

Lampiran 1



Surat Ijin Penelitian dari Objek

Lembar Kuesioner

Kepada Yth.

Bapak/Ibu/Sdr/i
Bank Muamalat
Jember

Dengan hormat,

Saya mahasiswa Program Studi Akuntansi Universitas Muhammadiyah Jember yang sedang melakukan penelitian dalam rangka penyusunan skripsi yang berjudul “Faktor-faktor yang Mempengaruhi Keberhasilan Implementasi Sistem Informasi Akuntansi”. Saya mengharapkan kesediaan Bapak/Ibu/Sdr/I untuk berpartisipasi menjadi responden dalam penelitian ini.

Saya menyadari bahwa waktu Bapak/Ibu/Sdr/I sangat terbatas dan berharga. Saya memohon anda bersedia meluangkan waktu dan berkenan untuk mengisi kuesioner ini. Partisipasi Bapak/Ibu/Sdr/I dalam mengisi kuesioner ini akan sangat membantu keberhasilan penelitian. Saya sangat menunjung tinggi komitmen dan memegang teguh kerahasiaan dan kepercayaan yang telah Bapak/Ibu/Sdr/I berikan.

Atas segala perhatian dan kerjasama Bapak/Ibu/Sdr/I saya mengucapkan terima kasih.

Hormat saya,

Kholidiyyah Ainur Latif
NIM : 1510421152

KUESIONER

A. IDENTITAS RESPONDEN

Silahkan beri tanda checklist (✓) pada kolom jawaban !

1. Nama :
2. Usia : Tahun
3. Jenis Kelamin :
4. Pendidikan Terakhir :

☐ Setingkat SMU	☐ S1	☐ S3
☐ Diploma	☐ S2	

5. Lama bekerja di Bank :

☐ < 5tahun	☐ 5 -10 tahun	☐ >10 tahun
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6. Jabatan :

B. Pernyataan Kuesioner

Pernyataan dalam kuesioner dikelompokkan menjadi empat (4) kelompok yaitu :

1. Kualitas Sistem (*system quality*)
2. Kualitas Informasi (*Information quality*)
3. Kualitas Pelayanan (*Service quality*)
4. Kepuasan pengguna (*User satisfaction*)

C. PETUNJUK PENGISIAN

1. Bacalah setiap pernyataan dengan seksama.
2. Mohon dijawab dengan memberikan tanda *checklist* (✓) pada salah satu kolom jawaban yang sesuai dengan tanggapan dan penilaian Bapak/Ibu/Sdr/i dengan pilihan jawaban yang telah ditentukan :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

Tabel 3.1 Kualitas Sistem (X1)

No.	Nilai/Skor	1	2	3	4
	Pernyataan	STS	TS	S	SS
1	Sistem informasi akuntansi Bank nyaman digunakan dan mudah untuk di akses.				
2	Sistem informasi akuntansi Bank sangat fleksibel dalam manfaat layanan.				
3	Sistem informasi akuntansi Bank dapat memberikan informasi sesuai dengan harapan pengguna.				
4	Sistem informasi akuntansi Bank memiliki fungsi-fungsi yang spesifik sesuai dengan kebutuhan pengguna.				
5	Sistem informasi akuntansi Bank handal dan tidak mudah mengalami kerusakan.				
6	Sistem informasi akuntansi mampu merespon dengan cepat permintaan pengguna atas informasi yang dibutuhkan.				
7	Penggunaan sistem informasi akuntansi Bank sangat menghemat waktu dan biaya dalam mencari informasi.				

Sumber : Delone dan McLean (2003)

Tabel 3.2 Kualitas Informasi (X2)

No.	Nilai/Skor	1	2	3	4
	Pernyataan	STS	TS	S	SS
1	Sistem informasi akuntansi Bank memberikan informasi yang cukup sesuai kebutuhan pengguna.				
2	Sistem informasi akuntansi Bank mampu menyajikan informasi secara tepat waktu.				
3	Sistem informasi akuntansi Bank secara akurat dan memiliki kemungkinan kesalahan /error sangat kecil.				
4	Sistem informasi akuntansi Bank dapat memberikan informasi yang bersifat mutakhir (<i>up to date</i>).				
5	Informasi yang ditampilkan sistem informasi akuntansi Bank sangat relevan sehingga memudahkan pemahaman pengguna.				
6	Penyajian informasi dalam sistem informasi akuntansi Bank ringkas dan jelas.				

Sumber : Delone dan McLean (2003)

Tabel 3.3 Kualitas Pelayanan (X3)

No.	Nilai/Skor	1	2	3	4
	Pernyataan	STS	TS	S	SS
1	Pengguna merasa aman dalam mengakses atau mengirim data melalui sistem informasi akuntansi Bank.				
2	Ketika mendapatkan masalah, penyedia sistem informasi akuntansi menyelesaikan masalah pengguna dengan cepat.				
3	Sistem informasi akuntansi Bank memahami kebutuhan pengguna.				
4	Sistem informasi akuntansi Bank memiliki bentuk tampilan yang mudah dipahami dan digunakan pengguna.				

Sumber : Delone dan McLean (2003)

Tabel 3.4 kepuasan Pengguna (Y1)

No.	Nilai/Skor	1	2	3	4
	Pernyataan	STS	TS	S	SS
1	Sistem informasi akuntansi Bank dapat membantu pencarian informasi secara efisien.				
2	Sistem informasi akuntansi Bank secara efektif mampu memberikan informasi yang dibutuhkan pengguna.				
3	Pengguna merasa puas dengan pelayanan yang ada pada sistem informasi akuntansi Bank.				
4	Sistem informasi akuntansi Bank memenuhi harapan pengguna sesuai dengan format yang dibutuhkan.				
5	Pengguna akan merekomendasikan sistem informasi akuntansi Bank kepada pengguna lainnya.				

Sumber : Delone dan McLean (2003)

Lampiran 3

Uji Reliabilitas

a. Kualitas Sistem (X1)

Case Processing Summary

		N	%
Cases	Valid	22	100.0
	Excluded ^a	0	.0
	Total	22	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.842	.842	7

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.0455	.57547	22
X1.2	3.0000	.61721	22
X1.3	2.9545	.72225	22
X1.4	2.9545	.84387	22
X1.5	3.0909	.86790	22
X1.6	3.5000	.51177	22
X1.7	3.5000	.51177	22

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.1	1.000	.402	.807	.593	.563	.404	.404
X1.2	.402	1.000	.641	.457	.622	.000	.000
X1.3	.807	.641	1.000	.465	.463	.322	.322
X1.4	.593	.457	.465	1.000	.851	.165	.165
X1.5	.563	.622	.463	.851	1.000	.214	.214
X1.6	.404	.000	.322	.165	.214	1.000	1.000
X1.7	.404	.000	.322	.165	.214	1.000	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	19.0000	8.667	.759	.	.800
X1.2	19.0455	9.188	.534	.	.829
X1.3	19.0909	8.182	.694	.	.804
X1.4	19.0909	7.706	.673	.	.809
X1.5	18.9545	7.379	.729	.	.798
X1.6	18.5455	9.974	.412	.	.844
X1.7	18.5455	9.974	.412	.	.844

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.0455	11.569	3.40136	7

b. Kualitas Informasi (X2)

Case Processing Summary

		N	%
Cases	Valid	22	100.0
	Excluded ^a	0	.0
	Total	22	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.869	.870	6

Item Statistics

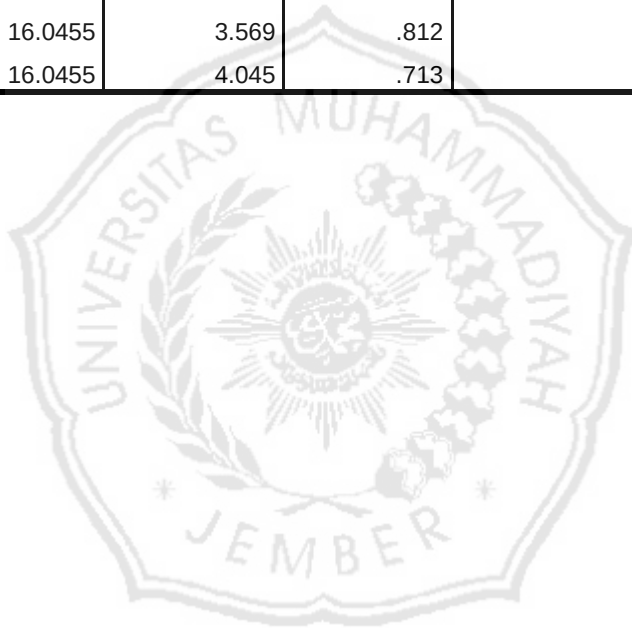
	Mean	Std. Deviation	N
X2.1	3.1818	.50108	22
X2.2	3.2727	.55048	22
X2.3	3.1364	.46756	22
X2.4	3.1818	.50108	22
X2.5	3.2727	.55048	22
X2.6	3.2727	.45584	22

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6
X2.1	1.000	.330	.499	1.000	.675	.606
X2.2	.330	1.000	.219	.330	.529	.449
X2.3	.499	.219	1.000	.499	.404	.264
X2.4	1.000	.330	.499	1.000	.675	.606
X2.5	.675	.529	.404	.675	1.000	.828
X2.6	.606	.449	.264	.606	.828	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	16.1364	3.742	.808	.	.821
X2.2	16.0455	4.236	.451	.	.887
X2.3	16.1818	4.442	.457	.	.880
X2.4	16.1364	3.742	.808	.	.821
X2.5	16.0455	3.569	.812	.	.819
X2.6	16.0455	4.045	.713	.	.840



c. Kualitas Pelayanan (X3)

Case Processing Summary

		N	%
Cases	Valid	22	100.0
	Excluded ^a	0	.0
	Total	22	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.839	.856	4

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.1818	.66450	22
X3.2	3.5455	.50965	22
X3.3	3.7273	.45584	22
X3.4	3.7727	.42893	22

Inter-Item Correlation Matrix

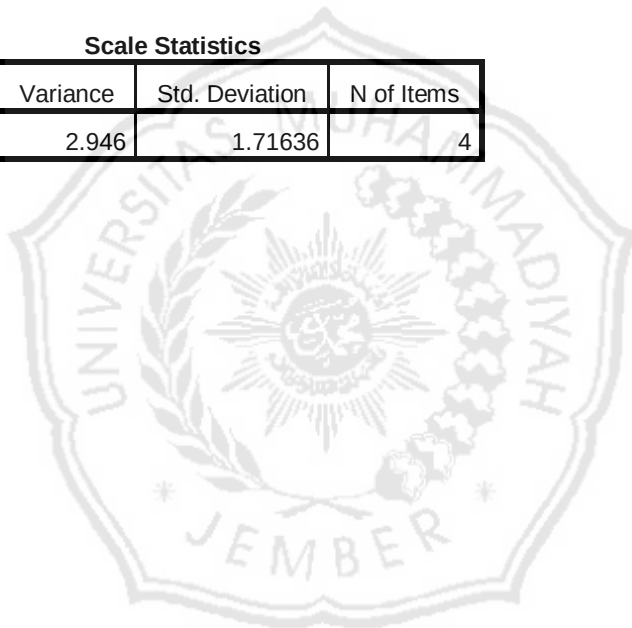
	X3.1	X3.2	X3.3	X3.4
X3.1	1.000	.537	.486	.653
X3.2	.537	1.000	.671	.594
X3.3	.486	.671	1.000	.642
X3.4	.653	.594	.642	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X3.1	11.0455	1.474	.639	.461	.837
X3.2	10.6818	1.751	.693	.519	.786
X3.3	10.5000	1.881	.686	.542	.794
X3.4	10.4545	1.879	.751	.574	.774

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.2273	2.946	1.71636	4



d. Kepuasan Pengguna (Y)

Case Processing Summary

	N	%
Valid	22	100.0
Cases Excluded ^a	0	.0
Total	22	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.789	.784	5

Item Statistics

	Mean	Std. Deviation	N
Y1.1	3.1364	.46756	22
Y1.2	3.3636	.49237	22
Y1.3	3.3636	.58109	22
Y1.4	3.3636	.58109	22
Y1.5	3.4091	.50324	22

Inter-Item Correlation Matrix

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5
Y1.1	1.000	.602	.510	.159	.156
Y1.2	.602	1.000	.847	.514	.140
Y1.3	.510	.847	1.000	.718	.118
Y1.4	.159	.514	.718	1.000	.444
Y1.5	.156	.140	.118	.444	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y1.1	13.5000	2.833	.454	.469	.782
Y1.2	13.2727	2.398	.738	.768	.696
Y1.3	13.2727	2.113	.779	.864	.669
Y1.4	13.2727	2.303	.638	.738	.724
Y1.5	13.2273	3.041	.269	.390	.835

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.6364	3.766	1.94068	5

Lampiran 4

Uji Validitas

Kualitas Sistem (X1)

Kualitas Informasi (X2)

Kualitas Pelayanan (X3)

Kepuasan Pengguna (Y)



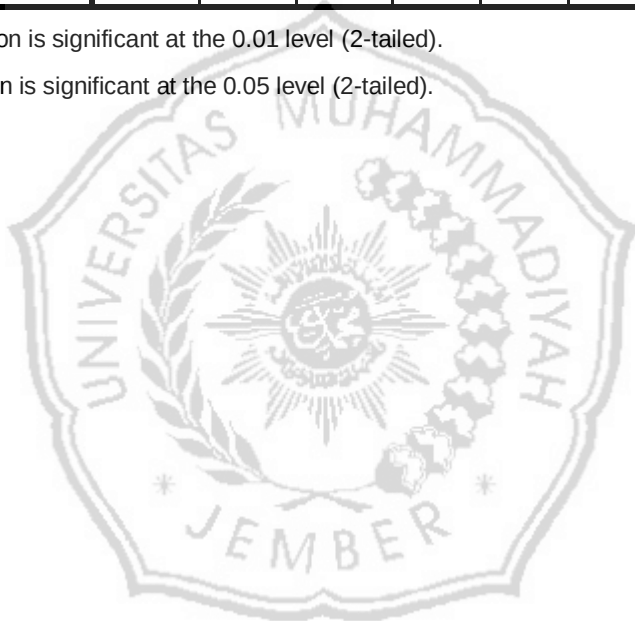
a. Kualitas Sistem (X1)

		Correlations							
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	SUM_ X1
X1.1	Pearson Correlation	1	.402	.807**	.593**	.563**	.404	.404	.826**
	Sig. (2-tailed)		.064	.000	.004	.006	.062	.062	.000
	N	22	22	22	22	22	22	22	22
X1.2	Pearson Correlation	.402	1	.641**	.457*	.622**	.000	.000	.658**
	Sig. (2-tailed)	.064		.001	.032	.002	1.000	1.000	.001
	N	22	22	22	22	22	22	22	22
X1.3	Pearson Correlation	.807**	.641**	1	.465*	.463*	.322	.322	.796**
	Sig. (2-tailed)	.000	.001		.029	.030	.144	.144	.000
	N	22	22	22	22	22	22	22	22
X1.4	Pearson Correlation	.593**	.457*	.465*	1	.851**	.165	.165	.797**
	Sig. (2-tailed)	.004	.032	.029		.000	.462	.462	.000
	N	22	22	22	22	22	22	22	22
X1.5	Pearson Correlation	.563**	.622**	.463*	.851**	1	.214	.214	.837**
	Sig. (2-tailed)	.006	.002	.030	.000		.338	.338	.000
	N	22	22	22	22	22	22	22	22
X1.6	Pearson Correlation	.404	.000	.322	.165	.214	1	1.000*	.533*
	Sig. (2-tailed)	.062	1.000	.144	.462	.338		.000	.011
	N	22	22	22	22	22	22	22	22

X1.7	Pearson	.404	.000	.322	.165	.214	1.000 [*]	1	.533 [*]
	Correlation						*		
	Sig. (2-tailed)	.062	1.000	.144	.462	.338	.000		.011
SUM_X1	N	22	22	22	22	22	22	22	22
	Pearson	.826 ^{**}	.658 ^{**}	.796 ^{**}	.797 ^{**}	.837 ^{**}	.533 [*]	.533 [*]	1
	Correlation								
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.011	.011	
	N	22	22	22	22	22	22	22	22

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

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



b. Kualitas Informasi (X2)

		Correlations						
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	SUM_ X2
X2.1	Pearson Correlation	1	.330	.499*	1.000**	.675**	.606**	.793**
	Sig. (2-tailed)		.134	.018	.000	.001	.003	.000
	N	22	22	22	22	22	22	22
X2.2	Pearson Correlation	.330	1	.219	.330	.529*	.449*	.652**
	Sig. (2-tailed)	.134		.328	.134	.011	.036	.001
	N	22	22	22	22	22	22	22
X2.3	Pearson Correlation	.499*	.219	1	.499*	.404	.264	.651**
	Sig. (2-tailed)	.018	.328		.018	.062	.235	.001
	N	22	22	22	22	22	22	22
X2.4	Pearson Correlation	1.000**	.330	.499*	1	.675**	.606**	.793**
	Sig. (2-tailed)	.000	.134	.018		.001	.003	.000
	N	22	22	22	22	22	22	22
X2.5	Pearson Correlation	.675**	.529*	.404	.675**	1	.828**	.833**
	Sig. (2-tailed)	.001	.011	.062	.001		.000	.000
	N	22	22	22	22	22	22	22
X2.6	Pearson Correlation	.606**	.449*	.264	.606**	.828**	1	.787**
	Sig. (2-tailed)	.003	.036	.235	.003	.000		.000
	N	22	22	22	22	22	22	22

SUM_ X2	Pearson	.793**	.652**	.651**	.793**	.833**	.787**	1
	Correlation							
	Sig. (2-tailed)	.000	.001	.001	.000	.000	.000	
	N	22	22	22	22	22	22	22

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

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



c. **Kualitas Pelayanan (X3)**

		Correlations				
		X3.1	X3.2	X3.3	X3.4	SUM_X3
X3.1	Pearson	1	.537**	.486*	.653**	.839**
	Correlation					
	Sig. (2-tailed)		.010	.022	.001	.000
X3.2	N	22	22	22	22	22
	Pearson	.537**	1	.671**	.594**	.831**
	Correlation					
X3.3	Sig. (2-tailed)	.010		.001	.004	.000
	N	22	22	22	22	22
	Pearson	.486*	.671**	1	.642**	.813**
X3.4	Correlation					
	Sig. (2-tailed)	.022	.001		.001	.000
	N	22	22	22	22	22
X3.4	Pearson	.653**	.594**	.642**	1	.850**
	Correlation					
	Sig. (2-tailed)	.001	.004	.001		.000
SUM_X3	N	22	22	22	22	22
	Pearson	.839**	.831**	.813**	.850**	1
	Correlation					
SUM_X3	Sig. (2-tailed)	.000	.000	.000	.000	
	N	22	22	22	22	22

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

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



d. Kepuasan Pengguna (Y)

		Correlations					
		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	SUM_Y
Y1.1	Pearson	1	.602**	.510*	.159	.156	.635**
	Correlation						
	Sig. (2-tailed)		.003	.015	.479	.487	.002
Y1.2	N	22	22	22	22	22	22
	Pearson	.602**	1	.847**	.514*	.140	.843**
	Correlation						
Y1.3	Sig. (2-tailed)	.003		.000	.014	.535	.000
	N	22	22	22	22	22	22
	Pearson	.510*	.847**	1	.718**	.118	.883**
Y1.4	Correlation						
	Sig. (2-tailed)	.015	.000		.000	.600	.000
	N	22	22	22	22	22	22
Y1.5	Pearson	.159	.514*	.718**	1	.444*	.798**
	Correlation						
	Sig. (2-tailed)	.479	.014	.000		.038	.000
Y1.5	N	22	22	22	22	22	22
	Pearson	.156	.140	.118	.444*	1	.501*
	Correlation						
Y1.5	Sig. (2-tailed)	.487	.535	.600	.038		.018
	N	22	22	22	22	22	22

SUM_Y	Pearson	.635**	.843**	.883**	.798**	.501*	1
	Correlati						
	on						
	Sig. (2-	.002	.000	.000	.000	.018	
	tailed)						
N		22	22	22	22	22	22

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

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



Lampiran 5

Analisis Regresi Linier Berganda

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.363 ^a	.132	-.013	1.95301

a. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.435	3	3.478	.912	.455 ^b
	Residual	68.656	18	3.814		
	Total	79.091	21			

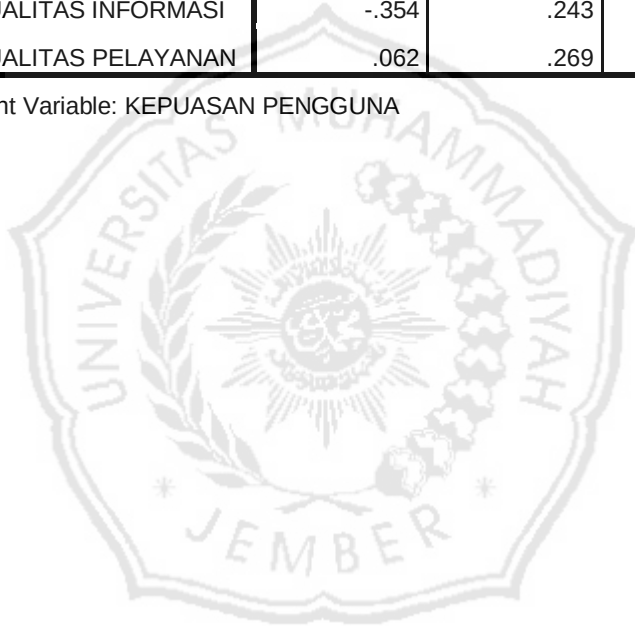
a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1			
(Constant)	20.126	5.444	
KUALITAS SISTEM	.111	.127	.195
KUALITAS INFORMASI	-.354	.243	-.348
KUALITAS PELAYANAN	.062	.269	.055

a. Dependent Variable: KEPUASAN PENGGUNA



Lampiran 6

Uji Normalitas

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.363 ^a	.132	-.013	1.95301

a. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

b. Dependent Variable: KEPUASAN PENGGUNA

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.435	3	3.478	.912	.455 ^b
	Residual	68.656	18	3.814		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	20.126	5.444		3.697	.002
KUALITAS SISTEM	.111	.127	.195	.879	.391
KUALITAS INFORMASI	-.354	.243	-.348	-1.455	.163
KUALITAS PELAYANAN	.062	.269	.055	.229	.822

a. Dependent Variable: KEPUASAN PENGGUNA

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	15.3093	17.8601	16.6364	.70490	22
Residual	-3.24108	3.52090	.00000	1.80813	22
Std. Predicted Value	-1.883	1.736	.000	1.000	22
Std. Residual	-1.660	1.803	.000	.926	22

a. Dependent Variable: KEPUASAN PENGGUNA

Lampiran 7

Uji Multikolinearitas

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.363 ^a	.132	-.013	1.953

a. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.435	3	3.478	.912	.455 ^b
	Residual	68.656	18	3.814		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	20.126	5.444		3.697	.002		
1 KUALITAS SISTEM	.111	.127	.195	.879	.391	.975	1.026
1 KUALITAS INFORMASI	-.354	.243	-.348	-1.455	.163	.843	1.186
1 KUALITAS PELAYANAN	.062	.269	.055	.229	.822	.849	1.178

a. Dependent Variable: KEPUASAN PENGGUNA

Collinearity Diagnosticsa

Model	Dimensi	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	KUALITAS SISTEM	KUALITAS INFORMASI	KUALITAS PELAYANAN
1	1	3.968	1.000	.00	.00	.00	.00
	2	.021	13.895	.00	.71	.02	.15
	3	.007	24.059	.05	.16	.50	.78
	4	.004	30.629	.95	.13	.48	.07

a. Dependent Variable: KEPUASAN PENGGUNA

Lampiran 8

Uji Heteroskedastisitas

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.363 ^a	.132	-.013	1.95301

a. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

b. Dependent Variable: KEPUASAN PENGGUNA

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.435	3	3.478	.912	.455 ^b
	Residual	68.656	18	3.814		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS PELAYANAN, KUALITAS SISTEM, KUALITAS INFORMASI

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	20.126	5.444		3.697	.002
KUALITAS SISTEM	.111	.127	.195	.879	.391
KUALITAS INFORMASI	-.354	.243	-.348	-1.455	.163
KUALITAS PELAYANAN	.062	.269	.055	.229	.822

a. Dependent Variable: KEPUASAN PENGGUNA

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	20.126	5.444		3.697	.002
KUALITAS SISTEM	.111	.127	.195	.879	.391
KUALITAS INFORMASI	-.354	.243	-.348	-1.455	.163
KUALITAS PELAYANAN	.062	.269	.055	.229	.822

a. Dependent Variable: KEPUASAN PENGGUNA

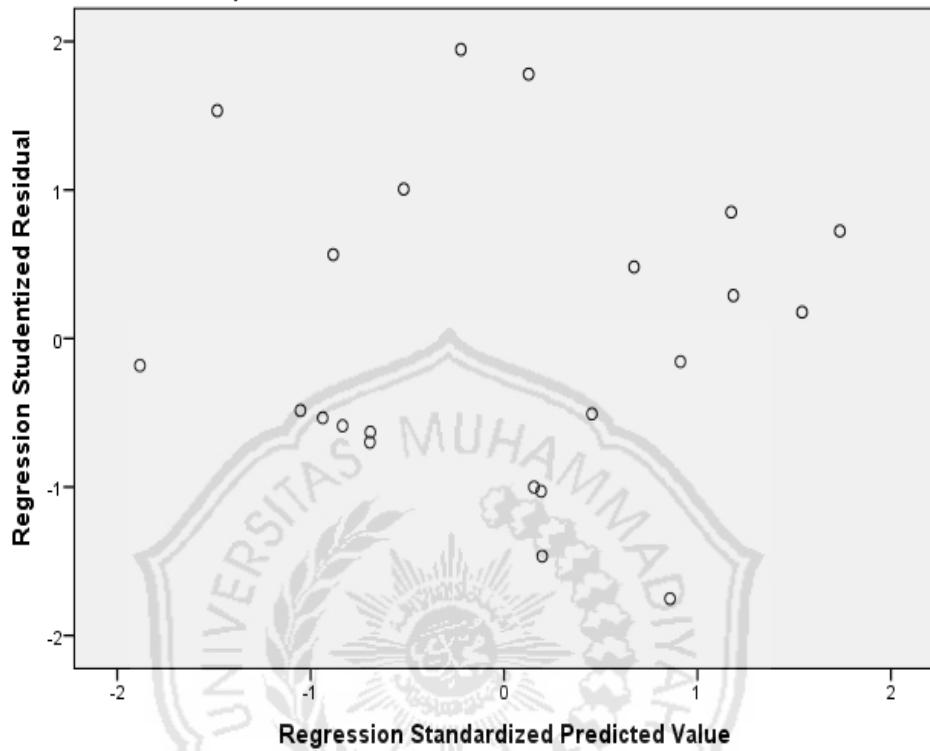
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	15.3093	17.8601	16.6364	.70490	22
Std. Predicted Value	-1.883	1.736	.000	1.000	22
Standard Error of Predicted Value	.481	1.166	.809	.201	22
Adjusted Predicted Value	14.2733	17.6139	16.5711	.83857	22
Residual	-3.24108	3.52090	.00000	1.80813	22
Std. Residual	-1.660	1.803	.000	.926	22
Stud. Residual	-1.752	1.946	.015	1.014	22
Deleted Residual	-3.61391	4.10286	.06523	2.18123	22
Stud. Deleted Residual	-1.870	2.128	.025	1.056	22
Mahal. Distance	.319	6.534	2.864	1.896	22
Cook's Distance	.001	.322	.053	.073	22
Centered Leverage Value	.015	.311	.136	.090	22

a. Dependent Variable: KEPUASAN PENGGUNA

Scatterplot

Dependent Variable: KEPUASAN PENGGUNA



Lampiran 9

Uji t

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
KUALITAS SISTEM	22	22.0455	3.40136	.72517
KUALITAS INFORMASI	22	19.2727	1.90693	.40656
KUALITAS PELAYANAN	22	14.2273	1.71636	.36593

One-Sample Test

	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
KUALITAS SISTEM	30.400	21	.000	22.04545	20.5374	23.5535
KUALITAS INFORMASI	47.405	21	.000	19.27273	18.4272	20.1182
KUALITAS PELAYANAN	38.880	21	.000	14.22727	13.4663	14.9883

Lampiran 10

Uji Koefisien Determinasi

a. Kualitas Sistem (X1)

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS SISTEM ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.154 ^a	.024	-.025	1.96485

a. Predictors: (Constant), KUALITAS SISTEM

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.879	1	1.879	.487	.493 ^b
	Residual	77.212	20	3.861		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS SISTEM

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	14.698	2.810		5.230	.000
1 KUALITAS SISTEM	.088	.126	.154	.698	.493

a. Dependent Variable: KEPUASAN PENGGUNA



b. Kualitas Informasi (X2)

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS INFORMASI ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.306 ^a	.094	.049	1.89291

a. Predictors: (Constant), KUALITAS INFORMASI

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.429	1	7.429	2.073	.165 ^b
	Residual	71.662	20	3.583		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS INFORMASI

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	22.648	4.194		5.400	.000
1 KUALITAS INFORMASI	-.312	.217	-.306	-1.440	.165

a. Dependent Variable: KEPUASAN PENGGUNA



c. Kualitas Pelayanan (X3)

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KUALITAS PELAYANAN ^b	.	Enter

a. Dependent Variable: KEPUASAN PENGGUNA

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.088 ^a	.008	-.042	1.98082

a. Predictors: (Constant), KUALITAS PELAYANAN

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.618	1	.618	.157	.696 ^b
	Residual	78.473	20	3.924		
	Total	79.091	21			

a. Dependent Variable: KEPUASAN PENGGUNA

b. Predictors: (Constant), KUALITAS PELAYANAN

Correlations

Control Variables			KUALITAS SISTEM	KUALITAS INFORMASI	KUALITAS PELAYANAN
KEPUASAN PENGGUNA	KUALITAS SISTEM	Correlation	1.000	.165	-.054
		Significance (2-tailed)	.	.474	.815
		df	0	19	19
	KUALITAS INFORMASI	Correlation	.165	1.000	.365
		Significance (2-tailed)	.474	.	.104
		df	19	0	19
	KUALITAS PELAYANAN	Correlation	-.054	.365	1.000
		Significance (2-tailed)	.815	.104	.
		df	19	19	0

Correlations

Control Variables			KUALITAS SISTEM	KUALITAS INFORMASI	KUALITAS PELAYANAN
KEPUASAN PENGGUNA	KUALITAS SISTEM	Correlation	1.000	.165	-.054
		Significance (2-tailed)	.	.474	.815
		df	0	19	19
	KUALITAS INFORMASI	Correlation	.165	1.000	.365
		Significance (2-tailed)	.474	.	.104
		df	19	0	19
	KUALITAS PELAYANAN	Correlation	-.054	.365	1.000
		Significance (2-tailed)	.815	.104	.
		df	19	19	0

Lampiran 11

DISTRIBUSI NILAI r_{tabel} SIGNIFIKANSI 5% dan 1%

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

34	0.339	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086
37	0.325	0.418	1000	0.062	0.081



Lampiran 11

DISTRIBUSI NILAI t_{tabel}

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
1	1.00000	3.07768	6.31375	12.70620	31.82052	63.65674	318.30884
2	0.81650	1.88562	2.91999	4.30265	6.96456	9.92484	22.32712
3	0.76489	1.63774	2.35336	3.18245	4.54070	5.84091	10.21453
4	0.74070	1.53321	2.13185	2.77645	3.74695	4.60409	7.17318
5	0.72669	1.47588	2.01505	2.57058	3.36493	4.03214	5.89343
6	0.71756	1.43976	1.94318	2.44691	3.14267	3.70743	5.20763
7	0.71114	1.41492	1.89458	2.36462	2.99795	3.49948	4.78529
8	0.70639	1.39682	1.85955	2.30600	2.89646	3.35539	4.50079
9	0.70272	1.38303	1.83311	2.26216	2.82144	3.24984	4.29681
10	0.69981	1.37218	1.81246	2.22814	2.76377	3.16927	4.14370
11	0.69745	1.36343	1.79588	2.20099	2.71808	3.10581	4.02470
12	0.69548	1.35622	1.78229	2.17881	2.68100	3.05454	3.92963
13	0.69383	1.35017	1.77093	2.16037	2.65031	3.01228	3.85198
14	0.69242	1.34503	1.76131	2.14479	2.62449	2.97684	3.78739
15	0.69120	1.34061	1.75305	2.13145	2.60248	2.94671	3.73283
16	0.69013	1.33676	1.74588	2.11991	2.58349	2.92078	3.68615
17	0.68920	1.33338	1.73961	2.10982	2.56693	2.89823	3.64577
18	0.68836	1.33039	1.73406	2.10092	2.55238	2.87844	3.61048
19	0.68762	1.32773	1.72913	2.09302	2.53948	2.86093	3.57940
20	0.68695	1.32534	1.72472	2.08596	2.52798	2.84534	3.55181
21	0.68635	1.32319	1.72074	2.07961	2.51765	2.83136	3.52715
22	0.68581	1.32124	1.71714	2.07387	2.50832	2.81876	3.50499
23	0.68531	1.31946	1.71387	2.06866	2.49987	2.80734	3.48496
24	0.68485	1.31784	1.71088	2.06390	2.49216	2.79694	3.46678
25	0.68443	1.31635	1.70814	2.05954	2.48511	2.78744	3.45019
26	0.68404	1.31497	1.70562	2.05553	2.47863	2.77871	3.43500
27	0.68368	1.31370	1.70329	2.05183	2.47266	2.77068	3.42103
28	0.68335	1.31253	1.70113	2.04841	2.46714	2.76326	3.40816
29	0.68304	1.31143	1.69913	2.04523	2.46202	2.75639	3.39624
30	0.68276	1.31042	1.69726	2.04227	2.45726	2.75000	3.38518

31	0.68249	1.30946	1.69552	2.03951	2.45282	2.74404	3.37490
32	0.68223	1.30857	1.69389	2.03693	2.44868	2.73848	3.36531
33	0.68200	1.30774	1.69236	2.03452	2.44479	2.73328	3.35634
34	0.68177	1.30695	1.69092	2.03224	2.44115	2.72839	3.34793
35	0.68156	1.30621	1.68957	2.03011	2.43772	2.72381	3.34005
36	0.68137	1.30551	1.68830	2.02809	2.43449	2.71948	3.33262
37	0.68118	1.30485	1.68709	2.02619	2.43145	2.71541	3.32563
38	0.68100	1.30423	1.68595	2.02439	2.42857	2.71156	3.31903
39	0.68083	1.30364	1.68488	2.02269	2.42584	2.70791	3.31279
40	0.68067	1.30308	1.68385	2.02108	2.42326	2.70446	3.30688

41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733

73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526

81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135

118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

121	0.67652	1.28859	1.65754	1.97976	2.35756	2.61707	3.15895
122	0.67651	1.28853	1.65744	1.97960	2.35730	2.61673	3.15838
123	0.67649	1.28847	1.65734	1.97944	2.35705	2.61639	3.15781
124	0.67647	1.28842	1.65723	1.97928	2.35680	2.61606	3.15726
125	0.67646	1.28836	1.65714	1.97912	2.35655	2.61573	3.15671
126	0.67644	1.28831	1.65704	1.97897	2.35631	2.61541	3.15617
127	0.67643	1.28825	1.65694	1.97882	2.35607	2.61510	3.15565
128	0.67641	1.28820	1.65685	1.97867	2.35583	2.61478	3.15512
129	0.67640	1.28815	1.65675	1.97852	2.35560	2.61448	3.15461
130	0.67638	1.28810	1.65666	1.97838	2.35537	2.61418	3.15411
131	0.67637	1.28805	1.65657	1.97824	2.35515	2.61388	3.15361
132	0.67635	1.28800	1.65648	1.97810	2.35493	2.61359	3.15312
133	0.67634	1.28795	1.65639	1.97796	2.35471	2.61330	3.15264
134	0.67633	1.28790	1.65630	1.97783	2.35450	2.61302	3.15217
135	0.67631	1.28785	1.65622	1.97769	2.35429	2.61274	3.15170
136	0.67630	1.28781	1.65613	1.97756	2.35408	2.61246	3.15124
137	0.67628	1.28776	1.65605	1.97743	2.35387	2.61219	3.15079
138	0.67627	1.28772	1.65597	1.97730	2.35367	2.61193	3.15034
139	0.67626	1.28767	1.65589	1.97718	2.35347	2.61166	3.14990
140	0.67625	1.28763	1.65581	1.97705	2.35328	2.61140	3.14947
141	0.67623	1.28758	1.65573	1.97693	2.35309	2.61115	3.14904
142	0.67622	1.28754	1.65566	1.97681	2.35289	2.61090	3.14862
143	0.67621	1.28750	1.65558	1.97669	2.35271	2.61065	3.14820
144	0.67620	1.28746	1.65550	1.97658	2.35252	2.61040	3.14779
145	0.67619	1.28742	1.65543	1.97646	2.35234	2.61016	3.14739
146	0.67617	1.28738	1.65536	1.97635	2.35216	2.60992	3.14699
147	0.67616	1.28734	1.65529	1.97623	2.35198	2.60969	3.14660
148	0.67615	1.28730	1.65521	1.97612	2.35181	2.60946	3.14621
149	0.67614	1.28726	1.65514	1.97601	2.35163	2.60923	3.14583
150	0.67613	1.28722	1.65508	1.97591	2.35146	2.60900	3.14545
151	0.67612	1.28718	1.65501	1.97580	2.35130	2.60878	3.14508
152	0.67611	1.28715	1.65494	1.97569	2.35113	2.60856	3.14471
153	0.67610	1.28711	1.65487	1.97559	2.35097	2.60834	3.14435
154	0.67609	1.28707	1.65481	1.97549	2.35081	2.60813	3.14400
155	0.67608	1.28704	1.65474	1.97539	2.35065	2.60792	3.14364
156	0.67607	1.28700	1.65468	1.97529	2.35049	2.60771	3.14330
157	0.67606	1.28697	1.65462	1.97519	2.35033	2.60751	3.14295
158	0.67605	1.28693	1.65455	1.97509	2.35018	2.60730	3.14261
159	0.67604	1.28690	1.65449	1.97500	2.35003	2.60710	3.14228
160	0.67603	1.28687	1.65443	1.97490	2.34988	2.60691	3.14195

Pr df	0.25 0.50	0.10 0.20	0.05 0.10	0.025 0.050	0.01 0.02	0.005 0.010	0.001 0.002
161	0.67602	1.28683	1.65437	1.97481	2.34973	2.60671	3.14162
162	0.67601	1.28680	1.65431	1.97472	2.34959	2.60652	3.14130
163	0.67600	1.28677	1.65426	1.97462	2.34944	2.60633	3.14098
164	0.67599	1.28673	1.65420	1.97453	2.34930	2.60614	3.14067
165	0.67598	1.28670	1.65414	1.97445	2.34916	2.60595	3.14036
166	0.67597	1.28667	1.65408	1.97436	2.34902	2.60577	3.14005
167	0.67596	1.28664	1.65403	1.97427	2.34888	2.60559	3.13975
168	0.67595	1.28661	1.65397	1.97419	2.34875	2.60541	3.13945
169	0.67594	1.28658	1.65392	1.97410	2.34862	2.60523	3.13915
170	0.67594	1.28655	1.65387	1.97402	2.34848	2.60506	3.13886
171	0.67593	1.28652	1.65381	1.97393	2.34835	2.60489	3.13857
172	0.67592	1.28649	1.65376	1.97385	2.34822	2.60471	3.13829
173	0.67591	1.28646	1.65371	1.97377	2.34810	2.60455	3.13801
174	0.67590	1.28644	1.65366	1.97369	2.34797	2.60438	3.13773
175	0.67589	1.28641	1.65361	1.97361	2.34784	2.60421	3.13745
176	0.67589	1.28638	1.65356	1.97353	2.34772	2.60405	3.13718
177	0.67588	1.28635	1.65351	1.97346	2.34760	2.60389	3.13691
178	0.67587	1.28633	1.65346	1.97338	2.34748	2.60373	3.13665
179	0.67586	1.28630	1.65341	1.97331	2.34736	2.60357	3.13638
180	0.67586	1.28627	1.65336	1.97323	2.34724	2.60342	3.13612
181	0.67585	1.28625	1.65332	1.97316	2.34713	2.60326	3.13587
182	0.67584	1.28622	1.65327	1.97308	2.34701	2.60311	3.13561
183	0.67583	1.28619	1.65322	1.97301	2.34690	2.60296	3.13536
184	0.67583	1.28617	1.65318	1.97294	2.34678	2.60281	3.13511
185	0.67582	1.28614	1.65313	1.97287	2.34667	2.60267	3.13487
186	0.67581	1.28612	1.65309	1.97280	2.34656	2.60252	3.13463
187	0.67580	1.28610	1.65304	1.97273	2.34645	2.60238	3.13438
188	0.67580	1.28607	1.65300	1.97266	2.34635	2.60223	3.13415
189	0.67579	1.28605	1.65296	1.97260	2.34624	2.60209	3.13391
190	0.67578	1.28602	1.65291	1.97253	2.34613	2.60195	3.13368
191	0.67578	1.28600	1.65287	1.97246	2.34603	2.60181	3.13345
192	0.67577	1.28598	1.65283	1.97240	2.34593	2.60168	3.13322
193	0.67576	1.28595	1.65279	1.97233	2.34582	2.60154	3.13299
194	0.67576	1.28593	1.65275	1.97227	2.34572	2.60141	3.13277
195	0.67575	1.28591	1.65271	1.97220	2.34562	2.60128	3.13255
196	0.67574	1.28589	1.65267	1.97214	2.34552	2.60115	3.13233
197	0.67574	1.28586	1.65263	1.97208	2.34543	2.60102	3.13212
198	0.67573	1.28584	1.65259	1.97202	2.34533	2.60089	3.13190
199	0.67572	1.28582	1.65255	1.97196	2.34523	2.60076	3.13169
200	0.67572	1.28580	1.65251	1.97190	2.34514	2.60063	3.13148

Lampiran 13

Dokumentasi





Lampiran 2

No.	Kualitas Sistem (X1)							Total (X1)	Kualitas Informasi (X2)						Total (X2)
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	
1	3	3	3	3	3	3	3	21	4	4	4	4	4	4	23
2	3	3	3	3	3	3	3	21	3	3	3	3	3	3	18
3	3	3	3	3	3	3	3	21	3	3	3	3	3	3	18
4	4	3	3	3	4	4	4	25	3	3	3	3	3	3	18
5	3	3	4	1	1	4	4	20	4	3	4	4	3	3	20
6	4	4	4	4	4	4	4	28	3	3	3	3	3	3	18
7	2	3	2	2	3	3	3	18	3	3	3	3	4	4	20
8	3	3	3	3	3	4	4	23	3	2	3	3	3	3	17
9	3	2	2	3	2	3	3	18	3	3	3	3	3	3	18
10	3	3	3	4	4	4	4	25	3	3	3	3	3	3	18
11	4	3	4	4	4	4	4	27	3	4	4	3	4	4	22
12	3	3	3	3	3	3	3	21	4	3	3	4	4	4	21
13	4	3	4	4	4	4	4	27	4	4	3	4	4	4	22
14	3	3	3	4	4	4	4	25	4	4	3	4	4	4	22
15	2	3	2	3	3	3	3	19	3	4	3	3	3	3	20
16	3	4	3	3	4	4	4	25	3	3	3	3	3	3	19
17	2	1	1	1	1	4	4	14	3	3	4	3	3	3	20
18	3	3	3	2	3	3	3	20	2	3	2	2	2	3	15
19	3	3	3	3	3	3	3	21	3	4	3	3	4	3	19
20	3	4	3	3	3	3	3	22	3	3	3	3	3	3	19
21	3	3	3	3	3	4	4	23	3	3	3	3	3	3	18
22	3	3	3	3	3	3	3	21	3	4	3	3	3	3	19

No.	Kualitas Pelayanan (X3)				Total (X3)	Kepuasan Pengguna (Y1)					Total (Y1)
	X3.1	X3.2	X3.3	X3.4		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	
1	4	4	4	4	16	3	3	3	3	3	15
2	2	3	3	3	11	3	3	3	3	3	15
3	3	3	4	4	14	3	3	3	3	4	16
4	3	4	4	4	15	3	4	4	4	4	19
5	3	3	3	3	12	3	3	3	4	4	17
6	4	4	4	4	16	3	4	4	4	4	19
7	4	3	4	4	15	3	3	3	3	3	15
8	3	3	3	4	13	4	4	4	3	3	18
9	4	4	4	4	16	3	3	3	3	3	15
10	3	3	3	3	12	3	3	3	4	4	17
11	3	3	3	4	13	3	3	3	3	3	15
12	3	3	4	4	14	3	3	3	3	3	15
13	3	4	4	4	15	3	4	4	4	3	18
14	3	4	4	4	15	3	3	3	3	3	15
15	4	4	4	4	16	3	3	3	3	3	15
16	3	4	4	4	15	3	3	4	4	4	18
17	4	4	4	4	16	4	4	4	3	3	18
18	2	3	3	3	11	3	4	4	4	3	18
19	2	3	4	3	12	4	4	4	4	4	20
20	3	4	4	4	15	2	3	3	3	3	14
21	3	4	4	4	15	3	3	2	2	4	14
22	4	4	4	4	16	4	4	4	4	4	20

No.	Kepuasan Pengguna (Y1)					Total (Y1)
	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	
1	3	3	3	3	3	15
2	3	3	3	3	3	15
3	3	3	3	3	4	16
4	3	4	4	4	4	19
5	3	3	3	4	4	17
6	3	4	4	4	4	19
7	3	3	3	3	3	15
8	4	4	4	3	3	18
9	3	3	3	3	3	15
10	3	3	3	4	4	17
11	3	3	3	3	3	15
12	3	3	3	3	3	15
13	3	4	4	4	3	18
14	3	3	3	3	3	15
15	3	3	3	3	3	15
16	3	3	4	4	4	18
17	4	4	4	3	3	18
18	3	4	4	4	3	18
19	4	4	4	4	4	20
20	2	3	3	3	3	14
21	3	3	2	2	4	14
22	4	4	4	4	4	20