

Lampiran I

KUESIONER PENELITIAN

Perihal : Mohon bantuan pengisian Kuesioner

Kepada Yth : Bapak/ Ibu, Saudara/ i
Di tempat

Dengan Hormat,

Dalam rangka penyusunan Skripsi sebagai salah satu syarat kelulusan program Strata 1 Manajemen di Program Studi Manajemen IIB Darmajaya, Saya:

Nama : Gilang Pratama Putra

NPM : 1812110296

Sedang melakukan penelitian yang berjudul "**PENGARUH *PERCEIVED EASE OF USE* DAN FITUR LAYANAN TERHADAP *INTENTION TO USE SHOPEEPAY***" Oleh karena itu saya mohon kesediaan bapak/ibu,saudara/i untuk mengisi kusioner di bawah ini dengan jujur dan benar. Data atau informasi yang terkumpul akan saya jaga kerahasiaanya dan di gunakan hanya untuk kepentingan penyusunan skripsi ini semata. Atas perhatian bapak/ibu, saudara/i saya ucapkan terima kasih.

Bandar Lampung, Juni 2023
Peneliti

Gilang Pratama Putra
NPM. 1812110296

Panduan pengisian pernyataan :

1. Jawablah pernyataan yang diajukan dibawah ini dengan benar dan jujur.
2. Pernyataan harus dijawab semua jangan sampai ada yang terlewatkan, agar data dapat sepenuhnya di olah oleh peneliti.
3. Berilah tanda (√) pada jawaban yang telah disediakan oleh peneliti.
4. Keterangan : SS (Sangat Setuju)
S (Setuju)
CS (Cukup Setuju)
TS (Tidak Setuju)
STS (Sangat Tidak Setuju)

IDENTITAS RESPONDEN

1. Nama :(Dapat dikosongkan)

2. Jenis Kelamin : Laki-laki
 Perempuan

3. Usia :

<input type="checkbox"/> a. 15 Tahun – 24 Tahun	<input type="checkbox"/> c. 35 Tahun – 44 Tahun
<input type="checkbox"/> b. 25 Tahun – 34 Tahun	<input type="checkbox"/> d. > 44 Tahun

4. Pekerjaan :

<input type="checkbox"/> a. Mahasiswa	<input type="checkbox"/> c. Pegawai Negeri
<input type="checkbox"/> b. Wiraswasta	<input type="checkbox"/> d. Pegawai Swasta

DAFTAR PERNYATAAN

<i>Perceived ease of use</i>						
No	Pernyataan	STS	TS	CS	S	SS
<i>Mudah Dimengerti</i>						
1	ShopeePay mudah untuk dipelajari kegunaannya					
2	ShopeePay mudah untuk dimengerti kegunaannya					
<i>Tidak Membutuhkan Banyak Usaha</i>						
3	ShopeePay mempercepat menyelesaikan transaksi pembayaran					
4	ShopeePay dapat melakukan seluruh kegiatan transaksi					
<i>Mudah Digunakan</i>						
5	ShopeePay mudah digunakan untuk bertransaksi					
6	ShopeePay dapat digunakan kapan pun					
<i>Mudah Dioperasikan</i>						
7	ShopeePay mudah digunakan untuk bertransaksi					
8	ShopeePay dapat digunakan kapan pun					

Fitur Layanan						
No	Pernyataan	STS	TS	CS	S	SS
<i>Kemudahan Akses Informasi Tentang Produk Dan Jasa</i>						
1	ShopeePay memberikan informasi promosi produk dan jasa					
2	ShopeePay memberikan informasi transaksi yang dilakukan					
<i>Fitur layanan</i>						
3	ShopeePay memiliki fitur yang sesuai dengan kebutuhan transaksi					
4	ShopeePay memiliki fitur yang mempermudah aktivitas transaksi					
<i>Keberagaman layanan transaksi</i>						
5	ShopeePay memiliki berbagai layanan transaksi					
6	ShopeePay memiliki layanan transaksi yang lengkap					
<i>Inovasi Produk</i>						
7	ShopeePay selalu menghadirkan inovasi layanan transaksi terbaru					
8	ShopeePay adalah layanan transaksi dengan teknologi terbaik					

<i>Intention To Use</i>						
No	Pernyataan	STS	TS	CS	S	SS
<i>Berniat Menggunakan</i>						
1	Saya berniat menggunakan ShopeePay untuk berbelanja online					
2	Saya berniat menggunakan ShopeePay, karena memiliki bebgai pilihan transaksi					
<i>Digunakan Untuk Masa Depan</i>						
3	Saya berniat menggunakan ShopeePay di masa yang akan datang					
4	Saya berniat menggunakan ShopeePay secara berulang kali					
<i>Ketertarikan Pada Objek Minat</i>						
5	Saya berniat menggunakan ShopeePay, karena menghadirkan berbagai kemudahan transaksi					
6	Saya berniat menggunakan ShopeePay, karena fitur layanan yang diberikan					
<i>Cenderung Selalu Menggunakan</i>						
7	Saya berniat terus menggunakan ShopeePay dalam segala transaksi					
8	Saya berniat menggunakan ShopeePay sesering mungkin					

56	5	5	5	4	4	5	5	5	38
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No	F1	F2	F3	F4	F5	F6	F7	F8	Fitur_Layanan
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No	I1	I2	I3	I4	I5	I6	I7	I8	Intention_To_Use
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Lampiran III (Hasil Uji Deskriptif)

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	43	35.8	35.8	35.8
Valid Perempuan	77	64.2	64.2	100.0
Total	120	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid > 44 Tahun	14	11.7	11.7	11.7
Valid 15 Tahun - 24 Tahun	30	25.0	25.0	36.7
Valid 25 Tahun - 34 Tahun	56	46.7	46.7	83.3
Valid 35 Tahun - 44 Tahun	20	16.7	16.7	100.0
Total	120	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mahasiswa	35	29.2	29.2	29.2
Valid Pegawai Negeri	13	10.8	10.8	40.0
Valid Pegawai Swasta	39	32.5	32.5	72.5
Valid Pelajar	15	12.5	12.5	85.0
Valid Wiraswasta	18	15.0	15.0	100.0
Total	120	100.0	100.0	

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	9	7.5	7.5	7.5
3	15	12.5	12.5	20.0
4	49	40.8	40.8	60.8
5	47	39.2	39.2	100.0
Total	120	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	4	3.3	3.3	4.2
3	17	14.2	14.2	18.3
4	47	39.2	39.2	57.5
5	51	42.5	42.5	100.0
Total	120	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	1.7	1.7	1.7
3	13	10.8	10.8	12.5
4	45	37.5	37.5	50.0
5	60	50.0	50.0	100.0
Total	120	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	3.3	3.3	3.3
2	5	4.2	4.2	7.5
3	37	30.8	30.8	38.3
4	40	33.3	33.3	71.7
5	34	28.3	28.3	100.0
Total	120	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.7	1.7	1.7
2	10	8.3	8.3	10.0
3	27	22.5	22.5	32.5
4	50	41.7	41.7	74.2
5	31	25.8	25.8	100.0
Total	120	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	4.2	4.2	4.2
2	15	12.5	12.5	16.7
3	33	27.5	27.5	44.2
4	42	35.0	35.0	79.2
5	25	20.8	20.8	100.0
Total	120	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	5	4.2	4.2	5.0
3	31	25.8	25.8	30.8
4	53	44.2	44.2	75.0
5	30	25.0	25.0	100.0
Total	120	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.7	1.7	1.7
2	5	4.2	4.2	5.8
3	29	24.2	24.2	30.0
4	46	38.3	38.3	68.3
5	38	31.7	31.7	100.0
Total	120	100.0	100.0	

F1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.7	1.7	1.7
2	18	15.0	15.0	16.7
3	39	32.5	32.5	49.2
4	39	32.5	32.5	81.7
5	22	18.3	18.3	100.0
Total	120	100.0	100.0	

F2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	2.5	2.5	2.5
2	26	21.7	21.7	24.2
3	43	35.8	35.8	60.0
4	24	20.0	20.0	80.0
5	24	20.0	20.0	100.0
Total	120	100.0	100.0	

F3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	5.0	5.0	5.0
2	15	12.5	12.5	17.5
3	34	28.3	28.3	45.8
4	43	35.8	35.8	81.7
5	22	18.3	18.3	100.0
Total	120	100.0	100.0	

F4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	18	15.0	15.0	15.8
3	34	28.3	28.3	44.2
4	34	28.3	28.3	72.5
5	33	27.5	27.5	100.0
Total	120	100.0	100.0	

F5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	9	7.5	7.5	8.3
3	29	24.2	24.2	32.5
4	52	43.3	43.3	75.8
5	29	24.2	24.2	100.0
Total	120	100.0	100.0	

F6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	10	8.3	8.3	9.2
3	28	23.3	23.3	32.5
4	44	36.7	36.7	69.2
5	37	30.8	30.8	100.0
Total	120	100.0	100.0	

F7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	10	8.3	8.3	8.3
3	31	25.8	25.8	34.2
4	40	33.3	33.3	67.5
5	39	32.5	32.5	100.0
Total	120	100.0	100.0	

F8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.7	1.7	1.7
2	11	9.2	9.2	10.8
3	34	28.3	28.3	39.2
4	39	32.5	32.5	71.7
5	34	28.3	28.3	100.0
Total	120	100.0	100.0	

I1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
3	18	15.0	15.0	15.8
4	46	38.3	38.3	54.2
5	55	45.8	45.8	100.0
Total	120	100.0	100.0	

I2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	1	.8	.8	1.7
3	20	16.7	16.7	18.3
4	47	39.2	39.2	57.5
5	51	42.5	42.5	100.0
Total	120	100.0	100.0	

I3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	2.5	2.5	2.5
2	6	5.0	5.0	7.5
3	34	28.3	28.3	35.8
4	32	26.7	26.7	62.5
5	45	37.5	37.5	100.0
Total	120	100.0	100.0	

I4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.8	.8	.8
2	4	3.3	3.3	4.2
3	33	27.5	27.5	31.7
4	50	41.7	41.7	73.3
5	32	26.7	26.7	100.0
Total	120	100.0	100.0	

15

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	.8	.8	.8
2	3	2.5	2.5	3.3
3	24	20.0	20.0	23.3
Valid 4	47	39.2	39.2	62.5
5	45	37.5	37.5	100.0
Total	120	100.0	100.0	

16

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	2.5	2.5	2.5
2	7	5.8	5.8	8.3
Valid 3	33	27.5	27.5	35.8
4	32	26.7	26.7	62.5
5	45	37.5	37.5	100.0
Total	120	100.0	100.0	

17

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	6.7	6.7	6.7
3	36	30.0	30.0	36.7
Valid 4	32	26.7	26.7	63.3
5	44	36.7	36.7	100.0
Total	120	100.0	100.0	

18

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	1.7	1.7	1.7
2	7	5.8	5.8	7.5
Valid 3	26	21.7	21.7	29.2
4	42	35.0	35.0	64.2
5	43	35.8	35.8	100.0
Total	120	100.0	100.0	

Lampiran IV(Hasil Uji Validitas)

		Correlations								
		P1	P2	P3	P4	P5	P6	P7	P8	Perceived_Ease_Of_Use
P1	Pearson Correlation	1	.699**	.244	.407*	.281	.351	.223	.174	.549**
	Sig. (2-tailed)		.000	.194	.026	.132	.058	.237	.357	.002
	N	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.699**	1	.502**	.441*	.475**	.372*	.348	.441*	.696**
	Sig. (2-tailed)	.000		.005	.015	.008	.043	.059	.015	.000
	N	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.244	.502**	1	.257	.296	.318	.285	.358	.519**
	Sig. (2-tailed)	.194	.005		.171	.112	.087	.127	.052	.003
	N	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.407*	.441*	.257	1	.740**	.798**	.819**	.523**	.875**
	Sig. (2-tailed)	.026	.015	.171		.000	.000	.000	.003	.000
	N	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.281	.475**	.296	.740**	1	.544**	.665**	.438*	.772**
	Sig. (2-tailed)	.132	.008	.112	.000		.002	.000	.016	.000
	N	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.351	.372*	.318	.798**	.544**	1	.749**	.498**	.810**
	Sig. (2-tailed)	.058	.043	.087	.000	.002		.000	.005	.000
	N	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.223	.348	.285	.819**	.665**	.749**	1	.710**	.853**
	Sig. (2-tailed)	.237	.059	.127	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.174	.441*	.358	.523**	.438*	.498**	.710**	1	.734**
	Sig. (2-tailed)	.357	.015	.052	.003	.016	.005	.000		.000
	N	30	30	30	30	30	30	30	30	30
Perceived Ease Of Use	Pearson Correlation	.549**	.696**	.519**	.875**	.772**	.810**	.853**	.734**	1
	Sig. (2-tailed)	.002	.000	.003	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

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

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

Correlations

		F1	F2	F3	F4	F5	F6	F7	F8	Fitur_Layanan
F1	Pearson Correlation	1	.320	.119	.294	.421*	.168	.345	.442*	.637**
	Sig. (2-tailed)		.085	.531	.115	.021	.374	.062	.014	.000
	N	30	30	30	30	30	30	30	30	30
F2	Pearson Correlation	.320	1	.563**	.386*	.069	.259	.200	.244	.592**
	Sig. (2-tailed)	.085		.001	.035	.719	.167	.289	.193	.001
	N	30	30	30	30	30	30	30	30	30
F3	Pearson Correlation	.119	.563**	1	.509**	.139	.604**	.262	.205	.668**
	Sig. (2-tailed)	.531	.001		.004	.463	.000	.161	.276	.000
	N	30	30	30	30	30	30	30	30	30
F4	Pearson Correlation	.294	.386*	.509**	1	.369*	.470**	.068	.113	.637**
	Sig. (2-tailed)	.115	.035	.004		.045	.009	.721	.554	.000
	N	30	30	30	30	30	30	30	30	30
F5	Pearson Correlation	.421*	.069	.139	.369*	1	.203	.635**	.399*	.627**
	Sig. (2-tailed)	.021	.719	.463	.045		.281	.000	.029	.000
	N	30	30	30	30	30	30	30	30	30
F6	Pearson Correlation	.168	.259	.604**	.470**	.203	1	.243	.337	.635**
	Sig. (2-tailed)	.374	.167	.000	.009	.281		.195	.069	.000
	N	30	30	30	30	30	30	30	30	30
F7	Pearson Correlation	.345	.200	.262	.068	.635**	.243	1	.723**	.658**
	Sig. (2-tailed)	.062	.289	.161	.721	.000	.195		.000	.000
	N	30	30	30	30	30	30	30	30	30
F8	Pearson Correlation	.442*	.244	.205	.113	.399*	.337	.723**	1	.660**
	Sig. (2-tailed)	.014	.193	.276	.554	.029	.069	.000		.000
	N	30	30	30	30	30	30	30	30	30
Fitur Layanan	Pearson Correlation	.637**	.592**	.668**	.637**	.627**	.635**	.658**	.660**	1
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

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

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

Correlations

		I1	I2	I3	I4	I5	I6	I7	I8	Intention_To_Use
11	Pearson Correlation	1	.857**	.882**	.734**	.594**	.767**	.799**	.528**	.886**
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000	.003	.000
	N	30	30	30	30	30	30	30	30	30
12	Pearson Correlation	.857**	1	.901**	.711**	.800**	.880**	.806**	.526**	.934**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.003	.000
	N	30	30	30	30	30	30	30	30	30
13	Pearson Correlation	.882**	.901**	1	.635**	.644**	.884**	.947**	.562**	.928**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30
14	Pearson Correlation	.734**	.711**	.635**	1	.840**	.757**	.545**	.592**	.842**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.002	.001	.000
	N	30	30	30	30	30	30	30	30	30
15	Pearson Correlation	.594**	.800**	.644**	.840**	1	.774**	.547**	.572**	.836**
	Sig. (2-tailed)	.001	.000	.000	.000		.000	.002	.001	.000
	N	30	30	30	30	30	30	30	30	30
16	Pearson Correlation	.767**	.880**	.884**	.757**	.774**	1	.829**	.615**	.939**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
17	Pearson Correlation	.799**	.806**	.947**	.545**	.547**	.829**	1	.582**	.868**
	Sig. (2-tailed)	.000	.000	.000	.002	.002	.000		.001	.000
	N	30	30	30	30	30	30	30	30	30
18	Pearson Correlation	.528**	.526**	.562**	.592**	.572**	.615**	.582**	1	.711**
	Sig. (2-tailed)	.003	.003	.001	.001	.001	.000	.001		.000
	N	30	30	30	30	30	30	30	30	30
Intention To Use	Pearson Correlation	.886**	.934**	.928**	.842**	.836**	.939**	.868**	.711**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

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

Lampiran V(Hasil Uji Reliabilitas)

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.874	8

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.788	8

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.953	8

Lampiran VI (Hasil Uji Normalitas)

One-Sample Kolmogorov-Smirnov Test

		Perceived_Ease _Of_Use	Fitur_Layanan	Intention_To_U se
N		120	120	120
Normal Parameters ^{a,b}	Mean	31.66	29.38	32.23
	Std. Deviation	4.707	5.470	5.177
Most Extreme Differences	Absolute	.103	.087	.105
	Positive	.047	.086	.077
	Negative	-.103	-.087	-.105
Kolmogorov-Smirnov Z		1.126	.951	1.147
Asymp. Sig. (2-tailed)		.158	.326	.144

a. Test distribution is Normal.

b. Calculated from data.

Lampiran VII (Hasil Uji Linearitas)

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Intention_To_Use * Perceived_Ease_Of_Use	(Combined)		1657.969	21	78.951	5.052	.000
	Between	Linearity	1266.595	1	1266.595	81.049	.000
	Groups	Deviation from Linearity	391.374	20	19.569	1.252	.231
	Within Groups		1531.498	98	15.628		
	Total		3189.467	119			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Intention_To_Use * Fitur_Layanan	(Combined)		1234.939	22	56.134	2.786	.000
	Between	Linearity	826.359	1	826.359	41.011	.000
	Groups	Deviation from Linearity	408.580	21	19.456	.966	.511
	Within Groups		1954.528	97	20.150		
	Total		3189.467	119			

Lampiran VIII (Hasil Uji Multikolinearitas)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	7.784	2.555		3.047	.003		
1 Perceived_Ease_Of_Use	.551	.088	.501	6.237	.000	.737	1.357
Fitur_Layanan	.239	.076	.252	3.139	.002	.737	1.357

a. Dependent Variable: Intention_To_Use

Lampiran IX (Hasil Uji Regresi Linear Berganda)

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Fitur_Layanan, Perceived_Ease_Of_Use ^b		Enter

a. Dependent Variable: Intention_To_Use

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.666 ^a	.444	.434	3.893

a. Predictors: (Constant), Fitur_Layanan, Perceived_Ease_Of_Use

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.784	2.555		3.047	.003
	Perceived_Ease_Of_Use	.551	.088	.501	6.237	.000
	Fitur_Layanan	.239	.076	.252	3.139	.002

a. Dependent Variable: Intention_To_Use

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1415.956	2	707.978	46.706	.000 ^b
	Residual	1773.510	117	15.158		
	Total	3189.467	119			

a. Dependent Variable: Intention_To_Use

b. Predictors: (Constant), Fitur_Layanan, Perceived_Ease_Of_Use