

Variabel e-service quality

No	Pertanyaan	STS	TS	ATS	N	AS	S	SS
1	Saya merasa design dan menu yang terdapat pada website PT. Pos Indonesia membantu saya dalam pencarian informasi.							
2	Saya merasa mudah untuk mengakses website PT. Pos Indonesia online.							
3	Saya merasa mudah untuk menemukan informasi yang saya inginkan pada website PT. Pos Indonesia.							
4	Saya merasa website PT. Pos Indonesia online menarik.							

Variabel e-service recovery

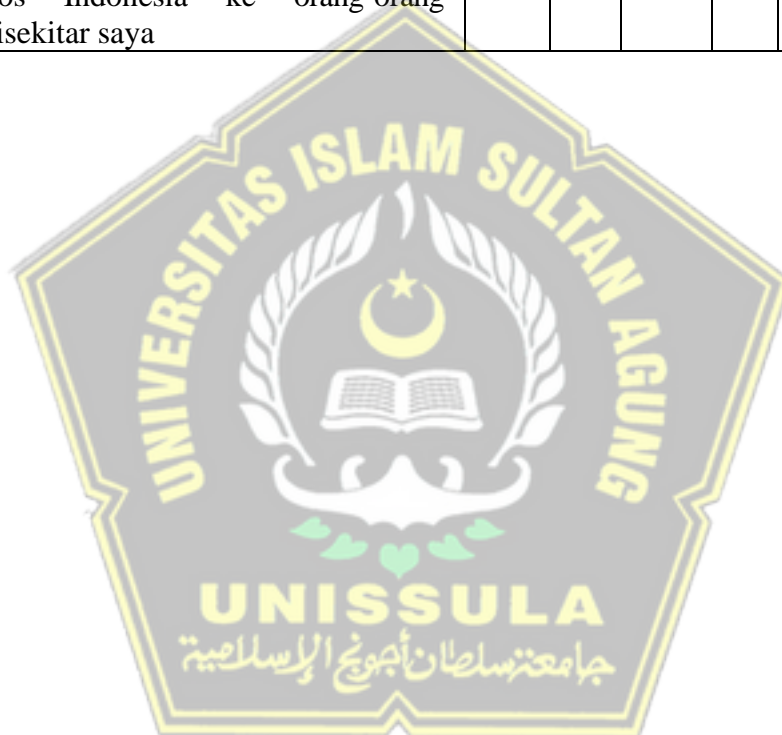
No	Pertanyaan	STS	TS	ATS	N	AS	S	SS
1	PT. Pos Indonesia online memberikan layanan yang sama pada semua konsumen							
2	PT. Pos Indonesia online berkomitmen menyelesaikan masalah dengan prosedur yang jelas							
3	PT. Pos Indonesia online memahami perasaan yang dialami konsumen.							

Variabel e-trust

No	Pertanyaan	STS	TS	ATS	N	AS	S	SS
1	Saya merasa percaya bahwa PT Pos Indonesia online dapat diandalkan untuk melayani saya dengan baik							
2	Saya merasa percaya PT Pos Indonesia memberikan kenyamanan dalam transaksi online							
3	Saya percaya PT Pos Indonesia online berkompeten terhadap layanan yang disediakan							

Variabel Behavior Intention

No	Pertanyaan	STS	TS	ATS	N	AS	S	SS
1	Saya akan selalu melakukan transaksi di PT Pos Indonesia dalam pengiriman paket dan surat							
2	Saya merasa harga yang diberikan PT Pos Indonesia dalam pengiriman paket dan surat terjangkau							
3	Saya berniat akan merekomendasikan situs online PT Pos Indonesia ke orang-orang disekitar saya							



Lampiran 2 Hasil Uji Penelitian

Identitas Responden

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	63	63.0	63.0	63.0
	Perempuan	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

Usia Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 tahun	62	62.0	62.0	62.0
	31-40 tahun	10	10.0	10.0	72.0
	41-50 tahun	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

Pendidikan Terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma	6	6.0	6.0	6.0
	Pascasarjana	3	3.0	3.0	9.0
	Sarjana	27	27.0	27.0	36.0
	SLTA	64	64.0	64.0	100.0
	Total	100	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pegawai Negeri	16	16.0	16.0	16.0
	Pegawai Swasta	14	14.0	14.0	30.0
	Pelajar/Mahasiswa	40	40.0	40.0	70.0
	Wiraswasta	30	30.0	30.0	100.0
	Total	100	100.0	100.0	

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	7.0	7.0	7.0
	3.00	25	25.0	25.0	32.0
	4.00	33	33.0	33.0	65.0
	5.00	35	35.0	35.0	100.0
	Total	100	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	8.0	8.0	8.0
	3.00	18	18.0	18.0	26.0
	4.00	32	32.0	32.0	58.0
	5.00	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	11	11.0	11.0	12.0
	3.00	15	15.0	15.0	27.0
	4.00	37	37.0	37.0	64.0
	5.00	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	7.0	7.0	7.0
	3.00	28	28.0	28.0	35.0
	4.00	39	39.0	39.0	74.0
	5.00	26	26.0	26.0	100.0
	Total	100	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	16	16.0	16.0	17.0
	3.00	13	13.0	13.0	30.0
	4.00	30	30.0	30.0	60.0
	5.00	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	13	13.0	13.0	14.0
	3.00	19	19.0	19.0	33.0
	4.00	26	26.0	26.0	59.0
	5.00	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	11	11.0	11.0	12.0
	3.00	17	17.0	17.0	29.0
	4.00	28	28.0	28.0	57.0
	5.00	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	10	10.0	10.0	11.0
	3.00	19	19.0	19.0	30.0
	4.00	31	31.0	31.0	61.0
	5.00	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	8	8.0	8.0	10.0
	3.00	20	20.0	20.0	30.0
	4.00	31	31.0	31.0	61.0
	5.00	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	12	12.0	12.0	13.0
	3.00	14	14.0	14.0	27.0
	4.00	34	34.0	34.0	61.0
	5.00	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

Y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	11	11.0	11.0	12.0
	3.00	18	18.0	18.0	30.0
	4.00	19	19.0	19.0	49.0
	5.00	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

Y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	25	25.0	25.0	31.0
	4.00	31	31.0	31.0	62.0
	5.00	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	12	12.0	12.0	12.0
	3.00	19	19.0	19.0	31.0
	4.00	25	25.0	25.0	56.0
	5.00	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

Reliability Var. e-Service Quality (X1)

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	N of Items
.763	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	11.8800	4.773	.704	.628
X1.2	11.7600	4.871	.652	.657
X1.3	11.8800	4.693	.635	.665
X1.4	12.0000	6.444	.289	.835

Reliability Var. e-Service Recovery (X2)

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	N of Items
.780	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	7.9400	3.693	.600	.723
X2.2	7.9300	3.763	.602	.720
X2.3	7.8500	3.725	.652	.666

Reliability Var. e-Trust (Y1)

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	N of Items
.848	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	7.9500	3.624	.724	.780
Y1.2	7.9500	3.705	.685	.817
Y1.3	7.9400	3.532	.739	.765

Reliability Var. Behavior Intention (Y2)

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	N of Items
.893	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y2.1	8.0200	3.272	.867	.778
Y2.2	8.0900	4.305	.716	.910
Y2.3	8.0900	3.618	.802	.837

Regression (Model Pertama)

Descriptive Statistics

	Mean	Std. Deviation	N
e-trust	3.9736	.91731	100
e-service quality	3.9600	.73144	100
e-service recovery	3.9534	.91620	100

Correlations

		e-trust	e-service quality	e-service recovery
Pearson Correlation	e-trust	1.000	.662	.706
	e-service quality	.662	1.000	.687
	e-service recovery	.706	.687	1.000
Sig. (1-tailed)	e-trust		.000	.000
	e-service quality	.000		.000
	e-service recovery	.000	.000	
N	e-trust	100	100	100
	e-service quality	100	100	100
	e-service recovery	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	e-service recovery, e-service quality ^b		Enter

a. Dependent Variable: e-trust

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.747 ^a	.558	.549	.61591

a. Predictors: (Constant), e-service recovery, e-service quality

b. Dependent Variable: e-trust

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	46.508	2	23.254	61.301	.000 ^b
	Residual	36.796	97	.379		
	Total	83.304	99			

a. Dependent Variable: e-trust

b. Predictors: (Constant), e-service recovery, e-service quality

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
		B	Std. Error	Beta			Tolerance
1	(Constant)	.425	.345		1.233	.221	
	e-service quality	.420	.116	.335	3.607	.000	.528
	e-service recovery	.477	.093	.476	5.133	.000	.528

Coefficients^a

Model		Collinearity Statistics
		VIF
1	(Constant)	
	e-service quality	1.893
	e-service recovery	1.893

a. Dependent Variable: e-trust

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	e-service quality	e-service recovery
1	1	2.963	1.000	.00	.00	.00
	2	.026	10.727	.70	.01	.45
	3	.011	16.103	.30	.99	.55

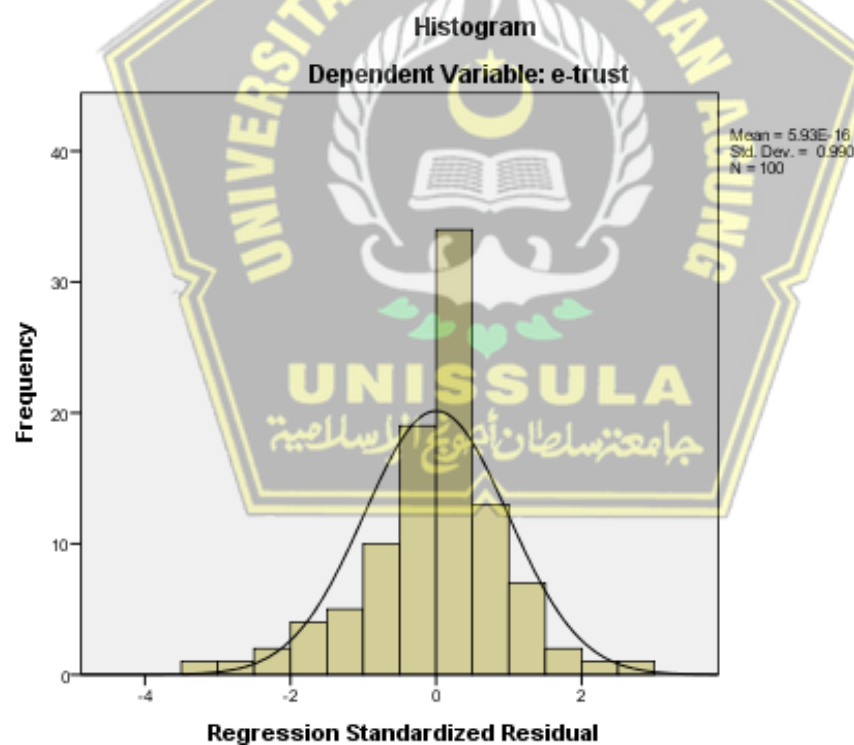
a. Dependent Variable: e-trust

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.3236	4.9096	3.9736	.68540	100
Std. Predicted Value	-2.407	1.366	.000	1.000	100
Standard Error of Predicted Value	.062	.228	.102	.030	100
Adjusted Predicted Value	2.2487	4.9067	3.9726	.68678	100
Residual	-1.89729	1.62384	.00000	.60965	100
Std. Residual	-3.080	2.637	.000	.990	100
Stud. Residual	-3.126	2.738	.001	1.008	100
Deleted Residual	-1.95428	1.75135	.00104	.63281	100
Stud. Deleted Residual	-3.280	2.836	-.003	1.027	100
Mahal. Distance	.003	12.561	1.980	1.965	100
Cook's Distance	.000	.196	.013	.031	100
Centered Leverage Value	.000	.127	.020	.020	100

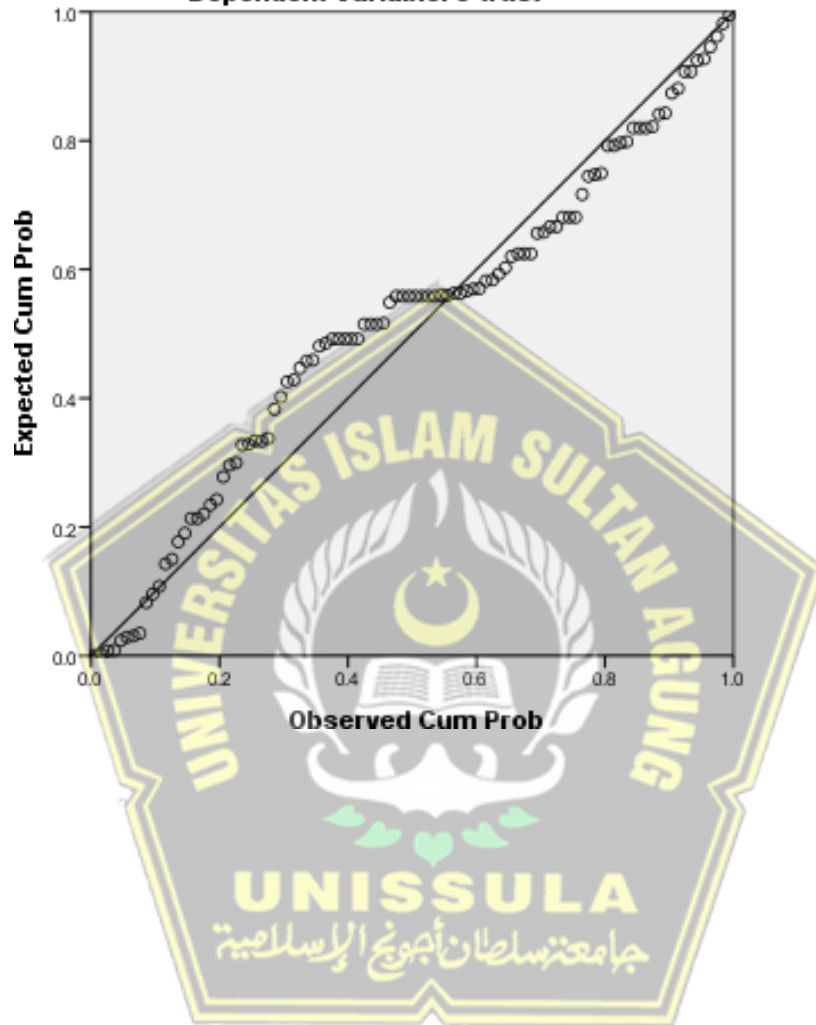
a. Dependent Variable: e-trust

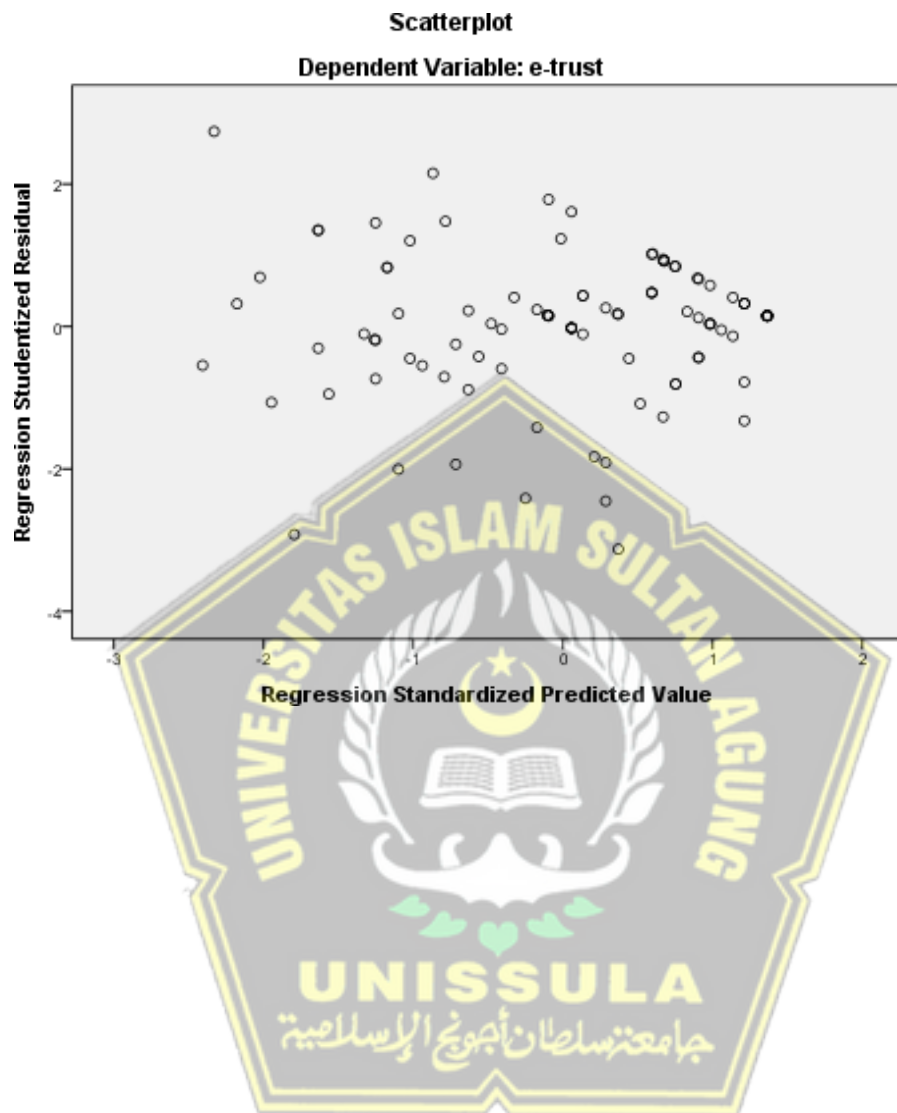
Charts



Normal P-P Plot of Regression Standardized Residual

Dependent Variable: e-trust





Regression (Model Kedua)

Descriptive Statistics

	Mean	Std. Deviation	N
Behavior Intention	4.0335	.94179	100
e-service quality	3.9600	.73144	100
e-service recovery	3.9534	.91620	100
e-trust	3.9736	.91731	100

Correlations

		Behavior Intention	e-service quality	e-service recovery	e-trust
Pearson Correlation	Behavior Intention	1.000	.699	.717	.733
	e-service quality	.699	1.000	.687	.662
	e-service recovery	.717	.687	1.000	.706
	e-trust	.733	.662	.706	1.000
Sig. (1-tailed)	Behavior Intention	.	.000	.000	.000
	e-service quality	.000	.	.000	.000
	e-service recovery	.000	.000	.	.000
	e-trust	.000	.000	.000	.
N	Behavior Intention	100	100	100	100
	e-service quality	100	100	100	100
	e-service recovery	100	100	100	100
	e-trust	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	e-trust, e-service quality, e-service recovery ^b		Enter

a. Dependent Variable: Behavior Intention

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.807 ^a	.651	.640	.56492

a. Predictors: (Constant), e-trust, e-service quality, e-service recovery

b. Dependent Variable: Behavior Intention

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	57.174	3	19.058	59.718	.000 ^b
	Residual	30.637	96	.319		
	Total	87.810	99			

a. Dependent Variable: Behavior Intention

b. Predictors: (Constant), e-trust, e-service quality, e-service recovery

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
		B	Std. Error	Beta			Tolerance
1	(Constant)	.063	.318		.197	.844	
	e-service quality	.348	.114	.271	3.063	.003	.466
	e-service recovery	.288	.096	.280	2.994	.004	.416
	e-trust	.366	.093	.356	3.928	.000	.442

Coefficients^a

Model		Collinearity ...
		VIF
1	(Constant)	
	e-service quality	2.146
	e-service recovery	2.407
	e-trust	2.264

a. Dependent Variable: Behavior Intention

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	e-service quality	e-service recovery	e-trust
1	1	3.945	1.000	.00	.00	.00	.00
	2	.029	11.646	.69	.00	.13	.13
	3	.015	16.287	.01	.02	.59	.83
	4	.011	18.678	.30	.98	.28	.04

a. Dependent Variable: Behavior Intention

UNISSULA

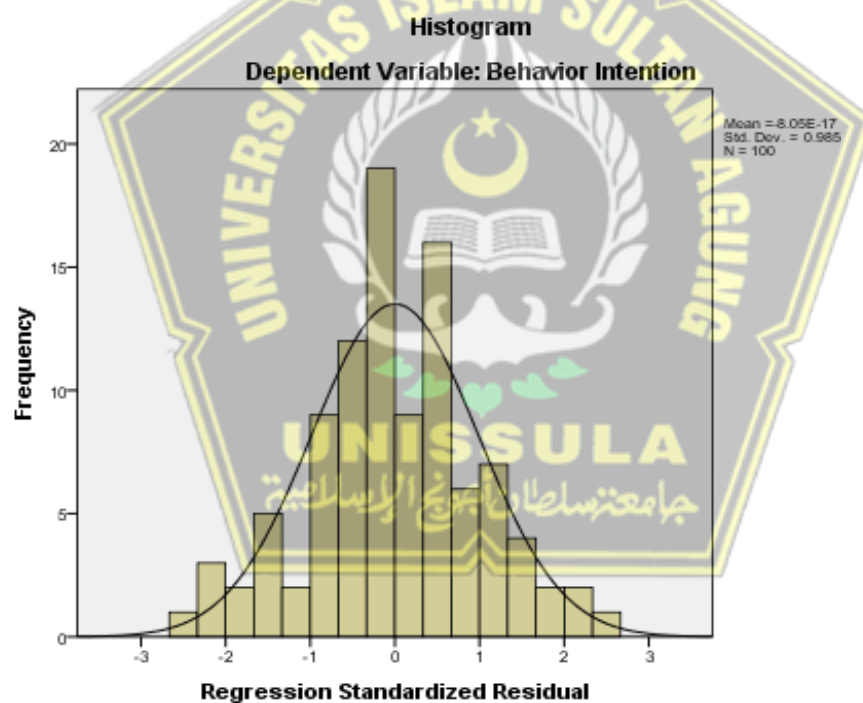
جامعة سلطان أبو نوح الإسلامية

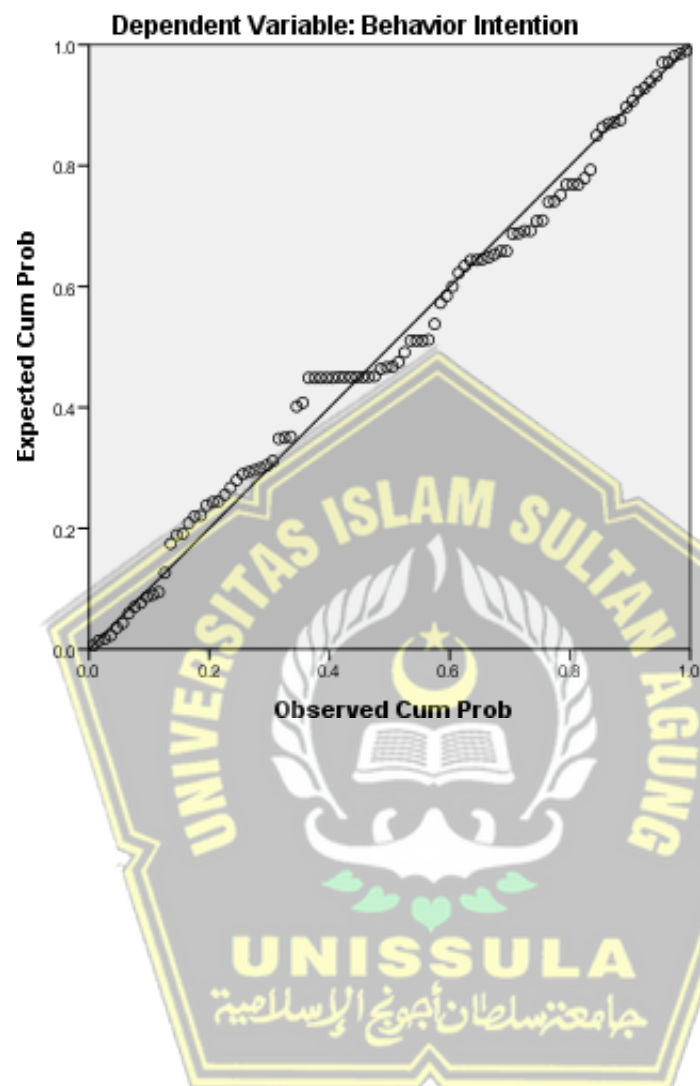
Residuals Statistics^a

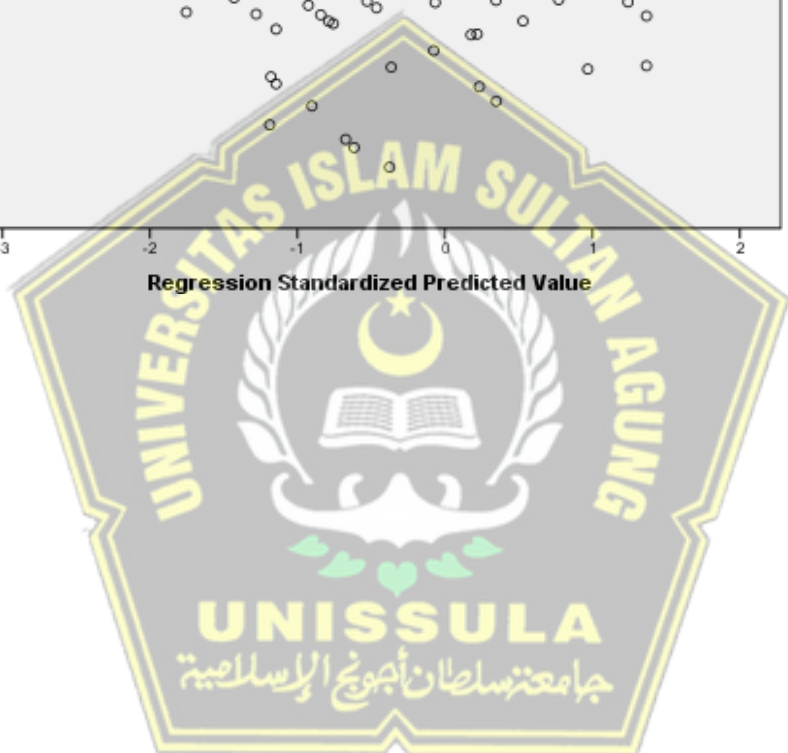
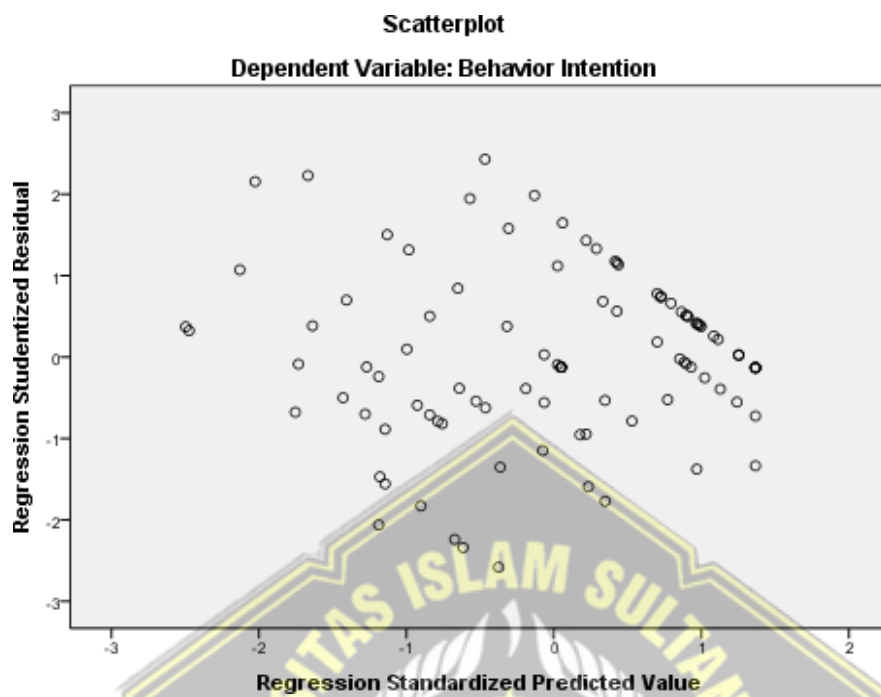
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.1363	5.0724	4.0335	.75994	100
Std. Predicted Value	-2.496	1.367	.000	1.000	100
Standard Error of Predicted Value	.057	.219	.107	.036	100
Adjusted Predicted Value	2.1040	5.0963	4.0344	.76259	100
Residual	-1.41786	1.32099	.00000	.55629	100
Std. Residual	-2.510	2.338	.000	.985	100
Stud. Residual	-2.583	2.430	-.001	1.014	100
Deleted Residual	-1.50174	1.42632	-.00088	.59028	100
Stud. Deleted Residual	-2.664	2.495	-.001	1.026	100
Mahal. Distance	.004	13.899	2.970	2.865	100
Cook's Distance	.000	.199	.016	.033	100
Centered Leverage Value	.000	.140	.030	.029	100

a. Dependent Variable: Behavior Intention

Charts



Normal P-P Plot of Regression Standardized Residual



NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual (Model Pertama)
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	.60965315
Most Extreme Differences	Absolute	.131
	Positive	.077
	Negative	-.131
Kolmogorov-Smirnov Z		1.306
Asymp. Sig. (2-tailed)		.066

a. Test distribution is Normal.

b. Calculated from data.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual (Model Kedua)
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	.55629121
Most Extreme Differences	Absolute	.088
	Positive	.058
	Negative	-.088
Kolmogorov-Smirnov Z		.882
Asymp. Sig. (2-tailed)		.418

a. Test distribution is Normal.

b. Calculated from data.

Uji Glejser (Model Pertama)

Descriptive Statistics

	Mean	Std. Deviation	N
Abs.Ut1	.4335	.42642	100
e-service quality	3.9600	.73144	100
e-service recovery	3.9534	.91620	100

Correlations

		Abs.Ut1	e-service quality	e-service recovery
Pearson Correlation	Abs.Ut1	1.000	-.258	-.269
	e-service quality	-.258	1.000	.687
	e-service recovery	-.269	.687	1.000
Sig. (1-tailed)	Abs.Ut1	.	.005	.003
	e-service quality	.005	.	.000
	e-service recovery	.003	.000	.
N	Abs.Ut1	100	100	100
	e-service quality	100	100	100
	e-service recovery	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	e-service recovery, e-service quality ^b	.	Enter

a. Dependent Variable: Abs.Ut1

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.287 ^a	.082	.064	.41265

a. Predictors: (Constant), e-service recovery, e-service quality

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.484	2	.742	4.357	.015 ^b
	Residual	16.518	97	.170		
	Total	18.001	99			

a. Dependent Variable: Abs.Ut1

b. Predictors: (Constant), e-service recovery, e-service quality

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.073	.231		4.649	.000
	e-service quality	-.081	.078	-.139	-1.037	.302
	e-service recovery	-.081	.062	-.174	-1.297	.198

a. Dependent Variable: Abs.Ut1



Uji Glejser (Model Kedua)

Descriptive Statistics

	Mean	Std. Deviation	N
Abs.Ut2	.4250	.35638	100
e-service quality	3.9600	.73144	100
e-service recovery	3.9534	.91620	100
e-trust	3.9736	.91731	100

Correlations

		Abs.Ut2	e-service quality	e-service recovery	e-trust
Pearson Correlation	Abs.Ut2	1.000	-.334	-.230	-.314
	e-service quality	-.334	1.000	.687	.662
	e-service recovery	-.230	.687	1.000	.706
	e-trust	-.314	.662	.706	1.000
Sig. (1-tailed)	Abs.Ut2	.	.000	.011	.001
	e-service quality	.000	.	.000	.000
	e-service recovery	.011	.000	.	.000
	e-trust	.001	.000	.000	.
N	Abs.Ut2	100	100	100	100
	e-service quality	100	100	100	100
	e-service recovery	100	100	100	100
	e-trust	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	e-trust, e-service quality, e-service recovery ^b		Enter

a. Dependent Variable: Abs.Ut2

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.362 ^a	.131	.104	.33738

a. Predictors: (Constant), e-trust, e-service quality, e-service recovery

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.646	3	.549	4.820	.004 ^b
	Residual	10.928	96	.114		
	Total	12.574	99			

a. Dependent Variable: Abs.Ut2

b. Predictors: (Constant), e-trust, e-service quality, e-service recovery

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.104	.190		5.804	.000
	e-service quality	-.128	.068	-.263	-1.889	.062
	e-service recovery	.039	.057	.099	.674	.502
	e-trust	-.082	.056	-.210	-1.465	.146

a. Dependent Variable: Abs.Ut2

