

LAMPIRAN

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Lampiran 1

INSTRUMEN RESPONDEN

Memohon kesedian Bapak/Ibu/Saudara(i) sebagai pengguna Marketplace Lampung untuk berpartisipasi menjawab kuisisioner yang saya ajukan, guna penulisan skripsi sebagai tugas akhir kuliah saya di Institut Bisnis Informatika Darmajaya, Bandar Lampung. Jawaban yang Bapak/Ibu/Saudara(i) berikan tidak akan berkaitan dengan penilaian kinerja, citra diri, atau kedudukan karena kuisisioner ini ditujukan untuk keperluan ilmiah dan penyelesaian tugas akhir studi. Jawaban Bapak/Ibu akan dijaga kerahasiaannya.

Atas kesediaan dan kerjasama Bapak/Ibu, saya ucapkan terimakasih.

Format Kuesioner

Berikan tanda ceklis(\surd) pada kolom yang sesuai dengan keadaan dan situasi anda saat ini.

I. Identitas Responden

Nomor :(diisi oleh peneliti)

- 1 Jenis kelamin : Laki-laki Perempuan
- 2 Usia : 17 – 25 tahun 26 – 35 tahun >35 tahun
- 3 Pekerjaan : Pelajar Mahasiswa
- PegawaiNegeri Wiraswasta
- 4 domisili :

II. Daya Saing Marketplace

Petunjuk pengisian: Isilah jawaban pada titik-titik yang tersedia dengan angka 1,2,

3,4,5 sesuai dengan pilihan jawaban di bawah ini. Pilihan Jawaban:

a. Skor 5 = SM (Sangat Mirip)

b. Skor 4 = M (Mirip)

- c. Skor 3 = N (Netral)
- d. Skor 2 = TM (Tidak Mirip)
- e. Skor 1 = STM (Sangat Tidak Mirip)

1. Kepercayaan

Kemiripan tentang segala yang berhubungan dengan proses pembayaran pada aplikasi yang dapat di percaya oleh konsumen.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

2. Mudah digunakan

Kemiripan tentang kemudahan penggunaan yang dirasakan oleh konsumen sejak mulai mengunduh aplikasi, mengoprasikan aplikasi, dan kemudian digunakan untuk berbelanja.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

3. Kualitas informasi

Kemiripan tentang adanya informasi yang sangat lengkap tertera pada deskripsi setiap produk yang di jual di aplikasi sehingga informasi ini dapat memberikan gambaran kepada konsumen mengenai produk yang akan di beli.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

4. Layanan Konsumen

Kemiripan tentang kemudahan akses mengajukan pertanyaan yang belum dipahami oleh pengguna mengenai segala proses yang terjadi ketika berbelanja di aplikasi.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

5. Proses Kontrol

Kemiripan tentang mengenai kemudahan konsumen dalam melihat segala proses yang berhubungan dengan proses belanja di aplikasi.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

6. Desain aplikasi

Kemiripan tentang desain aplikasi yang dirancang oleh perusahaan yang dapat memberikan perhatian lebih kepada pengguna dan bisa memberikan informasi tambahan ketika pengguna melihat dari logo aplikasi.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

7. Kualitas Hasil

Kemiripan tentang produk yang dikirim oleh marketplace yang sesuai dengan harapan konsumen sesuai dengan keterangan yang ada pada deskripsi produk.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

8. Keandalan

Kemiripan tentang kinerja aplikasi marketplace yang dapat diandalkan oleh konsumen dalam mengurus produk pesanan konsumen.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

9. Responsif

Kemiripan tentang adanya tanggapan yang baik ketika ada kritik dan saran untuk aplikasi marketplace.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

10. Personalisasi

Kemiripan tentang kemudahan konsumen dalam mengganti jenis produk yang akan dibeli.

MerkAplikasi	Tokopedia	Shopee	Bukalapak	Lazada
Tokopedia	0			
Shopee		0		
Bukalapak			0	
Lazada				0

Lampiran 2

Karakteristik Responden Berdasarkan Jenis Kelamin

JENIS KELAMIN

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

Karakteristik Responden Berdasarkan Usia

USIA

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17-25	60	60.0	60.0	60.0
26-35	26	26.0	26.0	86.0
>35	14	14.0	14.0	100.0
Total	100	100.0	100.0	

Karakteristik Responden Berdasarkan Pekerjaan

PEKERJAAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pelajar	27	27.0	27.0	27.0
Mahasiswa	33	33.0	33.0	60.0
pegawai negeri	23	23.0	23.0	83.0
Wiraswasta	17	17.0	17.0	100.0
Total	100	100.0	100.0	

Lampiran 3

Hasil Jawaban Responden

a. Kepercayaan

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	5	4	5
	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	5	4	5	0
2	Tokopedia	0	4	5	2
	Shopee	4	0	3	4
	Bukalapak	5	3	0	5
	Lazada	2	4	5	0
3	Tokopedia	0	5	3	5
	Shopee	5	0	4	2
	Bukalapak	3	4	0	3
	Lazada	5	2	3	0
4	Tokopedia	0	4	3	2
	Shopee	4	0	3	2
	Bukalapak	3	3	0	2
	Lazada	2	2	2	0
5	Tokopedia	0	3	4	2
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	2	4	3	0
6	Tokopedia	0	3	5	3
	Shopee	3	0	4	4
	Bukalapak	5	4	0	5
	Lazada	3	4	5	0
7	Tokopedia	0	3	3	3
	Shopee	3	0	5	3
	Bukalapak	3	5	0	2
	Lazada	3	3	2	0
8	Tokopedia	0	5	5	3
	Shopee	5	0	4	3
	Bukalapak	5	4	0	4
	Lazada	3	3	4	0
9	Tokopedia	0	3	4	5
	Shopee	3	0	2	5
	Bukalapak	4	2	0	3
	Lazada	5	5	3	0

10	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
11	Tokopedia	0	4	3	2
	Shopee	4	0	4	3
	Bukalapak	3	4	0	3
	Lazada	2	3	3	0
12	Tokopedia	0	4	4	3
	Shopee	4	0	5	3
	Bukalapak	4	5	0	1
	Lazada	3	3	1	0
13	Tokopedia	0	5	4	4
	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	4	3	4	0
14	Tokopedia	0	4	5	4
	Shopee	4	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
15	Tokopedia	0	5	4	5
	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	5	5	4	0
16	Tokopedia	0	4	3	5
	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
17	Tokopedia	0	5	4	4
	Shopee	5	0	4	4
	Bukalapak	4	4	0	4
	Lazada	4	4	4	0
18	Tokopedia	0	4	4	3
	Shopee	4	0	3	3
	Bukalapak	4	3	0	3
	Lazada	3	3	3	0
19	Tokopedia	0	4	4	4

	Shopee	4	0	4	3
	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
20	Tokopedia	0	4	5	2
	Shopee	4	0	2	4
	Bukalapak	5	2	0	3
	Lazada	2	4	3	0
21	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	3
	Lazada	5	3	3	0
22	Tokopedia	0	5	2	4
	Shopee	5	0	3	3
	Bukalapak	2	3	0	5
	Lazada	4	3	5	0
23	Tokopedia	0	3	4	5
	Shopee	3	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
24	Tokopedia	0	5	3	4
	Shopee	5	0	4	4
	Bukalapak	3	4	0	3
	Lazada	4	4	3	0
25	Tokopedia	0	4	3	4
	Shopee	4	0	3	5
	Bukalapak	3	3	0	3
	Lazada	4	5	3	0
26	Tokopedia	0	5	1	3
	Shopee	5	0	1	4
	Bukalapak	1	1	0	3
	Lazada	3	4	3	0
27	Tokopedia	0	5	3	4
	Shopee	5	0	3	2
	Bukalapak	3	3	0	5
	Lazada	4	2	5	0
28	Tokopedia	0	5	5	4
	Shopee	5	0	2	3
	Bukalapak	5	2	0	5
	Lazada	4	3	5	0
29	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	2
	Lazada	3	3	2	0

30	Tokopedia	0	3	4	4
	Shopee	3	0	5	5
	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
31	Tokopedia	0	4	5	4
	Shopee	4	0	4	4
	Bukalapak	5	4	0	4
	Lazada	4	4	4	0
32	Tokopedia	0	4	4	4
	Shopee	4	0	4	3
	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
33	Tokopedia	0	4	5	4
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0
34	Tokopedia	0	3	4	3
	Shopee	3	0	4	5
	Bukalapak	4	4	0	5
	Lazada	3	5	5	0
35	Tokopedia	0	5	3	4
	Shopee	5	0	2	3
	Bukalapak	3	2	0	4
	Lazada	4	3	4	0
36	Tokopedia	0	0	0	0
	Shopee	1	0	0	0
	Bukalapak	3	5	0	0
	Lazada	4	3	3	0
37	Tokopedia	0	5	4	4
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	4	4	5	0
38	Tokopedia	0	5	3	4
	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
39	Tokopedia	0	3	3	3
	Shopee	3	0	4	2
	Bukalapak	3	4	0	3
	Lazada	3	2	3	0
40	Tokopedia	0	3	4	5
	Shopee	3	0	2	3
	Bukalapak	4	2	0	1

	Lazada	5	3	1	0
41	Tokopedia	0	5	3	3
	Shopee	5	0	4	5
	Bukalapak	3	4	0	5
	Lazada	3	5	5	0
42	Tokopedia	0	4	3	5
	Shopee	4	0	4	2
	Bukalapak	3	4	0	4
	Lazada	5	2	4	0
43	Tokopedia	0	5	5	4
	Shopee	5	0	4	4
	Bukalapak	5	4	0	5
	Lazada	4	4	5	0
44	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	4
	Lazada	5	4	4	0
45	Tokopedia	0	2	5	4
	Shopee	2	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0
46	Tokopedia	0	4	3	4
	Shopee	4	0	4	5
	Bukalapak	3	4	0	4
	Lazada	4	5	4	0
47	Tokopedia	0	5	4	3
	Shopee	5	0	4	4
	Bukalapak	4	4	0	5
	Lazada	3	4	5	0
48	Tokopedia	0	4	4	3
	Shopee	4	0	3	2
	Bukalapak	4	3	0	1
	Lazada	3	2	1	0
49	Tokopedia	0	5	4	2
	Shopee	5	0	3	4
	Bukalapak	4	3	0	3
	Lazada	2	4	3	0
50	Tokopedia	0	4	4	3
	Shopee	4	0	4	4
	Bukalapak	4	4	0	4
	Lazada	3	4	4	0
51	Tokopedia	0	5	4	3
	Shopee	5	0	3	2

	Bukalapak	4	3	0	5
	Lazada	3	2	5	0
52	Tokopedia	0	5	2	4
	Shopee	5	0	3	5
	Bukalapak	2	3	0	4
	Lazada	4	5	4	0
53	Tokopedia	0	5	4	4
	Shopee	5	0	3	4
	Bukalapak	4	3	0	2
	Lazada	4	4	2	0
54	Tokopedia	0	5	4	4
	Shopee	5	0	3	4
	Bukalapak	4	3	0	4
	Lazada	4	4	4	0
55	Tokopedia	0	5	3	2
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	2	3	5	0
56	Tokopedia	0	4	4	5
	Shopee	4	0	4	4
	Bukalapak	4	4	0	4
	Lazada	5	4	4	0
57	Tokopedia	0	3	4	5
	Shopee	3	0	4	5
	Bukalapak	4	4	0	3
	Lazada	5	5	3	0
58	Tokopedia	0	5	3	4
	Shopee	5	0	3	4
	Bukalapak	3	3	0	4
	Lazada	4	4	4	0
59	Tokopedia	0	4	3	3
	Shopee	4	0	3	4
	Bukalapak	3	3	0	1
	Lazada	3	4	1	0
60	Tokopedia	0	3	2	5
	Shopee	3	0	4	3
	Bukalapak	2	4	0	5
	Lazada	5	3	5	0
61	Tokopedia	0	5	3	4
	Shopee	5	0	2	5
	Bukalapak	3	2	0	3
	Lazada	4	5	3	0
62	Tokopedia	0	4	3	5

	Shopee	4	0	5	5
	Bukalapak	3	5	0	4
	Lazada	5	5	4	0
63	Tokopedia	0	3	3	4
	Shopee	3	0	5	5
	Bukalapak	3	5	0	4
	Lazada	4	5	4	0
64	Tokopedia	0	4	5	5
	Shopee	4	0	4	2
	Bukalapak	5	4	0	3
	Lazada	5	2	3	0
65	Tokopedia	0	3	5	4
	Shopee	3	0	4	4
	Bukalapak	5	4	0	2
	Lazada	4	4	2	0
66	Tokopedia	0	3	4	3
	Shopee	3	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
67	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
68	Tokopedia	0	3	5	5
	Shopee	3	0	5	4
	Bukalapak	5	5	0	3
	Lazada	5	4	3	0
69	Tokopedia	0	3	2	4
	Shopee	3	0	5	5
	Bukalapak	2	5	0	3
	Lazada	4	5	3	0
70	Tokopedia	0	4	4	5
	Shopee	4	0	4	5
	Bukalapak	4	4	0	4
	Lazada	5	5	4	0
71	Tokopedia	0	5	3	2
	Shopee	5	0	3	4
	Bukalapak	3	3	0	5
	Lazada	2	4	5	0
72	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0

73	Tokopedia	0	3	4	4
	Shopee	3	0	4	5
	Bukalapak	4	4	0	4
	Lazada	4	5	4	0
74	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	4
	Lazada	3	3	4	0
75	Tokopedia	0	4	5	3
	Shopee	4	0	4	4
	Bukalapak	5	4	0	1
	Lazada	3	4	1	0
76	Tokopedia	0	5	3	4
	Shopee	5	0	4	4
	Bukalapak	3	4	0	4
	Lazada	4	4	4	0
77	Tokopedia	0	5	5	5
	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	5	4	3	0
78	Tokopedia	0	5	4	5
	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	5	3	4	0
79	Tokopedia	0	5	3	2
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	2	3	5	0
80	Tokopedia	0	4	5	2
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	2	5	4	0
81	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	4	3	5	0
82	Tokopedia	0	2	5	3
	Shopee	2	0	1	5
	Bukalapak	5	1	0	4
	Lazada	3	5	4	0
83	Tokopedia	0	5	4	4
	Shopee	5	0	5	3
	Bukalapak	4	5	0	4

	Lazada	4	3	4	0
84	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
85	Tokopedia	0	4	4	3
	Shopee	4	0	3	4
	Bukalapak	4	3	0	4
	Lazada	3	4	4	0
86	Tokopedia	0	2	5	4
	Shopee	2	0	4	3
	Bukalapak	5	4	0	4
	Lazada	4	3	4	0
87	Tokopedia	0	2	5	3
	Shopee	2	0	3	4
	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
88	Tokopedia	0	3	4	3
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
89	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
90	Tokopedia	0	3	4	4
	Shopee	3	0	5	5
	Bukalapak	4	5	0	3
	Lazada	4	5	3	0
91	Tokopedia	0	3	4	3
	Shopee	3	0	3	4
	Bukalapak	4	3	0	3
	Lazada	3	4	3	0
92	Tokopedia	0	4	4	3
	Shopee	4	0	4	5
	Bukalapak	4	4	0	5
	Lazada	3	5	5	0
93	Tokopedia	0	4	5	3
	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
94	Tokopedia	0	3	5	2
	Shopee	3	0	4	3

	Bukalapak	5	4	0	5
	Lazada	2	3	5	0
95	Tokopedia	0	5	4	4
	Shopee	5	0	4	4
	Bukalapak	4	4	0	4
	Lazada	4	4	4	0
96	Tokopedia	0	3	2	4
	Shopee	3	0	3	5
	Bukalapak	2	3	0	4
	Lazada	4	5	4	0
97	Tokopedia	0	1	3	5
	Shopee	1	0	4	4
	Bukalapak	3	4	0	3
	Lazada	5	4	3	0
98	Tokopedia	0	5	4	3
	Shopee	5	0	5	2
	Bukalapak	4	5	0	5
	Lazada	3	2	5	0
99	Tokopedia	0	5	4	4
	Shopee	5	0	3	5
	Bukalapak	4	3	0	2
	Lazada	4	5	2	0
100	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0

Hasil Hasil Jawaban Responden

B. Mudah Digunakan

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	4
	Lazada	5	3	4	0
2	Tokopedia	0	5	3	4
	Shopee	5	0	5	4
	Bukalapak	3	5	0	2
	Lazada	4	4	2	0
3	Tokopedia	0	3	5	4
	Shopee	3	0	2	5
	Bukalapak	5	2	0	4
	Lazada	4	5	4	0
4	Tokopedia	0	4	2	3
	Shopee	4	0	2	4
	Bukalapak	2	2	0	1
	Lazada	3	4	1	0
5	Tokopedia	0	4	3	5
	Shopee	4	0	2	5
	Bukalapak	3	2	0	4
	Lazada	5	5	4	0
6	Tokopedia	0	4	3	4
	Shopee	4	0	3	5
	Bukalapak	3	3	0	4
	Lazada	4	5	4	0
7	Toko pedia	0	5	5	4
	Shopee	5	0	2	3
	Bukalapak	5	2	0	3
	Lazada	4	3	3	0
8	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
9	Tokopedia	0	5	4	3
	Shopee	5	0	1	3
	Bukalapak	4	1	0	4
	Lazada	3	3	4	0
10	Tokopedia	0	3	4	3

	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
11	Tokopedia	0	4	3	2
	Shopee	4	0	4	3
	Bukalapak	3	4	0	2
	Lazada	2	3	2	0
12	Tokopedia	0	5	5	3
	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	3	4	3	0
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	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
14	Tokopedia	0	4	5	5
	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	5	3	4	0
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	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	5	4	0	3
	Lazada	5	4	3	0
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	Bukalapak	5	4	0	3
	Lazada	3	4	3	0
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	Shopee	5	0	3	3
	Bukalapak	3	3	0	3
	Lazada	3	3	3	0
19	Tokopedia	0	4	3	2
	Shopee	4	0	3	1
	Bukalapak	3	3	0	4
	Lazada	2	1	4	0
20	Tokopedia	0	5	2	3

	Shopee	5	0	5	2
	Bukalapak	2	5	0	4
	Lazada	3	2	4	0
21	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
22	Tokopedia	0	4	3	3
	Shopee	4	0	5	4
	Bukalapak	3	5	0	5
	Lazada	3	4	5	0
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	Shopee	3	0	1	2
	Bukalapak	5	1	0	5
	Lazada	3	2	5	0
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	Shopee	4	0	3	3
	Bukalapak	4	3	0	3
	Lazada	4	3	3	0
25	Tokopedia	0	3	4	4
	Shopee	3	0	3	1
	Bukalapak	4	3	0	5
	Lazada	4	1	5	0
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	Shopee	3	0	3	4
	Bukalapak	3	3	0	3
	Lazada	2	4	3	0
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	Shopee	4	0	3	5
	Bukalapak	5	3	0	3
	Lazada	2	5	3	0
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	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
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	Lazada	3	5	4	0
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	Bukalapak	4	4	0	3
	Lazada	5	4	3	0

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	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
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	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
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	Bukalapak	3	4	0	4
	Lazada	3	5	4	0
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	Shopee	3	0	4	5
	Bukalapak	2	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	4	1	0	3
	Lazada	5	5	3	0
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	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	5	5	3	0
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	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
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	Bukalapak	4	5	0	4
	Lazada	3	4	4	0
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	Shopee	4	0	3	3
	Bukalapak	2	3	0	4
	Lazada	3	3	4	0
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	Shopee	5	0	4	3
	Bukalapak	4	4	0	2
	Lazada	3	3	2	0
41	Tokopedia	0	5	4	4
	Shopee	5	0	3	3
	Bukalapak	4	3	0	4

	Lazada	4	3	4	0
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	Bukalapak	5	4	0	5
	Lazada	2	3	5	0
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	Bukalapak	4	5	0	4
	Lazada	5	5	4	0
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	Bukalapak	3	4	0	5
	Lazada	5	4	5	0
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	Bukalapak	5	5	0	3
	Lazada	3	4	3	0
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	Shopee	4	0	3	2
	Bukalapak	5	3	0	2
	Lazada	3	2	2	0
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	Shopee	4	0	5	4
	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
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	Shopee	4	0	3	2
	Bukalapak	3	3	0	1
	Lazada	3	2	1	0
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	Shopee	5	0	2	5
	Bukalapak	3	2	0	4
	Lazada	4	5	4	0
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	Shopee	5	0	3	3
	Bukalapak	4	3	0	3
	Lazada	3	3	3	0
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	Shopee	4	0	5	2
	Bukalapak	3	5	0	5
	Lazada	3	2	5	0
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	Shopee	5	0	4	5

	Bukalapak	4	4	0	2
	Lazada	1	5	2	0
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	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	4	4	3	0
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	Bukalapak	3	5	0	4
	Lazada	5	3	4	0
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	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
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	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	5	3	4	0
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	Shopee	5	0	2	3
	Bukalapak	4	2	0	5
	Lazada	3	3	5	0
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	Shopee	2	0	3	4
	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
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	Shopee	3	0	3	3
	Bukalapak	3	3	0	3
	Lazada	4	3	3	0
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	Shopee	3	0	2	4
	Bukalapak	5	2	0	4
	Lazada	2	4	4	0
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	Bukalapak	4	5	0	2
	Lazada	3	3	2	0
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	Bukalapak	5	3	0	4
	Lazada	5	3	4	0
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	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
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	Shopee	5	0	2	3
	Bukalapak	3	2	0	5
	Lazada	4	3	5	0
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	Shopee		0	4	4
	Bukalapak	5	4	0	4
	Lazada	4	4	4	0
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	Shopee	5	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
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	Shopee	4	0	3	4
	Bukalapak	4	3	0	3
	Lazada	5	4	3	0
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	Shopee	4	0	3	2
	Bukalapak	4	3	0	5
	Lazada	5	2	5	0
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	Bukalapak	4	4	0	2
	Lazada	5	5	2	0
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	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	4	4	3	0
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	Bukalapak	3	3	0	5
	Lazada	5	4	5	0
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	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
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	Shopee	5	0	3	4
	Bukalapak	5	3	0	3
	Lazada	4	4	3	0

74	Tokopedia	0	4	3	5
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	Bukalapak	3	5	0	3
	Lazada	5	2	3	0
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	Shopee	4	0	3	2
	Bukalapak	3	3	0	3
	Lazada	3	2	3	0
76	Tokopedia	0	5	4	2
	Shopee	5	0	3	2
	Bukalapak	4	3	0	2
	Lazada	2	2	2	0
77	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	4
	Lazada	3	3	4	0
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	Shopee	4	0	3	4
	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	2
	Lazada	3	3	2	0
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	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	2	5	4	0
81	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	5
	Lazada	5	3	5	0
82	Tokopedia	0	4	3	5
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	5	3	4	0
83	Tokopedia	0	4	5	3
	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	3	4	3	0
84	Tokopedia	0	3	3	4
	Shopee	3	0	5	3
	Bukalapak	3	5	0	2

	Lazada	4	3	2	0
85	Tokopedia	0	2	5	3
	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	3	4	3	0
86	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	5
	Lazada	5	3	5	0
87	Tokopedia	0	5	4	2
	Shopee	5	0	5	3
	Bukalapak	4	5	0	2
	Lazada	2	3	2	0
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	Shopee	4	0	4	5
	Bukalapak	5	4	0	4
	Lazada	3	5	4	0
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	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
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	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
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	Shopee	5	0	4	3
	Bukalapak	5	4	0	4
	Lazada	3	3	4	0
92	Tokopedia	0	5	5	5
	Shopee	5	0	4	4
	Bukalapak	5	4	0	4
	Lazada	5	4	4	0
93	Tokopedia	0	3	4	5
	Shopee	3	0	5	3
	Bukalapak	4	5	0	4
	Lazada	5	3	4	0
94	Tokopedia	0	3	4	2
	Shopee	3	0	3	5
	Bukalapak	4	3	0	1
	Lazada	2	5	1	0
95	Tokopedia	0	5	4	3
	Shopee	5	0	4	3

	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
96	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
97	Tokopedia	0	4	4	4
	Shopee	4	0	5	5
	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
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	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
99	Tokopedia	0	4	4	5
	Shopee	4	0	3	2
	Bukalapak	4	3	0	3
	Lazada	5	2	3	0
100	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	4
	Lazada	3	4	4	0

Hasil Hasil Jawaban Responden

C. Kualitas Informasi

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	3
	Lazada	4	3	3	0
2	Tokopedia	0	3	4	5
	Shopee	3	0	3	5
	Bukalapak	4	3	0	4
	Lazada	5	5	4	0
3	Tokopedia	0	5	3	2
	Shopee	5	0	3	1
	Bukalapak	3	3	0	4
	Lazada	2	1	4	0
4	Tokopedia	0	4	3	4
	Shopee	4	0	4	3
	Bukalapak	3	4	0	3
	Lazada	4	3	3	0
5	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	3	4	5	0
6	Tokopedia	0	5	5	4
	Shopee	5	0	3	5
	Bukalapak	5	3	0	3
	Lazada	4	5	3	0
7	Tokopedia	0	5	3	3
	Shopee	5	0	2	3
	Bukalapak	3	2	0	4
	Lazada	3	3	4	0
8	Tokopedia	0	4	5	3
	Shopee	4	0	4	2
	Bukalapak	5	4	0	5
	Lazada	3	2	5	0
9	Tokopedia	0	4	5	3
	Shopee	4	0	5	3
	Bukalapak	5	5	0	4
	Lazada	3	3	4	0
10	Tokopedia	0	5	4	4
	Shopee	5	0	3	5

	Bukalapak	4	3	0	2
	Lazada	4	5	2	0
11	Tokopedia	0	4	3	2
	Shopee	4	0	4	3
	Bukalapak	3	4	0	2
	Lazada	2	3	2	0
12	Tokopedia	0	4	4	3
	Shopee	4	0	5	5
	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
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	Shopee	5	0	4	4
	Bukalapak	4	4	0	2
	Lazada	3	4	2	0
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	Bukalapak	2	4	0	3
	Lazada	5	5	3	0
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	Bukalapak	4	5	0	5
	Lazada	5	3	5	0
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	Shopee	5	0	3	4
	Bukalapak	4	3	0	4
	Lazada	3	4	4	0
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	Shopee	5	0	4	5
	Bukalapak	4	4	0	4
	Lazada	3	5	4	0
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	Bukalapak	3	3	0	3
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	Lazada	4	2	4	0
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	Lazada	5	5	3	0
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	Bukalapak	3	5	0	5
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	Lazada	3	3	4	0
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	Bukalapak	4	2	0	1
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	Lazada	4	3	3	0
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	Bukalapak	4	3	0	2
	Lazada	3	3	2	0
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	Bukalapak	4	3	0	4
	Lazada	5	2	4	0
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	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
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	Shopee	3	0	5	4
	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
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	Shopee	5	0	2	3
	Bukalapak	4	2	0	2
	Lazada	5	3	2	0
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	Bukalapak	3	4	0	4
	Lazada	4	5	4	0
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	Bukalapak	4	4	0	4
	Lazada	4	5	4	0
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	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
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	Shopee	3	0	5	4
	Bukalapak	4	5	0	4
	Lazada	4	4	4	0
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	Shopee	4	0	4	5
	Bukalapak	5	4	0	5
	Lazada	3	5	5	0
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	Shopee	4	0	3	5
	Bukalapak	5	3	0	3
	Lazada	4	5	3	0
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	Bukalapak	3	3	0	5
	Lazada	5	4	5	0
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	Shopee	5	0	4	3
	Bukalapak	4	4	0	4
	Lazada	3	3	4	0
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	Shopee	3	0	2	2
	Bukalapak	3	2	0	4
	Lazada	3	2	4	0
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	Shopee	4	0	3	5
	Bukalapak	5	3	0	5
	Lazada	3	5	5	0
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	Bukalapak	5	4	0	4
	Lazada	5	3	4	0

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	Bukalapak	4	5	0	4
	Lazada	3	2	4	0
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	Shopee	5	0	4	4
	Bukalapak	4	4	0	5
	Lazada	4	4	5	0
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	Bukalapak	5	3	0	3
	Lazada	4	4	3	0
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	Shopee	5	0	4	5
	Bukalapak	3	4	0	5
	Lazada	4	5	5	0
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	Shopee	5	0	3	4
	Bukalapak	4	3	0	3
	Lazada	2	4	3	0
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	Bukalapak	4	4	0	5
	Lazada	5	3	5	0
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	Bukalapak	4	4	0	3
	Lazada	2	1	3	0
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	Bukalapak	4	2	0	5
	Lazada	2	3	5	0
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	Shopee	3	0	2	2
	Bukalapak	3	2	0	1
	Lazada	2	2	1	0
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	Shopee	5	0	2	5
	Bukalapak	4	2	0	2
	Lazada	3	5	2	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	3

	Lazada	4	3	3	0
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	Shopee	5	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
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	Bukalapak	4	4	0	3
	Lazada	4	3	3	0
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	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
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	Bukalapak	5	3	0	4
	Lazada	3	5	4	0
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	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
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	Bukalapak	3	4	0	3
	Lazada	3	4	3	0
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	Bukalapak	3	4	0	5
	Lazada	4	2	5	0
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	Lazada	5	5	5	0
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	Bukalapak	5	4	0	5
	Lazada	3	4	5	0
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	Bukalapak	2	3	0	5
	Lazada	3	4	5	0
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	Lazada	4	4	3	0
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	Lazada	4	3	3	0
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	Lazada	5	2	4	0
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	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
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	Lazada	4	5	4	0
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	Bukalapak	5	4	0	3
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	Bukalapak	2	3	0	1
	Lazada	4	4	1	0
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	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
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	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
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	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
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	Bukalapak	4	5	0	3
	Lazada	4	2	3	0
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	Bukalapak	5	3	0	3
	Lazada	4	5	3	0
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	Bukalapak	5	4	0	4
	Lazada	4	5	4	0
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	Bukalapak	4	4	0	4
	Lazada	5	5	4	0
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	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0

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	Bukalapak	4	4	0	4
	Lazada	4	5	4	0
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	Shopee	5	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
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	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	2	5	4	0
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	Bukalapak	4	4	0	4
	Lazada	5	3	4	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	4	3	5	0
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	Shopee	2	0	5	4
	Bukalapak	3	5	0	4
	Lazada	4	4	4	0
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	Shopee	5	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
92	Tokopedia	0	3	4	5
	Shopee	3	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
93	Tokopedia	0	3	5	4

	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
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	Shopee	3	0	5	2
	Bukalapak	3	5	0	1
	Lazada	4	2	1	0
95	Tokopedia	0	5	4	3
	Shopee	5	0	3	3
	Bukalapak	4	3	0	3
	Lazada	3	3	3	0
96	Tokopedia	0	4	2	3
	Shopee	4	0	3	4
	Bukalapak	2	3	0	5
	Lazada	3	4	5	0
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	Shopee	4	0	4	5
	Bukalapak	4	4	0	4
	Lazada	4	5	4	0
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	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
99	Tokopedia	0	5	3	4
	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
100	Tokopedia	0	5	3	2
	Shopee	5	0	4	3
	Bukalapak	3	4	0	3
	Lazada	2	3	3	0

Hasil Hasil Jawaban Responden

D. Layanan Konsumen

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	5	4	2
	Shopee	5	0	3	5
	Bukalapak	4	3	0	3
	Lazada	2	5	3	0
2	Tokopedia	0	3	4	2
	Shopee	3	0	2	4
	Bukalapak	4	2	0	5
	Lazada	2	4	5	0
3	Tokopedia	0	3	5	4
	Shopee	3	0	2	3
	Bukalapak	5	2	0	1
	Lazada	4	3	1	0
4	Tokopedia	0	5	4	5
	Shopee	5	0	5	3
	Bukalapak	4	5	0	2
	Lazada	5	3	2	0
5	Tokopedia	0	4	4	3
	Shopee	4	0	5	4
	Bukalapak	4	5	0	2
	Lazada	3	4	2	0
6	Tokopedia	0	4	5	5
	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	5	4	3	0
7	Tokopedia	0	5	3	3
	Shopee	5	0	4	2
	Bukalapak	3	4	0	5
	Lazada	3	2	5	0
8	Tokopedia	0	5	5	4
	Shopee	5	0	4	3
	Bukalapak	5	4	0	2
	Lazada	4	3	2	0
9	Tokopedia	0	3	5	4
	Shopee	3	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
10	Tokopedia	0	4	5	3
	Shopee	4	0	4	5

	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
11	Tokopedia	0	4	3	3
	Shopee	4	0	3	3
	Bukalapak	3	3	0	3
	Lazada	3	3	3	0
12	Tokopedia	0	4	4	3
	Shopee	4	0	4	5
	Bukalapak	4	4	0	4
	Lazada	3	5	4	0
13	Tokopedia	0	3	4	5
	Shopee	3	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
14	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	3	4	5	0
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	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	5	4	3	0
16	Tokopedia	0	3	3	4
	Shopee	3	0	4	5
	Bukalapak	3	4	0	5
	Lazada	4	5	5	0
17	Tokopedia	0	5	4	4
	Shopee	5	0	4	3
	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
18	Tokopedia	0	5	3	3
	Shopee	5	0	3	3
	Bukalapak	3	3	0	3
	Lazada	3	3	3	0
19	Tokopedia	0	5	5	4
	Shopee	5	0	3	2
	Bukalapak	5	3	0	1
	Lazada	4	2	1	0
20	Tokopedia	0	3	5	3
	Shopee	3	0	2	4

	Bukalapak	5	2	0	3
	Lazada	3	4	3	0
21	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	2
	Lazada	5	3	2	0
22	Tokopedia	0	5	3	3
	Shopee	5	0	4	5
	Bukalapak	3	4	0	4
	Lazada	3	5	4	0
23	Tokopedia	0	3	4	2
	Shopee	3	0	2	1
	Bukalapak	4	2	0	3
	Lazada	2	1	3	0
24	Tokopedia	0	4	3	3
	Shopee	4	0	4	4
	Bukalapak	3	4	0	2
	Lazada	3	4	2	0
25	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	3	4	3	0
26	Tokopedia	0	5	3	3
	Shopee	5	0	4	4
	Bukalapak	3	4	0	4
	Lazada	3	4	4	0
27	Tokopedia	0	4	5	3
	Shopee	4	0	1	2
	Bukalapak	5	1	0	5
	Lazada	3	2	5	0
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	Bukalapak	4	2	0	5
	Lazada	5	4	5	0
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	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
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	Bukalapak	4	5	0	3
	Lazada	4	5	3	0
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	Bukalapak	4	5	0	4
	Lazada	5	5	4	0
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	Bukalapak	5	4	0	3
	Lazada	3	3	3	0
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	Bukalapak	3	5	0	1
	Lazada	4	4	1	0
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	Bukalapak	4	3	0	4
	Lazada	3	4	4	0
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	Shopee	3	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
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	Bukalapak	5	2	0	3
	Lazada	5	4	3	0
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	Bukalapak	4	5	0	4
	Lazada	2	3	4	0
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	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
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	Bukalapak	3	5	0	4
	Lazada	4	3	4	0
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	Bukalapak	3	3	0	2
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	Bukalapak	3	4	0	4
	Lazada	4	2	4	0
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	Bukalapak	5	4	0	3
	Lazada	5	3	3	0
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	Lazada	3	4	3	0
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	Lazada	5	4	3	0
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	Lazada	5	3	5	0
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	Bukalapak	4	3	0	4
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	Lazada	5	5	2	0
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	Bukalapak	5	4	0	3
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	Lazada	3	3	5	0
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	Bukalapak	4	3	0	2
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	Bukalapak	3	4	0	4
	Lazada	4	3	4	0
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	Bukalapak	4	4	0	5
	Lazada	5	3	5	0
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	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
74	Tokopedia	0	5	5	3

	Shopee	5	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
75	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	2
	Lazada	3	3	2	0
76	Tokopedia	0	5	4	5
	Shopee	5	0	5	3
	Bukalapak	4	5	0	3
	Lazada	5	3	3	0
77	Tokopedia	0	4	4	4
	Shopee	4	0	4	4
	Bukalapak	4	4	0	3
	Lazada	4	4	3	0
78	Tokopedia	0	3	4	5
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
79	Tokopedia	0	5	4	2
	Shopee	5	0	2	3
	Bukalapak	4	2	0	5
	Lazada	2	3	5	0
80	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	4	3	5	0
81	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
82	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	3	4	3	0
83	Tokopedia	0	4	5	3
	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	3	4	3	0
84	Tokopedia	0	3	3	5
	Shopee	3	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0

85	Tokopedia	0	4	5	4
	Shopee	4	0	4	3
	Bukalapak	5	4	0	3
	Lazada	4	3	3	0
86	Tokopedia	0	3	5	4
	Shopee	3	0	5	4
	Bukalapak	5	5	0	4
	Lazada	4	4	4	0
87	Tokopedia	0	4	1	2
	Shopee	4	0	5	4
	Bukalapak	1	5	0	3
	Lazada	2	4	3	0
88	Tokopedia	0	3	4	4
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	4	4	3	0
89	Tokopedia	0	3	5	4
	Shopee	3	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0
90	Tokopedia	0	5	5	3
	Shopee	5	0	4	3
	Bukalapak	5	4	0	4
	Lazada	3	3	4	0
91	Tokopedia	0	4	5	5
	Shopee	4	0	3	5
	Bukalapak	5	3	0	5
	Lazada	5	5	5	0
92	Tokopedia	0	4	5	5
	Shopee	4	0	5	5
	Bukalapak	5	5	0	5
	Lazada	5	5	5	0
93	Tokopedia	0	3	5	4

	Shopee	3	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0
94	Tokopedia	0	2	3	5
	Shopee	2	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
95	Tokopedia	0	4	3	3
	Shopee	4	0	4	3
	Bukalapak	3	4	0	2
	Lazada	3	3	2	0
96	Tokopedia	0	5	4	4
	Shopee	5	0	5	5
	Bukalapak	4	5	0	3
	Lazada	4	5	3	0
97	Tokopedia	0	4	4	4
	Shopee	4	0	5	5
	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
98	Tokopedia	0	5	3	4
	Shopee	5	0	5	2
	Bukalapak	3	5	0	3
	Lazada	4	2	3	0
99	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
100	Tokopedia	0	5	4	4
	Shopee	5	0	4	4
	Bukalapak	4	4	0	4
	Lazada	4	4	4	0

Hasil Jawaban Responden

E. Proses Kontrol

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	4	5	3
	Shopee	4	0	3	5
	Bukalapak	5	3	0	3
	Lazada	3	5	3	0
2	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	4	3	4	0
3	Tokopedia	0	4	5	2
	Shopee	4	0	3	5
	Bukalapak	5	3	0	3
	Lazada	2	5	3	0
4	Tokopedia	0	5	4	3
	Shopee	5	0	4	4
	Bukalapak	4	4	0	2
	Lazada	3	4	2	0
5	Tokopedia	0	3	4	3
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
6	Tokopedia	0	5	3	3
	Shopee	5	0	4	5
	Bukalapak	3	4	0	4
	Lazada	3	5	4	0
7	Tokopedia	0	3	3	2
	Shopee	3	0	4	3
	Bukalapak	3	4	0	5
	Lazada	2	3	5	0
8	Tokopedia	0	5	5	3
	Shopee	5	0	4	5
	Bukalapak	5	4	0	4
	Lazada	3	5	4	0
9	Tokopedia	0	4	3	5
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
10	Tokopedia	0	4	5	3
	Shopee	4	0	4	5

	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
11	Tokopedia	0	4	3	2
	Shopee	4	0	3	2
	Bukalapak	3	3	0	2
	Lazada	2	2	2	0
12	Tokopedia	0	5	5	4
	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	4	4	3	0
13	Tokopedia	0	5	3	4
	Shopee	5	0	4	4
	Bukalapak	3	4	0	2
	Lazada	4	4	2	0
14	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
15	Tokopedia	0	4	3	5
	Shopee	4	0	5	4
	Bukalapak	3	5	0	4
	Lazada	5	4	4	0
16	Tokopedia	0	5	4	4
	Shopee	5	0	3	4
	Bukalapak	4	3	0	3
	Lazada	4	4	3	0
17	Tokopedia	0	4	4	5
	Shopee	4	0	5	4
	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
18	Tokopedia	0	5	4	4
	Shopee	5	0	3	3
	Bukalapak	4	3	0	3
	Lazada	4	3	3	0
19	Tokopedia	0	4	3	4
	Shopee	4	0	5	4
	Bukalapak	3	5	0	2
	Lazada	4	4	2	0
20	Tokopedia	0	3	5	4
	Shopee	3	0	3	2

	Bukalapak	5	3	0	5
	Lazada	4	2	5	0
21	Tokopedia	0	3	5	4
	Shopee	3	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0
22	Tokopedia	0	4	4	3
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
23	Tokopedia	0	3	4	2
	Shopee	3	0	2	2
	Bukalapak	4	2	0	3
	Lazada	2	2	3	0
24	Tokopedia	0	5	4	4
	Shopee	5	0	5	4
	Bukalapak	4	5	0	4
	Lazada	4	4	4	0
25	Tokopedia	0	3	2	5
	Shopee	3	0	4	5
	Bukalapak	2	4	0	5
	Lazada	5	5	5	0
26	Tokopedia	0	5	3	3
	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	3	4	3	0
27	Tokopedia	0	3	5	4
	Shopee	3	0	3	5
	Bukalapak	5	3	0	2
	Lazada	4	5	2	0
28	Tokopedia	0	4	3	4
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	4	3	4	0
29	Tokopedia	0	4	3	5
	Shopee	4	0	3	4
	Bukalapak	3	3	0	5
	Lazada	5	4	5	0
30	Tokopedia	0	4	4	4
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	4	4	3	0
31	Tokopedia	0	4	5	4

	Shopee	4	0	4	5
	Bukalapak	5	4	0	5
	Lazada	4	5	5	0
32	Tokopedia	0	4	5	4
	Shopee	4	0	4	3
	Bukalapak	5	4	0	3
	Lazada	4	3	3	0
33	Tokopedia	0	4	3	5
	Shopee	4	0	3	4
	Bukalapak	3	3	0	2
	Lazada	5	4	2	0
34	Tokopedia	0	3	3	4
	Shopee	3	0	4	3
	Bukalapak	3	4	0	3
	Lazada	4	3	3	0
35	Tokopedia	0	4	5	3
	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
36	Tokopedia	0	4	3	4
	Shopee	4	0	5	3
	Bukalapak	3	5	0	5
	Lazada	4	3	5	0
37	Tokopedia	0	5	4	2
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	2	5	3	0
38	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
39	Tokopedia	0	4	3	4
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
40	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	3	3	4	0
41	Tokopedia	0	4	4	5
	Shopee	4	0	3	3
	Bukalapak	4	3	0	4
	Lazada	5	3	4	0

42	Tokopedia	0	4	4	3
	Shopee	4	0	3	3
	Bukalapak	4	3	0	5
	Lazada	3	3	5	0
43	Tokopedia	0	4	5	5
	Shopee	4	0	5	5
	Bukalapak	5	5	0	4
	Lazada	5	5	4	0
44	Tokopedia	0	4	4	4
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	4	4	3	0
45	Tokopedia	0	3	4	5
	Shopee	3	0	4	3
	Bukalapak	4	4	0	3
	Lazada	5	3	3	0
46	Tokopedia	0	5	3	5
	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	5	3	4	0
47	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
48	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
49	Tokopedia	0	3	4	3
	Shopee	3	0	2	5
	Bukalapak	4	2	0	5
	Lazada	3	5	5	0
50	Tokopedia	0	4	4	3
	Shopee	4	0	3	3
	Bukalapak	4	3	0	3
	Lazada	3	3	3	0
51	Tokopedia	0	5	3	5
	Shopee	5	0	4	5
	Bukalapak	3	4	0	5
	Lazada	5	5	5	0
52	Tokopedia	0	4	4	5
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3

	Lazada	5	4	3	0
53	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
54	Tokopedia	0	5	4	5
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	5	3	3	0
55	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
56	Tokopedia	0	5	4	5
	Shopee	5	0	5	4
	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
57	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	3	3	4	0
58	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	3
	Lazada	4	3	3	0
59	Tokopedia	0	4	4	4
	Shopee	4	0	3	3
	Bukalapak	4	3	0	3
	Lazada	4	3	3	0
60	Tokopedia	0	3	4	5
	Shopee	3	0	4	3
	Bukalapak	4	4	0	5
	Lazada	5	3	5	0
61	Tokopedia	0	3	4	2
	Shopee	3	0	3	5
	Bukalapak	4	3	0	4
	Lazada	2	5	4	0
62	Tokopedia	0	5	3	5
	Shopee	5	0	4	4
	Bukalapak	3	4	0	5
	Lazada	5	4	5	0
63	Tokopedia	0	4	2	5
	Shopee	4	0	3	3

	Bukalapak	2	3	0	5
	Lazada	5	3	5	0
64	Tokopedia	0	5	2	4
	Shopee	5	0	4	2
	Bukalapak	2	4	0	5
	Lazada	4	2	5	0
65	Tokopedia	0	3	5	5
	Shopee	3	0	4	3
	Bukalapak	5	4	0	4
	Lazada	5	3	4	0
66	Tokopedia	0	5	4	3
	Shopee	5	0	3	2
	Bukalapak	4	3	0	3
	Lazada	3	2	3	0
67	Tokopedia	0	3	5	3
	Shopee	3	0	2	4
	Bukalapak	5	2	0	5
	Lazada	3	4	5	0
68	Tokopedia	0	3	5	3
	Shopee	3	0	3	5
	Bukalapak	5	3	0	4
	Lazada	3	5	4	0
69	Tokopedia	0	5	4	4
	Shopee	5	0	3	3
	Bukalapak	4	3	0	5
	Lazada	4	3	5	0
70	Tokopedia	0	4	5	4
	Shopee	4	0	2	4
	Bukalapak	5	2	0	3
	Lazada	4	4	3	0
71	Tokopedia	0	4	5	3
	Shopee	4	0	3	5
	Bukalapak	5	3	0	5
	Lazada	3	5	5	0
72	Tokopedia	0	4	3	4
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
73	Tokopedia	0	5	5	4
	Shopee	5	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
74	Tokopedia	0	5	2	4

	Shopee	5	0	4	3
	Bukalapak	2	4	0	2
	Lazada	4	3	2	0
75	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	5
	Lazada	3	3	5	0
76	Tokopedia	0	4	4	5
	Shopee	4	0	3	2
	Bukalapak	4	3	0	2
	Lazada	5	2	2	0
77	Tokopedia	0	3	4	3
	Shopee	3	0	4	4
	Bukalapak	4	4	0	4
	Lazada	3	4	4	0
78	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	2
	Lazada	3	3	2	0
79	Tokopedia	0	4	5	3
	Shopee	4	0	2	3
	Bukalapak	5	2	0	2
	Lazada	3	3	2	0
80	Tokopedia	0	4	5	3
	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
81	Tokopedia	0	3	4	5
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
82	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	5
	Lazada	4	5	5	0
83	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
84	Tokopedia	0	4	3	4
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	4	3	4	0

85	Tokopedia	0	4	3	4
	Shopee	4	0	4	5
	Bukalapak	3	4	0	4
	Lazada	4	5	4	0
86	Tokopedia	0	4	3	5
	Shopee	4	0	2	4
	Bukalapak	3	2	0	3
	Lazada	5	4	3	0
87	Tokopedia	0	5	3	4
	Shopee	5	0	2	4
	Bukalapak	3	2	0	3
	Lazada	4	4	3	0
88	Tokopedia	0	3	5	4
	Shopee	3	0	4	4
	Bukalapak	5	4	0	5
	Lazada	4	4	5	0
89	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
90	Tokopedia	0	3	5	5
	Shopee	3	0	4	3
	Bukalapak	5	4	0	4
	Lazada	5	3	4	0
91	Tokopedia	0	4	5	5
	Shopee	4	0	3	5
	Bukalapak	5	3	0	5
	Lazada	5	5	5	0
92	Tokopedia	0	4	5	5
	Shopee	4	0	5	5
	Bukalapak	5	5	0	5
	Lazada	5	5	5	0
93	Tokopedia	0	5	4	3

	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	3	5	4	0
94	Tokopedia	0	4	4	5
	Shopee	4	0	3	5
	Bukalapak	4	3	0	4
	Lazada	5	5	4	0
95	Tokopedia	0	5	3	2
	Shopee	5	0	3	1
	Bukalapak	3	3	0	1
	Lazada	2	1	1	0
96	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	4
	Lazada	4	3	4	0
97	Tokopedia	0	4	5	5
	Shopee	4	0	4	4
	Bukalapak	5	4	0	5
	Lazada	5	4	5	0
98	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
99	Tokopedia	0	4	5	4
	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
100	Tokopedia	0	5	4	4
	Shopee	5	0	5	4
	Bukalapak	4	5	0	4
	Lazada	4	4	4	0

Hasil Jawaban Responden

F. Desain Aplikasi

No	Merk Apk	Toko Pedia	Shopee	Bukalapak	Lazada
1	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	4	3	5	0
2	Tokopedia	0	3	4	5
	Shopee	3	0	5	4
	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
3	Tokopedia	0	5	4	2
	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	2	5	4	0
4	Tokopedia	0	4	3	4
	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
5	Tokopedia	0	4	5	3
	Shopee	4	0	3	2
	Bukalapak	5	3	0	4
	Lazada	3	2	4	0
6	Tokopedia	0	5	4	4
	Shopee	5	0	3	2
	Bukalapak	4	3	0	4
	Lazada	4	2	4	0
7	Tokopedia	0	3	4	2
	Shopee	3	0	3	5
	Bukalapak	4	3	0	2
	Lazada	2	5	2	0
8	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	5
	Lazada	3	3	5	0
9	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
10	Tokopedia	0	3	4	5
	Shopee	3	0	5	4

	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
11	Tokopedia	0	4	3	2
	Shopee	4	0	3	2
	Bukalapak	3	3	0	2
	Lazada	2	2	2	0
12	Tokopedia	0	4	2	3
	Shopee	4	0	3	5
	Bukalapak	2	3	0	2
	Lazada	3	5	2	0
13	Tokopedia	0	4	4	3
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
14	Tokopedia	0	3	4	3
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
15	Tokopedia	0	4	5	3
	Shopee	4	0	5	4
	Bukalapak	5	5	0	2
	Lazada	3	4	2	0
16	Tokopedia	0	4	5	2
	Shopee	4	0	4	3
	Bukalapak	5	4	0	1
	Lazada	2	3	1	0
17	Tokopedia	0	4	3	4
	Shopee	4	0	3	2
	Bukalapak	3	3	0	1
	Lazada	4	2	1	0
18	Tokopedia	0	3	2	3
	Shopee	3	0	4	3
	Bukalapak	2	4	0	2
	Lazada	3	3	2	0
19	Tokopedia	0	4	2	4
	Shopee	4	0	4	5
	Bukalapak	2	4	0	5
	Lazada	4	5	5	0
20	Tokopedia	0	5	2	4
	Shopee	5	0	3	5

	Bukalapak	2	3	0	2
	Lazada	4	5	2	0
21	Tokopedia	0	4	3	5
	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
22	Tokopedia	0	3	4	4
	Shopee	3	0	5	3
	Bukalapak	4	5	0	5
	Lazada	4	3	5	0
23	Tokopedia	0	4	2	3
	Shopee	4	0	4	3
	Bukalapak	2	4	0	1
	Lazada	3	3	1	0
24	Tokopedia	0	5	4	4
	Shopee	5	0	1	3
	Bukalapak	4	1	0	4
	Lazada	4	3	4	0
25	Tokopedia	0	4	5	2
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	2	5	4	0
26	Tokopedia	0	5	3	4
	Shopee	5	0	3	4
	Bukalapak	3	3	0	2
	Lazada	4	4	2	0
27	Tokopedia	0	5	4	3
	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	3	5	4	0
28	Tokopedia	0	5	5	4
	Shopee	5	0	4	4
	Bukalapak	5	4	0	5
	Lazada	4	4	5	0
29	Tokopedia	0	3	4	5
	Shopee	3	0	4	3
	Bukalapak	4	4	0	4
	Lazada	5	3	4	0
30	Tokopedia	0	4	3	5
	Shopee	4	0	2	4
	Bukalapak	3	2	0	2
	Lazada	5	4	2	0
31	Tokopedia	0	3	4	2

	Shopee	3	0	4	3
	Bukalapak	4	4	0	1
	Lazada	2	3	1	0
32	Tokopedia	0	3	4	2
	Shopee	3	0	4	3
	Bukalapak	4	4	0	1
	Lazada	2	3	1	0
33	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
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	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
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	Bukalapak	4	5	0	4
	Lazada	5	3	4	0
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	Bukalapak	4	3	0	3
	Lazada	4	5	3	0
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	Shopee	4	0	4	5
	Bukalapak	3	4	0	2
	Lazada	5	5	2	0
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	Shopee	5	0	4	3
	Bukalapak	4	4	0	2
	Lazada	2	3	2	0
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	Shopee	3	0	4	5
	Bukalapak	2	4	0	2
	Lazada	4	5	2	0
40	Tokopedia	0	3	5	4
	Shopee	3	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
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	Shopee	4	0	5	5
	Bukalapak	3	5	0	4
	Lazada	3	5	4	0

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	Bukalapak	5	4	0	3
	Lazada	4	2	3	0
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	Shopee	3	0	5	4
	Bukalapak	2	5	0	3
	Lazada	3	4	3	0
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	Shopee	4	0	5	3
	Bukalapak	3	5	0	1
	Lazada	5	3	1	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	4	3	4	0
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	Shopee	4	0	3	4
	Bukalapak	5	3	0	2
	Lazada	3	4	2	0
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	Shopee	3	0	3	5
	Bukalapak	4	3	0	3
	Lazada	4	5	3	0
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	Bukalapak	4	3	0	3
	Lazada	3	2	3	0
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	Shopee	2	0	4	5
	Bukalapak	3	4	0	2
	Lazada	5	5	2	0
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	Shopee	4	0	2	4
	Bukalapak	5	2	0	1
	Lazada	3	4	1	0
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	Bukalapak	5	4	0	4
	Lazada	5	3	4	0
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	Shopee	5	0	4	5
	Bukalapak	5	4	0	4

	Lazada	3	5	4	0
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	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	3	5	0	3
	Lazada	2	4	3	0
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	Shopee	5	0	3	5
	Bukalapak	3	3	0	5
	Lazada	4	5	5	0
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	Shopee	4	0	5	3
	Bukalapak	2	5	0	2
	Lazada	3	3	2	0
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	Shopee	3	0	5	4
	Bukalapak	5	5	0	5
	Lazada	4	4	5	0
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	Bukalapak	4	3	0	2
	Lazada	3	4	2	0
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	Bukalapak	3	5	0	2
	Lazada	4	3	2	0
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	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
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	Bukalapak	3	5	0	3
	Lazada	5	5	3	0
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	Bukalapak	5	4	0	3
	Lazada	3	2	3	0
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	Shopee	4	0	3	4

	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
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	Bukalapak	2	5	0	4
	Lazada	5	3	4	0
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	Bukalapak	4	3	0	3
	Lazada	5	5	3	0
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	Shopee	4	0	4	4
	Bukalapak	5	4	0	3
	Lazada	4	4	3	0
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	Shopee	5	0	3	5
	Bukalapak	4	3	0	3
	Lazada	4	5	3	0
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	Shopee	3	0	5	3
	Bukalapak	3	5	0	5
	Lazada	4	3	5	0
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	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
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	Bukalapak	5	3	0	4
	Lazada	4	4	4	0
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	Bukalapak	5	3	0	4
	Lazada	4	4	4	0
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	Shopee	5	0	4	5
	Bukalapak	4	4	0	2
	Lazada	3	5	2	0
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	Shopee	3	0	5	5
	Bukalapak	4	5	0	4
	Lazada	4	5	4	0
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	Bukalapak	3	2	0	5
	Lazada	5	3	5	0
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	Shopee	4	0	4	3
	Bukalapak	5	4	0	1
	Lazada	3	3	1	0
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	Shopee	5	0	5	4
	Bukalapak	3	5	0	5
	Lazada	2	4	5	0
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	Shopee	4	0	4	2
	Bukalapak	3	4	0	1
	Lazada	2	2	1	0
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	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
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	Shopee	4	0	2	3
	Bukalapak	5	2	0	3
	Lazada	4	3	3	0
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	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	4	3	4	0
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	Shopee	5	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
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	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
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	Shopee	3	0	5	3
	Bukalapak	4	5	0	5
	Lazada	4	3	5	0

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	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
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	Shopee	5	0	2	4
	Bukalapak	4	2	0	3
	Lazada	3	4	3	0
87	Tokopedia	0	3	4	5
	Shopee	3	0	2	3
	Bukalapak	4	2	0	1
	Lazada	5	3	1	0
88	Tokopedia	0	5	4	3
	Shopee	5	0	5	5
	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
89	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	3
	Lazada	4	5	3	0
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	Shopee	4	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
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	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	3	4	3	0
92	Tokopedia	0	5	3	2
	Shopee	5	0	4	2
	Bukalapak	3	4	0	3
	Lazada	2	2	3	0
93	Tokopedia	0	4	5	3

	Shopee	4	0	3	4
	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
94	Tokopedia	0	5	3	5
	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	5	3	4	0
95	Tokopedia	0	5	4	2
	Shopee	5	0	5	3
	Bukalapak	4	5	0	1
	Lazada	2	3	1	0
96	Tokopedia	0	5	3	4
	Shopee	5	0	3	4
	Bukalapak	3	3	0	4
	Lazada	4	4	4	0
97	Tokopedia	0	4	2	3
	Shopee	4	0	5	4
	Bukalapak	2	5	0	3
	Lazada	3	4	3	0
98	Tokopedia	0	3	4	5
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
99	Tokopedia	0	5	4	4
	Shopee	5	0	3	3
	Bukalapak	4	3	0	4
	Lazada	4	3	4	0
100	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	2
	Lazada	3	4	2	0

Hasil Jawaban Responden

G. Kualitas Hasil

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	3	4	5
	Shopee	3	0	4	3
	Bukalapak	4	4	0	5
	Lazada	5	3	5	0
2	Tokopedia	0	5	3	2
	Shopee	5	0	4	3
	Bukalapak	3	4	0	5
	Lazada	2	3	5	0
3	Tokopedia	0	5	3	5
	Shopee	5	0	4	3
	Bukalapak	3	4	0	2
	Lazada	5	3	2	0
4	Tokopedia	0	5	4	5
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	5	3	3	0
5	Tokopedia	0	3	4	2
	Shopee	3	0	5	4
	Bukalapak	4	5	0	5
	Lazada	2	4	5	0
6	Tokopedia	0	3	5	3
	Shopee	3	0	5	4
	Bukalapak	5	5	0	5
	Lazada	3	4	5	0
7	Tokopedia	0	4	3	3
	Shopee	4	0	5	4
	Bukalapak	3	5	0	4
	Lazada	3	4	4	0
8	Tokopedia	0	3	5	2
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	2	3	5	0
9	Tokopedia	0	4	5	3
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	3	5	4	0
10	Tokopedia	0	4	3	4
	Shopee	4	0	5	4

	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
11	Tokopedia	0	4	3	3
	Shopee	4	0	3	2
	Bukalapak	3	3	0	2
	Lazada	3	2	2	0
12	Tokopedia	0	3	4	5
	Shopee	3	0	5	5
	Bukalapak	4	5	0	5
	Lazada	5	5	5	0
13	Tokopedia	0	5	4	5
	Shopee	5	0	3	3
	Bukalapak	4	3	0	4
	Lazada	5	3	4	0
14	Tokopedia	0	4	5	5
	Shopee	4	0	4	5
	Bukalapak	5	4	0	4
	Lazada	5	5	4	0
15	Tokopedia	0	5	4	4
	Shopee	5	0	4	4
	Bukalapak	4	4	0	3
	Lazada	4	4	3	0
16	Tokopedia	0	4	2	2
	Shopee	4	0	3	4
	Bukalapak	2	3	0	3
	Lazada	2	4	3	0
17	Tokopedia	0	5	4	4
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	4	3	3	0
18	Tokopedia	0	5	3	3
	Shopee	5	0	4	4
	Bukalapak	3	4	0	4
	Lazada	3	4	4	0
19	Tokopedia	0	5	5	4
	Shopee	5	0	5	5
	Bukalapak	5	5	0	4
	Lazada	4	5	4	0
20	Tokopedia	0	3	5	2
	Shopee	3	0	4	3

	Bukalapak	5	4	0	1
	Lazada	2	3	1	0
21	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	5
	Lazada	3	3	5	0
22	Tokopedia	0	3	2	4
	Shopee	3	0	4	5
	Bukalapak	2	4	0	3
	Lazada	4	5	3	0
23	Tokopedia	0	5	5	2
	Shopee	5	0	3	3
	Bukalapak	5	3	0	2
	Lazada	2	3	2	0
24	Tokopedia	0	5	4	4
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	4	3	3	0
25	Tokopedia	0	4	5	2
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	2	5	4	0
26	Tokopedia	0	5	3	3
	Shopee	5	0	3	3
	Bukalapak	3	3	0	2
	Lazada	3	3	2	0
27	Tokopedia	0	5	5	3
	Shopee	5	0	4	2
	Bukalapak	5	4	0	5
	Lazada	3	2	5	0
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	Shopee	3	0	4	5
	Bukalapak	2	4	0	5
	Lazada	4	5	5	0
29	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	3	4	3	0
30	Tokopedia	0	2	1	3
	Shopee	2	0	5	5
	Bukalapak	1	5	0	5
	Lazada	3	5	5	0
31	Tokopedia	0	4	3	3

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	Bukalapak	3	4	0	4
	Lazada	3	4	4	0
32	Tokopedia	0	5	4	4
	Shopee	5	0	4	3
	Bukalapak	4	4	0	4
	Lazada	4	3	4	0
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	Shopee	3	0	5	4
	Bukalapak	5	5	0	2
	Lazada	4	4	2	0
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	Shopee	3	0	3	4
	Bukalapak	4	3	0	4
	Lazada	3	4	4	0
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	Shopee	5	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
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	Bukalapak	5	5	0	4
	Lazada	5	3	4	0
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	Bukalapak	4	3	0	2
	Lazada	2	5	2	0
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	Bukalapak	4	5	0	4
	Lazada	4	4	4	0
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	Shopee	4	0	5	4
	Bukalapak	3	5	0	2
	Lazada	4	4	2	0
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	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
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	Shopee	4	0	3	5
	Bukalapak	4	3	0	3
	Lazada	2	5	3	0

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	Bukalapak	4	3	0	5
	Lazada	4	3	5	0
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	Shopee	4	0	5	5
	Bukalapak	5	5	0	5
	Lazada	4	5	5	0
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	Bukalapak	4	3	0	5
	Lazada	5	2	5	0
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	Lazada	3	5	4	0
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	Lazada	4	5	4	0
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	Lazada	4	5	4	0
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	Bukalapak	4	4	0	3
	Lazada	3	2	3	0
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	Bukalapak	3	2	0	4
	Lazada	4	3	4	0
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	Shopee	3	0	3	2
	Bukalapak	4	3	0	2
	Lazada	2	2	2	0
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	Shopee	3	0	5	2
	Bukalapak	2	5	0	5
	Lazada	4	2	5	0
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	Shopee	4	0	4	3
	Bukalapak	3	4	0	3

	Lazada	4	3	3	0
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	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
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	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	4	3	4	0
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	Shopee	5	0	4	5
	Bukalapak	4	4	0	4
	Lazada	3	5	4	0
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	Shopee	4	0	4	4
	Bukalapak	4	4	0	3
	Lazada	5	4	3	0
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	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
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	Shopee	4	0	5	3
	Bukalapak	5	5	0	4
	Lazada	2	3	4	0
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	Shopee	4	0	4	3
	Bukalapak	4	4	0	3
	Lazada	4	3	3	0
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	Bukalapak	4	5	0	4
	Lazada	3	4	4	0
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	Shopee	5	0	4	4
	Bukalapak	3	4	0	2
	Lazada	4	4	2	0
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	Shopee	4	0	5	4
	Bukalapak	4	5	0	5
	Lazada	5	4	5	0
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	Bukalapak	4	4	0	4
	Lazada	5	4	4	0
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	Shopee	3	0	4	5
	Bukalapak	2	4	0	2
	Lazada	4	5	2	0
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	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	3	4	3	0
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	Bukalapak	5	5	0	4
	Lazada	3	3	4	0
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	Bukalapak	5	3	0	3
	Lazada	5	4	3	0
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	Lazada	4	3	5	0
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	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
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	Lazada	3	3	5	0
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	Lazada	4	3	5	0
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	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
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	Shopee	5	0	4	3
	Bukalapak	3	4	0	4
	Lazada	3	3	4	0
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	Bukalapak	5	4	0	2
	Lazada	4	4	2	0
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	Shopee	4	0	2	4
	Bukalapak	3	2	0	1
	Lazada	1	4	1	0
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	Shopee	3	0	4	3
	Bukalapak	3	4	0	3
	Lazada	3	3	3	0
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	Shopee	3	0	3	2
	Bukalapak	5	3	0	5
	Lazada	4	2	5	0
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	Shopee	4	0	3	2
	Bukalapak	5	3	0	3
	Lazada	3	2	3	0
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	Shopee	5	0	3	5
	Bukalapak	4	3	0	3
	Lazada	3	5	3	0
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	Lazada	5	5	4	0
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	Bukalapak	4	3	0	3
	Lazada	3	4	3	0
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	Shopee	3	0	4	3
	Bukalapak	4	4	0	2
	Lazada	5	3	2	0
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	Shopee	5	0	3	5
	Bukalapak	5	3	0	4
	Lazada	4	5	4	0

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	Shopee	3	0	4	5
	Bukalapak	4	4	0	4
	Lazada	3	5	4	0
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	Shopee	5	0	2	4
	Bukalapak	4	2	0	3
	Lazada	3	4	3	0
87	Tokopedia	0	5	2	1
	Shopee	5	0	4	2
	Bukalapak	2	4	0	3
	Lazada	1	2	3	0
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	Shopee	4	0	4	3
	Bukalapak	4	4	0	5
	Lazada	5	3	5	0
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	Shopee	4	0	2	5
	Bukalapak	5	2	0	4
	Lazada	3	5	4	0
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	Shopee	3	0	4	4
	Bukalapak	5	4	0	2
	Lazada	5	4	2	0
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	Shopee	4	0	5	3
	Bukalapak	5	5	0	4
	Lazada	3	3	4	0
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	Shopee	3	0	3	5
	Bukalapak	4	3	0	4
	Lazada	4	5	4	0
93	Tokopedia	0	3	5	3

	Shopee	3	0	3	4
	Bukalapak	5	3	0	5
	Lazada	3	4	5	0
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	Shopee	3	0	2	3
	Bukalapak	4	2	0	5
	Lazada	5	3	5	0
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	Shopee	4	0	3	2
	Bukalapak	3	3	0	2
	Lazada	2	2	2	0
96	Tokopedia	0	4	3	4
	Shopee	4	0	5	3
	Bukalapak	3	5	0	2
	Lazada	4	3	2	0
97	Tokopedia	0	1	5	3
	Shopee	1	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
98	Tokopedia	0	4	5	3
	Shopee	4	0	5	4
	Bukalapak	5	5	0	5
	Lazada	3	4	5	0
99	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	3
	Lazada	3	4	3	0
100	Tokopedia	0	5	4	4
	Shopee	5	0	4	4
	Bukalapak	4	4	0	4
	Lazada	4	4	4	0

Hasil Jawaban Responden

H. Keandalan

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	5	3	4
	Shopee	5	0	5	3
	Bukalapak	3	5	0	4
	Lazada	4	3	4	0
2	Tokopedia	0	4	5	2
	Shopee	4	0	3	4
	Bukalapak	5	3	0	5
	Lazada	2	4	5	0
3	Tokopedia	0	3	5	4
	Shopee	3	0	3	5
	Bukalapak	5	3	0	2
	Lazada	4	5	2	0
4	Tokopedia	0	5	3	4
	Shopee	5	0	3	4
	Bukalapak	3	3	0	3
	Lazada	4	4	3	0
5	Tokopedia	0	4	4	3
	Shopee	4	0	3	5
	Bukalapak	4	3	0	3
	Lazada	3	5	3	0
6	Tokopedia	0	4	3	5
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	5	3	4	0
7	Tokopedia	0	3	3	4
	Shopee	3	0	3	5
	Bukalapak	3	3	0	5
	Lazada	4	5	5	0
8	Tokopedia	0	5	4	3
	Shopee	5	0	5	2
	Bukalapak	4	5	0	5
	Lazada	3	2	5	0
9	Tokopedia	0	3	4	5
	Shopee	3	0	5	3
	Bukalapak	4	5	0	4
	Lazada	5	3	4	0

10	Tokopedia	0	4	3	5
	Shopee	4	0	2	4
	Bukalapak	3	2	0	5
	Lazada	5	4	5	0
11	Tokopedia	0	5	4	4
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	4	3	3	0
12	Tokopedia	0	5	5	4
	Shopee	5	0	4	4
	Bukalapak	5	4	0	4
	Lazada	4	4	4	0
13	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
14	Tokopedia	0	5	5	3
	Shopee	5	0	4	3
	Bukalapak	5	4	0	3
	Lazada	3	3	3	0
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	Shopee	4	0	5	4
	Bukalapak	4	5	0	4
	Lazada	4	4	4	0
16	Tokopedia	0	4	5	4
	Shopee	4	0	5	4
	Bukalapak	5	5	0	4
	Lazada	4	4	4	0
17	Tokopedia	0	4	5	5
	Shopee	4	0	4	4
	Bukalapak	5	4	0	3
	Lazada	5	4	3	0
18	Tokopedia	0	4	3	2
	Shopee	4	0	3	3
	Bukalapak	3	3	0	4
	Lazada	2	3	4	0
19	Tokopedia	0	5	5	3
	Shopee	5	0	3	2

	Bukalapak	5	3	0	3
	Lazada	3	2	3	0
20	Tokopedia	0	3	1	5
	Shopee	3	0	4	2
	Bukalapak	1	4	0	5
	Lazada	5	2	5	0
21	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
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	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
23	Tokopedia	0	3	3	4
	Shopee	3	0	2	3
	Bukalapak	3	2	0	5
	Lazada	4	3	5	0
24	Tokopedia	0	4	4	4
	Shopee	4	0	5	3
	Bukalapak	4	5	0	3
	Lazada	4	3	3	0
25	Tokopedia	0	3	4	5
	Shopee	3	0	5	3
	Bukalapak	4	5	0	4
	Lazada	5	3	4	0
26	Tokopedia	0	5	3	4
	Shopee	5	0	4	2
	Bukalapak	3	4	0	1
	Lazada	4	2	1	0
27	Tokopedia	0	4	3	4
	Shopee	4	0	5	2
	Bukalapak	3	5	0	5
	Lazada	4	2	5	0
28	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
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	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
30	Tokopedia	0	4	4	5

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	Bukalapak	4	4	0	5
	Lazada	5	4	5	0
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	Bukalapak	5	5	0	5
	Lazada	5	4	5	0
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	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
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	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	4	4	0	4
	Lazada	3	5	4	0
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	Bukalapak	4	3	0	4
	Lazada	5	5	4	0
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	Bukalapak	3	4	0	5
	Lazada	4	3	5	0
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	Bukalapak	2	4	0	2
	Lazada	3	5	2	0
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	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
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	Bukalapak	4	4	0	3
	Lazada	4	4	3	0
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	Lazada	2	4	5	0
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	Bukalapak	3	3	0	4
	Lazada	4	2	4	0
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	Bukalapak	3	5	0	3
	Lazada	2	4	3	0
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	Lazada	3	3	5	0
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	Bukalapak	3	3	0	1
	Lazada	4	2	1	0
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	Lazada	5	3	5	0
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	Bukalapak	3	3	0	2
	Lazada	2	2	2	0
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	Lazada	5	3	4	0
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	Bukalapak	4	2	0	5
	Lazada	4	1	5	0
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	Lazada	5	3	5	0
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	Bukalapak	4	2	0	5
	Lazada	2	5	5	0
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	Bukalapak	4	3	0	4
	Lazada	3	3	4	0
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	Bukalapak	3	3	0	3
	Lazada	4	2	3	0
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	Bukalapak	5	5	0	4
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	Lazada	4	2	3	0
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	Bukalapak	3	4	0	3
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	Bukalapak	3	5	0	5
	Lazada	2	3	5	0
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	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
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	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
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	Bukalapak	5	5	0	3
	Lazada	4	5	3	0
74	Tokopedia	0	4	2	5
	Shopee	4	0	4	2
	Bukalapak	2	4	0	3
	Lazada	5	2	3	0
75	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	3
	Lazada	3	3	3	0
76	Tokopedia	0	5	5	1
	Shopee	5	0	2	4
	Bukalapak	5	2	0	3
	Lazada	1	4	3	0
77	Tokopedia	0	5	4	5
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	Bukalapak	4	5	0	4
	Lazada	5	4	4	0
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	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
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	Bukalapak	3	5	0	2
	Lazada	4	4	2	0
80	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	3	4	5	0
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	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
82	Tokopedia	0	4	3	5
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
83	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	2
	Lazada	3	4	2	0

84	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
85	Tokopedia	0	4	5	4
	Shopee	4	0	4	3
	Bukalapak	5	4	0	4
	Lazada	4	3	4	0
86	Tokopedia	0	4	3	5
	Shopee	4	0	2	5
	Bukalapak	3	2	0	4
	Lazada	5	5	4	0
87	Tokopedia	0	2	3	5
	Shopee	2	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
88	Tokopedia	0	4	5	4
	Shopee	4	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
89	Tokopedia	0	5	4	3
	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
90	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	3
	Lazada	5	4	3	0
91	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
92	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5

	Lazada	3	4	5	0
93	Tokopedia	0	4	3	5
	Shopee	4	0	4	4
	Bukalapak	3	4	0	3
	Lazada	5	4	3	0
94	Tokopedia	0	3	3	4
	Shopee	3	0	5	5
	Bukalapak	3	5	0	4
	Lazada	4	5	4	0
95	Tokopedia	0	5	4	3
	Shopee	5	0	3	2
	Bukalapak	4	3	0	2
	Lazada	3	2	2	0
96	Tokopedia	0	4	3	4
	Shopee	4	0	3	5
	Bukalapak	3	3	0	4
	Lazada	4	5	4	0
97	Tokopedia	0	5	4	4
	Shopee	5	0	3	2
	Bukalapak	4	3	0	4
	Lazada	4	2	4	0
98	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
99	Tokopedia	0	4	3	5
	Shopee	4	0	4	5
	Bukalapak	3	4	0	4
	Lazada	5	5	4	0
100	Tokopedia	0	5	3	4
	Shopee	5	0	3	2
	Bukalapak	3	3	0	3
	Lazada	4	2	3	0

Hasil Jawaban Responden

I. Responsif

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
2	Tokopedia	0	2	4	5
	Shopee	2	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
3	Tokopedia	0	5	4	2
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	2	4	5	0
4	Tokopedia	0	1	4	2
	Shopee	1	0	3	4
	Bukalapak	4	3	0	4
	Lazada	2	4	4	0
5	Tokopedia	0	5	4	5
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
6	Tokopedia	0	5	5	4
	Shopee	5	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
7	Tokopedia	0	3	2	4
	Shopee	3	0	4	3
	Bukalapak	2	4	0	2
	Lazada	4	3	2	0
8	Tokopedia	0	5	4	2
	Shopee	5	0	5	3
	Bukalapak	4	5	0	5
	Lazada	2	3	5	0
9	Tokopedia	0	4	3	5
	Shopee	4	0	3	5
	Bukalapak	3	3	0	5
	Lazada	5	5	5	0
10	Tokopedia	0	3	5	2

	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	2	3	5	0
11	Tokopedia	0	4	2	3
	Shopee	4	0	4	2
	Bukalapak	2	4	0	2
	Lazada	3	2	2	0
12	Tokopedia	0	5	4	3
	Shopee	5	0	3	2
	Bukalapak	4	3	0	1
	Lazada	3	2	1	0
13	Tokopedia	0	3	5	5
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	5	3	5	0
14	Tokopedia	0	4	5	3
	Shopee	4	0	3	2
	Bukalapak	5	3	0	5
	Lazada	3	2	5	0
15	Tokopedia	0	4	4	3
	Shopee	4	0	5	5
	Bukalapak	4	5	0	4
	Lazada	3	5	4	0
16	Tokopedia	0	4	3	3
	Shopee	4	0	3	4
	Bukalapak	3	3	0	3
	Lazada	3	4	3	0
17	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	2
	Lazada	3	3	2	0
18	Tokopedia	0	4	3	2
	Shopee	4	0	5	3
	Bukalapak	3	5	0	2
	Lazada	2	3	2	0
19	Tokopedia	0	5	4	4
	Shopee	5	0	5	5
	Bukalapak	4	5	0	4

	Lazada	4	5	4	0
20	Tokopedia	0	5	4	2
	Shopee	5	0	3	5
	Bukalapak	4	3	0	3
	Lazada	2	5	3	0
21	Tokopedia	0	4	5	3
	Shopee	4	0	2	4
	Bukalapak	5	2	0	5
	Lazada	3	4	5	0
22	Tokopedia	0	5	4	4
	Shopee	5	0	5	3
	Bukalapak	4	5	0	5
	Lazada	4	3	5	0
23	Tokopedia	0	5	5	2
	Shopee	5	0	3	5
	Bukalapak	5	3	0	4
	Lazada	2	5	4	0
24	Tokopedia	0	5	4	3
	Shopee	5	0	5	3
	Bukalapak	4	5	0	2
	Lazada	3	3	2	0
25	Tokopedia	0	4	3	5
	Shopee	4	0	2	4
	Bukalapak	3	2	0	3
	Lazada	5	4	3	0
26	Tokopedia	0	4	2	2
	Shopee	4	0	3	1
	Bukalapak	2	3	0	2
	Lazada	2	1	2	0
27	Tokopedia	0	5	2	4
	Shopee	5	0	3	5
	Bukalapak	2	3	0	2
	Lazada	4	5	2	0
28	Tokopedia	0	5	5	4
	Shopee	5	0	3	4
	Bukalapak	5	3	0	5
	Lazada	4	4	5	0
29	Tokopedia	0	4	3	5
	Shopee	4	0	4	5
	Bukalapak	3	4	0	3
	Lazada	5	5	3	0
30	Tokopedia	0	3	4	4
	Shopee	3	0	5	5

	Bukalapak	4	5	0	3
	Lazada	4	5	3	0
31	Tokopedia	0	3	4	3
	Shopee	3	0	4	4
	Bukalapak	4	4	0	5
	Lazada	3	4	5	0
32	Tokopedia	0	4	5	3
	Shopee	4	0	5	5
	Bukalapak	5	5	0	3
	Lazada	3	5	3	0
33	Tokopedia	0	5	3	4
	Shopee	5	0	4	5
	Bukalapak	3	4	0	2
	Lazada	4	5	2	0
34	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
35	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	5
	Lazada	3	3	5	0
36	Tokopedia	0	4	4	3
	Shopee	4	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
37	Tokopedia	0	4	5	5
	Shopee	4	0	2	4
	Bukalapak	5	2	0	5
	Lazada	5	4	5	0
38	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
39	Tokopedia	0	4	3	4
	Shopee	4	0	4	3
	Bukalapak	3	4	0	3
	Lazada	4	3	3	0
40	Tokopedia	0	4	5	3
	Shopee	4	0	3	5
	Bukalapak	5	3	0	4
	Lazada	3	5	4	0
41	Tokopedia	0	4	4	3

	Shopee	4	0	4	3
	Bukalapak	4	4	0	5
	Lazada	3	3	5	0
42	Tokopedia	0	3	2	4
	Shopee	3	0	4	3
	Bukalapak	2	4	0	5
	Lazada	4	3	5	0
43	Tokopedia	0	4	5	4
	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	4	4	4	0
44	Tokopedia	0	4	5	5
	Shopee	4	0	4	5
	Bukalapak	5	4	0	4
	Lazada	5	5	4	0
45	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	3
	Lazada	5	3	3	0
46	Tokopedia	0	4	3	4
	Shopee	4	0	4	2
	Bukalapak	3	4	0	4
	Lazada	4	2	4	0
47	Tokopedia	0	4	4	5
	Shopee	4	0	3	4
	Bukalapak	4	3	0	5
	Lazada	5	4	5	0
48	Tokopedia	0	4	2	3
	Shopee	4	0	4	5
	Bukalapak	2	4	0	3
	Lazada	3	5	3	0
49	Tokopedia	0	3	4	5
	Shopee	3	0	2	3
	Bukalapak	4	2	0	4
	Lazada	5	3	4	0
50	Tokopedia	0	3	4	3
	Shopee	3	0	3	2
	Bukalapak	4	3	0	2
	Lazada	3	2	2	0
51	Tokopedia	0	3	3	4
	Shopee	3	0	3	3
	Bukalapak	3	3	0	4
	Lazada	4	3	4	0

52	Tokopedia	0	5	3	3
	Shopee	5	0	4	5
	Bukalapak	3	4	0	4
	Lazada	3	5	4	0
53	Tokopedia	0	5	4	3
	Shopee	5	0	3	5
	Bukalapak	4	3	0	4
	Lazada	3	5	4	0
54	Tokopedia	0	4	3	4
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	4	4	3	0
55	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	3
	Lazada	4	3	3	0
56	Tokopedia	0	3	5	4
	Shopee	3	0	5	3
	Bukalapak	5	5	0	2
	Lazada	4	3	2	0
57	Tokopedia	0	5	4	3
	Shopee	5	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
58	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	3
	Lazada	3	3	3	0
59	Tokopedia	0	5	5	4
	Shopee	5	0	3	4
	Bukalapak	5	3	0	3
	Lazada	4	4	3	0
60	Tokopedia	0	4	3	5
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	5	3	4	0
61	Tokopedia	0	5	4	3
	Shopee	5	0	3	3
	Bukalapak	4	3	0	2
	Lazada	3	3	2	0
62	Tokopedia	0	3	4	5
	Shopee	3	0	3	5
	Bukalapak	4	3	0	4

	Lazada	5	5	4	0
63	Tokopedia	0	4	4	3
	Shopee	4	0	3	2
	Bukalapak	4	3	0	4
	Lazada	3	2	4	0
64	Tokopedia	0	5	4	2
	Shopee	5	0	5	3
	Bukalapak	4	5	0	2
	Lazada	2	3	2	0
65	Tokopedia	0	5	4	4
	Shopee	5	0	5	5
	Bukalapak	4	5	0	3
	Lazada	4	5	3	0
66	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	3
	Lazada	3	4	3	0
67	Tokopedia	0	5	4	4
	Shopee	5	0	3	5
	Bukalapak	4	3	0	3
	Lazada	4	5	3	0
68	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	4
	Lazada	3	4	4	0
69	Tokopedia	0	3	3	3
	Shopee	3	0	5	4
	Bukalapak	3	5	0	3
	Lazada	3	4	3	0
70	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
71	Tokopedia	0	3	5	4
	Shopee	3	0	4	3
	Bukalapak	5	4	0	5
	Lazada	4	3	5	0
72	Tokopedia	0	4	3	5
	Shopee	4	0	5	4
	Bukalapak	3	5	0	3
	Lazada	5	4	3	0
73	Tokopedia	0	4	4	5
	Shopee	4	0	3	4

	Bukalapak	4	3	0	4
	Lazada	5	4	4	0
74	Tokopedia	0	3	4	5
	Shopee	3	0	5	4
	Bukalapak	4	5	0	3
	Lazada	5	4	3	0
75	Tokopedia	0	5	4	4
	Shopee	5	0	3	2
	Bukalapak	4	3	0	2
	Lazada	4	2	2	0
76	Tokopedia	0	5	2	3
	Shopee	5	0	3	4
	Bukalapak	2	3	0	1
	Lazada	3	4	1	0
77	Tokopedia	0	4	3	4
	Shopee	4	0	5	3
	Bukalapak	3	5	0	2
	Lazada	4	3	2	0
78	Tokopedia	0	5	5	3
	Shopee	5	0	4	4
	Bukalapak	5	4	0	3
	Lazada	3	4	3	0
79	Tokopedia	0	5	4	5
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	5	5	3	0
80	Tokopedia	0	3	4	5
	Shopee	3	0	4	5
	Bukalapak	4	4	0	4
	Lazada	5	5	4	0
81	Tokopedia	0	3	5	4
	Shopee	3	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
82	Tokopedia	0	3	4	5
	Shopee	3	0	4	5
	Bukalapak	4	4	0	4
	Lazada	5	5	4	0
83	Tokopedia	0	3	4	5
	Shopee	3	0	5	3
	Bukalapak	4	5	0	4
	Lazada	5	3	4	0
84	Tokopedia	0	5	5	5

	Shopee	5	0	4	3
	Bukalapak	5	4	0	2
	Lazada	5	3	2	0
85	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	3	4	5	0
86	Tokopedia	0	3	4	2
	Shopee	3	0	4	3
	Bukalapak	4	4	0	5
	Lazada	2	3	5	0
87	Tokopedia	0	3	2	1
	Shopee	3	0	4	5
	Bukalapak	2	4	0	3
	Lazada	1	5	3	0
88	Tokopedia	0	3	5	4
	Shopee	3	0	2	4
	Bukalapak	5	2	0	5
	Lazada	4	4	5	0
89	Tokopedia	0	4	5	3
	Shopee	4	0	2	5
	Bukalapak	5	2	0	4
	Lazada	3	5	4	0
90	Tokopedia	0	4	3	5
	Shopee	4	0	4	4
	Bukalapak	3	4	0	4
	Lazada	5	4	4	0
91	Tokopedia	0	3	5	4
	Shopee	3	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
92	Tokopedia	0	4	5	3
	Shopee	4	0	4	3
	Bukalapak	5	4	0	1

	Lazada	3	3	1	0
93	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
94	Tokopedia	0	4	5	3
	Shopee	4	0	4	5
	Bukalapak	5	4	0	3
	Lazada	3	5	3	0
95	Tokopedia	0	5	4	3
	Shopee	5	0	2	4
	Bukalapak	4	2	0	2
	Lazada	3	4	2	0
96	Tokopedia	0	5	4	3
	Shopee	5	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
97	Tokopedia	0	4	3	5
	Shopee	4	0	3	4
	Bukalapak	3	3	0	2
	Lazada	5	4	2	0
98	Tokopedia	0	5	4	5
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	5	3	3	0
99	Tokopedia	0	5	4	3
	Shopee	5	0	4	5
	Bukalapak	4	4	0	3
	Lazada	3	5	3	0
100	Tokopedia	0	5	3	2
	Shopee	5	0	4	3
	Bukalapak	3	4	0	2
	Lazada	2	3	2	0

Hasil Jawaban Responden

J. Personalisasi

No	Merk Apk	Toko pedia	Sho pee	Buka lapak	Laz ada
1	Tokopedia	0	4	3	5
	Shopee	4	0	4	3
	Bukalapak	3	4	0	4
	Lazada	5	3	4	0
2	Tokopedia	0	2	4	3
	Shopee	2	0	5	4
	Bukalapak	4	5	0	3
	Lazada	3	4	3	0
3	Tokopedia	0	3	5	2
	Shopee	3	0	2	4
	Bukalapak	5	2	0	2
	Lazada	2	4	2	0
4	Tokopedia	0	5	4	4
	Shopee	5	0	3	2
	Bukalapak	4	3	0	4
	Lazada	4	2	4	0
5	Tokopedia	0	5	5	4
	Shopee	5	0	4	3
	Bukalapak	5	4	0	2
	Lazada	4	3	2	0
6	Tokopedia	0	3	3	4
	Shopee	3	0	5	3
	Bukalapak	3	5	0	5
	Lazada	4	3	5	0
7	Tokopedia	0	2	1	4
	Shopee	2	0	3	5
	Bukalapak	1	3	0	4
	Lazada	4	5	4	0
8	Tokopedia	0	4	3	2
	Shopee	4	0	5	3
	Bukalapak	3	5	0	4
	Lazada	2	3	4	0
9	Tokopedia	0	5	4	3
	Shopee	5	0	4	3
	Bukalapak	4	4	0	3
	Lazada	3	3	3	0
10	Tokopedia	0	5	4	3

	Shopee	5	0	5	4
	Bukalapak	4	5	0	5
	Lazada	3	4	5	0
11	Tokopedia	0	4	2	1
	Shopee	4	0	3	4
	Bukalapak	2	3	0	2
	Lazada	1	4	2	0
12	Tokopedia	0	4	3	2
	Shopee	4	0	3	4
	Bukalapak	3	3	0	2
	Lazada	2	4	2	0
13	Tokopedia	0	4	4	3
	Shopee	4	0	5	3
	Bukalapak	4	5	0	4
	Lazada	3	3	4	0
14	Tokopedia	0	2	3	5
	Shopee	2	0	4	3
	Bukalapak	3	4	0	1
	Lazada	5	3	1	0
15	Tokopedia	0	5	4	3
	Shopee	5	0	3	4
	Bukalapak	4	3	0	5
	Lazada	3	4	5	0
16	Tokopedia	0	4	5	3
	Shopee	4	0	3	4
	Bukalapak	5	3	0	3
	Lazada	3	4	3	0
17	Tokopedia	0	5	3	4
	Shopee	5	0	4	3
	Bukalapak	3	4	0	2
	Lazada	4	3	2	0
18	Tokopedia	0	3	2	4
	Shopee	3	0	5	4
	Bukalapak	2	5	0	1
	Lazada	4	4	1	0
19	Tokopedia	0	2	3	3
	Shopee	2	0	1	4
	Bukalapak	3	1	0	4

	Lazada	3	4	4	0
20	Tokopedia	0	5	2	3
	Shopee	5	0	1	4
	Bukalapak	2	1	0	2
	Lazada	3	4	2	0
21	Tokopedia	0	3	5	4
	Shopee	3	0	4	5
	Bukalapak	5	4	0	3
	Lazada	4	5	3	0
22	Tokopedia	0	3	1	5
	Shopee	3	0	4	3
	Bukalapak	1	4	0	5
	Lazada	5	3	5	0
23	Tokopedia	0	5	4	2
	Shopee	5	0	3	2
	Bukalapak	4	3	0	5
	Lazada	2	2	5	0
24	Tokopedia	0	5	4	3
	Shopee	5	0	5	3
	Bukalapak	4	5	0	2
	Lazada	3	3	2	0
25	Tokopedia	0	3	5	2
	Shopee	3	0	4	5
	Bukalapak	5	4	0	5
	Lazada	2	5	5	0
26	Tokopedia	0	4	3	2
	Shopee	4	0	3	1
	Bukalapak	3	3	0	2
	Lazada	2	1	2	0
27	Tokopedia	0	5	2	3
	Shopee	5	0	4	5
	Bukalapak	2	4	0	3
	Lazada	3	5	3	0
28	Tokopedia	0	5	5	4
	Shopee	5	0	5	4
	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
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	Bukalapak	5	3	0	5
	Lazada	3	5	5	0
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	Bukalapak	4	5	0	3
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	Bukalapak	5	4	0	3
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	Bukalapak	4	4	0	3
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	Lazada	3	3	4	0
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	Bukalapak	5	5	0	3
	Lazada	4	4	3	0
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	Lazada	4	3	4	0
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	Bukalapak	3	2	0	5
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	Lazada	3	5	4	0
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	Shopee	4	0	4	5
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	Lazada	2	5	2	0