BAB VI

KESIMPULAN DAN SARAN

Dalam bab ini dijelaskkan kesimpulan yang dapat ditarik dari hasil analisis yang telah dilakukan sesuai dengan metode penelitian yang sudah dibuat. Selain itu, bab ini juga menjelaskan keterbatasan yang terdapat dalam penelitian dan saran yang perlu dilakukan untuk penyempurnaan hasil penelitian atau penelitian selanjutnya.

5.1. Kesimpulan

Berdasarkan hasil analisis mengenai kesuksesan SIKMA dengan menggunakan model DeLone dan McLean 2003, ditarik kesimpulan bahwa analisa kesuksesan SIKMA dalam menggunakan model Delone dan McLean 2003 belum bisa dikatakan sukses. Hal ini dikarenakan dalam prosesnya belum efektif dan hasil yang didapat belum efisien atau sesuai dengan kebutuhan pengguna sehingga kepuasan pengguna belum terpenuhi. Tidak adanya pengaruh kualitas informasi, kualitas informasi dan kualitas layanan terhadap penggunaan merupakan faktor tidak suksesnya sistem. Mahasiswa sebagai pengguna tidak mendapatkan kepuasan menyeluruh dalam penggunaan sistem dan komunikasi antar dimensi dalam SIKMA tidak berjalan dengan baik. Pengalaman yang kurang baik yang didapat ketika pertama kali menggunakan SIKMA, dapat berpengaruh terhadap berkurangnya minat penggunaan. Oleh karena itu, diperlukan adanya peningkatan kualitas sistem, kualitas layanan dan kualitas informasi agar memberikan pengaruh positif pada kepuasan pengguna,

yang secara langsung akan memberikan pengaruh terhadap peningkatan minat penggunaan dan memberikan manfaat-manfaat bagi mahasiswa sebagai pengguna.

5.2. Saran

Dilihat dari hasil penelitian ini menunjukkan bahwa penelitian ini masih terdapat keterbatasan dan kelemahan. Untuk penelitian selanjutnya disarankan dapat meminimalisir keterbatasan dan kelemahan pada penelitian ini. Keterbatasan dan kelemahan penelitian ini antara lain :

1. Penelitian ini hanya berdasarkan pada persepsi responden saja, karena itu hasil yang diperoleh sangat tergantung oleh pemahaman responden pada *item-item* pertanyaan yang terdapat pada kuesioner dan juga keseriusan responden dalam mengisi setiap pertanyaan tersebut.

2. Tidak semua sub variabel pada DeLone dan Mclean digunakan dalam penelitian ini. Seperti misalnya pokok bahasan *Individiual Impact* yang terkandung di dalam *Net Benefits* hanya mengukur item *Individual Impact*. Hal ini menyesuaikan dengan pola penggunaan SIKMA yang selama ini lebih banyak digunakan oleh Mahasiswa, namun ke depannya agar hasil lebih representative perlu adanya penelitian yang membahas *organization impact*.

3. Diperlukan adanya item-item pada *Service Quality* yang mencakup pelayanan setelahnya (*following-up*). Hal ini bisa menjadi faktor meningkatnya intensitas penggunaan dari SIKMA.

4. Dalam penelitian ini meskipun jumlah sampel sudah memenuhi asumsi, tetapi untuk penelitian selanjutnya masih perlu diperbesar agar hasilnya lebih representatif sehingga dapat menjangkau kondisi sebenarnya di lapangan.

5. Dalam pengembangannya, SIKMA perlu dioptimalkan dari segi kualitas sistem, kualitas informasi dan kualitas layanan sehingga pengguna dapat menggunakan SIKMA secara efektif dan mendapatkan hasil yang efisien.

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Nama (**opsional**)	:
Prodi	:
NIM	:

Petunjuk : Berilah jawaban dengan memberikan tanda silang (X) pada salah satu kolom jawabn yang mencerminkan penilaian anda mengenai sistem informasi kemahasiswaan (SIKMA) yang anda gunakan untuk pengelolaan data SPAMA. Pilhan jawaban yang tersedia adalah (5) Sangat Setuju, (4) Setuju, (3) Netral, (2) Tidak Setuju, (1) Sangat Tidak Setuju.

A. KUALITAS SISTEM (SYSTEM QUALITY)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	Mahasiswa nyaman dan mudah dalam mengakses SIKMA untuk mengelola data SPAMA					
2	SIKMA menyediakan fungsi-fungsi yang dibutuhkan dalam pengelolaan data SPAMA.					
3	Dalam pengelolaan data SPAMA, SIKMA sangat handal sehingga jarang terjadi *error*.					
4	SIKMA memberikan respons yang cepat dan kecepatan akses yang lancar dalam proses pengelolaan data SPAMA.					
5	SIKMA memiliki keamanan data SPAMA yang cukup tinggi bagi masing-masing pengguna.					

B. KUALITAS INFORMASI (INFORMATION QUALITY)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	Informasi mengenai pengelolaan data SPAMA yang diberikan SIKMA lengkap.					
2	SIKMA menyediakan fasilitas petunjuk penggunaan dalam pengelolaan data SPAMA.					
3	SIKMA memberikan informasi yang relevan dengan kebutuhan mahasiswa dalam mengelola data SPAMA.					
4	SIKMA menghasilkan informasi yang akurat mengenai pengelolaan SPAMA.					
5	Dalam proses pengelolaan data SPAMA, SIKMA memberikan informasi yang mudah dipahami.					

C. KUALITAS LAYANAN (SERVICE QUALITY)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	SIKMA memberikan *feedback* dengan cepat dalam pengelolaan data SPAMA.					
2	SIKMA menyediakan layanan yang baik dan sesuai kebutuhan mahasiswa dalam pengelolaan SPAMA.					
3	Data SPAMA mendapatkan jaminan keamanan yang dapat dipertanggungjawabkan oleh SIKMA.					

D. PENGGUNAAN (USE)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	Mahasiswa menggunakan SIKMA untuk proses pengelolaan data SPAMA.					
2	Mahasiwa sering menggunakan sistem informasi kemahasiswaan sebagai sarana pengelolaan data SPAMA.					

E. KEPUASAN PENGGUNA (USER SATISFACTION)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	SIKMA memenuhi kebutuhan mahasiswa secara efektif dalam pengelolaan data SPAMA					
2	SIKMA memenuhi kebutuhan mahasiswa secara efisien dalam pengelolaan data SPAMA					
3	Secara keseluruhan, selaku pengguna, anda puas dalam menggunakan SIKMA.					

F. MANFAAT-MANFAAT BERSIH (NET BENEFITS)

NO	PERTANYAAN	JAWABAN				
		1	2	3	4	5
1	Pengunaan SIKMA membantu meningkatkan *soft skills* mahasiswa.					
2	SIKMA dapat menjadi motivasi untuk mahasiswa dalam mengikuti kegiatan non akademik.					

DATASET HASIL PENGUMPULAN DATA

Prodi	Ket
1	MI
2	Sipil
3	Manajemen
4	Akuntansi
5	Hukum
6	Industri
7	TF
8	Teknobiologi
9	Komunikasi
10	Sosiologi
11	Arsitektur
12	Ilmu Ekonomi
13	Sipil Int
14	TIKI
15	AI

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
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NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
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NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
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NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
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150608359	6	3	3	3	3	4	4	4	3	4	3	3	3	2	3	3	4	4	4	1	1
140607708	6	4	4	4	3	3	3	3	4	3	3	5	5	5	5	5	4	4	4	3	2
	6	2	2	2	2	3	2	2	2	2	2	2	2	3	4	4	2	2	2	3	3
	6	3	3	2	4	4	4	4	4	4	3	3	3	4	4	4	2	2	2	4	3
	6	3	3	4	3	3	3	2	3	2	3	2	3	3	3	3	3	3	3	3	3
	6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
	6	4	4	4	4	4	4	2	3	3	3	2	3	4	4	5	4	3	3	4	5
	6	3	3	3	3	2	3	4	3	4	4	2	3	2	2	4	4	3	3	3	3
	6	3	4	1	1	4	4	4	4	4	4	3	3	3	4	3	2	2	2	4	2
	6	4	4	2	2	4	3	2	2	3	2	2	4	4	3	3	3	2	3	2	3
110706491	7	4	4	4	4	5	3	3	4	4	5	4	4	3	3	4	4	4	4	2	2
140707552	7	1	1	3	3	3	4	3	3	2	3	2	3	3	4	4	2	3	3	2	4
110706541	7	3	2	2	3	4	1	3	2	2	3	3	2	4	4	1	2	2	1	3	3
110706607	7	4	4	3	4	5	4	5	5	4	3	2	3	4	4	4	3	3	4	2	5
110706495	7	2	3	2	2	4	3	3	3	3	2	2	2	3	3	3	3	2	2	3	2
150708273	7	3	2	4	3	2	2	1	2	3	2	3	3	2	1	2	1	2	2	2	1
110706576	7	2	4	2	3	3	2	3	3	2	2	1	1	3	4	2	2	2	3	1	2
150708329	7	3	2	3	3	3	2	1	3	2	3	3	4	3	4	3	3	3	3	4	4
110706463	7	4	4	5	4	5	3	4	4	3	3	2	4	4	4	4	5	4	3	4	3
	7	4	3	2	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	2	2
140707624	7	4	4	3	3	3	4	4	4	4	4	4	3	3	5	5	3	3	3	3	3
140707962	7	4	3	2	4	4	3	4	4	4	4	3	4	4	4	4	4	3	3	2	4
	7	2	3	2	2	3	2	4	1	1	3	2	2	3	4	3	3	1	1	3	1
	7	3	3	3	2	4	2	3	3	4	3	1	2	3	4	3	2	2	1	4	4
	7	2	2	3	1	3	2	2	2	3	2	2	2	3	3	3	3	2	2	1	2
	7	2	3	2	1	4	3	2	1	1	2	2	3	3	1	1	1	2	1	2	1
150708504	7	2	3	3	2	3	3	2	3	4	3	4	3	4	2	3	3	5	2	2	3
	7	2	2	1	2	2	1	3	2	2	2	2	2	2	3	3	2	2	1	4	4
		2	3	2	2	3	2	3	2	3	2	2	3	3	3	2	2	2	2	3	2
140801458	8	5	4	5	5	5	5	5	5	5	3	2	4	4	5	3	4	4	2	3	4
140801358	8	3	2	2	2	2	2	1	2	2	2	2	1	1	1	1	2	1	2	3	3
140801377	8	3	3	2	3	3	3	3	3	3	3	3	3	3	1	2	3	4	2	1	1

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
150801696	8	4	3	3	3	4	4	4	4	3	3	3	3	4	4	3	3	3	3	3	4
140801527	8	2	2	4	2	2	4	2	2	2	4	3	2	2	2	2	2	2	4	2	2
140801552	8	3	3	3	2	4	3	2	2	2	2	3	3	4	3	3	3	3	3	4	4
140801511	8	3	2	4	3	3	1	2	2	3	3	4	2	3	4	3	2	3	1	1	1
130801424	8	2	1	3	3	2	2	2	2	2	3	2	3	3	2	3	3	3	3	3	2
140801507	8	3	3	2	2	2	3	3	3	3	3	2	3	3	2	3	3	3	3	3	3
140801431	8	4	4	3	4	3	4	4	4	4	4	3	3	3	4	4	4	4	4	4	4
140801460	8	3	2	3	2	2	2	2	2	2	2	2	2	2	2	4	2	2	2	3	3
	8	3	3	2	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	1	1
	8	2	2	1	1	2	1	1	1	2	2	1	1	2	2	2	2	2	2	2	1
	8	5	5	3	4	5	3	5	5	3	4	3	4	5	5	5	4	4	4	1	1
	8	3	2	1	4	3	3	4	3	2	3	1	2	4	3	3	3	3	3	2	1
140905281	9	2	3	3	2	3	3	3	3	3	3	4	4	3	4	4	4	3	3	5	3
140905302	9	2	3	3	3	4	2	3	3	2	3	4	3	3	4	4	3	3	3	4	1
140905273	9	4	3	2	3	4	3	3	3	4	4	2	3	4	3	4	3	3	2	3	4
140905278	9	2	2	3	3	3	4	3	4	3	4	3	3	3	2	3	3	3	4	3	3
140905210	9	3	3	2	2	2	2	2	3	2	2	3	3	2	2	3	3	3	3	3	2
140905312	9	3	3	3	2	3	2	3	3	2	3	3	3	2	2	2	2	3	2	2	1
140905293	9	3	2	3	4	3	3	4	3	3	4	2	3	3	4	2	3	4	4	2	2
140905309	9	4	4	3	3	3	4	2	2	3	4	4	3	3	4	3	2	3	3	4	4
140905610	9	3	3	2	2	2	3	2	1	3	4	3	2	4	2	3	3	2	2	3	1
140905322	9	2	3	3	3	2	4	3	4	3	3	4	3	3	3	3	3	3	3	4	1
150905806	9	4	4	4	3	3	4	4	4	3	3	2	2	4	4	4	4	4	4	4	4
150905581	9	4	4	3	3	3	2	4	4	4	4	3	4	3	4	3	3	3	3	4	3
140905290	9	1	1	1	2	3	3	4	3	3	3	3	3	3	1	1	3	3	2	1	1
140905216	9	4	4	4	4	3	3	3	3	4	4	4	4	2	2	5	4	4	4	4	4

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
140905479	9	4	4	4	3	4	4	3	4	3	3	3	4	4	4	4	4	3	3	4	4
140905283	9	4	4	4	4	5	4	4	3	3	4	3	4	4	4	3	3	4	3	3	3
140905296	9	4	4	4	4	4	2	4	3	3	3	2	3	3	5	5	5	5	4	3	3
140905235	9	2	2	3	3	3	2	2	2	2	2	2	3	3	3	2	3	3	2	2	2
140905212	9	2	3	2	3	4	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3
140905237	9	2	4	1	3	4	4	4	4	3	4	3	4	5	4	3	3	3	3	3	3
151005725	10	2	3	3	1	3	2	3	3	2	3	3	2	4	2	3	3	3	4	3	1
151005812	10	3	3	4	3	2	3	2	3	4	4	4	3	3	2	2	3	4	4	3	2
131005043	10	4	3	3	2	3	3	2	2	3	2	3	4	4	2	3	3	1	2	3	3
131005039	10	2	3	4	2	3	2	3	3	3	2	3	4	4	1	4	3	2	3	3	2
151005822	10	4	3	4	4	3	3	3	5	4	3	3	4	4	3	4	4	5	4	1	1
151005819	10	3	4	4	3	3	2	3	3	4	3	3	4	3	3	2	3	4	4	2	1
151005727	10	3	2	3	3	2	4	3	3	4	5	3	3	4	4	3	4	2	3	2	1
151005760	10	2	3	3	2	1	4	3	2	2	3	3	2	3	3	4	4	3	2	2	1
150005817	10	3	2	3	1	1	3	2	3	4	3	3	3	1	3	3	2	3	3	2	1
151005585	10	3	2	3	3	3	3	4	4	3	2	3	2	4	3	5	3	2	3	2	1
	10	2	2	2	2	3	1	2	2	2	2	2	2	3	2	2	2	2	2	2	3
	10	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2
	10	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
120114280	11	5	4	4	3	4	5	5	5	5	4	3	4	4	5	4	4	5	3	4	4
110113907	11	4	4	4	4	4	5	4	4	4	4	4	3	4	4	4	4	4	4	3	4
120114285	11	4	2	4	5	3	2	5	4	2	1	1	4	5	5	1	3	4	3	3	2
130114641	11	5	4	3	4	3	4	4	4	5	5	4	4	3	4	5	4	4	4	4	3
150116061	11	5	5	3	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	5	4
140115637	11	2	3	4	3	3	4	3	4	3	4	3	3	3	4	4	3	4	4	4	4
140115607	11	4	5	4	4	4	5	4	4	5	4	4	5	5	4	4	5	4	4	4	5

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
120114495	11	3	3	4	3	3	3	3	4	3	3	3	4	5	4	5	3	3	4	4	3
140115695	11	1	1	1	2	1	3	4	4	5	1	3	3	3	3	3	2	3	4	2	2
120114333	11	2	3	4	3	3	2	3	3	3	3	3	2	3	1	1	3	4	4	1	1
150115818	11	4	4	3	4	5	3	4	5	5	5	3	4	4	4	4	2	2	4	3	3
150116133	11	4	4	4	2	3	3	3	4	3	3	4	4	3	2	3	4	5	4	1	1
150116146	11	3	3	2	1	3	5	3	5	1	3	1	4	4	5	5	3	3	4	4	4
150115819	11	3	3	4	4	4	3	2	1	1	1	1	4	2	5	5	3	3	3	2	3
150116240	11	2	3	3	2	4	3	4	3	3	4	3	3	2	3	3	2	3	3	4	1
150115767	11	4	4	5	4	3	5	5	5	3	4	2	4	4	4	4	3	3	5	2	2
150116024	11	2	2	2	3	3	3	4	4	3	3	1	1	2	3	3	3	3	4	4	5
130115109	11	1	2	2	2	2	3	3	4	4	4	1	3	3	3	3	2	2	4	3	3
151122156	11	4	4	3	3	3	4	4	4	3	3	4	4	4	4	4	4	4	5	4	4
151122070	11	4	4	4	3	3	3	4	2	4	4	2	3	4	4	4	3	3	3	2	3
151122263	11	3	3	3	4	4	2	2	3	3	3	4	4	4	4	4	4	4	4	3	3
151121962	12	3	4	2	2	4	4	4	3	3	3	4	3	4	4	3	4	4	3	4	4
121119617	12	5	4	1	3	3	3	4	3	2	3	3	4	5	4	5	5	4	4	5	4
121119814	12	3	3	2	2	4	3	3	4	2	3	2	2	3	4	3	4	3	3	3	4
121119863	12	3	3	3	2	3	4	4	3	5	4	3	3	4	5	4	4	4	3	3	5
121120067	12	4	5	2	3	4	3	3	2	2	3	2	4	3	5	5	5	4	3	4	5
151122082	12	4	5	5	5	5	4	3	3	4	4	5	5	3	5	5	3	3	5	3	3
151222370	12	1	3	3	3	4	3	4	3	5	5	4	3	3	3	3	1	1	2	1	2
151222071	12	2	2	2	3	3	3	3	4	4	4	2	3	3	4	4	3	3	3	1	1
141220916	12	2	2	4	3	3	4	4	4	3	4	3	3	3	3	3	3	2	3	3	3
141221776	12	1	2	3	3	3	5	5	5	3	4	3	2	3	3	3	3	2	2	4	4
141315584	13	3	3	4	4	3	3	3	4	2	3	4	3	2	2	2	4	2	3	2	2
151315759	13	4	4	4	5	5	3	4	4	4	2	3	3	3	2	2	4	4	4	3	3

NPM	PRODI	SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2
151315959	13	3	3	3	3	5	3	4	4	3	4	5	5	5	3	3	4	4	3	3	3
151316299	13	5	5	4	4	5	5	5	5	4	4	3	3	3	4	4	4	4	5	2	2
131315010	13	3	3	4	3	4	3	3	2	4	3	3	5	5	2	3	4	4	4	1	1
151408610	14	3	3	4	2	3	2	3	3	2	4	3	3	3	4	3	3	3	4	2	1
151408147	14	3	4	4	2	3	4	3	3	4	4	3	3	2	3	5	3	4	3	1	1
151408607	14	3	3	4	4	4	3	3	4	3	5	4	4	3	4	4	4	5	3	2	1
151408267	14	3	3	3	4	2	3	4	4	2	3	3	3	4	3	4	3	4	4	2	1
151408270	14	4	4	2	3	4	3	3	4	4	3	2	2	4	2	2	3	2	3	1	1
150512185	14	2	3	3	1	1	2	4	2	3	3	4	4	4	5	5	1	1	3	2	2
150512242	14	2	3	4	5	4	3	3	3	2	5	5	5	1	3	3	4	4	4	1	1
151521940	15	3	3	4	4	4	3	4	4	4	3	3	3	2	3	4	3	5	5	4	4
151521959	15	2	2	1	1	2	3	3	3	3	3	5	4	1	2	3	3	3	1	1	1
151521880	15	4	4	3	4	5	3	3	4	4	4	3	3	4	3	3	4	4	4	3	3
151521989	15	3	3	3	5	5	4	4	5	4	4	3	3	3	3	3	4	4	3	4	4

VALIDITAS

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

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

Nilai rtabel dengan signifikansi 5% dari n=202 adalah 0,138

Correlations

		SQ1	SQ2	SQ3	SQ4	SQ5	IQ1	IQ2	IQ3	IQ4	IQ5	SV1	SV2	SV3	U1	U2	US1	US2	US3	N1	N2	TOTAL
SQ1	Pearson Correlation	1	.701**	.395**	.501**	.465**	.424**	.361**	.357**	.324**	.256**	.168*	.385**	.368**	.411**	.351**	.414**	.366**	.278**	.206**	.278**	.691**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.017	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
SQ2	Pearson Correlation	.701**	1	.435**	.463**	.585**	.442**	.364**	.339**	.350**	.350**	.228**	.420**	.381**	.362**	.387**	.364**	.311**	.297**	.272**	.278**	.717**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202

SQ 3	Pearson Correlation	.395**	.435**	1	.526**	.274**	.282**	.125	.228**	.184**	.207**	.238**	.365**	.168*	.168*	.222**	.236**	.237**	.320**	.062	.103	.497**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.077	.001	.009	.003	.001	.000	.017	.017	.001	.001	.001	.000	.381	.144	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
SQ 4	Pearson Correlation	.501**	.463**	.526**	1	.492**	.299**	.309**	.341**	.236**	.300**	.219**	.345**	.269**	.259**	.200**	.326**	.305**	.333**	.082	.166*	.598**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.001	.000	.002	.000	.000	.000	.004	.000	.000	.000	.246	.018	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
SQ 5	Pearson Correlation	.465**	.585**	.274**	.492**	1	.325**	.377**	.362**	.256**	.268**	.048	.324**	.413**	.349**	.217**	.309**	.302**	.196**	.192**	.289**	.605**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.502	.000	.000	.000	.002	.000	.000	.005	.006	.000	.000

	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
IQ1	Pearson Correlation	.424**	.442**	.282**	.299**	.325**	1	.598**	.568**	.417**	.429**	.141*	.310**	.245**	.389**	.390**	.341**	.302**	.325**	.246**	.313**	.671**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.046	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
IQ2	Pearson Correlation	.361**	.364**	.125	.309**	.377**	.598**	1	.639**	.446**	.358**	.049	.276**	.341**	.432**	.309**	.328**	.351**	.327**	.164*	.210**	.629**
	Sig. (2-tailed)	.000	.000	.077	.000	.000	.000		.000	.000	.000	.493	.000	.000	.000	.000	.000	.000	.000	.020	.003	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
IQ3	Pearson Correlation	.357**	.339**	.228**	.341**	.362**	.568**	.639**	1	.509**	.431**	.194**	.304**	.303**	.338**	.325**	.401**	.459**	.452**	.180*	.225**	.677**

	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000		.000	.000	.006	.000	.000	.000	.000	.000	.000	.000	.010	.001	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
IQ4	Pearson Correlation	.324**	.350**	.184**	.236**	.256**	.417**	.446**	.509**	1	.470**	.253**	.288**	.245**	.209**	.258**	.273**	.321**	.322**	.097	.198**	.563**
	Sig. (2-tailed)	.000	.000	.009	.001	.000	.000	.000	.000		.000	.000	.000	.000	.003	.000	.000	.000	.000	.169	.005	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
IQ5	Pearson Correlation	.256**	.350**	.207**	.300**	.268**	.429**	.358**	.431**	.470**	1	.323**	.354**	.212**	.252**	.233**	.290**	.322**	.355**	.039	.031	.544**
	Sig. (2-tailed)	.000	.000	.003	.000	.000	.000	.000	.000	.000		.000	.000	.002	.000	.001	.000	.000	.000	.583	.663	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202

SV 1	Pearson Correlation	.168*	.228**	.238**	.219**	.048	.141*	.049	.194**	.253**	.323**	1	.425**	.181*	.090	.205**	.235**	.248**	.205**	.017	-.059	.368**
	Sig. (2-tailed)	.017	.001	.001	.002	.502	.046	.493	.006	.000	.000		.000	.010	.204	.003	.001	.000	.003	.815	.408	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
SV 2	Pearson Correlation	.385**	.420**	.365**	.345**	.324**	.310**	.276**	.304**	.288**	.354**	.425**	1	.459**	.291**	.277**	.359**	.395**	.368**	.172*	.167*	.614**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.014	.017	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
SV 3	Pearson Correlation	.368**	.381**	.168*	.269**	.413**	.245**	.341**	.303**	.245**	.212**	.181*	.459**	1	.412**	.265**	.333**	.256**	.284**	.166*	.218**	.552**
	Sig. (2-tailed)	.000	.000	.017	.000	.000	.000	.000	.000	.000	.002	.010	.000		.000	.000	.000	.000	.000	.018	.002	.000

	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
U1	Pearson Correlation	.411**	.362**	.168*	.259**	.349**	.389**	.432**	.338**	.209**	.252**	.090	.291**	.412**	1	.572**	.294**	.213**	.170*	.194**	.333**	.589**
	Sig. (2-tailed)	.000	.000	.017	.000	.000	.000	.000	.000	.003	.000	.204	.000	.000		.000	.000	.002	.016	.006	.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
U2	Pearson Correlation	.351**	.387**	.222**	.200**	.217**	.390**	.309**	.325**	.258**	.233**	.205**	.277**	.265**	.572**	1	.410**	.315**	.388**	.249**	.261**	.597**
	Sig. (2-tailed)	.000	.000	.001	.004	.002	.000	.000	.000	.000	.001	.003	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
US1	Pearson Correlation	.414**	.364**	.236**	.326**	.309**	.341**	.328**	.401**	.273**	.290**	.235**	.359**	.333**	.294**	.410**	1	.698**	.533**	.196**	.225**	.644**
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202

	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000		.000	.000	.005	.001	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
US2	Pearson Correlation	.366**	.311**	.237**	.305**	.302**	.302**	.351**	.459**	.321**	.322**	.248**	.395**	.256**	.213**	.315**	.698**	1	.618**	.095	.141*	.613**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000		.000	.177	.045	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
US3	Pearson Correlation	.278**	.297**	.320**	.333**	.196**	.325**	.327**	.452**	.322**	.355**	.205**	.368**	.284**	.170*	.388**	.533**	.618**	1	.112	.134	.595**
	Sig. (2-tailed)	.000	.000	.000	.000	.005	.000	.000	.000	.000	.000	.003	.000	.000	.016	.000	.000	.000		.112	.057	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202

N1	Pearson Correlation	.206**	.272**	.062	.082	.192**	.246**	.164*	.180*	.097	.039	.017	.172*	.166*	.194**	.249**	.196**	.095	.112	1	.709**	.403**
	Sig. (2-tailed)	.003	.000	.381	.246	.006	.000	.020	.010	.169	.583	.815	.014	.018	.006	.000	.005	.177	.112		.000	.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
N2	Pearson Correlation	.278**	.278**	.103	.166*	.289**	.313**	.210**	.225**	.198**	.031	-.059	.167*	.218**	.333**	.261**	.225**	.141*	.134	.709**	1	.473**
	Sig. (2-tailed)	.000	.000	.144	.018	.000	.000	.003	.001	.005	.663	.408	.017	.002	.000	.000	.001	.045	.057	.000		.000
	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
TOTAL	Pearson Correlation	.691**	.717**	.497**	.598**	.605**	.671**	.629**	.677**	.563**	.544**	.368**	.614**	.552**	.589**	.597**	.644**	.613**	.595**	.403**	.473**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	

	N	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202	202
**. Correlation is significant at the 0.01 level (2-tailed).																						
*. Correlation is significant at the 0.05 level (2-tailed).																						

Semua item kuesioner lebih besar dari 0,138. Item Kuesioner dinyatakan lolos uji validitas.

RELIABILITAS

Nilai rtabel dengan signifikansi 5% dari n=202 adalah 0,138

Case Processing Summary

		N	%
Cases	Valid	202	100.0
	Excluded[a]	0	.0
	Total	202	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.895	20

Nilai Cronbach's Alpha = 0,895. Nilai tersebut lebih besar dari nilai rtabel 0,138. Item kuesioner dinyatakan lolos uji reliabilitas.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SQ1	58.04	114.938	.639	.886
SQ2	57.95	115.435	.672	.886
SQ3	58.10	119.672	.425	.893
SQ4	58.07	117.667	.537	.889
SQ5	57.71	117.641	.546	.889
IQ1	57.92	115.954	.618	.887
IQ2	57.78	117.375	.574	.888
IQ3	57.75	116.834	.629	.887
IQ4	57.88	119.462	.505	.890
IQ5	57.77	119.769	.484	.891
SV1	58.10	123.118	.291	.896
SV2	57.91	119.027	.564	.889
SV3	57.74	120.155	.496	.891
U1	57.72	116.940	.522	.890
U2	57.75	116.744	.530	.890
US1	57.84	117.709	.593	.888
US2	57.86	118.054	.558	.889
US3	57.90	117.905	.535	.890
N1	58.29	121.569	.320	.896
N2	58.37	118.721	.385	.895

LINEARITY

SYSTEM QUALITY ===→ USE

Model Summary and Parameter Estimates

Dependent Variable: USE

	Model Summary					Parameter Estimates			
Equation	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.186	45.555	1	200	.000	1.627	.537		
Logarithmic	.162	38.538	1	200	.000	1.818	1.337		
Inverse	.123	27.963	1	200	.000	4.210	-2.689		
Quadratic	.190	23.306	2	199	.000	2.231	.099	.074	
Cubic	.207	17.257	3	198	.000	5.162	-3.386	1.336	-.142
Compound	.168	40.384	1	200	.000	1.728	1.210		
Power	.155	36.708	1	200	.000	1.822	.490		
S	.126	28.963	1	200	.000	1.490	-1.022		
Growth	.168	40.384	1	200	.000	.547	.191		
Exponential	.168	40.384	1	200	.000	1.728	.191		
Logistic	.168	40.384	1	200	.000	.579	.826		

The independent variable is SYS_QUAL.

SYSTEM QUALITY ===→ USER SATISFACTION

Model Summary and Parameter Estimates

Dependent Variable: SATISFACTION

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.215	54.625	1	200	.000	1.637	.491		
Logarithmic	.176	42.822	1	200	.000	1.848	1.188		
Inverse	.121	27.437	1	200	.000	3.930	-2.268		
Quadratic	.224	28.762	2	199	.000	2.412	-.071	.095	
Cubic	.297	27.883	3	198	.000	7.496	-6.114	2.284	-.246
Compound	.217	55.394	1	200	.000	1.763	1.193		
Power	.185	45.416	1	200	.000	1.886	.435		
S	.133	30.696	1	200	.000	1.403	-.851		
Growth	.217	55.394	1	200	.000	.567	.176		
Exponential	.217	55.394	1	200	.000	1.763	.176		
Logistic	.217	55.394	1	200	.000	.567	.838		

The independent variable is SYS_QUAL.

INFORMATION QUALITY ===→ USE

Model Summary and Parameter Estimates

Dependent Variable: USE

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.215	54.773	1	200	.000	1.306	.613		
Logarithmic	.207	52.332	1	200	.000	1.293	1.738		
Inverse	.193	47.710	1	200	.000	4.750	-4.480		
Quadratic	.216	27.483	2	199	.000	1.839	.243	.060	
Cubic	.220	18.625	3	198	.000	-.923	3.198	-.940	.108
Compound	.199	49.651	1	200	.000	1.530	1.247		
Power	.198	49.463	1	200	.000	1.505	.636		
S	.191	47.274	1	200	.000	1.684	-1.670		
Growth	.199	49.651	1	200	.000	.425	.220		
Exponential	.199	49.651	1	200	.000	1.530	.220		
Logistic	.199	49.651	1	200	.000	.654	.802		

The independent variable is INFO_QUAL.

INFORMATION QUALITY ===→ USER SATISFACTION

Model Summary and Parameter Estimates

Dependent Variable: SATISFACTION

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.271	74.186	1	200	.000	1.267	.584		
Logarithmic	.276	76.162	1	200	.000	1.202	1.704		
Inverse	.266	72.464	1	200	.000	4.621	-4.477		
Quadratic	.278	38.284	2	199	.000	.247	1.290	-.115	
Cubic	.279	25.569	3	198	.000	1.690	-.253	.407	-.056
Compound	.269	73.725	1	200	.000	1.551	1.231		
Power	.279	77.577	1	200	.000	1.507	.613		
S	.274	75.552	1	200	.000	1.644	-1.623		
Growth	.269	73.725	1	200	.000	.439	.208		
Exponential	.269	73.725	1	200	.000	1.551	.208		
Logistic	.269	73.725	1	200	.000	.645	.812		

The independent variable is INFO_QUAL.

SERVICE QUALITY ===→ USER

Model Summary and Parameter Estimates

Dependent Variable: USE

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.143	33.263	1	200	.000	1.599	.536		
Logarithmic	.128	29.280	1	200	.000	1.731	1.382		
Inverse	.100	22.321	1	200	.000	4.240	-2.885		
Quadratic	.145	16.907	2	199	.000	2.171	.134	.067	
Cubic	.148	11.438	3	198	.000	3.391	-1.268	.563	-.055
Compound	.120	27.151	1	200	.000	1.749	1.201		
Power	.108	24.228	1	200	.000	1.825	.476		
S	.086	18.745	1	200	.000	1.467	-.997		
Growth	.120	27.151	1	200	.000	.559	.183		
Exponential	.120	27.151	1	200	.000	1.749	.183		
Logistic	.120	27.151	1	200	.000	.572	.832		

The independent variable is SERVICE_QUAL.

SERVICE QUALITY ===→ USER SATISFACTION

Model Summary and Parameter Estimates

Dependent Variable: SATISFACTION

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.206	51.899	1	200	.000	1.435	.548		
Logarithmic	.189	46.710	1	200	.000	1.550	1.431		
Inverse	.148	34.736	1	200	.000	4.145	-2.978		
Quadratic	.206	25.829	2	199	.000	1.510	.495	.009	
Cubic	.217	18.338	3	198	.000	3.737	-2.062	.914	-.100
Compound	.214	54.539	1	200	.000	1.626	1.221		
Power	.207	52.115	1	200	.000	1.672	.534		
S	.171	41.190	1	200	.000	1.493	-1.143		
Growth	.214	54.539	1	200	.000	.486	.199		
Exponential	.214	54.539	1	200	.000	1.626	.199		
Logistic	.214	54.539	1	200	.000	.615	.819		

The independent variable is SERVICE_QUAL.

USE ===→ USER SATISFACTION

Model Summary and Parameter Estimates

Dependent Variable: SATISFACTION

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.151	35.675	1	200	.000	2.037	.331		
Logarithmic	.121	27.482	1	200	.000	2.223	.790		
Inverse	.078	16.861	1	200	.000	3.583	-1.351		
Quadratic	.163	19.310	2	199	.000	2.660	-.116	.072	
Cubic	.167	13.216	3	198	.000	3.419	-1.064	.417	-.038
Compound	.145	34.001	1	200	.000	2.055	1.123		
Power	.121	27.562	1	200	.000	2.179	.283		
S	.082	17.929	1	200	.000	1.270	-.496		
Growth	.145	34.001	1	200	.000	.721	.116		
Exponential	.145	34.001	1	200	.000	2.055	.116		
Logistic	.145	34.001	1	200	.000	.487	.891		

The independent variable is USE.

USER SATISFACTION ===→ USE

Model Summary and Parameter Estimates

Dependent Variable: USE

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.151	35.675	1	200	.000	1.814	.458		
Logarithmic	.145	34.001	1	200	.000	1.861	1.255		
Inverse	.128	29.300	1	200	.000	4.253	-2.907		
Quadratic	.151	17.749	2	199	.000	1.814	.457	2.766E-5	
Cubic	.155	12.100	3	198	.000	3.348	-1.260	.594	-.065
Compound	.121	27.482	1	200	.000	1.904	1.165		
Power	.121	27.562	1	200	.000	1.915	.429		
S	.112	25.201	1	200	.000	1.476	-1.017		
Growth	.121	27.482	1	200	.000	.644	.153		
Exponential	.121	27.482	1	200	.000	1.904	.153		
Logistic	.121	27.482	1	200	.000	.525	.858		

The independent variable is SATISFACTION.

USE ===→ NET BENEFITS

Model Summary and Parameter Estimates

Dependent Variable: USE

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.102	22.658	1	200	.000	2.470	.290		
Logarithmic	.084	18.439	1	200	.000	2.710	.599		
Inverse	.062	13.330	1	200	.000	3.688	-.969		
Quadratic	.110	12.300	2	199	.000	2.940	-.136	.081	
Cubic	.112	8.288	3	198	.000	3.446	-.869	.385	-.038
Compound	.107	23.846	1	200	.000	2.285	1.117		
Power	.094	20.840	1	200	.000	2.488	.237		
S	.075	16.187	1	200	.000	1.305	-.397		
Growth	.107	23.846	1	200	.000	.826	.111		
Exponential	.107	23.846	1	200	.000	2.285	.111		
Logistic	.107	23.846	1	200	.000	.438	.895		

The independent variable is NET_BENEFITS.

USER SATISFACTION ===→ NET BENEFITS

Model Summary and Parameter Estimates

Dependent Variable: NET_BENEFITS

	Model Summary					Parameter Estimates			
Equation	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.036	7.394	1	200	.007	1.884	.245		
Logarithmic	.033	6.917	1	200	.009	1.917	.663		
Inverse	.028	5.749	1	200	.017	3.168	-1.497		
Quadratic	.036	3.678	2	199	.027	1.872	.253	-.001	
Cubic	.042	2.895	3	198	.036	4.136	-2.282	.876	-.095
Compound	.018	3.626	1	200	.058	1.896	1.079		
Power	.018	3.654	1	200	.057	1.900	.214		
S	.016	3.252	1	200	.073	1.051	-.499		
Growth	.018	3.626	1	200	.058	.640	.076		
Exponential	.018	3.626	1	200	.058	1.896	.076		
Logistic	.018	3.626	1	200	.058	.527	.927		

The independent variable is SATISFACTION.

MULTICOLINEARITY

i. VIF < 3; no problem
ii. VIF > 3; potential problem
iii. VIF > 5; very likely problem
iv. VIF > 10; definitely problem

INFORMATION QUALITY, SERVICE QUALITY >>>> SYSTEM QUALITY

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.592	.232		2.545	.012		
	INFO_QUAL	.401	.067	.379	6.004	.000	.810	1.235
	SERVICE_QUAL	.374	.072	.328	5.206	.000	.810	1.235

a. Dependent Variable: SYS_QUAL

VIF = 1.235 atau <3; tidak ada masalah

SYSTEM QUALITY, SERVICE QUALITY >>>> INFORMATION QUALITY

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.231	.213		5.770	.000		
	SERVICE_QUAL	.254	.072	.236	3.499	.001	.757	1.322
	SYS_QUAL	.382	.064	.405	6.004	.000	.757	1.322

a. Dependent Variable: INFO_QUAL

VIF = 1.322 ATAU <3; TIDAK ADA MASALAH

SYSTEM QUALITY, INFORMATION QUALITY >>>> SERVICE QUALITY

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.372	.196		7.000	.000		
	SYS_QUAL	.321	.062	.365	5.206	.000	.728	1.374
	INFO_QUAL	.229	.065	.245	3.499	.001	.728	1.374

a. Dependent Variable: SERVICE_QUAL

VIF = 1.374 ATAU <3; TIDAK ADA MASALAH

NORMALITAS DENGAN AMOS

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
N2	1.000	5.000	.096	.559	-1.096	-3.179
N1	1.000	5.000	.003	.016	-.821	-2.381
US3	1.000	5.000	-.086	-.497	-.413	-1.199
US2	1.000	5.000	-.046	-.266	-.424	-1.231
US1	1.000	5.000	-.148	-.861	-.339	-.984
U2	1.000	5.000	-.251	-1.454	-.471	-1.367
U1	1.000	5.000	-.419	-2.431	-.526	-1.527
SV3	1.000	5.000	-.188	-1.090	.142	.412
SV2	1.000	5.000	-.114	-.659	-.055	-.160
SV1	1.000	5.000	.037	.213	-.409	-1.187
IQ5	1.000	5.000	-.244	-1.416	-.270	-.784
IQ4	1.000	5.000	-.106	-.613	-.542	-1.572
IQ3	1.000	5.000	-.181	-1.047	-.380	-1.104
IQ2	1.000	5.000	-.149	-.865	-.534	-1.549
IQ1	1.000	5.000	-.218	-1.267	-.534	-1.549
SQ5	1.000	5.000	-.168	-.975	-.234	-.678
SQ4	1.000	5.000	-.012	-.070	-.409	-1.185
SQ3	1.000	5.000	-.071	-.411	-.557	-1.617
SQ2	1.000	5.000	-.183	-1.061	-.376	-1.092
SQ1	1.000	5.000	-.090	-.523	-.746	-2.164
Multivariate					47.992	11.497

NORMALITAS DENGAN SPSS

SYSTEM QUALITY

- Item SQ1

Statistics

SQ1

N	Valid	202
	Missing	0
Skewness		-.091
Std. Error of Skewness		.171
Kurtosis		-.735
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SQ1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	18	8.9	8.9	8.9
	2	54	26.7	26.7	35.6
	3	64	31.7	31.7	67.3
	4	57	28.2	28.2	95.5
	5	9	4.5	4.5	100.0
	Total	202	100.0	100.0	

- **Item SQ2**

Statistics

SQ2

N	Valid	202
	Missing	0
Skewness		-.184
Std. Error of Skewness		.171
Kurtosis		-.356
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SQ2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	6.4	6.4	6.4
	2	43	21.3	21.3	27.7
	3	81	40.1	40.1	67.8
	4	56	27.7	27.7	95.5
	5	9	4.5	4.5	100.0
	Total	202	100.0	100.0	

- **Item SQ3**

Statistics

SQ3

N	Valid	202
	Missing	0
Skewness		-.071
Std. Error of Skewness		.171
Kurtosis		-.541
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SQ3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	21	10.4	10.4	10.4
	2	49	24.3	24.3	34.7
	3	76	37.6	37.6	72.3
	4	47	23.3	23.3	95.5
	5	9	4.5	4.5	100.0
	Total	202	100.0	100.0	

- **Item SQ4**

Statistics

SQ4

N	Valid	202
	Missing	0
Skewness		-.012
Std. Error of Skewness		.171
Kurtosis		-.389
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SQ4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	17	8.4	8.4	8.4
	2	50	24.8	24.8	33.2
	3	81	40.1	40.1	73.3
	4	44	21.8	21.8	95.0
	5	10	5.0	5.0	100.0
	Total	202	100.0	100.0	

- **Item SQ5**

Statistics

SQ5

N	Valid	202
	Missing	0
Skewness		-.169
Std. Error of Skewness		.171
Kurtosis		-.209
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SQ5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	4.5	4.5	4.5
	2	30	14.9	14.9	19.3
	3	83	41.1	41.1	60.4
	4	59	29.2	29.2	89.6
	5	21	10.4	10.4	100.0
	Total	202	100.0	100.0	

INFORMATION QUALITY

- **IQ1**

Statistics

IQ1

N	Valid	202
	Missing	0
Skewness		-.220
Std. Error of Skewness		.171
Kurtosis		-.517
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

IQ1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	14	6.9	6.9	6.9
	2	44	21.8	21.8	28.7
	3	72	35.6	35.6	64.4
	4	62	30.7	30.7	95.0
	5	10	5.0	5.0	100.0
	Total	202	100.0	100.0	

- **IQ2**

Statistics

IQ2

N	Valid	202
	Missing	0
Skewness		-.150
Std. Error of Skewness		.171
Kurtosis		-.517
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

IQ2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.5	3.5	3.5
	2	43	21.3	21.3	24.8
	3	71	35.1	35.1	59.9
	4	67	33.2	33.2	93.1
	5	14	6.9	6.9	100.0
	Total	202	100.0	100.0	

- **Item IQ3**

Statistics

IQ3

N	Valid	202
	Missing	0
Skewness		-.182
Std. Error of Skewness		.171
Kurtosis		-.360
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

IQ3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	3.0	3.0	3.0
	2	38	18.8	18.8	21.8
	3	77	38.1	38.1	59.9
	4	68	33.7	33.7	93.6
	5	13	6.4	6.4	100.0
	Total	202	100.0	100.0	

- **ITEM IQ4**

Statistics

IQ4

N	Valid	202
	Missing	0
Skewness		-.106
Std. Error of Skewness		.171
Kurtosis		-.525
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

IQ4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	3.0	3.0	3.0
	2	48	23.8	23.8	26.7
	3	77	38.1	38.1	64.9
	4	63	31.2	31.2	96.0
	5	8	4.0	4.0	100.0
	Total	202	100.0	100.0	

- **Item IQ5**

Statistics

IQ5

N	Valid	202
	Missing	0
Skewness		-.246
Std. Error of Skewness		.171
Kurtosis		-.247
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

IQ5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.5	3.5	3.5
	2	36	17.8	17.8	21.3
	3	80	39.6	39.6	60.9
	4	68	33.7	33.7	94.6
	5	11	5.4	5.4	100.0
	Total	202	100.0	100.0	

SERVICE QUALITY

- **ITEM SV1**

Statistics

SV1

N	Valid	202
	Missing	0
Skewness		.037
Std. Error of Skewness		.171
Kurtosis		-.389
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SV1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	7.4	7.4	7.4
	2	56	27.7	27.7	35.1
	3	80	39.6	39.6	74.8
	4	43	21.3	21.3	96.0
	5	8	4.0	4.0	100.0
	Total	202	100.0	100.0	

- **ITEM SV2**

Statistics

SV2

N	Valid	202
	Missing	0
Skewness		-.114
Std. Error of Skewness		.171
Kurtosis		-.026
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SV2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.5	3.5	3.5
	2	40	19.8	19.8	23.3
	3	96	47.5	47.5	70.8
	4	52	25.7	25.7	96.5
	5	7	3.5	3.5	100.0
	Total	202	100.0	100.0	

- **Item SV3**

Statistics

SV3

N	Valid	202
	Missing	0
Skewness		-.189
Std. Error of Skewness		.171
Kurtosis		.176
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

SV3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	3.0	3.0	3.0
	2	27	13.4	13.4	16.3
	3	95	47.0	47.0	63.4
	4	62	30.7	30.7	94.1
	5	12	5.9	5.9	100.0
	Total	202	100.0	100.0	

USE

- **ITEM U1**

Statistics

U1

N	Valid	202
	Missing	0
Skewness		-.422
Std. Error of Skewness		.171
Kurtosis		-.509
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

U1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	7.4	7.4	7.4
	2	34	16.8	16.8	24.3
	3	57	28.2	28.2	52.5
	4	77	38.1	38.1	90.6
	5	19	9.4	9.4	100.0
	Total	202	100.0	100.0	

- **ITEM U2**

Statistics

U2

N	Valid	202
	Missing	0
Skewness		-.252
Std. Error of Skewness		.171
Kurtosis		-.453
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

U2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	7.4	7.4	7.4
	2	32	15.8	15.8	23.3
	3	72	35.6	35.6	58.9
	4	60	29.7	29.7	88.6
	5	23	11.4	11.4	100.0
	Total	202	100.0	100.0	

USER SATISFACTION

- **US1**

Statistics

US1

N	Valid	202
	Missing	0
Skewness		-.149
Std. Error of Skewness		.171
Kurtosis		-.317
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

US1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.5	3.5	3.5
	2	41	20.3	20.3	23.8
	3	82	40.6	40.6	64.4
	4	62	30.7	30.7	95.0
	5	10	5.0	5.0	100.0
	Total	202	100.0	100.0	

- **ITEM US2**

Statistics

US2

N	Valid	202
	Missing	0
Skewness		-.046
Std. Error of Skewness		.171
Kurtosis		-.405
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

US2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.5	3.5	3.5
	2	45	22.3	22.3	25.7
	3	80	39.6	39.6	65.3
	4	58	28.7	28.7	94.1
	5	12	5.9	5.9	100.0
	Total	202	100.0	100.0	

- **ITEM US3**

Statistics

US3

N	Valid	202
	Missing	0
Skewness		-.086
Std. Error of Skewness		.171
Kurtosis		-.393
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

US3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	11	5.4	5.4	5.4
	2	44	21.8	21.8	27.2
	3	79	39.1	39.1	66.3
	4	55	27.2	27.2	93.6
	5	13	6.4	6.4	100.0
	Total	202	100.0	100.0	

NET BENEFITS

- **ITEM N1**

Statistics

N1

N	Valid	202
	Missing	0
Skewness		.003
Std. Error of Skewness		.171
Kurtosis		-.811
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

N1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	33	16.3	16.3	16.3
	2	53	26.2	26.2	42.6
	3	67	33.2	33.2	75.7
	4	43	21.3	21.3	97.0
	5	6	3.0	3.0	100.0
	Total	202	100.0	100.0	

- **ITEM N2**

Statistics

N2

N	Valid	202
	Missing	0
Skewness		.097
Std. Error of Skewness		.171
Kurtosis		-1.093
Std. Error of Kurtosis		.341
Minimum		1
Maximum		5

N2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	50	24.8	24.8	24.8
	2	43	21.3	21.3	46.0
	3	55	27.2	27.2	73.3
	4	45	22.3	22.3	95.5
	5	9	4.5	4.5	100.0
	Total	202	100.0	100.0	

Exploratory Factor Analysis EFA

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.851
Bartlett's Test of Sphericity	Approx. Chi-Square	1772.784
	df	190
	Sig.	.000

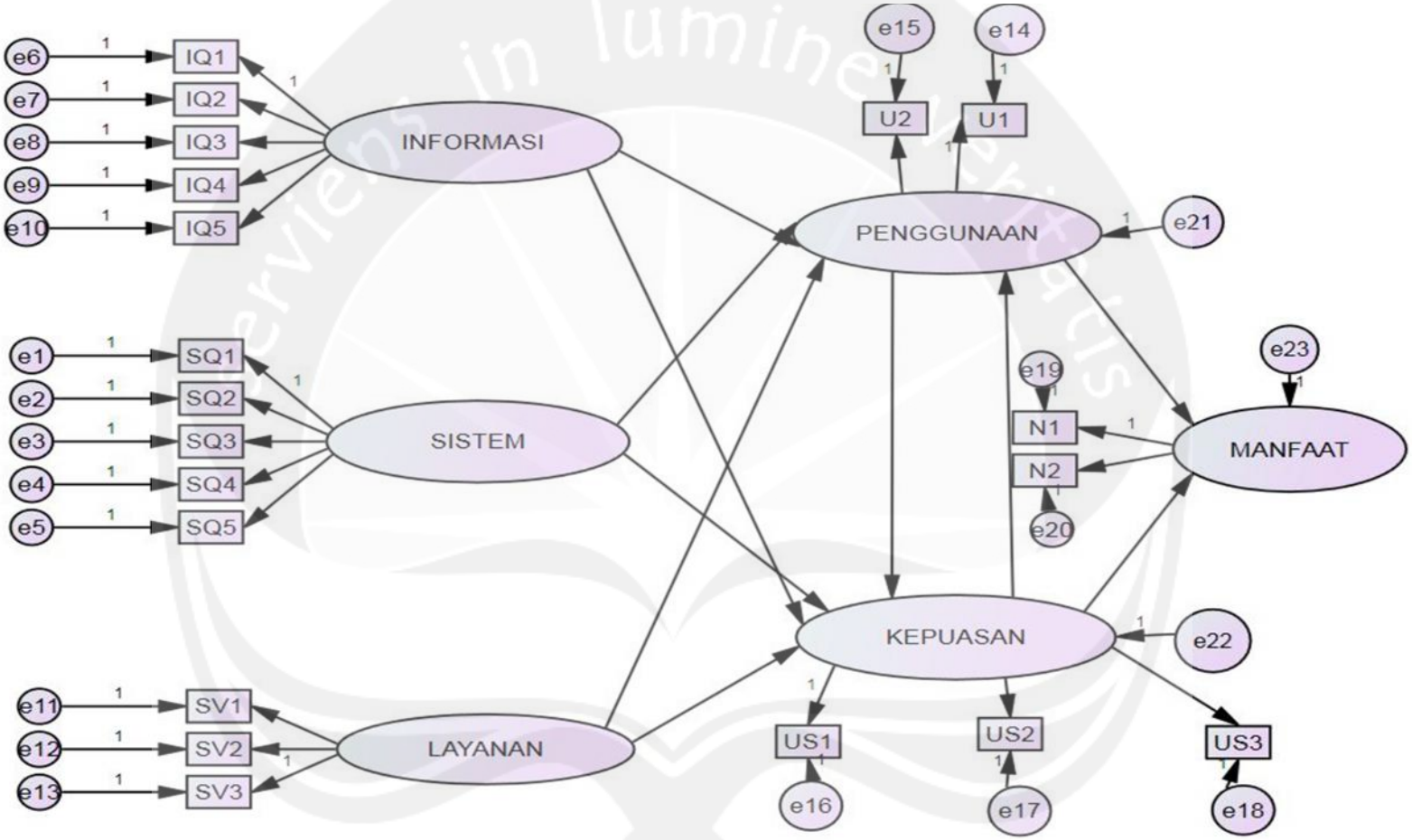
Pattern Matrix[a]

	Factor					
	1	2	3	4	5	6
SQ2	.881					
SQ1	.792					
SQ5	.674					
SQ4	.617					
SQ3	.550					
SV3						
IQ2		.820				
IQ3		.789				
IQ1		.664				
IQ4		.614				
IQ5		.477				
US2			.935			
US1			.783			
US3			.625			
N1				1.002		
N2				.713		
U1					1.065	
U2					.484	
SV1						.754
SV2						.417

Extraction Method: Maximum Likelihood.

Rotation Method: Promax with Kaiser Normalization.

a. Rotation converged in 6 iterations.



CFA PATH DIAGRAM

Goodness of Fit Test from CFA Model (Based on Pattern Matrix EFA)

Result (Default model)

Minimum was achieved
Chi-square = 288.936
Degrees of freedom = 155
Probability level = .000

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	55	288.936	155	.000	1.864
Saturated model	210	.000	0		
Independence model	20	1841.496	190	.000	9.692

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.056	.870	.824	.642
Saturated model	.000	1.000		
Independence model	.301	.325	.254	.294

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.843	.808	.921	.901	.919
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.816	.688	.750
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1.437	.666	.448	.924
Saturated model	.000	.000	.000	.000
Independence model	9.162	8.216	7.551	8.919

NCP

Model	NCP	LO 90	HI 90
Default model	133.936	89.967	185.728
Saturated model	.000	.000	.000

Model	NCP	LO 90	HI 90
Independence model	1651.496	1517.676	1792.728

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.066	.054	.077	.017
Independence model	.208	.199	.217	.000

AIC

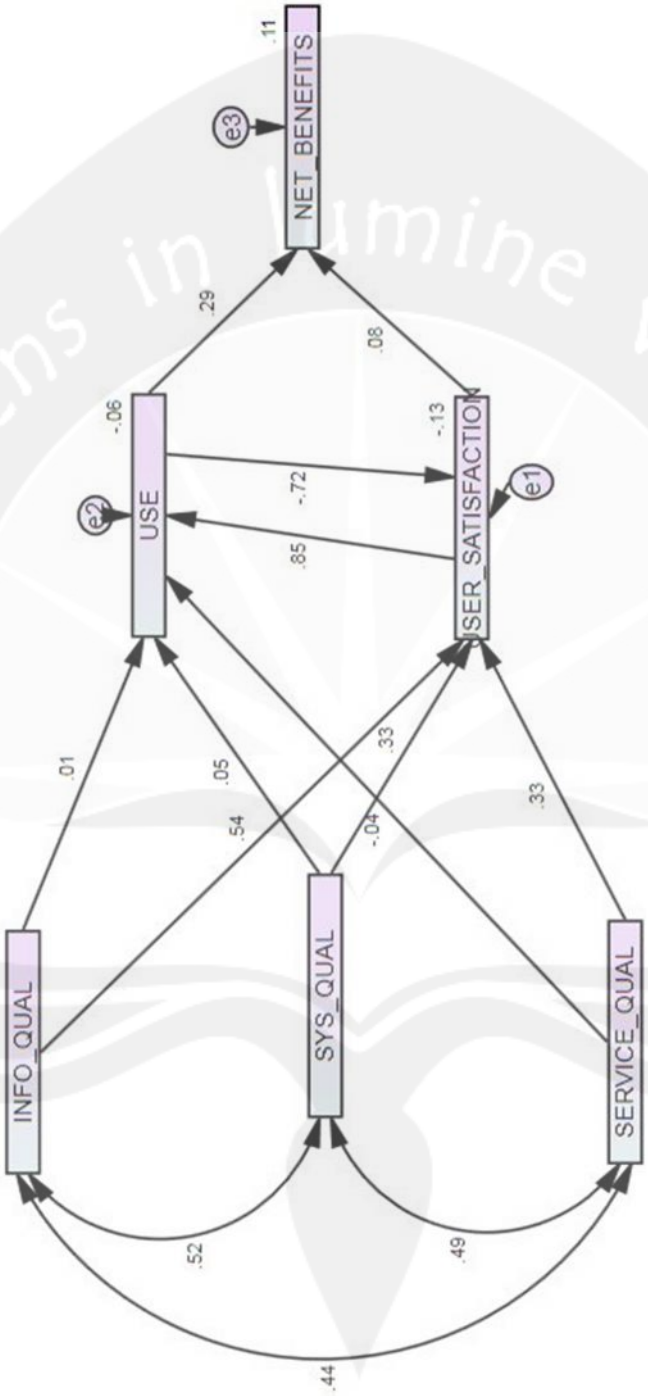
Model	AIC	BCC	BIC	CAIC
Default model	398.936	411.769	580.891	635.891
Saturated model	420.000	469.000	1114.736	1324.736
Independence model	1881.496	1886.163	1947.661	1967.661

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	1.985	1.766	2.242	2.049
Saturated model	2.090	2.090	2.090	2.333
Independence model	9.361	8.695	10.063	9.384

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	129	139
Independence model	25	27



COMPOSITE PATH DIAGRAM FOR SEM

Result (Default model)

Minimum was achieved
Chi-square = 4.986
Degrees of freedom = 3
Probability level = .173

Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
USE	<---	SYS_QUAL	.061	.113	.542	.587	par_3
USER_SATISFACTION	<---	SYS_QUAL	.350	.102	3.426	***	par_4
USE	<---	INFO_QUAL	.016	.116	.139	.889	par_5
USER_SATISFACTION	<---	INFO_QUAL	.605	.109	5.576	***	par_6
USE	<---	SERVICE_QUAL	-.054	.122	-.442	.659	par_7
USER_SATISFACTION	<---	SERVICE_QUAL	.396	.109	3.630	***	par_8
NET_BENEFITS	<---	USE	.319	.080	3.998	***	par_9
NET_BENEFITS	<---	USER_SATISFACTION	.099	.094	1.054	.292	par_10
USER_SATISFACTION	<---	USE	-.613	.100	-6.144	***	par_11
USE	<---	USER_SATISFACTION	.742	.118	6.293	***	par_12

Standardized Regression Weights: (Group number 1 - Default model)

			Estimate
USE	<---	SYS_QUAL	.049
USER_SATISFACTION	<---	SYS_QUAL	.331
USE	<---	INFO_QUAL	.012
USER_SATISFACTION	<---	INFO_QUAL	.539
USE	<---	SERVICE_QUAL	-.038
USER_SATISFACTION	<---	SERVICE_QUAL	.328
NET_BENEFITS	<---	USE	.289
NET_BENEFITS	<---	USER_SATISFACTION	.076
USER_SATISFACTION	<---	USE	-.721
USE	<---	USER_SATISFACTION	.850

Covariances: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
SYS_QUAL	<-->	SERVICE_QUAL	.254	.041	6.272	***	par_1
SERVICE_QUAL	<-->	INFO_QUAL	.212	.037	5.666	***	par_2
SYS_QUAL	<-->	INFO_QUAL	.289	.044	6.557	***	par_12

Correlations: (Group number 1 - Default model)

			Estimate
SYS_QUAL	<-->	SERVICE_QUAL	.493
SERVICE_QUAL	<-->	INFO_QUAL	.436
SYS_QUAL	<-->	INFO_QUAL	.522

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	18	4.986	3	.173	1.662
Saturated model	21	.000	0		
Independence model	6	316.328	15	.000	21.089

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.023	.992	.943	.142
Saturated model	.000	1.000		
Independence model	.219	.557	.380	.398

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.984	.921	.994	.967	.993
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.200	.197	.199
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	1.986	.000	12.357
Saturated model	.000	.000	.000
Independence model	301.328	247.182	362.904

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.025	.010	.000	.061
Saturated model	.000	.000	.000	.000
Independence model	1.574	1.499	1.230	1.805

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.057	.000	.143	.353
Independence model	.316	.286	.347	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	40.986	42.285	100.535	118.535
Saturated model	42.000	43.515	111.474	132.474
Independence model	328.328	328.761	348.178	354.178

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.204	.194	.256	.210
Saturated model	.209	.209	.209	.216
Independence model	1.633	1.364	1.940	1.636

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	316	458
Independence model	16	20

Minimization: .020
Miscellaneous: .403
Bootstrap: .000
Total: .423