

LAMPIRAN

Lampiran 1. Kuisisioner

Tabel Kuesioner *E-security*

No.	Pernyataan	1	2	3	4	5
1	Saya merasa sistem atau <i>platform</i> Dana memberikan jaminan keamanan yang memadai.					
2	Saya yakin data pribadi di <i>platform</i> Dana saya aman dan tidak disalahgunakan oleh pihak yang tidak berwenang.					

Tabel Kuesioner *E-trust*

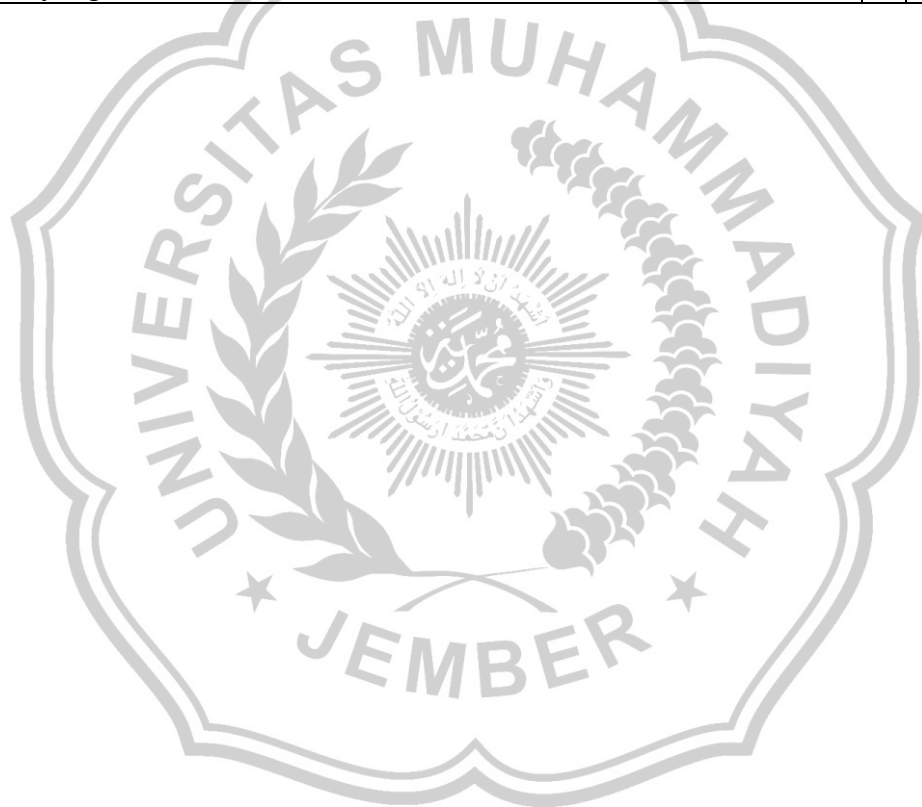
No.	Pernyataan	1	2	3	4	5
1	Saya percaya vendor atau penjual di <i>platform</i> Dana ini dapat diandalkan.					
2	Situs web Dana memiliki kredibilitas yang baik dan dapat dipercaya.					
3	Saya mempercayai informasi yang disajikan di situs web Dana.					
4	Saya yakin klaim atau janji di situs web Dana akan dipenuhi oleh pihak penyedia.					
5	Saya percaya bahwa deskripsi produk yang diberikan situs web Dana akurat.					

Tabel Kuesioner *Perceived ease of use*

No.	Pernyataan	1	2	3	4	5
1	Saya merasa sistem atau aplikasi Dana ini mudah dipelajari dan digunakan.					
2	Saya dapat menyelesaikan tugas dengan mudah menggunakan sistem Dana ini.					
3	Saya merasa bahwa kemudahan Dana ini meningkatkan minat saya untuk terus menggunakannya.					
4	Fitur-fitur dalam aplikasi Dana mudah diakses dan dioperasikan.					

Tabel Kuesioner *E-satisfaction*

No.	Pernyataan	1	2	3	4	5
1	Saya merasa puas dengan kualitas jasa Dana yang saya terima.					
2	Saya merasa ada hubungan baik antara saya dengan Dana melalui komunikasi yang baik.					
3	Saya puas dengan program promosi atau hadiah loyalitas yang ditawarkan Dana.					
4	Saya merasa dihargai sebagai pelanggan prioritas oleh perusahaan Dana.					
5	Keluhan saya ditangani dengan cepat dan memuaskan oleh Dana.					
6	Saya puas dengan adanya jaminan tanpa syarat seperti pengembalian uang pada Dana.					
7	Saya merasa program aplikasi Dana berbasis kinerja memberikan insentif yang memuaskan.					



Lampiran 2. Tabulasi Data Kuisisioner

X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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3	3	6	4	4	4	3	3	18	1	1	1	1	4	4	4	4	3	3	1	1	20
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X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
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4	4	8	3	3	3	4	4	17	4	5	4	4	17	3	4	4	4	3	4	4	26
3	4	7	3	3	3	3	4	16	4	4	4	4	16	3	4	3	4	3	4	4	25
4	4	8	4	4	4	4	4	20	4	4	5	4	17	4	4	4	4	4	5	4	29
5	5	10	2	5	5	5	4	21	5	5	4	5	19	3	4	4	4	4	4	5	28
5	5	10	5	4	4	4	4	21	4	5	4	4	17	3	4	4	4	4	4	4	27
5	3	8	5	5	4	4	4	22	4	4	4	4	16	3	3	3	3	4	4	4	24
5	5	10	4	5	5	4	4	22	4	4	5	4	17	3	4	4	4	4	5	4	28
5	5	10	3	4	3	5	4	19	5	5	4	5	19	4	3	3	3	4	4	5	26

X1.1	X1.2	X1_Total	X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total	X3.1	X3.2	X3.3	X3.4	X3_Total	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
5	5	10	4	5	5	5	4	23	5	5	4	5	19	4	3	3	3	4	4	5	26
5	5	10	4	4	4	4	4	20	5	5	4	4	18	4	4	4	3	4	4	4	27
4	5	9	4	4	4	4	3	19	5	5	4	4	18	3	4	4	3	4	4	4	26
4	4	8	3	4	4	5	4	20	4	4	3	4	15	4	4	4	3	4	3	4	26
4	4	8	3	5	4	5	5	22	4	4	4	4	16	4	3	3	4	4	4	4	26
4	4	8	3	3	3	4	4	17	4	4	3	4	15	3	4	4	4	4	3	4	26
4	4	8	3	3	3	4	4	17	3	3	4	4	14	4	4	4	3	3	4	4	26
4	3	7	3	3	3	4	4	17	3	3	3	4	13	3	3	3	3	4	3	4	23
4	4	8	3	4	4	5	1	17	4	4	4	4	16	3	4	4	4	4	4	4	27
4	4	8	4	4	3	4	1	16	3	3	3	4	13	3	4	4	3	4	3	4	25
5	5	10	4	4	3	4	2	17	4	4	4	4	16	3	4	4	4	4	4	4	27
4	5	9	4	4	4	4	3	19	4	4	4	4	16	3	4	4	3	4	4	4	26
4	4	8	4	5	5	5	5	24	4	4	4	4	16	2	4	4	4	4	4	4	26
4	4	8	4	4	4	5	4	21	3	3	3	4	13	5	4	4	4	4	3	4	28
5	5	10	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	4	4	4	28
3	4	7	4	4	4	4	4	20	3	3	3	4	13	4	4	4	3	4	3	4	26
4	4	8	4	4	4	4	4	20	3	3	3	4	13	4	4	4	4	4	3	4	27
4	5	9	4	3	4	4	4	19	4	4	3	4	15	4	3	4	4	3	3	4	25
4	4	8	4	4	4	4	4	20	4	4	3	4	15	5	3	4	4	3	3	4	26
4	4	8	4	4	4	4	4	20	4	4	3	4	15	5	2	3	3	3	3	4	23
5	5	10	5	5	4	4	5	23	3	3	4	4	14	4	2	3	3	4	4	4	24
4	5	9	4	5	4	4	5	22	4	4	4	4	16	4	3	4	4	3	4	4	26
4	4	8	4	4	4	5	5	22	4	4	3	3	14	4	3	3	3	3	3	3	22
4	4	8	4	4	4	5	4	21	3	3	3	4	13	5	5	4	5	4	3	4	30
5	5	10	5	5	3	5	4	22	4	4	4	4	16	2	5	5	5	5	4	4	30

Lampiran 3. Output SPSS

1. Statistik Deskriptif

Descriptive Statistics									
	N Statistic	Range Statistic	Minimum Statistic	Maximum Statistic	Sum Statistic	Mean Statistic	Std. Error	Std. Deviation Statistic	Variance Statistic
X1.1	180	3	2	5	723	4.02	.048	.638	.408
X1.2	180	3	2	5	726	4.03	.065	.877	.770
X2.1	180	3	2	5	681	3.78	.060	.807	.651
X2.2	180	3	2	5	665	3.69	.053	.710	.504
X2.3	180	2	3	5	721	4.01	.045	.603	.363
X2.4	180	3	2	5	734	4.08	.054	.720	.519
X2.5	180	4	1	5	662	3.68	.065	.869	.756
X3.1	180	4	1	5	736	4.09	.051	.679	.461
X3.2	180	4	1	5	744	4.13	.062	.828	.686
X3.3	180	4	1	5	664	3.69	.060	.807	.651
X3.4	180	4	1	5	725	4.03	.052	.697	.485
Y1.1	180	3	2	5	660	3.67	.056	.747	.559
Y1.2	180	3	2	5	695	3.86	.059	.789	.623
Y1.3	180	2	3	5	722	4.01	.042	.569	.324
Y1.4	180	3	2	5	704	3.91	.059	.786	.618
Y1.5	180	3	2	5	674	3.74	.062	.826	.683
Y1.6	180	4	1	5	708	3.93	.049	.657	.431
Y1.7	180	4	1	5	741	4.12	.053	.711	.506
Valid N (listwise)	180								

2. Validitas

Correlations				
		X1.1	X1.2	X1_Total
X1.1	Pearson Correlation	1	.358**	.758**
	Sig. (2-tailed)		.000	.000
	N	180	180	180
X1.2	Pearson Correlation	.358**	1	.880**
	Sig. (2-tailed)	.000		.000
	N	180	180	180
X1_Total	Pearson Correlation	.758**	.880**	1
	Sig. (2-tailed)	.000	.000	
	N	180	180	180

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2_Total
X2.1	Pearson Correlation	1	.479**	.336**	.327**	.418**	.758**
	Sig. (2-tailed)		<,001	<,001	<,001	<,001	<,001
	N	180	180	180	180	180	180
X2.2	Pearson Correlation	.479**	1	.344**	.222**	.410**	.708**
	Sig. (2-tailed)	<,001		<,001	.003	<,001	<,001
	N	180	180	180	180	180	180
X2.3	Pearson Correlation	.336**	.344**	1	.269**	.345**	.627**
	Sig. (2-tailed)	<,001	<,001		<,001	<,001	<,001
	N	180	180	180	180	180	180
X2.4	Pearson Correlation	.327**	.222**	.269**	1	.281**	.602**
	Sig. (2-tailed)	<,001	.003	<,001		<,001	<,001
	N	180	180	180	180	180	180
X2.5	Pearson Correlation	.418**	.410**	.345**	.281**	1	.742**
	Sig. (2-tailed)	<,001	<,001	<,001	<,001		<,001
	N	180	180	180	180	180	180
X2_Total	Pearson Correlation	.758**	.708**	.627**	.602**	.742**	1
	Sig. (2-tailed)	<,001	<,001	<,001	<,001	<,001	
	N	180	180	180	180	180	180

** . Correlation is significant at the 0.01 level (2-tailed).



Correlations

		X3.1	X3.2	X3.3	X3.4	X3_Total
X3.1	Pearson Correlation	1	.585**	.377**	.443**	.751**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001
	N	180	180	180	180	180
X3.2	Pearson Correlation	.585**	1	.505**	.420**	.814**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001
	N	180	180	180	180	180
X3.3	Pearson Correlation	.377**	.505**	1	.582**	.798**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001
	N	180	180	180	180	180
X3.4	Pearson Correlation	.443**	.420**	.582**	1	.768**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001
	N	180	180	180	180	180
X3_Total	Pearson Correlation	.751**	.814**	.798**	.768**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	180	180	180	180	180

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y_Total
Y1.1	Pearson Correlation	1	.186*	.271**	.092	.377**	-.034	-.168*	.490**
	Sig. (2-tailed)		.012	<.001	.220	<.001	.649	.024	<.001
	N	180	180	180	180	180	180	180	180
Y1.2	Pearson Correlation	.186*	1	.451**	.412**	.322**	-.007	-.170*	.627**
	Sig. (2-tailed)	.012		<.001	<.001	<.001	.924	.023	<.001
	N	180	180	180	180	180	180	180	180
Y1.3	Pearson Correlation	.271**	.451**	1	.377**	.303**	.062	-.114	.621**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	.410	.129	<.001
	N	180	180	180	180	180	180	180	180
Y1.4	Pearson Correlation	.092	.412**	.377**	1	.274**	.010	-.091	.594**
	Sig. (2-tailed)	.220	<.001	<.001		<.001	.893	.223	<.001
	N	180	180	180	180	180	180	180	180
Y1.5	Pearson Correlation	.377**	.322**	.303**	.274**	1	.020	-.101	.643**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		.791	.177	<.001
	N	180	180	180	180	180	180	180	180
Y1.6	Pearson Correlation	-.034	-.007	.062	.010	.020	1	.519**	.401**
	Sig. (2-tailed)	.649	.924	.410	.893	.791		<.001	<.001
	N	180	180	180	180	180	180	180	180
Y1.7	Pearson Correlation	-.168*	-.170*	-.114	-.091	-.101	.519**	1	.218**
	Sig. (2-tailed)	.024	.023	.129	.223	.177	<.001		.003
	N	180	180	180	180	180	180	180	180
Y_Total	Pearson Correlation	.490**	.627**	.621**	.594**	.643**	.401**	.218**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	.003	
	N	180	180	180	180	180	180	180	180

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

3. Reliabilitas

X1

Reliability Statistics

Cronbach's	
Alpha	N of Items
.608	2

X2

Reliability Statistics

Cronbach's	
Alpha	N of Items
.722	5

X3

Reliability Statistics

Cronbach's	
Alpha	N of Items
.788	4

X4

Reliability Statistics

Cronbach's	
Alpha	N of Items
.636	7

4. Asumsi Klasik

Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		180
Normal Parameters^{a,b}	Mean	.0000000
	Std. Deviation	1.74645598
Most Extreme Differences	Absolute	.089
	Positive	.045
	Negative	-.089

One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
Test Statistic			.089
Asymp. Sig. (2-tailed) ^c			.101
Monte Carlo Sig. (2-tailed) ^d Sig.			.102
99% Confidence Interval			
Lower Bound			.101
Upper Bound			.104

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Multikolinearitas

Coefficients ^a								
Model	Unstandardized Coefficients			Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error					Tolerance	VIF
1	(Constant)	9.008	1.330		6.774	<,001		
	X1_Total	.539	.150	.257	3.602	<,001	.491	2.036
	X2_Total	.511	.073	.499	6.990	<,001	.490	2.039
	X3_Total	.255	.056	.229	4.573	<,001	.996	1.004

a. Dependent Variable: Y_Total

Heteroskedastisitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1	(Constant)	-.701	.850	-.825	.410		
	X1_Total	-.076	.096	-.794	.428	.491	2.036
	X2_Total	.139	.047	2.974	.053	.490	2.039

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
X3_Total	-.004	.036	-.007	-.099	.922	.996	1.004

a. Dependent Variable: ABS_RES

5. Uji Signifikansi

Uji t

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9.008	1.330		6.774	<,001		
	X1_Total	.539	.150	.257	3.602	<,001	.491	2.036
	X2_Total	.511	.073	.499	6.990	<,001	.490	2.039
	X3_Total	.255	.056	.229	4.573	<,001	.996	1.004

a. Dependent Variable: Y_Total

Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	693.275	3	231.092	74.495	<,001 ^b
	Residual	545.969	176	3.102		
	Total	1239.244	179			

a. Dependent Variable: Y_Total

b. Predictors: (Constant), X3_Total, X1_Total, X2_Total

Uji R2

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748 ^a	.559	.552	1.761

a. Predictors: (Constant), X3_Total, X1_Total, X2_Total

b. Dependent Variable: Y_Total