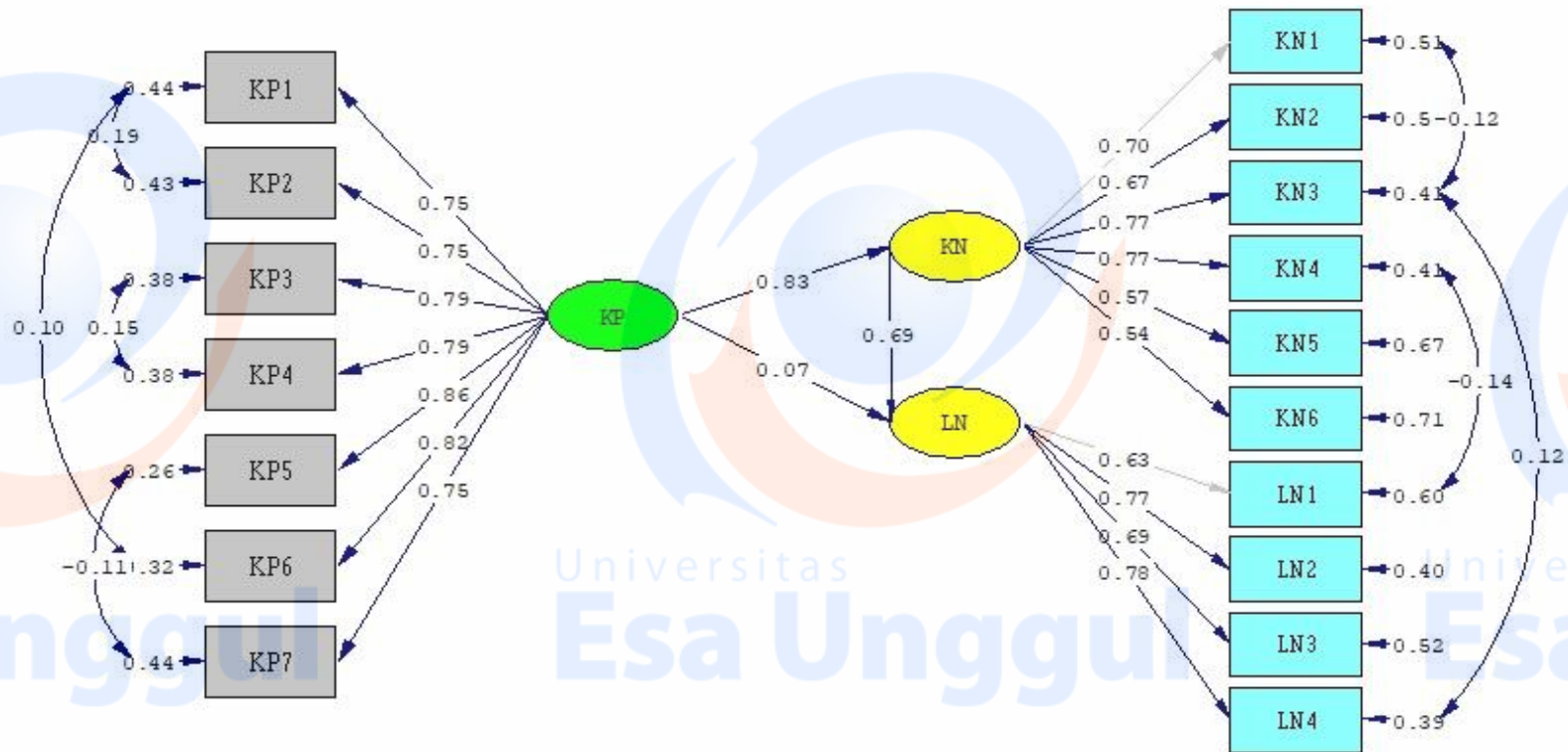
Time used: 0.031 Seconds

Lampiran 6. Path Diagram T-Value



Chi-Square=188.97, df=100, P-value=0.00000, RMSEA=0.069

Lampiran 7. Path Diagram Standard Solution



Chi-Square=188.97, df=100, P-value=0.00000, RMSEA=0.069