

Perihal: Permohonan Pengisian Kuesioner

Bandar Lampung, 14 Juli 2022

Kepada Yth,

Bapak/ibu/saudara/i

di

Tempat

Dengan hormat

Saya yang bertanda tangan dibawah ini:

Nama : Rodiwansah
Perguruan tinggi : IIB Darmajaya
Jurusan : Ekonomi Manajemen
NPM : 2012118001P
Alamat : Jl. Cengkeh Gg. Canda No. 48 Gedong Meneng Rajabasa
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Berkenaan dengan penelitian yang saya lakukan dalam rangka menyelesaikan study pada program Strata 1 (S1) Ekonomi Manajemen Institut Informatika & Bisnis Darmajaya tentang “**PENGARUH E-SERVICE QUALITY TERHADAP E-SATISFACTION PADA PENGGUNA E- COMMERCE LAZADA**”. Maka saya meminta bantuan kepada Bapak/ibu/saudara/i untuk dapat mengisi kuesioner terlampir.

Penelitian ini diharapkan dapat memberikan hasil yang bermanfaat, oleh karenanya ketersediaan Bapak/ibu/saudara/i untuk menjawab kuesioner dengan benar dan jujur. Perlu diberitahukan bahwa informasi yang Bapak/ibu/saudara/i

berikan semata-mata untuk kepentingan penelitian ini, untuk itu saya menjamin kerahasiaannya.

Atas perhatian, bantuan dan kerjasamanya yang baik dari Bapak/ibu/saudara/i saya sampaikan terimakasih.

Hormat saya

RODIWANSAH

2012118001P

Kuesioner

Pernyataan dibawah ini dalam rangka penelitian skripsi dengan judul
**“PENGARUH *E-SERVICE QUALITY* TERHADAP *E-SATISFACTION*
PADA PENGGUNA *E- COMMERCE LAZADA*”.**

Petunjuk pengisian:

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur
2. Berila tanda (X) pada salah satu jawaban yang sesuai menurut anda
3. Pertanyaan harus dijawab semua

1. Nama Responden

Nama:

2. Usia

- 17-25 tahun
- 26-32 tahun
- 33-40 tahun
- > 40 tahun

3. Jenis Kelamin

- Laki-laki
- Perempuan

4. Pekerjaan

- PNS
- Karyawan BUMN/swasta
- Wirausaha
- Pelajar/mahasiswa
- Lainnya

5. Produk yang sering dibeli

- Fashion
- Kecantikan
- Perangkat Elektronik
- Perlengkapan Rumah Tangga
- Mainan dan Hobi

6. Tempat Tinggal

- Bumi Waras
- Enggal
- Kedamaian
- Kedaton
- Kemiling
- Labuhan Ratu
- Tanjung Karang Barat
- Tanjung Karang Pusat
- Tanjung Karang Timur
- Way Halim
- Langkapura
- Panjang
- Rajabasa
- Sukabumi
- Sukarame
- Tanjung Senang
- Teluk Betung Selatan
- Teluk Betung Timur
- Teluk Betung Utara
- Teluk Betung Barat

SS = Sangat Setuju

S = Setuju

CS = Cukup Setuju

TS = Tidak Setuju

STS = Sangat Tidak Setuju

1. Pernyataan *E-Service Quality* atau Variable Independen (X)

No	Pernyataan					
		5	4	3	2	1
		SS	S	CS	TS	STS
<i>Efficiency</i>						
1	<i>E-Commerce</i> Lazada mudah untuk menemukan apa yang dibutuhkan seperti produk, metode pembayaran bantuan keluhan dan lain-lain.					
2	<i>E-Commerce</i> Lazada selalu memberikan informasi produk yang sesuai dengan produk yang ditampilkan disitus Lazada.					
3	Setiap mengakses <i>E-Commerce</i> Lazada, lazada selalu memuat halaman dengan mudah dan cepat.					
<i>Fullfillment</i>						
4	<i>E-Commerce</i> Lazada selalu menepati janji pada setiap pelayanannya.					
5	<i>E-Commerce</i> Lazada selalu mengupdate ketersediaan stok produk yang akan dijual.					
6	Setiap pengiriman pembelian produk di <i>E-Commerce</i> Lazada selalu tepat waktu.					
<i>System Availability</i>						
7	Sistem yang ada pada <i>E-Commerce</i> Lazada berjalan secara akurat sesuai dengan permintaan pembeli atau konsumen.					
8	Sistem <i>E-Commerce</i> Lazada jarang sekali terjadi gangguan.					

Privacy						
9	Setiap melakukan pembelian di <i>E-Commerce</i> Lazada, <i>E-Commerce</i> Lazada selalu menjamin keamanan dan kenyamanan informasi pembeli.					
10	Setiap melakukan transaksi di <i>E-Commerce</i> Lazada, Lazada selalu melindungi aktivitas pengguna.					
Responsiveness						
11	<i>E-Commerce</i> Lazada selalu memberi tahu setiap ada masalah dalam melakukan transaksi belanja.					
12	<i>E-Commerce</i> Lazada selalu menangani masalah setiap terjadi masalah atau keluhan pembeli.					
13	<i>E-Commerce</i> Lazada selalu menyediakan garansi online pada setiap pembelian produk.					
Compensation						
14	<i>E-Commerce</i> Lazada menyediakan kompensasi penggantian produk ketika terjadi pemesanan produk yang tidak sesuai. Seperti pengembalian uang, pengembalian produk, biaya penanganan produk dan lain sebagainya.					
Contact						
15	<i>E-Commerce</i> Lazada menyediakan kontak telepon, <i>email</i> dan lain sebagainya untuk menangani masalah atau keluhan pembeli.					
16	<i>E-Commerce</i> Lazada memiliki customer					

service yang setiap saat bisa membantu pembeli ketika dibutuhkan.					
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2. Pernyataan *E-Satisfaction* Variable Dependen (Y)

No	Pernyataan					
		5	4	3	2	1
		SS	S	CS	TS	STS
<i>Convenience</i>						
1	Saya merasa puas ketika menggunakan waktu saya ketika berbelanja di <i>E-Commerce</i> Lazada.					
2	Saya merasa puas dengan aktivitas dan pengalaman selama menggunakan <i>E-Commerce</i> Lazada.					
3	Saya merasa puas dengan <i>E-Commerce</i> Lazada karena banyak kemudahan dalam menemukan produk yang diinginkan.					
<i>Merchandising</i>						
4	<i>E-Commerce</i> Lazada selalau menawarkan banyak penawaran (promo) pada setiap pengguna Lazada.					
5	Dengan banyak penawaran (promo) di <i>E-Commerce</i> Lazada membuat saya puas sebagai pengguna Lazada.					
<i>Site design</i>						
6	<i>E-Commerce</i> Lazada menyediakan navigasi atau panduan arah dalam menemukan pencarian, login dan lain-lain.					
7	<i>E-Commerce</i> Lazada menampilkan					

	tampilan yang memudahkan pembeli dalam mencari produk yang diinginkan.					
8	Presentasi <i>website E-Commerce</i> Lazada menarik dan memuaskan pembeli.					
9	<i>E-Commerce</i> Lazada selalu mengupdate informasi pada situsnya.					
<i>Security</i>						
10	<i>E-Commerce</i> Lazada selalu melindungi dengan baik setiap melakukan aktivitas belanja dan aktivitas lainnya.					
11	<i>E-Commerce</i> Lazada selalu menjaga keamanan transaksi seperti keamanan dari pembobolan kartu kredit atau debit dan keamanan transaksi lainnya.					
<i>Serviceability</i>						
12	<i>E-Commerce</i> Lazada selalu menanggapi setiap ada <i>complaint</i> dari pengguna <i>E-Commerce</i> Lazada.					
13	<i>E-Commerce</i> Lazada selalu menampilkan kelengkapan informasi seperti history penjual dan status pengiriman serta kelengkapan informasi lainnya.					
14	Kebijakan pengembalian produk pada <i>E-Commerce</i> Lazada sangat baik dan memuaskan pengguna <i>E-Commerce</i> Lazada.					
15	<i>E-Commerce</i> Lazada menyediakan layanan purna jual seperti pembeli bisa mengajukan <i>refund</i> atau retur atau tukar					

	barang jika barang yang dipesan tidak sesuai.					
16	Pengguna <i>E-Commerce</i> Lazada puas dengan pelayanan selama berbelanja atau menggunakan <i>E-Commerce</i> Lazada.					

Lampiran 3 Hasil Karakteristik Responden

1. Jenis Kelamin

Jenis Kelamin					
	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Laki-laki	60	50.0	50.0	50.0
	Perempuan	60	50.0	50.0	100.0
	Total	120	100.0	100.0	

2. Usia

Usia					
	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	17-25	45	37.5	37.5	37.5
	26-32	35	29.2	29.2	66.7
	33-40	25	20.8	20.8	87.5
	>40	15	12.5	12.5	100.0
	Total	120	100.0	100.0	

3. Pekerjaan

Pekerjaan					
	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	PNS	10	8.3	8.3	8.3
	Karyawan BUMN/Swasta	35	29.2	29.2	37.5
	Wirausaha	30	25.0	25.0	62.5
	Pelajar/Mahasiswa	40	33.3	33.3	95.8
	Lainnya	5	4.2	4.2	100.0
	Total	120	100.0	100.0	

4. Produk Yang Sering Dibeli

Produk Yang Sering Dibeli

	Frequency	Percent	Valid Percent	Cumulative Percent
Fashion	50	41.7	41.7	41.7
Kecantikan	40	33.3	33.3	75.0
Perangkat Elektronik	15	12.5	12.5	87.5
Valid Perlengkapan Rumah	10	8.3	8.3	95.8
Tangga				
Mainan dan Hobi	5	4.2	4.2	100.0
Total	120	100.0	100.0	

5. Tempat Tinggal

Tempat Tinggal

	Frequency	Percent	Valid Percent	Cumulative Percent
Bumi Waras	3	2.5	2.5	2.5
Enggal	3	2.5	2.5	5.0
Kedamaian	3	2.5	2.5	7.5
Kedaton	15	12.5	12.5	20.0
Kemiling	8	6.7	6.7	26.7
Labuhan Ratu	20	16.7	16.7	43.3
Tanjung Karang Barat	5	4.2	4.2	47.5
Tanjung Karang Pusat	6	5.0	5.0	52.5
Tanjung Karang Timur	3	2.5	2.5	55.0
Valid Way Halim	10	8.3	8.3	63.3
Langkapura	5	4.2	4.2	67.5
Panjang	1	.8	.8	68.3
Rajabasa	25	20.8	20.8	89.2
Sukabumi	1	.8	.8	90.0
Sukarame	5	4.2	4.2	94.2
Tanjung Senang	3	2.5	2.5	96.7
Teluk Betung Selatan	1	.8	.8	97.5
Teluk Betung Timur	1	.8	.8	98.3
Teluk Betung Utara	1	.8	.8	99.2

Teluk Betung Barat	1	.8	.8	100.0
Total	120	100.0	100.0	

Lampiran 4 Hasil Jawaban Responden *E-Service Quality* Variabel X

ESQ1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	14	11.7	11.7	11.7
Valid Setuju	56	46.7	46.7	58.3
Valid Sangat Setuju	50	41.7	41.7	100.0
Total	120	100.0	100.0	

ESQ2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Tidak Setuju	1	.8	.8	.8
Valid Cukup Setuju	14	11.7	11.7	12.5
Valid Setuju	55	45.8	45.8	58.3
Valid Sangat Setuju	50	41.7	41.7	100.0
Total	120	100.0	100.0	

ESQ3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	14	11.7	11.7	11.7
Valid Setuju	57	47.5	47.5	59.2
Valid Sangat Setuju	49	40.8	40.8	100.0
Total	120	100.0	100.0	

ESQ4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	15	12.5	12.5	12.5
Valid Setuju	58	48.3	48.3	60.8
Valid Sangat Setuju	47	39.2	39.2	100.0
Total	120	100.0	100.0	

ESQ5

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	1	.8	.8	.8
Cukup Setuju	16	13.3	13.3	14.2
Valid Setuju	57	47.5	47.5	61.7
Sangat Setuju	46	38.3	38.3	100.0
Total	120	100.0	100.0	

ESQ6

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	19	15.8	15.8	15.8
Valid Setuju	55	45.8	45.8	61.7
Sangat Setuju	46	38.3	38.3	100.0
Total	120	100.0	100.0	

ESQ7

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	17	14.2	14.2	14.2
Valid Setuju	56	46.7	46.7	60.8
Sangat Setuju	47	39.2	39.2	100.0
Total	120	100.0	100.0	

ESQ8

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	1	.8	.8	.8
Cukup Setuju	14	11.7	11.7	12.5
Valid Setuju	55	45.8	45.8	58.3
Sangat Setuju	50	41.7	41.7	100.0
Total	120	100.0	100.0	

ESQ9

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	1	.8	.8	.8
Cukup Setuju	15	12.5	12.5	13.3
Valid Setuju	54	45.0	45.0	58.3
Sangat Setuju	50	41.7	41.7	100.0
Total	120	100.0	100.0	

ESQ10

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	1	.8	.8	.8
Cukup Setuju	14	11.7	11.7	12.5
Valid Setuju	53	44.2	44.2	56.7
Sangat Setuju	52	43.3	43.3	100.0
Total	120	100.0	100.0	

ESQ11

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	33	27.5	27.5	27.5
Valid Setuju	53	44.2	44.2	71.7
Sangat Setuju	34	28.3	28.3	100.0
Total	120	100.0	100.0	

ESQ12

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	34	28.3	28.3	28.3
Valid Setuju	53	44.2	44.2	72.5
Sangat Setuju	33	27.5	27.5	100.0
Total	120	100.0	100.0	

ESQ13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	33	27.5	27.5	27.5
Valid Setuju	53	44.2	44.2	71.7
Valid Sangat Setuju	34	28.3	28.3	100.0
Total	120	100.0	100.0	

ESQ14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Tidak Setuju	19	15.8	15.8	15.8
Valid Cukup Setuju	32	26.7	26.7	42.5
Valid Setuju	35	29.2	29.2	71.7
Valid Sangat Setuju	34	28.3	28.3	100.0
Total	120	100.0	100.0	

ESQ15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	34	28.3	28.3	28.3
Valid Setuju	52	43.3	43.3	71.7
Valid Sangat Setuju	34	28.3	28.3	100.0
Total	120	100.0	100.0	

ESQ16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	33	27.5	27.5	27.5
Valid Setuju	53	44.2	44.2	71.7
Valid Sangat Setuju	34	28.3	28.3	100.0
Total	120	100.0	100.0	

Lampiran 5 Hasil Jawaban Responden *E-Satisfaction* Variabel Y

ES1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	9	7.5	7.5	7.5
Valid Setuju	60	50.0	50.0	57.5
Valid Sangat Setuju	51	42.5	42.5	100.0
Total	120	100.0	100.0	

ES2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	9	7.5	7.5	7.5
Valid Setuju	59	49.2	49.2	56.7
Valid Sangat Setuju	52	43.3	43.3	100.0
Total	120	100.0	100.0	

ES3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	9	7.5	7.5	7.5
Valid Setuju	60	50.0	50.0	57.5
Valid Sangat Setuju	51	42.5	42.5	100.0
Total	120	100.0	100.0	

ES4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	9	7.5	7.5	7.5
Valid Setuju	58	48.3	48.3	55.8
Valid Sangat Setuju	53	44.2	44.2	100.0
Total	120	100.0	100.0	

ES5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	8	6.7	6.7	6.7
Valid Setuju	60	50.0	50.0	56.7
Valid Sangat Setuju	52	43.3	43.3	100.0
Total	120	100.0	100.0	

ES6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	10	8.3	8.3	8.3
Valid Setuju	56	46.7	46.7	55.0
Valid Sangat Setuju	54	45.0	45.0	100.0
Total	120	100.0	100.0	

ES7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Tidak Setuju	2	1.7	1.7	1.7
Valid Cukup Setuju	11	9.2	9.2	10.8
Valid Setuju	56	46.7	46.7	57.5
Valid Sangat Setuju	51	42.5	42.5	100.0
Total	120	100.0	100.0	

ES8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Tidak Setuju	1	.8	.8	.8
Valid Cukup Setuju	9	7.5	7.5	8.3
Valid Setuju	57	47.5	47.5	55.8
Valid Sangat Setuju	53	44.2	44.2	100.0
Total	120	100.0	100.0	

ES9

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	1	.8	.8	.8
Cukup Setuju	9	7.5	7.5	8.3
Valid Setuju	57	47.5	47.5	55.8
Sangat Setuju	53	44.2	44.2	100.0
Total	120	100.0	100.0	

ES10

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	11	9.2	9.2	9.2
Valid Setuju	52	43.3	43.3	52.5
Sangat Setuju	57	47.5	47.5	100.0
Total	120	100.0	100.0	

ES11

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	34	28.3	28.3	28.3
Valid Setuju	55	45.8	45.8	74.2
Sangat Setuju	31	25.8	25.8	100.0
Total	120	100.0	100.0	

ES12

	Frequency	Percent	Valid Percent	Cumulative Percent
Cukup Setuju	34	28.3	28.3	28.3
Valid Setuju	56	46.7	46.7	75.0
Sangat Setuju	30	25.0	25.0	100.0
Total	120	100.0	100.0	

ES13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cukup Setuju	33	27.5	27.5	27.5
Valid Setuju	56	46.7	46.7	74.2
Valid Sangat Setuju	31	25.8	25.8	100.0
Total	120	100.0	100.0	

ES14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Sangat Tidak Setuju	2	1.7	1.7	1.7
Valid Tidak Setuju	24	20.0	20.0	21.7
Valid Cukup Setuju	36	30.0	30.0	51.7
Valid Setuju	27	22.5	22.5	74.2
Valid Sangat Setuju	31	25.8	25.8	100.0
Total	120	100.0	100.0	

ES15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Sangat Tidak Setuju	1	.8	.8	.8
Valid Tidak Setuju	2	1.7	1.7	2.5
Valid Cukup Setuju	36	30.0	30.0	32.5
Valid Setuju	50	41.7	41.7	74.2
Valid Sangat Setuju	31	25.8	25.8	100.0
Total	120	100.0	100.0	

ES16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Sangat Tidak Setuju	1	.8	.8	.8
Valid Tidak Setuju	1	.8	.8	1.7
Valid Cukup Setuju	37	30.8	30.8	32.5
Valid Setuju	52	43.3	43.3	75.8
Valid Sangat Setuju	29	24.2	24.2	100.0
Total	120	100.0	100.0	

36	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
37	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
38	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
39	5	5	5	5	5	3	5	5	5	4	4	4	4	4	4	4	71
40	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
41	5	5	5	3	5	5	5	5	5	4	4	4	4	4	4	4	71
42	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
43	5	5	4	5	5	5	5	5	5	4	4	4	4	4	4	4	72
44	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
45	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
46	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
47	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
48	4	4	4	4	4	4	4	4	4	5	5	3	5	5	5	5	69
49	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
50	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
51	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
52	4	4	4	4	4	4	4	2	4	5	5	5	5	5	5	5	69
53	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
54	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
55	5	5	5	5	5	5	3	5	5	4	4	4	4	4	4	4	71
56	4	4	4	4	4	4	3	4	4	5	5	5	5	5	5	5	70
57	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
58	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
59	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
60	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
61	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
62	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
63	5	5	5	4	3	4	4	4	4	4	3	3	3	2	4	4	61
64	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
65	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
66	4	4	4	5	4	3	5	5	5	5	4	4	4	3	3	3	65
67	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
68	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
69	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
70	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
71	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
72	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
73	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
74	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67

114	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
115	5	5	5	5	2	5	5	5	5	5	4	4	4	4	4	4	4	70
116	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
117	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
118	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
119	5	5	5	5	3	5	5	5	5	5	4	4	4	4	4	4	4	71
120	4	2	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	69

Lampiran 7 Hasil Jawaban Responden *E-Satisfaction* Variabel Y

No	<i>E-Satisfaction</i> (Y)																Total Y
	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	Y12	Y13	Y14	Y15	Y16	
1	4	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	62
2	3	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	66
3	5	5	3	4	5	4	4	4	4	4	3	3	3	2	4	4	61
4	4	3	4	5	4	5	5	5	5	5	4	4	4	3	3	3	66
5	5	5	5	4	5	4	4	4	4	4	3	3	3	2	2	4	61
6	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
7	5	5	5	4	5	4	4	4	4	4	3	3	3	2	1	4	60
8	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
9	5	5	5	4	5	4	4	4	4	4	3	3	3	2	2	4	61
10	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
11	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
12	4	4	4	5	4	5	5	5	5	5	4	4	4	3	5	3	69
13	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
14	4	4	4	5	4	5	5	5	5	5	3	4	4	3	3	3	66
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
16	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
17	5	5	5	4	5	4	4	2	4	4	3	3	3	2	4	4	61
18	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
19	5	5	5	4	5	4	3	4	4	4	3	3	3	2	4	4	62
20	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
21	5	5	5	4	5	4	2	4	4	4	3	3	3	2	4	4	61
22	4	4	4	5	4	5	3	5	5	5	4	4	4	3	3	3	65
23	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
24	4	4	4	5	4	5	4	5	5	5	4	4	4	3	3	3	66
25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
26	4	4	4	5	4	5	2	5	5	5	4	4	4	3	3	3	64

66	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
67	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
68	4	4	4	5	4	3	5	5	5	5	4	4	4	3	3	3	65
69	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
70	4	4	4	5	4	5	3	5	5	5	4	4	4	3	3	3	65
71	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
72	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
73	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
74	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
75	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
76	4	4	4	5	4	5	5	5	2	5	4	4	4	3	3	3	64
77	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
78	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
79	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
80	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
81	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
82	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
83	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
84	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
85	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
86	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
87	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
88	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
89	5	5	5	4	5	4	4	4	4	4	3	3	3	2	4	4	63
90	4	4	4	5	4	5	5	5	5	5	4	4	4	3	3	3	67
91	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
92	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
93	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
94	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
95	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
96	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
97	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
98	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
99	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
100	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
101	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
102	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
103	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
104	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71

105	5	5	5	5	5	5	5	5	5	3	4	4	4	4	4	4	72
106	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
107	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
108	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	70
109	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
110	4	4	4	4	4	4	4	4	4	5	5	5	5	5	4	5	70
111	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
112	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
113	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
114	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	71
115	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	3	72
116	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
117	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	73
118	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	2	68
119	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
120	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	1	67

Lampiran 8 Hasil Uji Validitas *E-Service Quality* Variabel X

		Correlations																
		ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6	ESQ7	ESQ8	ESQ9	ESQ10	ESQ11	ESQ12	ESQ13	ESQ14	ESQ15	ESQ16	Total ESQ
ESQ1	Pearson Correlation	1	1.000**	1.000**	.687**	1.000**	.725**	.778**	.722**	.722**	.722**	.492**	.492**	.492**	.236	.731**	.800**	.857**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.006	.006	.006	.210	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ2	Pearson Correlation	1.000**	1	1.000**	.687**	1.000**	.725**	.778**	.722**	.722**	.722**	.492**	.492**	.492**	.236	.731**	.800**	.857**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.006	.006	.006	.210	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ3	Pearson Correlation	1.000**	1.000**	1	.687**	1.000**	.725**	.778**	.722**	.722**	.722**	.492**	.492**	.492**	.236	.731**	.800**	.857**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.006	.006	.006	.210	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ4	Pearson Correlation	.687**	.687**	.687**	1	.687**	.858**	.916**	.973**	.973**	.973**	.740**	.740**	.740**	.281	.416	.423	.868**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.164	.022	.020	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ5	Pearson Correlation	1.000**	1.000**	1.000**	.687**	1	.725**	.778**	.722**	.722**	.722**	.492**	.492**	.492**	.236	.731**	.800**	.857**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.006	.006	.006	.210	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ6	Pearson Correlation	.725**	.725**	.725**	.858**	.725**	1	.836**	.892**	.892**	.892**	.762**	.762**	.762**	.366	.567**	.577**	.890**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.047	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ7	Pearson Correlation	.778**	.778**	.778**	.916**	.778**	.836**	1	.944**	.944**	.944**	.739**	.739**	.739**	.283	.548**	.554**	.907**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.130	.002	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ8	Pearson Correlation	.722**	.722**	.722**	.973**	.722**	.892**	.944**	1	1.000**	1.000**	.800**	.800**	.800**	.330	.487**	.492**	.916**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.075	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ9	Pearson Correlation	.722**	.722**	.722**	.973**	.722**	.892**	.944**	1.000**	1	1.000**	.800**	.800**	.800**	.330	.487**	.492**	.916**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.075	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ10	Pearson Correlation	.722**	.722**	.722**	.973**	.722**	.892**	.944**	1.000**	1.000**	1	.800**	.800**	.800**	.330	.487**	.492**	.916**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.075	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ11	Pearson Correlation	.492**	.492**	.492**	.740**	.492**	.762**	.739**	.800**	.800**	.800**	1	1.000**	1.000**	.766**	.697**	.659**	.864**
	Sig. (2-tailed)	.006	.006	.006	.000	.006	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ12	Pearson Correlation	.492**	.492**	.492**	.740**	.492**	.762**	.739**	.800**	.800**	.800**	1.000**	1	1.000**	.766**	.697**	.659**	.864**
	Sig. (2-tailed)	.006	.006	.006	.000	.006	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ13	Pearson Correlation	.492**	.492**	.492**	.740**	.492**	.762**	.739**	.800**	.800**	.800**	1.000**	1.000**	1	.766**	.697**	.659**	.864**

	Sig. (2-tailed)	.006	.006	.006	.000	.006	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ14	Pearson Correlation	.236	.236	.236	.261	.236	.366*	.283	.330	.330	.330	.766**	.766**	.766**	1	.623**	.662**	.548**
	Sig. (2-tailed)	.210	.210	.210	.164	.210	.047	.130	.075	.075	.075	.000	.000	.000		.000	.000	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ15	Pearson Correlation	.731**	.731**	.731**	.416*	.731**	.567**	.548**	.487**	.487**	.487**	.697**	.697**	.697**	.623**	1	.967**	.779**
	Sig. (2-tailed)	.000	.000	.000	.022	.000	.001	.002	.006	.006	.006	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ESQ16	Pearson Correlation	.800**	.800**	.800**	.423*	.800**	.577**	.554**	.492**	.492**	.492**	.659**	.659**	.659**	.662**	.967**	1	.799**
	Sig. (2-tailed)	.000	.000	.000	.020	.000	.001	.001	.006	.006	.006	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total ESQ	Pearson Correlation	.857**	.857**	.857**	.868**	.857**	.890**	.907**	.916**	.916**	.916**	.864**	.864**	.864**	.548**	.779**	.798**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000	
	N	30	30	30	30	30	30	30	30	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).

Lampiran 9 Hasil Uji Validitas *E-Satisfaction* Variabel Y

		Correlations																
		ES1	ES2	ES3	ES4	ES5	ES6	ES7	ES8	ES9	ES10	ES11	ES12	ES13	ES14	ES15	ES16	Total ES
ES1	Pearson Correlation	1	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES2	Pearson Correlation	1.000**	1	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES3	Pearson Correlation	1.000**	1.000**	1	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES4	Pearson Correlation	1.000**	1.000**	1.000**	1	1.000**	1.000**	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES5	Pearson Correlation	1.000**	1.000**	1.000**	1.000**	1	1.000**	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES6	Pearson Correlation	1.000**	1.000**	1.000**	1.000**	1.000**	1	1.000**	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES7	Pearson Correlation	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1	1.000**	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES8	Pearson Correlation	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1	1.000**	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES9	Pearson Correlation	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1.000**	1	.074	.110	.110	.110	.110	.135	.147	.818**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.696	.563	.563	.563	.563	.478	.438	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES10	Pearson Correlation	.074	.074	.074	.074	.074	.074	.074	.074	.074	1	.934**	.934**	.934**	.934**	.894**	.417	.594**
	Sig. (2-tailed)	.696	.696	.696	.696	.696	.696	.696	.696	.696		.000	.000	.000	.000	.000	.022	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES11	Pearson Correlation	.110	.110	.110	.110	.110	.110	.110	.110	.110	.934**	1	1.000**	1.000**	1.000**	.963**	.477**	.651**
	Sig. (2-tailed)	.563	.563	.563	.563	.563	.563	.563	.563	.563	.000	.000	.000	.000	.000	.000	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES12	Pearson Correlation	.110	.110	.110	.110	.110	.110	.110	.110	.110	.934**	1.000**	1	1.000**	1.000**	.963**	.477**	.651**
	Sig. (2-tailed)	.563	.563	.563	.563	.563	.563	.563	.563	.563	.000	.000	.000	.000	.000	.000	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
ES13	Pearson Correlation	.110	.110	.110	.110	.110	.110	.110	.110	.110	.934**	1.000**	1.000**	1	1.000**	.963**	.477**	.651**

	Sig. (2-tailed)	.563	.563	.563	.563	.563	.563	.563	.563	.563	.000	.000	.000		.000	.000	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.110	.110	.110	.110	.110	.110	.110	.110	.110	.934**	1.000**	1.000**	1.000**	1	.963**	.477**	.651**
ES14	Sig. (2-tailed)	.563	.563	.563	.563	.563	.563	.563	.563	.563	.000	.000	.000	.000		.000	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.135	.135	.135	.135	.135	.135	.135	.135	.135	.894**	.963**	.963**	.963**	.963**	1	.437*	.651**
ES15	Sig. (2-tailed)	.478	.478	.478	.478	.478	.478	.478	.478	.478	.000	.000	.000	.000	.000		.016	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.147	.147	.147	.147	.147	.147	.147	.147	.147	.417*	.477**	.477**	.477**	.477**	.437*	1	.475**
ES16	Sig. (2-tailed)	.438	.438	.438	.438	.438	.438	.438	.438	.438	.022	.008	.008	.008	.008	.016		.008
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.818**	.818**	.818**	.818**	.818**	.818**	.818**	.818**	.818**	.594**	.651**	.651**	.651**	.651**	.651**	.475**	1
Total ES	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.008	
	N	30	30	30	30	30	30	30	30	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).

Lampiran 10 Hasil Uji Reliabilitas *E-Service Quality* Variabel X

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
.973	16

Lampiran 11 Hasil Uji Reliabilitas *E-Satisfaction* Variabel Y

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
.936	16

Lampiran 12 Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		120
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	6.61987269
	Absolute	.117
Most Extreme Differences	Positive	.116
	Negative	-.117
Kolmogorov-Smirnov Z		1.277
Asymp. Sig. (2-tailed)		.076

a. Test distribution is Normal.

b. Calculated from data.

Lampiran 13 Hasil Uji Linieritas

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
E-Satisfaction * E-Service Quality	(Combined)	815.242	13	62.711	1.422	.161
	Between Groups	276.564	1	276.564	6.269	.014
	Linearity	538.679	12	44.890	1.018	.438
	Deviation from Linearity					
	Within Groups	4676.224	106	44.115		
	Total	5491.467	119			

Lampiran 14 Hasil Uji Homogenitas

Test of Homogeneity of Variances

E-Satisfaction

Levene Statistic	df1	df2	Sig.
1.481	11	106	.149

Lampiran 15 Hasil Uji Linier Sederhana

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	54.527	4.930		11.060	.000
E-Service Quality	.184	.074	.224	2.502	.014

a. Dependent Variable: E-Satisfaction

Lampiran 16 Hasil Uji Model Summary

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.224 ^a	.050	.042	6.648

a. Predictors: (Constant), E-Service Quality

Lampiran 17 Hasil Uji t

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	54.527	4.930		11.060	.000
E-Service Quality	.184	.074	.224	2.502	.014

a. Dependent Variable: E-Satisfaction

Lampiran 18 Distribusi Nilai r_{tabel} Signifikansi 5% dan 1%

N	The Level of Significance		N	The Level of Significance	
	5%	1%		5%	1%
3	0.997	0.999	38	0.320	0.413
4	0.950	0.990	39	0.316	0.408
5	0.878	0.959	40	0.312	0.403
6	0.811	0.917	41	0.308	0.398
7	0.754	0.874	42	0.304	0.393
8	0.707	0.834	43	0.301	0.389
9	0.666	0.798	44	0.297	0.384
10	0.632	0.765	45	0.294	0.380
11	0.602	0.735	46	0.291	0.376
12	0.576	0.708	47	0.288	0.372
13	0.553	0.684	48	0.284	0.368
14	0.532	0.661	49	0.281	0.364
15	0.514	0.641	50	0.279	0.361
16	0.497	0.623	55	0.266	0.345
17	0.482	0.606	60	0.254	0.330
18	0.468	0.590	65	0.244	0.317
19	0.456	0.575	70	0.235	0.306
20	0.444	0.561	75	0.227	0.296
21	0.433	0.549	80	0.220	0.286
22	0.432	0.537	85	0.213	0.278
23	0.413	0.526	90	0.207	0.267
24	0.404	0.515	95	0.202	0.263
25	0.396	0.505	100	0.195	0.256
26	0.388	0.496	125	0.176	0.230
27	0.381	0.487	150	0.159	0.210
28	0.374	0.478	175	0.148	0.194
29	0.367	0.470	200	0.138	0.181
30	0.361	0.463	300	0.113	0.148
31	0.355	0.456	400	0.098	0.128
32	0.349	0.449	500	0.088	0.115
33	0.344	0.442	600	0.080	0.105
34	0.339	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086
37	0.325	0.418	1000	0.062	0.081

Lampiran 19 Distribusi Nilai t_{tabel}

d.f	$t_{0.10}$	$t_{0.05}$	$t_{0.025}$	$t_{0.01}$	$t_{0.005}$
1	3.078	6.314	12.71	31.82	63.66
2	1.886	2.920	4.303	6.965	9.925
3	1.638	2.353	3.182	4.541	5.841
4	1.533	2.132	2.776	3.747	4.604
5	1.476	2.015	2.571	3.365	4.032
6	1.440	1.943	2.447	3.143	3.707
7	1.415	1.895	2.365	2.998	3.499
8	1.397	1.860	2.306	2.896	3.355
9	1.383	1.833	2.262	2.821	3.250
10	1.372	1.812	2.228	2.764	3.169
11	1.363	1.796	2.201	2.718	3.106
12	1.356	1.782	2.179	2.681	3.055
13	1.350	1.771	2.160	2.650	3.012
14	1.345	1.761	2.145	2.624	2.977
15	1.341	1.753	2.131	2.602	2.947
16	1.337	1.746	2.120	2.583	2.921
17	1.333	1.740	2.110	2.567	2.898
18	1.330	1.734	2.101	2.552	2.878
19	1.328	1.729	2.093	2.539	2.861
20	1.325	1.725	2.086	2.528	2.845
21	1.323	1.721	2.080	2.518	2.831
22	1.321	1.717	2.074	2.508	2.819
23	1.319	1.714	2.069	2.500	2.807
24	1.318	1.711	2.064	2.492	2.797
25	1.316	1.708	2.060	2.485	2.787
26	1.315	1.706	2.056	2.479	2.779
27	1.314	1.703	2.052	2.473	2.771
28	1.313	1.701	2.048	2.467	2.763
29	1.311	1.699	2.045	2.462	2.756
30	1.310	1.697	2.042	2.457	2.750
31	1.309	1.696	2.040	2.453	2.744
32	1.309	1.694	2.037	2.449	2.738
33	1.308	1.692	2.035	2.445	2.733
34	1.307	1.691	2.032	2.441	2.728
35	1.306	1.690	2.030	2.438	2.724
36	1.306	1.688	2.028	2.434	2.719
37	1.305	1.687	2.026	2.431	2.715
38	1.304	1.686	2.024	2.429	2.712
39	1.304	1.685	2.023	2.426	2.708
40	1.303	1.684	2.021	2.423	2.704
41	1.303	1.683	2.020	2.421	2.701
42	1.302	1.682	2.018	2.418	2.698
43	1.302	1.681	2.017	2.416	2.695
44	1.301	1.680	2.015	2.414	2.692
45	1.301	1.679	2.014	2.412	2.690
46	1.300	1.679	2.013	2.410	2.687
47	1.300	1.678	2.012	2.408	2.685
48	1.299	1.677	2.011	2.407	2.682
49	1.299	1.677	2.010	2.405	2.680
50	1.299	1.676	2.009	2.403	2.678
51	1.298	1.675	2.008	2.402	2.676
52	1.298	1.675	2.007	2.400	2.674
53	1.298	1.674	2.006	2.399	2.672
54	1.297	1.674	2.005	2.397	2.670
55	1.297	1.673	2.004	2.396	2.668
56	1.297	1.673	2.003	2.395	2.667
57	1.297	1.672	2.002	2.394	2.665
58	1.296	1.672	2.002	2.392	2.663
59	1.296	1.671	2.001	2.391	2.662
60	1.296	1.671	2.000	2.390	2.660
61	1.296	1.671	2.000	2.390	2.659
62	1.296	1.671	1.999	2.389	2.659
63	1.296	1.670	1.999	2.389	2.658
64	1.296	1.670	1.999	2.388	2.657
65	1.296	1.670	1.998	2.388	2.657
66	1.295	1.670	1.998	2.387	2.656
67	1.295	1.670	1.998	2.387	2.655
68	1.295	1.670	1.997	2.386	2.655
69	1.295	1.669	1.997	2.386	2.654
70	1.295	1.669	1.997	2.385	2.653
71	1.295	1.669	1.996	2.385	2.653
72	1.295	1.669	1.996	2.384	2.652
73	1.295	1.669	1.996	2.384	2.651
74	1.295	1.668	1.995	2.383	2.651
75	1.295	1.668	1.995	2.383	2.650
76	1.294	1.668	1.995	2.382	2.649
77	1.294	1.668	1.994	2.382	2.649
78	1.294	1.668	1.994	2.381	2.648
79	1.294	1.668	1.994	2.381	2.647
80	1.294	1.667	1.993	2.380	2.647
81	1.294	1.667	1.993	2.380	2.646
82	1.294	1.667	1.993	2.379	2.645
83	1.294	1.667	1.992	2.379	2.645
84	1.294	1.667	1.992	2.378	2.644
85	1.294	1.666	1.992	2.378	2.643
86	1.293	1.666	1.991	2.377	2.643
87	1.293	1.666	1.991	2.377	2.642
88	1.293	1.666	1.991	2.376	2.641
89	1.293	1.666	1.990	2.376	2.641
90	1.293	1.666	1.990	2.375	2.640
91	1.293	1.665	1.990	2.374	2.639
92	1.293	1.665	1.989	2.374	2.639
93	1.293	1.665	1.989	2.373	2.638
94	1.293	1.665	1.989	2.373	2.637
95	1.293	1.665	1.988	2.372	2.637
96	1.292	1.664	1.988	2.372	2.636
97	1.292	1.664	1.988	2.371	2.635
98	1.292	1.664	1.987	2.371	2.635
99	1.292	1.664	1.987	2.370	2.634
100	1.292	1.664	1.987	2.370	2.633
101	1.292	1.663	1.986	2.369	2.633
102	1.292	1.663	1.986	2.369	2.632
103	1.292	1.663	1.986	2.368	2.631
104	1.292	1.663	1.985	2.368	2.631
105	1.292	1.663	1.985	2.367	2.630
106	1.291	1.663	1.985	2.367	2.629
107	1.291	1.662	1.984	2.366	2.629
108	1.291	1.662	1.984	2.366	2.628
109	1.291	1.662	1.984	2.365	2.627
110	1.291	1.662	1.983	2.365	2.627
111	1.291	1.662	1.983	2.364	2.626
112	1.291	1.661	1.983	2.364	2.625
113	1.291	1.661	1.982	2.363	2.625
114	1.291	1.661	1.982	2.363	2.624
115	1.291	1.661	1.982	2.362	2.623
116	1.290	1.661	1.981	2.362	2.623
117	1.290	1.661	1.981	2.361	2.622
118	1.290	1.660	1.981	2.361	2.621
119	1.290	1.660	1.980	2.360	2.621
120	1.290	1.660	1.980	2.360	2.620