

LAMPIRAN



Lampiran 1 Lembar Kuesioner

KUESIONER PENELITIAN PENGARUH PERCEPTION SECURITY DAN WEB QUALITY TERHADAP *ONLINE REPURCHASE INTENTION* MELALUI *SATISFACTION* SEBAGAI VARIABEL INTERVENING

Sehubungan dengan penyelesaian Tugas Akhir Skripsi yang berjudul “**Pengaruh Perception Security Dan Web Quality Terhadap Online Repurchase Intention Melalui Satisfaction Sebagai Variabel Intervening**”, maka dari itu saya :

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Bermaksud untuk memohon kesediaan Bapak/Ibu/Sdr untuk meluangkan waktu guna mengisi angket ini untuk keperluan penelitian. Jawaban Bapak/Ibu/Sdr merupakan pendapat pribadi sesuai dengan yang Bapak/Ibu/Sdr alami. Tidak ada jawaban yang salah, semua jawaban dianggap benar.

Identitas dan keterangan yang telah Bapak/Ibu/Sdr berikan akan dijaga kerahasiaannya, sehingga tidak perlu ragu untuk memberikan jawaban karena hanya untuk kepentingan penelitian penyusun skripsi.

Atas kesediaan Bapak/Ibu/Sdr dalam meluangkan waktu untuk mengisi angket ini peneliti mengucapkan terimakasih.

I. Identitas Responden

Berilah tanda *check*(√) pada salah satu pilihan jawaban dalam kuesioner ini.

- 1) Jenis kelamin : Laki-laki
 Perempuan
- 2) Usia saat ini :
- 3) Pekerjaan : Mahasiswa Tidak/Belum Bekerja
 Karyawan Swasta Lainnya
 Wiraswasta
- 4) Berapa kali anda melakukan pembelian online di situs Bukalapak :
 1 – 3 kali > 5 kali
 3 – 5 kali

II. Petunjuk Pengisian Kuesioner

Berilah tanda *check*(√) pada jawaban yang paling sesuai dengan pendapat Anda pada kolom yang tersedia. Penilaian dapat Anda berikan berdasarkan pilihan berikut:

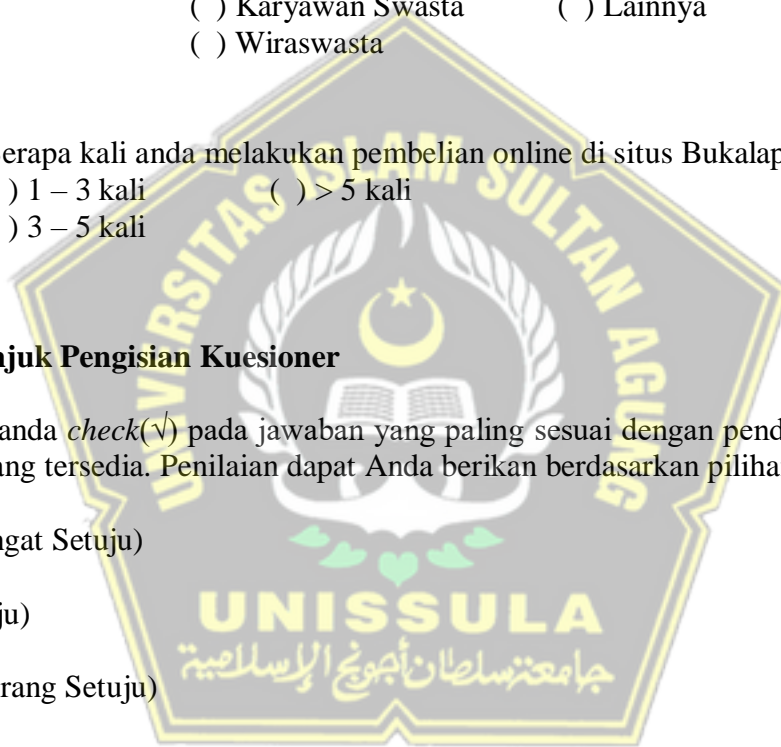
SS : (Sangat Setuju)

S : (Setuju)

KS : (Kurang Setuju)

TS : (Tidak Setuju)

STS : (Sangat Tidak Setuju)



DAFTAR PERTANYAAN

1. Perception Security

No	Pernyataan	Respon				
		SS	S	KS	TS	STS
1	Bukalapak menawarkan jaminan keamanan online yang cukup baik.					
2	Bukalapak dapat merahasiakan data pelanggan dan dijaga dengan maksimal.					
3	Bukalapak menawarkan perlindungan privasi untuk menjaga informasi pribadi saya.					

2. Web Quality

No	Pernyataan	Respon				
		SS	S	KS	TS	STS
4	Bukalapak memiliki fasilitas yang mendukung pemanfaatan sistem informasi dalam memeberikan informasi.					
5	Bukalapak memiliki tampilan desain menarik untuk memudahkan akses pengoprasian pada situsnya .					
6	Bukalapak menawarkan berbagai pelayanan yang lengkap dan menarik.					

3. Satisfaction

No	Pernyataan	Respon				
		SS	S	KS	TS	STS
7	Saya nyaman berbelanja di situs Bukalapak					
8	Saya yakin pelayanan Bukalapak sesuai harapan.					
9	Saya menyukai berbelanja di situs Bukalapak					

4. Online Repurchase Intention

No	Pernyataan	Respon				
		SS	S	KS	TS	STS
10	Saya berminat/terdorong membeli kembali produk yang terbaik di Bukalapak.					
11	Saya lebih memprioritaskan membeli produk di Bukalapak daripada di Toko Online lainnya.					
12	Saya berminat untuk mencari informasi produk terbaik di Bukalapak untuk pembelian selanjutnya.					

Lampiran 2 Tabulasi Data Penelitian

Perception Security (X1)			
x1.1	x1.2	x1.3	x1 total
4	2	4	10
2	2	2	6
5	5	5	15
2	5	1	8
4	5	4	13
4	4	4	12
4	4	4	12
5	4	4	13
4	4	4	12
2	4	4	10
4	4	4	12
4	4	4	12
5	5	5	15
4	4	4	12
4	5	3	13
2	3	2	6
3	2	4	10
4	4	4	12
5	5	5	15
2	2	3	8
2	2	2	6
4	3	3	13
4	5	4	13
5	5	5	15
4	4	4	12
4	5	4	13
4	5	5	14
3	4	2	10
5	5	4	14
3	5	3	13
5	5	5	15
5	5	5	15
4	4	4	12
5	5	5	15

3	4	4	12
4	4	4	12
5	3	5	15
5	3	5	15
1	1	1	3
4	3	4	13
4	4	5	13
5	5	4	14
5	4	5	14
2	3	4	8
4	5	4	13
5	4	4	13
4	5	4	13
4	4	4	12
2	4	2	8
5	5	4	14
2	1	4	7
5	4	4	13
4	5	5	14
4	4	4	12
2	2	1	5
4	5	4	13
2	4	2	8
4	4	4	12
5	4	5	14
5	5	5	15
4	4	4	12
5	5	5	15
4	4	4	12
5	5	5	15
5	5	5	15
5	4	4	13
4	4	4	12
4	4	4	12
4	4	4	12
4	5	4	13
2	4	2	8
2	2	4	8

1	1	1	3
2	4	2	8
4	5	4	13
2	2	1	5
1	1	1	3
4	5	4	13
4	4	5	13
2	4	4	10
4	5	4	13
4	4	4	12
2	2	4	8
1	1	1	3
4	4	5	13
5	4	4	13
1	2	4	7
5	5	4	14
5	5	5	15
5	4	4	13
4	5	5	14
2	2	5	9
4	4	5	13
5	5	5	15
4	5	4	13
2	2	4	8
5	5	4	14
4	5	2	11
4	2	5	11
4	5	5	14

Web Quality (X2)				
x2.1	x2.2	x2.3	x2 total	
4	2	2	8	
5	4	4	13	
5	5	5	15	
4	5	4	13	
4	4	5	13	
2	2	2	6	
2	2	2	6	
4	4	5	13	
4	4	3	12	
4	4	4	12	
4	3	4	12	
4	4	4	12	
5	4	3	13	
4	3	4	12	
2	4	1	7	
4	4	4	12	
5	3	4	14	
5	5	5	15	
3	5	5	15	
2	2	4	8	
5	5	5	15	
2	4	5	11	
3	2	2	6	
5	5	5	15	
4	4	4	12	
4	4	4	12	
4	3	5	14	
4	4	4	12	
4	4	4	12	
4	4	3	12	
5	5	5	15	
5	5	5	15	
4	5	5	14	
5	4	3	13	
4	4	4	12	
4	4	4	12	

5	5	5	15
5	5	3	15
1	1	1	3
5	5	5	15
2	5	4	11
4	4	4	12
4	4	4	12
1	2	1	4
2	5	5	12
4	5	4	13
5	2	4	11
5	5	5	15
4	2	4	10
4	5	4	13
5	2	1	8
5	2	2	9
5	5	4	14
2	4	4	10
2	2	2	6
4	4	4	12
5	4	4	13
4	4	4	12
2	4	2	8
5	5	5	15
4	4	4	12
5	5	5	15
4	4	4	12
5	5	5	15
4	4	4	12
5	5	5	15
5	5	5	15
4	4	4	12
4	4	4	12
4	4	4	12
4	4	4	12
4	4	4	12
4	4	4	12
4	5	5	14
4	4	2	10
1	2	4	7
1	1	1	3
4	4	5	13

5	4	2	11
1	1	1	3
1	2	2	5
5	4	5	14
4	4	4	12
4	2	4	10
2	2	2	6
4	4	4	12
2	4	4	10
2	2	2	6
2	4	1	7
4	4	4	12
4	1	1	6
4	1	2	7
1	1	1	3
5	5	2	12
2	1	2	5
1	2	1	4
2	4	5	11
5	5	5	15
4	2	4	10
1	4	2	7
5	2	4	11
4	5	4	13
5	4	5	14
2	2	4	8

Satisfaction (Y1)				
Y1.1	Y1.2	Y1.3	Y1.3	y1 total
4	4	2		10
2	2	2		6
5	5	5		15
4	4	4		12
1	3	4		10
2	4	4		10
2	4	4		10
5	5	4		14
4	4	4		12
2	3	2		6
4	4	4		12
4	4	4		12
5	5	3		14
4	4	2		10
1	4	2		7
5	5	5		15
4	2	3		10
4	4	5		13
5	5	5		15
2	4	4		10
2	2	2		6
5	3	5		15
4	4	5		13
5	3	5		15
4	4	4		12
4	5	5		14
5	5	5		15
5	3	5		15
4	4	4		12
4	4	4		12
5	5	5		15
5	5	5		15
5	5	5		15
3	4	4		12
4	4	4		12
4	4	4		12

5	5	5	15
5	5	5	15
1	1	1	3
4	3	3	12
1	2	4	7
5	5	5	15
2	2	2	6
4	4	4	12
4	2	2	8
4	2	4	10
4	5	4	13
4	4	4	12
2	4	2	8
4	5	4	13
1	4	4	9
4	2	4	10
4	4	5	13
2	4	2	8
1	1	1	3
4	4	5	13
2	2	2	6
4	4	4	12
4	2	4	10
5	5	5	15
4	4	5	13
4	4	4	12
4	4	4	12
5	5	5	15
5	5	5	15
4	4	4	12
4	4	4	12
4	4	4	12
4	4	4	12
4	4	4	12
5	4	4	13
2	2	2	6
2	1	1	4
1	1	1	3
2	4	4	10

4	5	2	11
1	2	1	4
2	4	5	11
4	4	4	12
5	5	4	14
5	4	4	13
4	4	4	12
4	4	4	12
2	1	1	4
2	2	2	6
4	5	4	13
5	2	5	12
4	4	2	10
5	4	4	13
4	4	4	12
4	2	4	10
4	4	4	12
4	5	2	11
5	5	2	12
5	5	5	15
4	2	4	10
2	1	1	4
4	2	5	11
5	4	5	14
4	5	5	14
4	4	2	10

Online Repurchase Intention (Y2)			
Y2.1	Y2.2	Y2.3	y2.total
1	2	2	5
2	2	2	6
5	5	5	15
4	4	2	10
3	2	2	6
3	2	4	8
2	2	4	8
4	4	4	12
4	4	4	12
4	2	2	8
4	4	4	12
5	4	4	13
2	2	4	8
3	2	2	6
4	1	2	7
2	2	2	6
2	5	2	9
2	4	2	8
5	5	5	15
4	2	2	8
4	2	4	10
5	2	4	11
4	2	4	10
5	5	5	15
4	3	4	12
5	5	5	15
5	5	5	15
5	5	5	15
4	4	4	12
4	4	5	13
5	5	5	15
5	3	5	15
5	5	5	15
4	4	4	12
4	4	4	12
4	4	4	12

5	5	5	15
5	5	5	15
1	1	1	3
5	5	4	14
4	5	4	13
4	4	3	13
5	5	5	15
5	2	4	11
5	5	5	15
1	1	1	3
4	5	4	13
2	3	2	6
2	2	2	6
5	5	5	15
2	2	2	6
2	2	4	8
5	4	4	13
5	4	5	14
4	2	4	10
4	4	5	13
4	4	2	10
4	4	4	12
2	4	4	10
5	5	4	14
5	5	5	15
4	4	4	12
4	4	3	12
5	5	5	15
5	5	5	15
4	5	5	14
4	4	4	12
4	4	4	12
5	5	5	15
4	4	4	12
2	4	2	8
2	2	2	6
1	1	1	3
4	4	4	12

4	2	4	10
1	1	2	4
4	2	2	8
4	4	4	12
4	4	4	12
5	4	5	14
2	2	2	6
4	4	4	12
1	1	4	6
1	1	1	3
5	4	5	14
2	2	2	6
4	2	1	7
4	5	5	14
2	2	2	6
4	5	5	14
2	2	2	6
4	5	1	10
4	5	4	13
5	5	5	15
4	2	4	10
1	1	1	3
4	5	2	11
4	2	4	10
4	5	4	13
4	4	4	12

Lampiran 3 Uji Reliabilitas

Perception Security (X1)

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
.847	4

Web Quality (X2)

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
.838	4

*Satisfaction (Y1)***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
.842	4

*Online Repurchase Intention (Y2)***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
.854	4

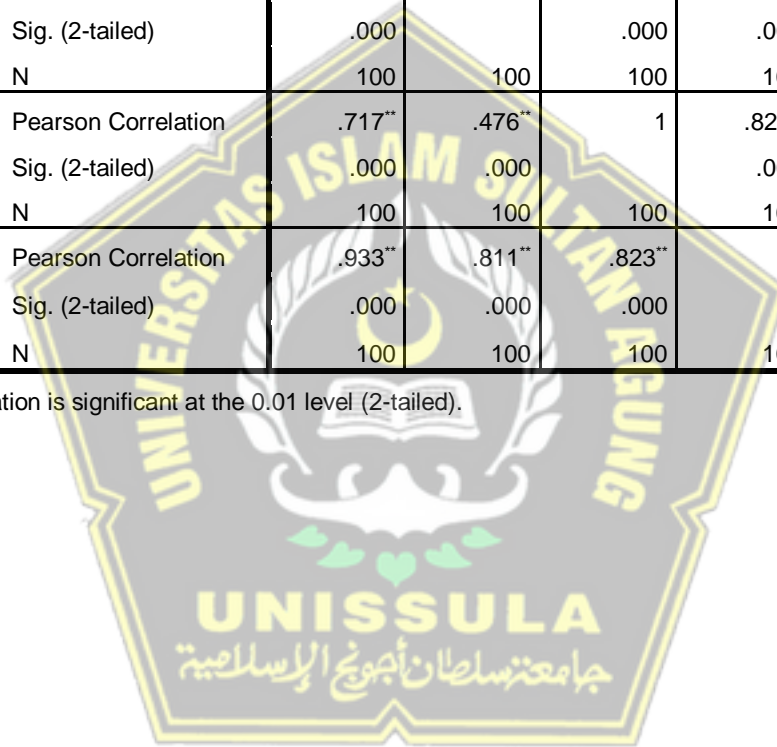
Lampiran 4 Uji Validitas

Perception Security (X1)

Correlations

		p1.1	p1.2	p1.3	p1.total
p1.1	Pearson Correlation	1	.706**	.717**	.933**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
p1.2	Pearson Correlation	.706**	1	.476**	.811**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
p1.3	Pearson Correlation	.717**	.476**	1	.823**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
p1.total	Pearson Correlation	.933**	.811**	.823**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

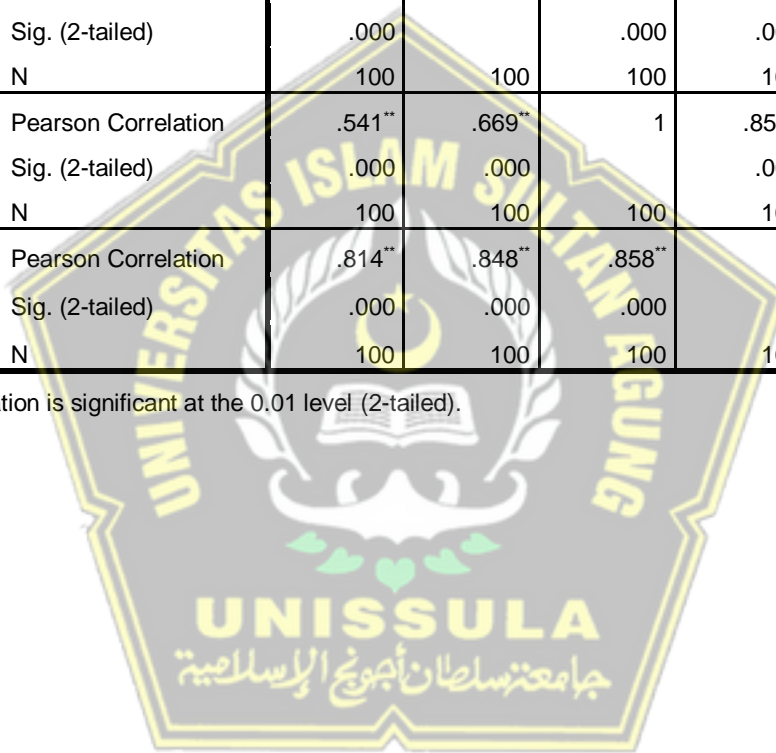
** . Correlation is significant at the 0.01 level (2-tailed).



*Web Quality (X2)***Correlations**

		p2.1	p2.2	p2.3	p2.total
p2.1	Pearson Correlation	1	.526**	.541**	.814**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
p2.2	Pearson Correlation	.526**	1	.669**	.848**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
p2.3	Pearson Correlation	.541**	.669**	1	.858**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
p2.total	Pearson Correlation	.814**	.848**	.858**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

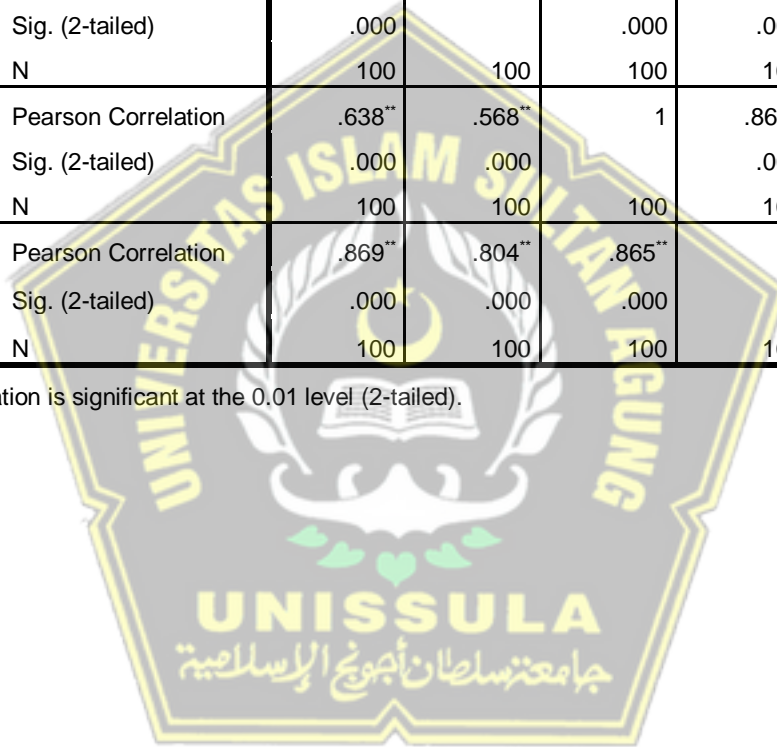
** . Correlation is significant at the 0.01 level (2-tailed).



*Satisfaction (Y1)***Correlations**

		p3.1	p3.2	p3.3	p3.total
p3.1	Pearson Correlation	1	.592**	.638**	.869**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
p3.2	Pearson Correlation	.592**	1	.568**	.804**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
p3.3	Pearson Correlation	.638**	.568**	1	.865**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
p3.total	Pearson Correlation	.869**	.804**	.865**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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



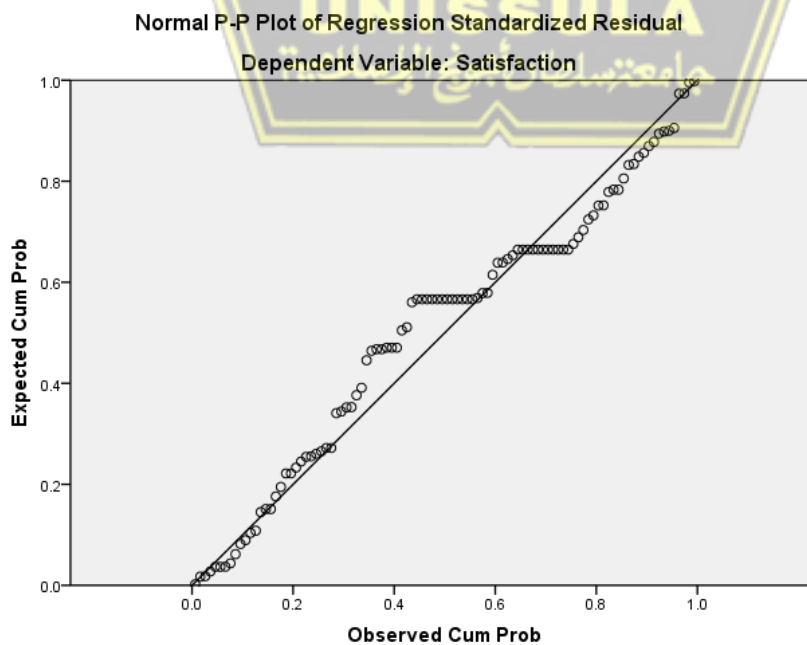
Online Repurchase Intention (Y2)

		p4.1	p4.2	p4.3	p4.total
p4.1	Pearson Correlation	1	.693**	.733**	.903**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
p4.2	Pearson Correlation	.693**	1	.643**	.873**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
p4.3	Pearson Correlation	.733**	.643**	1	.882**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
p4.total	Pearson Correlation	.903**	.873**	.882**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

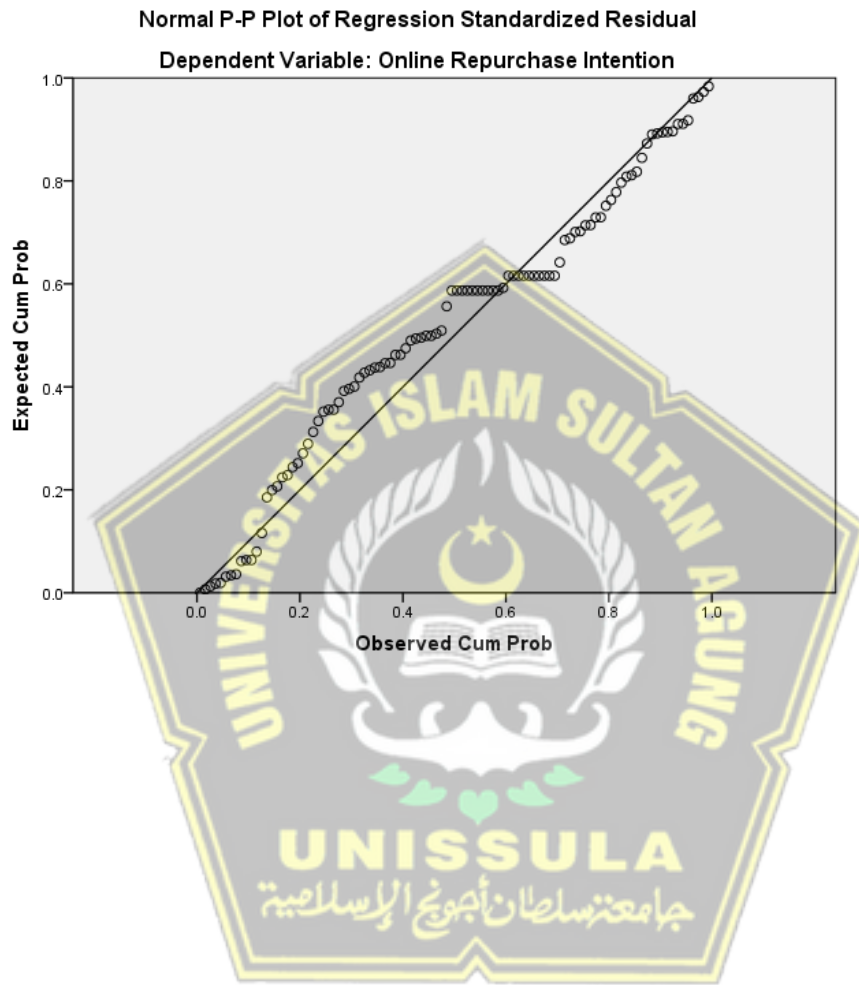
** . Correlation is significant at the 0.01 level (2-tailed).

Lampiran 5 Uji Normalitas

Model 1



Model 2



Lampiran 6 Uji Multikolinieritas

Model 1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	2.018	.977		2.066	.042		
Perception	.563	.088	.541	6.418	.000	.739	1.353
Security							
Web Quality	.236	.081	.247	2.925	.004	.739	1.353

a. Dependent Variable: Satisfaction

Model 2

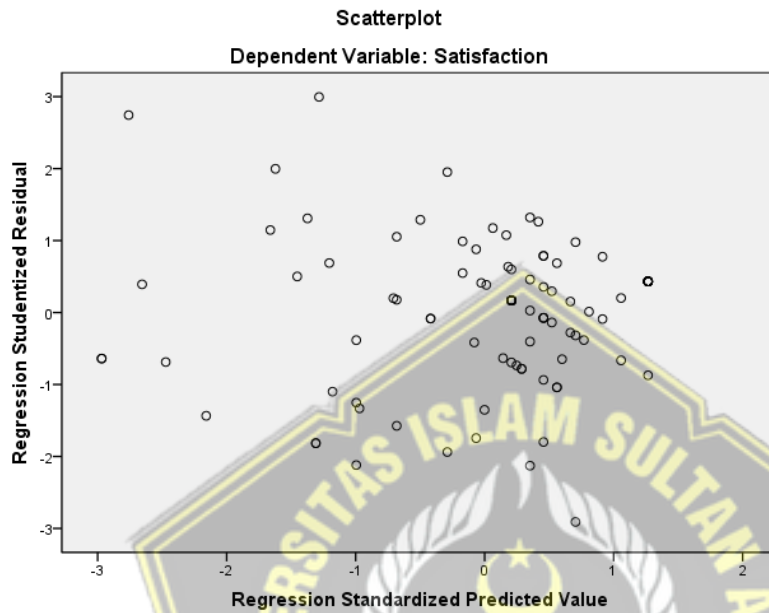
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.196	1.097		.178	.859		
Perception	.302	.115	.262	2.628	.010	.519	1.927
Security							
Web Quality	.304	.093	.285	3.280	.001	.679	1.472
Satisfaction	.330	.112	.297	2.959	.004	.510	1.961

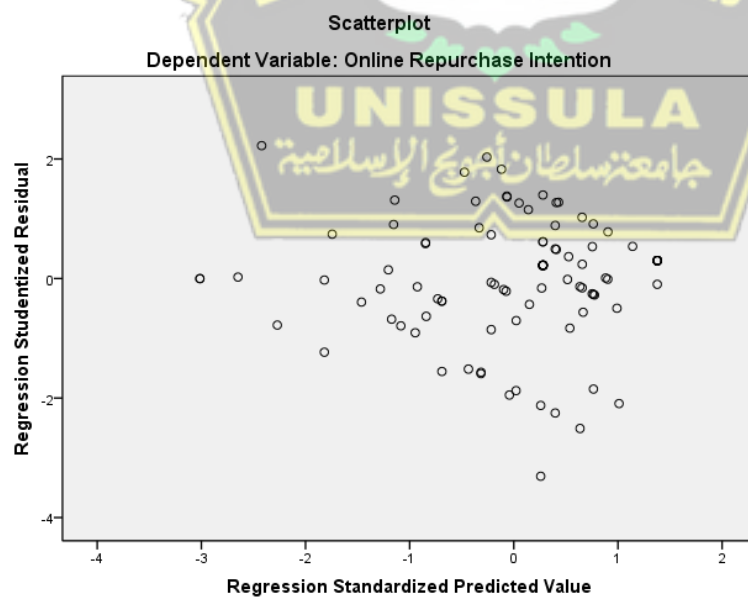
a. Dependent Variable: Online Repurchase Intention

Lampiran 7 Uji Heterokedastisitas

Model 1



Model 2



Lampiran 8 Analisis Regresi Linear Berganda

Model 1

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.018	.977		2.066	.042
	Perception Security	.563	.088	.541	6.418	.000
	Web Quality	.236	.081	.247	2.925	.004

a. Dependent Variable: Satisfaction

Model 2

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.196	1.097		.178	.859
	Perception Security	.302	.115	.262	2.628	.010
	Web Quality	.304	.093	.285	3.280	.001
	Satisfaction	.330	.112	.297	2.959	.004

a. Dependent Variable: Online Repurchase Intention

Lampiran 9 Uji Koefisien Determinasi

Model 1

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.700 ^a	.490	.480	2.334

a. Predictors: (Constant), Web Quality, Perception Security

Model 2

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.712 ^a	.507	.491	2.565

a. Predictors: (Constant), Satisfaction, Web Quality, Perception Security

Lampiran 10 Hasil Uji Sobel

Model 1

Diagram of Model 1 showing a path from independent variable to mediator variable (A) and from mediator variable to dependent variable (B).

A: ?
 B: ?
 SE_A : ?
 SE_B : ?

Sobel test statistic: 2.43492459
 One-tailed probability: 0.00744745
 Two-tailed probability: 0.01489489

Model 2

Diagram of Model 2 showing a path from independent variable to mediator variable (A) and from mediator variable to dependent variable (B).

A: ?
 B: ?
 SE_A : ?
 SE_B : ?

Sobel test statistic: 2.00100387
 One-tailed probability: 0.02269599
 Two-tailed probability: 0.04539197