KUESIONER PENELITIAN

Pengguna jasa pembelian on line di FE Unissula Semarang yang terhormat, bersama ini saya :

Nama : .....

NIM : .....

Jurusan : Manajemen

Fakultas : Ekonomi

Berkaitan dengan penelitian saya tentang citra dan keputusan pembelian, memohon kesediaan saudara untuk memberikan pendapat dengan mengisi angket berikut, yang akan dijamin kerahasiaannya.

Penelitian ini semata-mata untuk kepentingan ilmiah. Terima kasih saya sampaikan atas kesediaan Saudara meluangkan waktu untuk mengisi angket ini.

Peneliti

I. Identitas Responden

1. Jenis Kelamin : L / P
2. Semester : ……

Petunjuk : Untuk menjawab Isian dibawah masing-masing disediakan alternatif jawaban, Bapak/Ibu/Saudara/i hanya tinggal memilih alternatif jawaban yang telah sesuai, dengan contreng (√) jawaban yang telah tersedia. Adapun kriteria jawaban adalah :

Sangat tidak setuju (STS) mendapat nilai 1
Tidak setuju (TS) mendapat nilai 2
Netral (N) mendapat nilai 3
Setuju (S) mendapat nilai 4
Sangat setuju (SS) mendapat nilai 5

No.	Manfaat	Pilihan				
		TS	S	N	S	SS
	Menurut saya, belanja on line dapat memudahkan pekerjaan					
	Menurut saya, belanja on line meningkatkan keterampilan teknologi					
	Menurut saya, belanja on line dapat menghemat waktu dalam bertransaksi					
.	Menurut saya, belanja on line dapat menghemat biaya dalam bertransaksi					
.	Menurut saya, belanja on line memungkinkan konsumen lebih mudah dalam bertransaksi					

No.	Keyamanan	Pilihan				
		TS	S	N	S	SS
	Menurut saya waktu pengiriman produk belanja on line cepat					
	Menurut saya berbelanja online barang yang ditawarkan tersedia					
	Menurut saya berbelanja online dapat dilakukan setiap saat					
.	Menurut saya, konsumen dapat memilih produk dengan mudah dalam belanja on line					

No.	Keamanan	Pilihan				
		TS	S	N	S	SS
	Saya merasa transaksi online dilindungi.					
	Saya merasa belanja on line menawarkan keamanan online yang cukup melalui COD (*Cash On Delivery*) ataupun transfer					
	Kamanan pembeli terjamin melalui bukti transaksi melalui nomor resi pengiriman					
	Citra penjual on line dapat dilihat melalui pengalaman konsumen yang pernah melakukan transaksi					
.	Kualitas produk yang di jual di belanja on line terjamin keasliannya					

No.	Kepercayaan	Pilihan				
		TS	S	N	S	SS
	Saya rasa informasi yang ditawarkan belanja on line tentang produk dan harga jujur.					
	Saya merasa belanja on line mmeiliki kompetensi yang baik, yaitu situs dapat bersaing dan dapat diandalkan					
	Menurut saya, transaksi melalui belanja ol line dapat dipercaya, dapat memenuhi janji-janjinya					

No.	Keputusan Pembelian On Line	Pilihan				
		TS	S	N	S	SS
	Saya memutuskan untuk melakukan pembelian on line karena produk yang ditawarkan sesuai dengan kebutuhan saya					
	Saya merasa bahwa produk-produk yang ditawarkan belanja on line memberikan manfaat yang sesuai bagi pelanggannya.					
	Saya merasa harga yang sesuai kualitas produk membuat saya tertarik untuk melakukan pembelian on line					
	Saya melakukan on line dimasa yang akan datang merupakan ide yang sangat baik					

No.	x1.1	x1.2	x1.3	x1.4	x1.5	x1	x2.1	x2.2	x2.3	x2.4	x2	x3.1	x3.2	x3.3	x3.4	x3.5	x3	y1.1	y1.2	y1.3	y1	y2.1	y2.2	y2.3	y2.4	y2
1	5	5	5	5	5	25	5	5	5	5	20	4	5	4	4	4	21	4	5	5	14	4	5	4	4	17
2	4	4	5	4	5	22	4	4	5	4	17	4	5	4	4	4	21	4	5	5	14	4	4	4	4	16
3	2	4	2	3	2	13	4	3	4	4	15	3	3	3	3	3	15	3	4	4	11	3	3	3	3	12
4	3	4	3	3	4	17	3	4	4	4	15	2	3	4	3	3	15	3	3	3	9	3	3	4	3	13
5	2	4	4	4	3	17	4	4	4	4	16	4	3	3	3	3	16	5	5	5	15	4	4	4	4	16
6	3	3	3	3	3	15	4	4	4	4	16	3	3	4	3	3	16	5	5	5	15	5	4	4	4	17
7	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	4	20	5	5	5	15	4	4	4	4	16
8	3	3	5	4	3	18	3	2	3	3	11	4	4	4	4	4	20	5	5	5	15	4	3	4	4	15
9	4	4	3	3	4	18	2	3	2	2	9	2	3	3	3	3	14	3	4	4	11	4	3	3	3	13
10	5	5	5	5	5	25	3	3	4	3	13	3	3	3	3	3	15	4	3	4	11	5	4	4	4	17
11	4	2	5	4	3	18	3	2	3	3	11	3	2	2	2	2	11	3	3	3	9	4	3	4	4	15
12	5	5	4	5	4	23	5	5	5	5	20	4	4	4	4	4	20	5	5	5	15	5	4	5	5	19
13	5	4	4	4	5	22	4	4	4	4	16	4	5	4	4	4	21	4	4	4	12	3	4	3	3	13
14	4	4	4	4	4	20	5	4	4	4	17	3	3	4	3	3	16	5	4	3	12	4	4	4	4	16
15	3	2	3	2	3	13	2	3	3	3	11	4	4	2	3	3	16	4	4	4	12	4	3	4	4	15
16	3	3	3	4	2	15	4	4	3	4	15	2	2	2	2	2	10	3	3	3	9	4	3	3	3	13
17	3	3	3	3	3	15	4	3	3	3	13	2	2	2	2	2	10	3	3	3	9	4	3	2	3	12
18	5	5	5	5	5	25	5	5	5	5	20	4	5	5	5	5	24	5	5	4	14	5	5	5	5	20
19	5	5	4	4	5	23	4	4	4	4	16	5	4	5	5	5	24	4	5	5	14	4	4	5	4	17
20	5	5	5	5	5	25	5	5	5	5	20	4	5	5	5	5	24	5	4	5	14	5	5	4	5	19
21	1	3	2	2	2	10	2	3	3	3	11	4	2	2	3	3	14	2	2	2	6	2	3	2	2	9
22	2	2	2	2	2	10	4	3	1	3	11	3	2	2	2	2	11	2	2	2	6	3	2	2	2	9
23	3	2	1	2	2	10	2	2	2	2	8	2	2	2	2	2	10	2	2	2	6	2	2	2	2	8
24	4	4	4	4	4	20	4	4	4	4	16	5	4	5	5	5	24	4	5	5	14	5	5	5	4	19
25	4	4	4	4	4	20	3	3	4	3	13	4	5	5	5	5	24	4	5	5	14	4	4	2	3	13
26	4	4	4	4	4	20	3	3	3	3	12	4	4	3	4	4	19	3	4	4	11	3	4	3	2	12
27	3	2	4	3	3	15	3	3	3	4	13	4	3	4	4	4	19	4	4	3	11	4	3	3	3	13
28	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	4	20	3	4	4	11	4	4	4	4	16
29	4	4	4	4	4	20	4	4	3	4	15	4	4	4	4	4	20	4	4	4	12	4	3	3	3	13
30	3	3	4	3	4	17	3	4	3	3	13	4	4	4	4	4	20	4	4	4	12	4	4	2	3	13
31	4	2	3	3	3	15	3	3	3	3	12	4	4	4	4	4	20	3	3	3	9	3	2	3	3	11
32	2	2	1	1	2	8	1	1	1	1	4	4	4	4	4	4	20	3	3	3	9	3	2	3	3	11
33	5	5	5	5	5	25	4	4	3	4	15	3	3	2	3	3	14	4	3	4	11	2	3	2	2	9
34	4	3	2	3	3	15	3	3	2	3	11	3	3	3	3	2	14	4	4	4	12	3	2	3	3	11
35	5	5	5	5	5	25	5	5	4	5	19	5	5	5	5	5	25	4	4	4	12	5	5	5	4	19
36	2	1	2	1	2	8	1	1	1	1	4	2	2	2	2	2	10	2	2	2	6	3	2	2	2	9
37	4	4	3	3	3	17	4	2	4	3	13	4	4	4	4	5	21	4	4	4	12	4	4	4	4	16

Tabulasi Responden

38	3	3	2	2	3	13	3	2	2	2	9	4	4	4	4	4	20	3	3	3	9	3	2	3	3	11
39	4	3	2	3	3	15	4	4	4	3	15	2	3	3	3	4	15	3	3	3	9	4	2	3	4	13
40	4	3	4	3	4	18	4	4	5	4	17	4	3	3	3	3	16	3	3	3	9	3	3	4	3	13
41	4	4	3	4	3	18	4	4	5	4	17	4	3	3	3	3	16	4	4	3	11	4	4	3	2	13
42	4	4	4	4	4	20	4	4	5	4	17	2	2	2	2	2	10	5	5	5	15	4	4	4	4	16
43	4	5	4	4	5	22	3	4	3	3	13	4	4	4	4	4	20	4	4	4	12	2	2	2	3	9
44	3	3	4	3	4	17	4	4	2	3	13	4	3	4	4	4	19	4	4	4	12	2	3	3	3	11
45	4	3	4	4	3	18	3	4	2	3	12	4	4	2	3	3	16	3	4	4	11	3	2	4	3	12
46	3	4	4	3	4	18	4	3	4	4	15	2	2	2	2	2	10	4	4	3	11	4	3	3	3	13
47	4	4	4	4	4	20	4	4	5	4	17	4	4	4	4	4	20	4	4	4	12	4	4	4	4	16
48	4	2	4	3	4	17	4	4	3	4	15	2	2	4	3	3	14	4	4	4	12	4	4	3	2	13
49	3	4	4	4	3	18	4	4	4	4	16	4	2	3	3	4	16	4	4	4	12	4	2	2	3	11
50	4	5	5	4	5	23	4	4	4	4	16	2	2	4	3	3	14	4	4	4	12	4	4	5	4	17
51	4	4	5	4	5	22	4	4	5	4	17	4	4	4	4	4	20	4	4	4	12	4	4	4	4	16
52	4	5	4	5	4	22	4	4	5	4	17	4	4	4	4	4	20	4	4	4	12	4	4	4	4	16
53	4	5	5	4	5	23	4	4	4	4	16	5	5	5	5	5	25	4	4	4	12	4	4	4	4	16
54	3	4	3	3	4	17	3	3	3	3	12	3	2	1	2	2	10	3	3	3	9	4	3	2	3	12
55	4	4	3	4	3	18	3	4	2	3	12	3	2	3	3	4	15	3	3	3	9	3	4	3	3	13
56	3	2	3	3	2	13	3	4	4	4	15	3	4	3	3	3	16	3	4	4	11	4	3	3	3	13
57	2	3	4	2	4	15	4	2	4	3	13	4	4	4	4	4	20	4	4	4	12	4	3	4	4	15
58	4	2	4	4	3	17	4	2	2	3	11	2	3	4	3	3	15	3	3	3	9	2	3	3	3	11
59	3	2	4	2	4	15	4	2	3	4	13	4	2	3	3	4	16	4	4	3	11	4	2	2	3	11
60	4	5	4	4	5	22	5	4	5	5	19	4	5	5	5	5	24	4	5	5	14	5	4	5	5	19
61	4	4	4	4	4	20	5	5	4	5	19	4	4	5	4	4	21	4	4	4	12	5	4	4	4	17
62	2	2	2	2	2	10	2	3	2	2	9	3	3	2	3	3	14	1	1	1	3	1	1	1	1	4
63	2	2	2	2	2	10	2	2	2	2	8	2	2	2	2	2	10	1	1	1	3	1	1	1	1	4
64	3	3	2	2	3	13	2	2	2	2	8	5	5	5	5	5	25	3	4	4	11	4	5	5	5	19
65	4	4	4	4	4	20	4	4	4	4	16	5	5	5	5	5	25	4	4	3	11	5	5	4	5	19
66	4	3	2	3	3	15	4	4	4	3	15	2	3	3	3	4	15	3	3	3	9	4	2	3	3	12
67	4	3	4	4	3	18	4	4	5	4	17	4	3	3	3	3	16	3	3	3	9	3	3	3	4	13
68	4	4	3	3	4	18	4	4	4	5	17	4	3	3	3	3	16	4	4	3	11	4	4	2	3	13
69	4	4	4	4	4	20	4	4	5	4	17	2	2	2	2	2	10	5	5	5	15	4	4	4	4	16
70	4	5	4	4	5	22	3	4	3	3	13	4	4	4	4	4	20	4	4	4	12	3	4	3	3	13
71	4	4	3	4	3	18	2	3	2	2	9	2	3	3	3	3	14	3	4	4	11	4	3	3	3	13
72	5	5	5	5	5	25	3	3	4	3	13	3	3	3	3	3	15	4	4	3	11	5	4	4	4	17
73	4	4	4	3	3	18	3	2	3	3	11	3	2	2	2	2	11	3	3	3	9	4	3	4	4	15
74	5	5	4	5	4	23	5	5	5	5	20	4	4	4	4	4	20	5	5	5	15	5	4	5	5	19
75	5	4	4	4	5	22	4	4	4	4	16	4	5	4	4	4	21	4	4	4	12	3	4	3	3	13

76	4	4	4	4	4	20	5	4	4	4	17	3	3	4	3	3	16	4	4	4	12	4	4	4	4	16
77	4	2	4	3	4	17	2	3	4	3	12	4	4	3	4	4	19	3	4	4	11	4	3	4	4	15
78	4	3	3	3	4	17	3	3	2	3	11	4	3	4	4	4	19	4	4	4	12	3	3	3	3	12
79	3	4	4	4	3	18	5	5	5	5	20	4	5	3	4	4	20	4	4	4	12	4	4	4	4	16
80	4	3	3	4	3	17	2	4	4	3	13	4	4	4	4	4	20	3	3	3	9	4	4	4	5	17
81	5	5	5	5	5	25	5	5	5	5	20	4	5	4	4	4	21	4	5	5	14	4	5	4	4	17
82	4	4	5	4	5	22	4	4	5	4	17	4	5	4	4	4	21	4	5	5	14	4	4	4	4	16
83	4	4	3	3	4	18	2	3	2	2	9	2	3	3	3	3	14	3	4	4	11	4	3	3	3	13
84	5	5	5	5	5	25	3	3	4	3	13	3	3	3	3	3	15	4	4	3	11	3	4	4	4	15
85	4	2	5	4	3	18	3	2	3	3	11	3	2	2	2	2	11	3	3	3	9	3	3	2	3	11
86	5	5	4	5	4	23	5	5	5	5	20	4	4	4	4	4	20	5	5	5	15	5	4	5	5	19
87	5	4	4	4	5	22	4	4	4	4	16	4	5	4	4	4	21	4	4	4	12	5	5	5	4	19
88	4	4	4	4	4	20	5	4	4	4	17	3	3	4	3	3	16	4	4	4	12	4	5	5	5	19
89	5	5	5	5	5	25	5	5	5	5	20	4	5	5	5	5	24	4	5	5	14	5	5	5	5	20
90	5	5	4	4	5	23	4	4	4	4	16	5	4	5	5	5	24	4	5	5	14	5	5	5	5	20
91	4	5	5	4	3	21	5	4	4	3	16	5	3	4	2	3	17	5	4	4	13	4	5	5	3	17
92	4	4	3	4	3	18	4	5	4	4	17	4	4	5	4	4	21	4	3	3	10	5	5	4	4	18
93	3	4	3	3	3	16	4	4	3	3	14	5	4	4	5	5	23	4	5	4	13	4	4	3	3	14
94	4	5	5	4	4	22	2	4	4	3	13	4	5	4	3	4	20	5	4	3	12	4	4	4	5	17
95	4	4	3	5	4	20	3	4	3	3	13	3	4	3	4	5	19	3	3	4	10	3	4	5	5	17
96	3	3	4	4	3	17	4	3	4	4	15	2	3	2	3	3	13	3	3	4	10	4	4	4	5	17
97	5	4	5	4	3	21	4	4	3	2	13	3	4	3	4	4	18	4	3	3	10	4	3	3	4	14
98	4	4	3	4	4	19	5	4	4	3	16	4	3	4	4	3	18	4	3	3	10	4	4	3	4	15
99	3	4	4	4	4	19	3	4	3	4	14	4	4	4	3	4	19	5	3	4	12	5	4	5	5	19
100	4	4	4	5	4	21	5	4	3	4	16	3	4	4	3	4	18	5	4	4	13	5	4	4	4	17

19	23	21	16	23		18	12	20	13		9	18	14	13	15		16	21	20		19	14	17	16	
51	42	45	48	37		44	52	39	41		52	34	43	37	42		49	48	44		53	44	38	39	
21	19	21	24	30		24	22	24	35		21	29	24	36	29		29	25	30		20	27	29	35	
8	15	11	10	10		12	12	14	9		18	19	18	14	14		4	4	4		6	13	14	8	
1	1	2	2	0		2	2	3	2		0	0	1	0	0		2	2	2		2	2	2	2	
100	100	100	100	100		100	100	100	100		100	100	100	100	100		100	100	100		100	100	100	100	
95	115	105	80	115		90	60	100	65		45	90	70	65	75		80	105	100		95	70	85	80	
204	168	180	192	148		176	208	156	164		208	136	172	148	168		196	192	176		212	176	152	156	
63	57	63	72	90		72	66	72	105		63	87	72	108	87		87	75	90		60	81	87	105	
16	30	22	20	20		24	24	28	18		36	38	36	28	28		8	8	8		12	26	28	16	
1	1	2	2	0		2	2	3	2		0	0	1	0	0		2	2	2		2	2	2	2	
378	370	370	364	373		362	358	356	352		352	351	350	349	358		371	380	374		379	353	352	357	
3.78	3.7	3.7	3.64	3.73	3.71	3.62	3.58	3.56	3.52	3.57	3.52	3.51	3.5	3.49	3.58	3.52	3.71	3.8	3.74	3.75	3.79	3.53	3.52	3.57	3.603

Output SPSS

Frequencies

Statistics

		X.1.1	X1.2	X1.3	X1.4	X1.5
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3.79	3.71	3.72	3.66	3.73

Statistics

		X2.1	X2.2	X2.3	X2.4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.64	3.60	3.59	3.54

Statistics

		X3.1	X3.2	X3.3	X3.4	X3.5
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3.52	3.51	3.51	3.49	3.58

Statistics

		X4.1	X4.2	X4.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.73	3.82	3.76

Statistics

		X5.1	X5.2	X5.3	X5.4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.81	3.55	3.54	3.59

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.910	.911	5

Item Statistics

	Mean	Std. Deviation	N
X.1.1	3.79	.880	100
X1.2	3.71	1.018	100
X1.3	3.72	.986	100
X1.4	3.66	.934	100
X1.5	3.73	.930	100

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
X.1.1	14.82	11.280	.770	.690	.891
X1.2	14.90	10.616	.746	.692	.896
X1.3	14.89	10.887	.730	.677	.899
X1.4	14.95	10.654	.832	.805	.877
X1.5	14.88	10.895	.789	.737	.886

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
18.61	16.604	4.075	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.909	.912	4

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.64	.980	100
X2.2	3.60	.921	100
X2.3	3.59	1.055	100
X2.4	3.54	.904	100

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	10.73	6.785	.785	.658	.886
X2.2	10.77	7.149	.762	.598	.894
X2.3	10.78	6.537	.760	.611	.898
X2.4	10.83	6.769	.886	.787	.853

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.37	11.751	3.428	4

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.940	.941	5

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.52	.893	100
X3.2	3.51	1.000	100
X3.3	3.51	.980	100
X3.4	3.49	.893	100
X3.5	3.58	.912	100

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	14.09	12.305	.730	.547	.944
X3.2	14.10	11.182	.821	.694	.929
X3.3	14.10	11.343	.814	.702	.930
X3.4	14.12	11.278	.933	.896	.909
X3.5	14.03	11.302	.903	.863	.914

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17.61	17.675	4.204	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.917	.917	3

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.73	.851	100
X4.2	3.82	.881	100
X4.3	3.76	.889	100

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
X4.1	7.58	2.953	.757	.595	.940
X4.2	7.49	2.576	.899	.829	.824
X4.3	7.55	2.654	.845	.786	.870

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.31	5.893	2.428	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.902	.902	4

Item Statistics

	Mean	Std. Deviation	N
X5.1	3.81	.884	100
X5.2	3.55	.957	100
X5.3	3.54	.999	100
X5.4	3.59	.922	100

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
X5.1	10.68	6.765	.742	.566	.887
X5.2	10.94	6.461	.736	.555	.889
X5.3	10.95	5.947	.824	.727	.857
X5.4	10.90	6.293	.825	.729	.857

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.49	10.959	3.311	4

Regression 1

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	Keamanan, Kenyamanan, Manfaat[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepercayaan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.738[a]	.544	.530	1.664

a. Predictors: (Constant), Keamanan, Kenyamanan, Manfaat

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	317.648	3	105.883	38.250	.000[a]
	Residual	265.742	96	2.768		
	Total	583.390	99			

a. Predictors: (Constant), Keamanan, Kenyamanan, Manfaat

b. Dependent Variable: Kepercayaan

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.957	.896		2.184	.031		
	Manfaat	.207	.059	.347	3.528	.001	.490	2.042
	Kenyamanan	.204	.068	.288	3.006	.003	.517	1.935
	Keamanan	.146	.045	.253	3.234	.002	.775	1.290

a. Dependent Variable: Kepercayaan

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	1.63837252
Most Extreme Differences	Absolute	.077
	Positive	.077
	Negative	-.050
Kolmogorov-Smirnov Z		.771
Asymp. Sig. (2-tailed)		.592

a. Test distribution is Normal.

Regression 2

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	Kepercayaan, Keamanan, Kenyamanan, Manfaat[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Total_X5

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.781[a]	.610	.594	2.110

a. Predictors: (Constant), Kepercayaan, Keamanan, Kenyamanan, Manfaat

b. Dependent Variable: Total_X5

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	661.867	4	165.467	37.151	.000[a]
	Residual	423.123	95	4.454		
	Total	1084.990	99			

a. Predictors: (Constant), Kepercayaan, Keamanan, Kenyamanan, Manfaat

b. Dependent Variable: Total_X5

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.656	1.164		.564	.574		
	Manfaat	.152	.079	.187	1.918	.048	.434	2.306
	Kenyamanan	.203	.090	.210	2.253	.027	.472	2.117
	Keamanan	.155	.060	.197	2.576	.012	.699	1.431
	Kepercayaan	.474	.129	.348	3.661	.000	.456	2.195

a. Dependent Variable: Total_X5

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	2.20841242
Most Extreme Differences	Absolute	.075
	Positive	.043
	Negative	-.075
Kolmogorov-Smirnov Z		.754
Asymp. Sig. (2-tailed)		.621

a. Test distribution is Normal.

Regression 1

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.561	.545		4.698	.000		
	Manfaat	-.099	.036	-.384	-2.770	.007	.490	2.042
	Kenyamanan	.049	.041	.159	1.181	.240	.517	1.935
	Keamanan	-.010	.027	-.039	-.353	.725	.775	1.290

a. Dependent Variable: RES2

Regression 2

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.571	.706		2.224	.028		
	Manfaat	.109	.048	.328	2.270	.025	.434	2.306
	Kenyamanan	-.155	.055	-.392	-2.831	.006	.472	2.117
	Keamanan	.079	.037	.247	2.169	.033	.699	1.431
	Kepercayaan	-.108	.079	-.193	-1.371	.174	.456	2.195

a. Dependent Variable: RES3