

**LAMPIRAN 1**  
**KUESIONER PENELITIAN**  
**PENGARUH KUALITAS SISTEM, KUALITAS INFORMASI, DAN**  
**KUALITAS LAYANAN TERHADAP KEPUASAN PENGGUNA APLIKASI**  
**ZOOM MEETING DIMASA PANDEMI COVID-19**

Yth. Saudara/i Responden

Di tempat

Dengan hormat,

Saya Ari Wahrudy (17414336) mahasiswa jurusan Manajemen Fakultas Ekonomi Universitas Muhammadiyah Ponorogo saat ini sedang melakukan penelitian untuk skripsi saya yang berjudul “Pengaruh Kualitas Sistem, Kualitas Informasi, dan Kualitas Layanan Terhadap Kepuasan Pengguna aplikasi Zoom Meeting dimasa pandemi Covid-19 (Study pada mahasiswa Unversitas Muhammadiyah Ponorogo)” maka dengan ini saya memohon kesediaan saudara responden, untuk mengisi pernyataan dibawah ini pada jawaban yang anda anggap paling tepat. Tidak ada maksud apapun dibalik pengisian daftar pertanyaan tersebut kecuali hanya untuk keperluan ilmiah yang sedang saya teliti. Oleh karena itu jawaban yang saudara berikan akan dijaga kerahasiaannya.

Atas Perhatian dan Partisipasi saudara/i, saya ucapkan terimakasih.

Hormat saya,

Ari Wahrudy

### BAGIAN I (Identitas Responden)

1. Nama : .....
2. Jenis Kelamin
  - a. Laki-Laki
  - b. Perempuan
3. Program Studi : .....

### BAGIAN II (Pernyataan Penelitian)

Petunjuk Pengisian, Berilah respon terhadap pernyataan dalam tabel dengan memberikan tanda centang (√) pada kolom yang sesuai dengan persepsi saudara/i mengenai pernyataan tersebut. Skala respon adalah sebagai berikut :

- STS: Sangat Tidak Setuju  
TS : Tidak Setuju  
KS : Kurang Setuju  
S : Setuju  
SS : Sangat Setuju

#### Lampiran 1

| NO       | Pernyataan                                                            | Pilihan Jawaban |    |    |   |    |
|----------|-----------------------------------------------------------------------|-----------------|----|----|---|----|
|          |                                                                       | STS             | TS | KS | S | SS |
| <b>I</b> | <b>Kualitas Sistem</b>                                                |                 |    |    |   |    |
|          | <b>Integrasi Sistem (Kemudahan)</b>                                   |                 |    |    |   |    |
| 1        | Sistem aplikasi Zoom Meeting dapat diakses dengan mudah               |                 |    |    |   |    |
| 2        | Desain tampilan pada sistem aplikasi Zoom Meeting memudahkan pengguna |                 |    |    |   |    |
|          | <b>Waktu Respon</b>                                                   |                 |    |    |   |    |
| 3        | Respon sistem cepat terhadap                                          |                 |    |    |   |    |

|           |                                                                                                                       |  |  |  |  |  |
|-----------|-----------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
|           | permintaan akan informasi                                                                                             |  |  |  |  |  |
|           | <b>(Flexibility sistem) menyesuaikan sesuai kebutuhan</b>                                                             |  |  |  |  |  |
| 4         | Sistem aplikasi Zoom Meeting dapat dijalankan pada komputer lain selain komputer yang digunakan saat ini              |  |  |  |  |  |
|           | <b>(Aksesibilitas system) kenyamanan akses</b>                                                                        |  |  |  |  |  |
| 5         | Pengguna tidak khawatir terhadap keamanan data yang tersimpan dalam sistem                                            |  |  |  |  |  |
| <b>II</b> | <b>Kualitas Informasi</b>                                                                                             |  |  |  |  |  |
|           | <b>(Accurate) Akurat</b>                                                                                              |  |  |  |  |  |
| 6         | Sistem aplikasi Zoom Meeting memberikan informasi yang akurat                                                         |  |  |  |  |  |
|           | <b>(Format) Penyajian Informasi</b>                                                                                   |  |  |  |  |  |
| 7         | Penyajian atau format informasi yang disediakan oleh aplikasi zoom meeting tidak rumit ketika digunakan oleh pengguna |  |  |  |  |  |
|           | <b>(Timeliness) Ketepatan waktu</b>                                                                                   |  |  |  |  |  |
| 8         | Kemudahan pengguna                                                                                                    |  |  |  |  |  |

|                             |                                                                                  |  |  |  |  |  |
|-----------------------------|----------------------------------------------------------------------------------|--|--|--|--|--|
|                             | memperoleh informasi                                                             |  |  |  |  |  |
| 9                           | Kemudahan dalam menyampaikan informasi presentasi pada kegiatan belajar mengajar |  |  |  |  |  |
| <b>(Relevance) Relevan</b>  |                                                                                  |  |  |  |  |  |
| 10                          | Informasi yang dihasilkan sistem informasi memberikan manfaat bagi pengguna      |  |  |  |  |  |
| <b>III Kualitas Layanan</b> |                                                                                  |  |  |  |  |  |
| <b>Daya Tanggap</b>         |                                                                                  |  |  |  |  |  |
| 11                          | Respon yang tanggap terhadap permasalahan pengguna                               |  |  |  |  |  |
| <b>Kemudahan navigasi</b>   |                                                                                  |  |  |  |  |  |
| 12                          | Memudahkan pengguna dalam berkomunikasi                                          |  |  |  |  |  |
| 13                          | Navigasi pada sistem aplikasi Zoom Meeting sederhana                             |  |  |  |  |  |
| 14                          | Pengguna didukung berbagai fitur yang memudahkan pekerjaan                       |  |  |  |  |  |
| <b>Jaminan</b>              |                                                                                  |  |  |  |  |  |
| 15                          | Keamanan data pengguna pada sistem terjamin                                      |  |  |  |  |  |

|           |                                                                                   |  |  |  |  |  |
|-----------|-----------------------------------------------------------------------------------|--|--|--|--|--|
|           |                                                                                   |  |  |  |  |  |
| <b>IV</b> | <b>Kepuasan Pengguna</b>                                                          |  |  |  |  |  |
|           | <b>Efisiensi</b>                                                                  |  |  |  |  |  |
| 16        | Efisiensi pada pekerjaan                                                          |  |  |  |  |  |
|           | <b>Efektivitas</b>                                                                |  |  |  |  |  |
| 17        | Pengguna berkomunikasi secara virtual dengan nyaman                               |  |  |  |  |  |
|           | <b>Kepuasan Pengguna</b>                                                          |  |  |  |  |  |
| 18        | Kesediaan pengguna untuk merekomendasikan aplikasi Zoom Meeting kepada orang lain |  |  |  |  |  |
| 19        | Pengguna tidak menyesal menggunakan aplikasi Zoom Meeting                         |  |  |  |  |  |
| 20        | Penggunaan aplikasi Zoom Meeting merupakan pengalaman yang menyenangkan           |  |  |  |  |  |
|           |                                                                                   |  |  |  |  |  |

## Lampiran 2

### DATA TABULASI KUESIONER PENELITIAN

#### Kualitas Sistem (X<sub>1</sub>)

| NO RESPONDEN | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | Total X1 |
|--------------|------|------|------|------|------|----------|
| 1            | 4    | 3    | 3    | 4    | 3    | 17       |
| 2            | 5    | 5    | 5    | 5    | 5    | 25       |
| 3            | 4    | 4    | 4    | 4    | 4    | 20       |
| 4            | 3    | 3    | 3    | 5    | 3    | 17       |
| 5            | 4    | 4    | 4    | 5    | 3    | 20       |
| 6            | 4    | 4    | 4    | 5    | 2    | 19       |
| 7            | 3    | 3    | 2    | 4    | 1    | 13       |
| 8            | 4    | 2    | 3    | 5    | 2    | 16       |
| 9            | 5    | 4    | 3    | 5    | 4    | 21       |
| 10           | 4    | 3    | 2    | 4    | 4    | 17       |
| 11           | 4    | 3    | 3    | 4    | 2    | 16       |
| 12           | 4    | 3    | 4    | 4    | 3    | 18       |
| 13           | 3    | 3    | 3    | 4    | 4    | 17       |
| 14           | 4    | 4    | 4    | 5    | 4    | 21       |
| 15           | 4    | 4    | 4    | 5    | 3    | 20       |
| 16           | 4    | 3    | 4    | 4    | 4    | 19       |
| 17           | 4    | 4    | 4    | 4    | 4    | 20       |
| 18           | 4    | 3    | 3    | 4    | 3    | 17       |
| 19           | 4    | 4    | 4    | 4    | 4    | 20       |
| 20           | 4    | 4    | 5    | 5    | 5    | 23       |
| 21           | 3    | 4    | 3    | 4    | 4    | 18       |
| 22           | 4    | 4    | 4    | 4    | 4    | 20       |
| 23           | 3    | 4    | 4    | 3    | 2    | 16       |
| 24           | 4    | 4    | 3    | 3    | 3    | 17       |
| 25           | 4    | 4    | 4    | 5    | 4    | 21       |
| 26           | 3    | 3    | 2    | 5    | 4    | 17       |
| 27           | 4    | 4    | 4    | 4    | 4    | 20       |
| 28           | 4    | 5    | 4    | 4    | 4    | 21       |
| 29           | 5    | 5    | 4    | 4    | 5    | 23       |
| 30           | 5    | 4    | 4    | 4    | 4    | 21       |
| 31           | 5    | 5    | 5    | 5    | 5    | 25       |
| 32           | 5    | 5    | 4    | 4    | 4    | 22       |
| 33           | 5    | 4    | 3    | 4    | 4    | 20       |
| 34           | 4    | 3    | 2    | 4    | 4    | 17       |
| 35           | 4    | 3    | 3    | 4    | 3    | 17       |

|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 36 | 5 | 4 | 3 | 4 | 3 | 19 |
| 37 | 3 | 3 | 2 | 4 | 2 | 14 |
| 38 | 4 | 4 | 4 | 4 | 3 | 19 |
| 39 | 3 | 4 | 3 | 3 | 3 | 16 |
| 40 | 3 | 4 | 2 | 4 | 3 | 16 |
| 41 | 4 | 3 | 4 | 5 | 4 | 20 |
| 42 | 4 | 4 | 2 | 4 | 4 | 18 |
| 43 | 4 | 4 | 4 | 4 | 3 | 19 |
| 44 | 5 | 5 | 4 | 4 | 3 | 21 |
| 45 | 4 | 4 | 4 | 4 | 3 | 19 |
| 46 | 3 | 2 | 3 | 4 | 3 | 15 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 |
| 49 | 1 | 2 | 4 | 5 | 3 | 15 |
| 50 | 4 | 4 | 4 | 4 | 3 | 19 |
| 51 | 5 | 5 | 5 | 5 | 5 | 25 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 |
| 53 | 4 | 4 | 4 | 4 | 4 | 20 |
| 54 | 3 | 4 | 4 | 4 | 5 | 20 |
| 55 | 4 | 4 | 4 | 4 | 3 | 19 |
| 56 | 4 | 3 | 3 | 3 | 2 | 15 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 |
| 58 | 3 | 4 | 4 | 3 | 4 | 18 |
| 59 | 5 | 4 | 3 | 4 | 4 | 20 |
| 60 | 4 | 3 | 4 | 5 | 5 | 21 |
| 61 | 4 | 3 | 5 | 4 | 3 | 19 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 |
| 63 | 3 | 3 | 3 | 3 | 3 | 15 |
| 64 | 5 | 5 | 3 | 4 | 4 | 21 |
| 65 | 4 | 5 | 4 | 5 | 3 | 21 |
| 66 | 4 | 4 | 4 | 4 | 3 | 19 |
| 67 | 4 | 3 | 4 | 4 | 4 | 19 |
| 68 | 4 | 3 | 4 | 4 | 4 | 19 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 3 | 3 | 4 | 4 | 4 | 18 |
| 72 | 4 | 4 | 4 | 4 | 2 | 18 |

### Kualitas Informasi (X<sub>2</sub>)

| NO RESPONDEN | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Total X2 |
|--------------|------|------|------|------|------|----------|
| 1            | 2    | 4    | 3    | 2    | 4    | 15       |
| 2            | 5    | 5    | 5    | 5    | 5    | 25       |
| 3            | 4    | 4    | 4    | 4    | 4    | 20       |
| 4            | 3    | 4    | 3    | 4    | 4    | 18       |
| 5            | 3    | 3    | 5    | 4    | 3    | 18       |
| 6            | 2    | 4    | 3    | 4    | 4    | 17       |
| 7            | 3    | 4    | 4    | 4    | 4    | 19       |
| 8            | 4    | 1    | 3    | 4    | 4    | 16       |
| 9            | 4    | 5    | 5    | 4    | 5    | 23       |
| 10           | 4    | 2    | 4    | 5    | 5    | 20       |
| 11           | 3    | 3    | 4    | 3    | 4    | 17       |
| 12           | 3    | 5    | 4    | 4    | 4    | 20       |
| 13           | 4    | 4    | 4    | 4    | 4    | 20       |
| 14           | 3    | 3    | 3    | 4    | 4    | 17       |
| 15           | 4    | 4    | 4    | 4    | 4    | 20       |
| 16           | 3    | 3    | 3    | 4    | 4    | 17       |
| 17           | 4    | 5    | 5    | 5    | 4    | 23       |
| 18           | 4    | 3    | 3    | 4    | 3    | 17       |
| 19           | 4    | 4    | 4    | 4    | 4    | 20       |
| 20           | 4    | 4    | 4    | 5    | 5    | 22       |
| 21           | 3    | 3    | 3    | 3    | 3    | 15       |
| 22           | 4    | 4    | 4    | 4    | 4    | 20       |
| 23           | 3    | 4    | 4    | 3    | 4    | 18       |
| 24           | 3    | 4    | 3    | 3    | 4    | 17       |
| 25           | 4    | 5    | 4    | 4    | 5    | 22       |
| 26           | 1    | 2    | 4    | 4    | 3    | 14       |
| 27           | 4    | 4    | 4    | 5    | 4    | 21       |
| 28           | 4    | 5    | 4    | 4    | 5    | 22       |
| 29           | 4    | 4    | 4    | 5    | 4    | 21       |
| 30           | 4    | 4    | 4    | 5    | 4    | 21       |
| 31           | 5    | 5    | 5    | 5    | 5    | 25       |
| 32           | 5    | 4    | 4    | 5    | 4    | 22       |
| 33           | 4    | 4    | 3    | 4    | 4    | 19       |
| 34           | 3    | 2    | 4    | 4    | 4    | 17       |
| 35           | 4    | 2    | 3    | 4    | 4    | 17       |
| 36           | 4    | 4    | 4    | 4    | 3    | 19       |
| 37           | 3    | 3    | 4    | 3    | 3    | 16       |
| 38           | 3    | 3    | 4    | 2    | 3    | 15       |
| 39           | 3    | 3    | 3    | 3    | 4    | 16       |



|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 40 | 3 | 4 | 4 | 3 | 4 | 18 |
| 41 | 4 | 5 | 4 | 4 | 4 | 21 |
| 42 | 2 | 4 | 3 | 4 | 4 | 17 |
| 43 | 4 | 4 | 4 | 4 | 4 | 20 |
| 44 | 2 | 4 | 3 | 4 | 4 | 17 |
| 45 | 2 | 3 | 3 | 3 | 4 | 15 |
| 46 | 3 | 2 | 3 | 4 | 4 | 16 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 |
| 48 | 4 | 3 | 4 | 4 | 4 | 19 |
| 49 | 1 | 2 | 1 | 4 | 2 | 10 |
| 50 | 4 | 4 | 4 | 4 | 4 | 20 |
| 51 | 5 | 5 | 5 | 5 | 5 | 25 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 |
| 53 | 4 | 4 | 4 | 4 | 4 | 20 |
| 54 | 4 | 4 | 4 | 4 | 4 | 20 |
| 55 | 5 | 4 | 4 | 5 | 5 | 23 |
| 56 | 3 | 3 | 3 | 2 | 3 | 14 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 |
| 58 | 4 | 3 | 4 | 5 | 4 | 20 |
| 59 | 5 | 2 | 4 | 5 | 4 | 20 |
| 60 | 4 | 3 | 3 | 2 | 4 | 16 |
| 61 | 3 | 4 | 4 | 5 | 4 | 20 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 |
| 63 | 3 | 4 | 4 | 4 | 4 | 19 |
| 64 | 4 | 3 | 4 | 5 | 4 | 20 |
| 65 | 4 | 3 | 4 | 5 | 4 | 20 |
| 66 | 3 | 3 | 4 | 4 | 4 | 18 |
| 67 | 3 | 3 | 4 | 4 | 4 | 18 |
| 68 | 4 | 4 | 5 | 5 | 4 | 22 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 4 | 3 | 3 | 3 | 4 | 17 |
| 72 | 3 | 4 | 4 | 3 | 3 | 17 |

### Kualitas Layanan (X<sub>3</sub>)

| NO RESPONDEN | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | Total X3 |
|--------------|------|------|------|------|------|----------|
| 1            | 4    | 3    | 4    | 4    | 3    | 18       |
| 2            | 5    | 5    | 5    | 5    | 5    | 25       |
| 3            | 4    | 4    | 4    | 4    | 4    | 20       |
| 4            | 3    | 3    | 3    | 3    | 3    | 15       |
| 5            | 2    | 4    | 3    | 3    | 4    | 16       |
| 6            | 3    | 4    | 4    | 3    | 2    | 16       |
| 7            | 3    | 4    | 4    | 4    | 1    | 16       |
| 8            | 2    | 4    | 2    | 3    | 3    | 14       |
| 9            | 3    | 5    | 5    | 4    | 4    | 21       |
| 10           | 4    | 4    | 3    | 4    | 4    | 19       |
| 11           | 4    | 3    | 4    | 3    | 1    | 15       |
| 12           | 3    | 3    | 3    | 4    | 2    | 15       |
| 13           | 3    | 4    | 4    | 4    | 3    | 18       |
| 14           | 4    | 4    | 5    | 4    | 3    | 20       |
| 15           | 3    | 4    | 4    | 4    | 4    | 19       |
| 16           | 3    | 4    | 3    | 3    | 4    | 17       |
| 17           | 4    | 4    | 4    | 4    | 4    | 20       |
| 18           | 2    | 3    | 3    | 4    | 3    | 15       |
| 19           | 4    | 4    | 4    | 4    | 4    | 20       |
| 20           | 5    | 5    | 5    | 4    | 4    | 23       |
| 21           | 4    | 3    | 4    | 4    | 3    | 18       |
| 22           | 4    | 4    | 4    | 4    | 4    | 20       |
| 23           | 4    | 4    | 3    | 3    | 2    | 16       |
| 24           | 3    | 4    | 4    | 4    | 3    | 18       |
| 25           | 5    | 5    | 4    | 5    | 4    | 23       |
| 26           | 1    | 4    | 3    | 3    | 3    | 14       |
| 27           | 4    | 4    | 4    | 5    | 4    | 21       |
| 28           | 4    | 4    | 4    | 4    | 5    | 21       |
| 29           | 4    | 5    | 4    | 5    | 5    | 23       |
| 30           | 4    | 4    | 4    | 4    | 4    | 20       |
| 31           | 5    | 5    | 5    | 5    | 5    | 25       |
| 32           | 4    | 4    | 4    | 4    | 4    | 20       |
| 33           | 3    | 4    | 4    | 3    | 4    | 18       |
| 34           | 3    | 4    | 4    | 4    | 3    | 18       |
| 35           | 3    | 4    | 2    | 4    | 2    | 15       |
| 36           | 4    | 4    | 4    | 3    | 3    | 18       |
| 37           | 3    | 3    | 4    | 4    | 4    | 18       |
| 38           | 3    | 4    | 2    | 3    | 4    | 16       |
| 39           | 3    | 4    | 4    | 3    | 3    | 17       |

|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 40 | 2 | 4 | 3 | 4 | 3 | 16 |
| 41 | 5 | 5 | 4 | 4 | 4 | 22 |
| 42 | 3 | 4 | 2 | 2 | 3 | 14 |
| 43 | 4 | 4 | 4 | 4 | 4 | 20 |
| 44 | 4 | 5 | 4 | 4 | 3 | 20 |
| 45 | 2 | 4 | 3 | 4 | 4 | 17 |
| 46 | 2 | 4 | 3 | 4 | 2 | 15 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 |
| 49 | 5 | 4 | 2 | 4 | 4 | 19 |
| 50 | 3 | 4 | 3 | 4 | 3 | 17 |
| 51 | 5 | 5 | 4 | 5 | 4 | 23 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 |
| 53 | 4 | 4 | 4 | 4 | 4 | 20 |
| 54 | 4 | 4 | 4 | 4 | 4 | 20 |
| 55 | 5 | 5 | 4 | 5 | 4 | 23 |
| 56 | 3 | 4 | 3 | 4 | 2 | 16 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 |
| 58 | 3 | 5 | 4 | 4 | 5 | 21 |
| 59 | 4 | 4 | 4 | 4 | 3 | 19 |
| 60 | 3 | 5 | 4 | 4 | 3 | 19 |
| 61 | 4 | 4 | 3 | 4 | 3 | 18 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 |
| 63 | 4 | 4 | 5 | 5 | 4 | 22 |
| 64 | 4 | 5 | 4 | 3 | 2 | 18 |
| 65 | 3 | 5 | 4 | 5 | 3 | 20 |
| 66 | 3 | 5 | 4 | 5 | 4 | 21 |
| 67 | 4 | 5 | 4 | 4 | 4 | 21 |
| 68 | 4 | 5 | 4 | 4 | 3 | 20 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 2 | 4 | 3 | 3 | 2 | 14 |
| 72 | 3 | 4 | 4 | 3 | 4 | 18 |

### Kepuasan Pengguna (Y)

| NO RESPONDEN | Y1 | Y2 | Y3 | Y4 | Y5 | Total Y |
|--------------|----|----|----|----|----|---------|
| 1            | 4  | 2  | 4  | 4  | 4  | 18      |
| 2            | 5  | 5  | 5  | 5  | 5  | 25      |
| 3            | 4  | 4  | 4  | 4  | 4  | 20      |
| 4            | 3  | 3  | 3  | 3  | 3  | 15      |
| 5            | 4  | 4  | 3  | 4  | 4  | 19      |
| 6            | 3  | 4  | 4  | 4  | 4  | 19      |
| 7            | 3  | 4  | 4  | 4  | 4  | 19      |
| 8            | 4  | 4  | 2  | 2  | 2  | 14      |
| 9            | 4  | 5  | 5  | 5  | 5  | 24      |
| 10           | 5  | 5  | 5  | 5  | 5  | 25      |
| 11           | 4  | 3  | 4  | 3  | 4  | 18      |
| 12           | 4  | 4  | 4  | 4  | 4  | 20      |
| 13           | 4  | 3  | 4  | 4  | 4  | 19      |
| 14           | 3  | 4  | 5  | 5  | 4  | 21      |
| 15           | 4  | 4  | 4  | 4  | 4  | 20      |
| 16           | 4  | 5  | 4  | 4  | 4  | 21      |
| 17           | 4  | 4  | 4  | 4  | 4  | 20      |
| 18           | 4  | 4  | 4  | 3  | 3  | 18      |
| 19           | 4  | 4  | 4  | 4  | 4  | 20      |
| 20           | 5  | 5  | 5  | 5  | 5  | 25      |
| 21           | 3  | 3  | 4  | 3  | 3  | 16      |
| 22           | 4  | 4  | 4  | 4  | 4  | 20      |
| 23           | 4  | 3  | 4  | 4  | 4  | 19      |
| 24           | 3  | 4  | 4  | 4  | 4  | 19      |
| 25           | 4  | 5  | 4  | 5  | 5  | 23      |
| 26           | 3  | 4  | 4  | 3  | 2  | 16      |
| 27           | 4  | 5  | 4  | 4  | 4  | 21      |
| 28           | 4  | 4  | 4  | 5  | 4  | 21      |
| 29           | 5  | 4  | 5  | 5  | 4  | 23      |
| 30           | 4  | 4  | 4  | 4  | 5  | 21      |
| 31           | 5  | 5  | 5  | 5  | 5  | 25      |
| 32           | 4  | 4  | 4  | 4  | 4  | 20      |
| 33           | 5  | 4  | 4  | 4  | 4  | 21      |
| 34           | 4  | 3  | 4  | 4  | 4  | 19      |
| 35           | 4  | 3  | 4  | 4  | 4  | 19      |
| 36           | 4  | 4  | 3  | 4  | 4  | 19      |
| 37           | 3  | 3  | 3  | 4  | 4  | 17      |
| 38           | 4  | 3  | 4  | 4  | 3  | 18      |
| 39           | 4  | 4  | 4  | 4  | 4  | 20      |

|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 40 | 4 | 2 | 4 | 3 | 3 | 16 |
| 41 | 5 | 5 | 5 | 5 | 4 | 24 |
| 42 | 4 | 3 | 4 | 3 | 2 | 16 |
| 43 | 4 | 5 | 4 | 4 | 3 | 20 |
| 44 | 4 | 4 | 4 | 4 | 4 | 20 |
| 45 | 4 | 2 | 4 | 4 | 3 | 17 |
| 46 | 4 | 3 | 4 | 4 | 3 | 18 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 |
| 49 | 3 | 3 | 5 | 2 | 1 | 14 |
| 50 | 4 | 4 | 4 | 4 | 4 | 20 |
| 51 | 5 | 5 | 5 | 5 | 4 | 24 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 |
| 53 | 5 | 4 | 4 | 4 | 4 | 21 |
| 54 | 4 | 4 | 4 | 4 | 4 | 20 |
| 55 | 4 | 4 | 4 | 5 | 4 | 21 |
| 56 | 4 | 2 | 4 | 3 | 2 | 15 |
| 57 | 4 | 4 | 4 | 4 | 2 | 18 |
| 58 | 5 | 4 | 5 | 4 | 2 | 20 |
| 59 | 3 | 4 | 4 | 4 | 4 | 19 |
| 60 | 4 | 3 | 5 | 4 | 4 | 20 |
| 61 | 4 | 3 | 3 | 3 | 2 | 15 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 |
| 63 | 5 | 4 | 5 | 4 | 3 | 21 |
| 64 | 5 | 4 | 4 | 4 | 4 | 17 |
| 65 | 5 | 3 | 4 | 3 | 4 | 19 |
| 66 | 5 | 4 | 4 | 3 | 2 | 18 |
| 67 | 3 | 4 | 3 | 3 | 3 | 16 |
| 68 | 4 | 3 | 4 | 3 | 4 | 18 |
| 69 | 4 | 4 | 4 | 3 | 4 | 19 |
| 70 | 4 | 4 | 5 | 4 | 4 | 21 |
| 71 | 5 | 3 | 4 | 3 | 4 | 19 |
| 72 | 4 | 4 | 4 | 3 | 3 | 18 |

### LAMPIRAN 3

#### r-Tabel

| df = (N-2) | Tingkat signifikansi untuk uji satu arah |        |        |        |        |
|------------|------------------------------------------|--------|--------|--------|--------|
|            | 0.05                                     | 0.025  | 0.01   | 0.005  | 0.0005 |
|            | Tingkat signifikansi untuk uji dua arah  |        |        |        |        |
|            | 0.1                                      | 0.05   | 0.02   | 0.01   | 0.001  |
| 1          | 0.9877                                   | 0.9969 | 0.9995 | 0.9999 | 1.0000 |
| 2          | 0.9000                                   | 0.9500 | 0.9800 | 0.9900 | 0.9990 |
| 3          | 0.8054                                   | 0.8783 | 0.9343 | 0.9587 | 0.9911 |
| 4          | 0.7293                                   | 0.8114 | 0.8822 | 0.9172 | 0.9741 |
| 5          | 0.6694                                   | 0.7545 | 0.8329 | 0.8745 | 0.9509 |
| 6          | 0.6215                                   | 0.7067 | 0.7887 | 0.8343 | 0.9249 |
| 7          | 0.5822                                   | 0.6664 | 0.7498 | 0.7977 | 0.8983 |
| 8          | 0.5494                                   | 0.6319 | 0.7155 | 0.7646 | 0.8721 |
| 9          | 0.5214                                   | 0.6021 | 0.6851 | 0.7348 | 0.8470 |
| 10         | 0.4973                                   | 0.5760 | 0.6581 | 0.7079 | 0.8233 |
| 11         | 0.4762                                   | 0.5529 | 0.6339 | 0.6835 | 0.8010 |
| 12         | 0.4575                                   | 0.5324 | 0.6120 | 0.6614 | 0.7800 |
| 13         | 0.4409                                   | 0.5140 | 0.5923 | 0.6411 | 0.7604 |
| 14         | 0.4259                                   | 0.4973 | 0.5742 | 0.6226 | 0.7419 |
| 15         | 0.4124                                   | 0.4821 | 0.5577 | 0.6055 | 0.7247 |
| 16         | 0.4000                                   | 0.4683 | 0.5425 | 0.5897 | 0.7084 |
| 17         | 0.3887                                   | 0.4555 | 0.5285 | 0.5751 | 0.6932 |
| 18         | 0.3783                                   | 0.4438 | 0.5155 | 0.5614 | 0.6788 |
| 19         | 0.3687                                   | 0.4329 | 0.5034 | 0.5487 | 0.6652 |
| 20         | 0.3598                                   | 0.4227 | 0.4921 | 0.5368 | 0.6524 |
| 21         | 0.3515                                   | 0.4132 | 0.4815 | 0.5256 | 0.6402 |
| 22         | 0.3438                                   | 0.4044 | 0.4716 | 0.5151 | 0.6287 |
| 23         | 0.3365                                   | 0.3961 | 0.4622 | 0.5052 | 0.6178 |
| 24         | 0.3297                                   | 0.3882 | 0.4534 | 0.4958 | 0.6074 |
| 25         | 0.3233                                   | 0.3809 | 0.4451 | 0.4869 | 0.5974 |
| 26         | 0.3172                                   | 0.3739 | 0.4372 | 0.4785 | 0.5880 |
| 27         | 0.3115                                   | 0.3673 | 0.4297 | 0.4705 | 0.5790 |
| 28         | 0.3061                                   | 0.3610 | 0.4226 | 0.4629 | 0.5703 |
| 29         | 0.3009                                   | 0.3550 | 0.4158 | 0.4556 | 0.5620 |
| 30         | 0.2960                                   | 0.3494 | 0.4093 | 0.4487 | 0.5541 |
| 31         | 0.2913                                   | 0.3440 | 0.4032 | 0.4421 | 0.5465 |
| 32         | 0.2869                                   | 0.3388 | 0.3972 | 0.4357 | 0.5392 |
| 33         | 0.2826                                   | 0.3338 | 0.3916 | 0.4296 | 0.5322 |
| 34         | 0.2785                                   | 0.3291 | 0.3862 | 0.4238 | 0.5254 |
| 35         | 0.2746                                   | 0.3246 | 0.3810 | 0.4182 | 0.5189 |

|    |        |        |        |        |        |
|----|--------|--------|--------|--------|--------|
| 36 | 0.2709 | 0.3202 | 0.3760 | 0.4128 | 0.5126 |
| 37 | 0.2673 | 0.3160 | 0.3712 | 0.4076 | 0.5066 |
| 38 | 0.2638 | 0.3120 | 0.3665 | 0.4026 | 0.5007 |
| 39 | 0.2605 | 0.3081 | 0.3621 | 0.3978 | 0.4950 |
| 40 | 0.2573 | 0.3044 | 0.3578 | 0.3932 | 0.4896 |
| 41 | 0.2542 | 0.3008 | 0.3536 | 0.3887 | 0.4843 |
| 42 | 0.2512 | 0.2973 | 0.3496 | 0.3843 | 0.4791 |
| 43 | 0.2483 | 0.2940 | 0.3457 | 0.3801 | 0.4742 |
| 44 | 0.2455 | 0.2907 | 0.3420 | 0.3761 | 0.4694 |
| 45 | 0.2429 | 0.2876 | 0.3384 | 0.3721 | 0.4647 |
| 46 | 0.2403 | 0.2845 | 0.3348 | 0.3683 | 0.4601 |
| 47 | 0.2377 | 0.2816 | 0.3314 | 0.3646 | 0.4557 |
| 48 | 0.2353 | 0.2787 | 0.3281 | 0.3610 | 0.4514 |
| 49 | 0.2329 | 0.2759 | 0.3249 | 0.3575 | 0.4473 |
| 50 | 0.2306 | 0.2732 | 0.3218 | 0.3542 | 0.4432 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |

|     |        |        |        |        |        |
|-----|--------|--------|--------|--------|--------|
| 79  | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 80  | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 81  | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 82  | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 83  | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 84  | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 85  | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 86  | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 87  | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 88  | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 89  | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 90  | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 91  | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| 92  | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| 93  | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| 94  | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| 95  | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| 96  | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| 97  | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| 98  | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| 99  | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |
| 101 | 0.1630 | 0.1937 | 0.2290 | 0.2528 | 0.3196 |
| 102 | 0.1622 | 0.1927 | 0.2279 | 0.2515 | 0.3181 |
| 103 | 0.1614 | 0.1918 | 0.2268 | 0.2504 | 0.3166 |
| 104 | 0.1606 | 0.1909 | 0.2257 | 0.2492 | 0.3152 |
| 105 | 0.1599 | 0.1900 | 0.2247 | 0.2480 | 0.3137 |
| 106 | 0.1591 | 0.1891 | 0.2236 | 0.2469 | 0.3123 |
| 107 | 0.1584 | 0.1882 | 0.2226 | 0.2458 | 0.3109 |
| 108 | 0.1576 | 0.1874 | 0.2216 | 0.2446 | 0.3095 |
| 109 | 0.1569 | 0.1865 | 0.2206 | 0.2436 | 0.3082 |
| 110 | 0.1562 | 0.1857 | 0.2196 | 0.2425 | 0.3068 |
| 111 | 0.1555 | 0.1848 | 0.2186 | 0.2414 | 0.3055 |
| 112 | 0.1548 | 0.1840 | 0.2177 | 0.2403 | 0.3042 |
| 113 | 0.1541 | 0.1832 | 0.2167 | 0.2393 | 0.3029 |
| 114 | 0.1535 | 0.1824 | 0.2158 | 0.2383 | 0.3016 |
| 115 | 0.1528 | 0.1816 | 0.2149 | 0.2373 | 0.3004 |
| 116 | 0.1522 | 0.1809 | 0.2139 | 0.2363 | 0.2991 |
| 117 | 0.1515 | 0.1801 | 0.2131 | 0.2353 | 0.2979 |
| 118 | 0.1509 | 0.1793 | 0.2122 | 0.2343 | 0.2967 |
| 119 | 0.1502 | 0.1786 | 0.2113 | 0.2333 | 0.2955 |
| 120 | 0.1496 | 0.1779 | 0.2104 | 0.2324 | 0.2943 |
| 121 | 0.1490 | 0.1771 | 0.2096 | 0.2315 | 0.2931 |



|     |        |        |        |        |        |
|-----|--------|--------|--------|--------|--------|
| 122 | 0.1484 | 0.1764 | 0.2087 | 0.2305 | 0.2920 |
| 123 | 0.1478 | 0.1757 | 0.2079 | 0.2296 | 0.2908 |



**LAMPIRAN 4**  
**HASIL UJI VALIDITAS**

**1. Variabel Kualitas Sistem (X<sub>1</sub>)**

|          |                     | Correlations |        |        |        |        |          |
|----------|---------------------|--------------|--------|--------|--------|--------|----------|
|          |                     | X1.1         | X1.2   | X1.3   | X1.4   | X1.5   | Total_X1 |
| X1.1     | Pearson Correlation | 1            | .591** | .296*  | .166   | .347** | .703**   |
|          | Sig. (2-tailed)     |              | .000   | .012   | .163   | .003   | .000     |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |
| X1.2     | Pearson Correlation | .591**       | 1      | .438** | .063   | .403** | .748**   |
|          | Sig. (2-tailed)     | .000         |        | .000   | .601   | .000   | .000     |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |
| X1.3     | Pearson Correlation | .296*        | .438** | 1      | .272*  | .406** | .720**   |
|          | Sig. (2-tailed)     | .012         | .000   |        | .021   | .000   | .000     |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |
| X1.4     | Pearson Correlation | .166         | .063   | .272*  | 1      | .271*  | .464**   |
|          | Sig. (2-tailed)     | .163         | .601   | .021   |        | .021   | .000     |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |
| X1.5     | Pearson Correlation | .347**       | .403** | .406** | .271*  | 1      | .747**   |
|          | Sig. (2-tailed)     | .003         | .000   | .000   | .021   |        | .000     |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |
| Total_X1 | Pearson Correlation | .703**       | .748** | .720** | .464** | .747** | 1        |
|          | Sig. (2-tailed)     | .000         | .000   | .000   | .000   | .000   |          |
|          | N                   | 72           | 72     | 72     | 72     | 72     | 72       |

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

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



## 2. Variabel Kualitas Informasi (X<sub>2</sub>)

**Correlations**

|          |                     | X2.1   | X2.2   | X2.3   | X2.4   | X2.5   | Total_X2 |
|----------|---------------------|--------|--------|--------|--------|--------|----------|
| X2.1     | Pearson Correlation | 1      | .341** | .567** | .494** | .557** | .802**   |
|          | Sig. (2-tailed)     |        | .003   | .000   | .000   | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X2.2     | Pearson Correlation | .341** | 1      | .506** | .200   | .461** | .692**   |
|          | Sig. (2-tailed)     | .003   |        | .000   | .091   | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X2.3     | Pearson Correlation | .567** | .506** | 1      | .444** | .463** | .793**   |
|          | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X2.4     | Pearson Correlation | .494** | .200   | .444** | 1      | .440** | .689**   |
|          | Sig. (2-tailed)     | .000   | .091   | .000   |        | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X2.5     | Pearson Correlation | .557** | .461** | .463** | .440** | 1      | .753**   |
|          | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| Total_X2 | Pearson Correlation | .802** | .692** | .793** | .689** | .753** | 1        |
|          | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |          |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |

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



### 3. Variabel Kualitas Layanan (X<sub>3</sub>)

**Correlations**

|          |                     | X3.1   | X3.2   | X3.3   | X3.4   | X3.5   | Total_X3 |
|----------|---------------------|--------|--------|--------|--------|--------|----------|
| X3.1     | Pearson Correlation | 1      | .354** | .509** | .479** | .406** | .778**   |
|          | Sig. (2-tailed)     |        | .002   | .000   | .000   | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X3.2     | Pearson Correlation | .354** | 1      | .364** | .416** | .371** | .640**   |
|          | Sig. (2-tailed)     | .002   |        | .002   | .000   | .001   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X3.3     | Pearson Correlation | .509** | .364** | 1      | .496** | .359** | .740**   |
|          | Sig. (2-tailed)     | .000   | .002   |        | .000   | .002   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X3.4     | Pearson Correlation | .479** | .416** | .496** | 1      | .433** | .751**   |
|          | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| X3.5     | Pearson Correlation | .406** | .371** | .359** | .433** | 1      | .735**   |
|          | Sig. (2-tailed)     | .000   | .001   | .002   | .000   |        | .000     |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |
| Total_X3 | Pearson Correlation | .778** | .640** | .740** | .751** | .735** | 1        |
|          | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |          |
|          | N                   | 72     | 72     | 72     | 72     | 72     | 72       |

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



#### 4. Variabel Kepuasan Pengguna (Y)

|         |                     | Correlations |        |        |        |        |         |
|---------|---------------------|--------------|--------|--------|--------|--------|---------|
|         |                     | Y1           | Y2     | Y3     | Y4     | Y5     | Total_Y |
| Y1      | Pearson Correlation | 1            | .294*  | .413** | .337** | .253*  | .556**  |
|         | Sig. (2-tailed)     |              | .013   | .000   | .004   | .032   | .000    |
|         | N                   | 72           | 71     | 72     | 72     | 72     | 72      |
| Y2      | Pearson Correlation | .294*        | 1      | .319** | .552** | .440** | .735**  |
|         | Sig. (2-tailed)     | .013         |        | .007   | .000   | .000   | .000    |
|         | N                   | 71           | 71     | 71     | 71     | 71     | 71      |
| Y3      | Pearson Correlation | .413**       | .319** | 1      | .528** | .282*  | .655**  |
|         | Sig. (2-tailed)     | .000         | .007   |        | .000   | .017   | .000    |
|         | N                   | 72           | 71     | 72     | 72     | 72     | 72      |
| Y4      | Pearson Correlation | .337**       | .552** | .528** | 1      | .702** | .862**  |
|         | Sig. (2-tailed)     | .004         | .000   | .000   |        | .000   | .000    |
|         | N                   | 72           | 71     | 72     | 72     | 72     | 72      |
| Y5      | Pearson Correlation | .253*        | .440** | .282*  | .702** | 1      | .767**  |
|         | Sig. (2-tailed)     | .032         | .000   | .017   | .000   |        | .000    |
|         | N                   | 72           | 71     | 72     | 72     | 72     | 72      |
| Total_Y | Pearson Correlation | .556**       | .735** | .655** | .862** | .767** | 1       |
|         | Sig. (2-tailed)     | .000         | .000   | .000   | .000   | .000   |         |
|         | N                   | 72           | 71     | 72     | 72     | 72     | 72      |

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

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



## LAMPIRAN 5

### HASIL UJI RELIABILITAS

#### 1. Variabel Kualitas Sistem ( $X_1$ )

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .714                   | 5          |

#### 2. Variabel Kualitas Informasi ( $X_2$ )

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .787                   | 5          |

#### 3. Variabel Kualitas Layanan ( $X_3$ )

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .772                   | 5          |

#### 4. Variabel Kepuasan Pengguna (Y)

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .777                   | 5          |

## LAMPIRAN 6

**t-Tabel**

| <b>Pr</b> | <b>0.25</b> | <b>0.10</b> | <b>0.05</b> | <b>0.025</b> | <b>0.01</b> | <b>0.005</b> | <b>0.001</b> |
|-----------|-------------|-------------|-------------|--------------|-------------|--------------|--------------|
| <b>Df</b> | <b>0.50</b> | <b>0.20</b> | <b>0.10</b> | <b>0.050</b> | <b>0.02</b> | <b>0.010</b> | <b>0.002</b> |
| 1         | 1.00000     | 3.07768     | 6.31375     | 12.70620     | 31.82052    | 63.65674     | 318.30884    |
| 2         | 0.81650     | 1.88562     | 2.91999     | 4.30265      | 6.96456     | 9.92484      | 22.32712     |
| 3         | 0.76489     | 1.63774     | 2.35336     | 3.18245      | 4.54070     | 5.84091      | 10.21453     |
| 4         | 0.74070     | 1.53321     | 2.13185     | 2.77645      | 3.74695     | 4.60409      | 7.17318      |
| 5         | 0.72669     | 1.47588     | 2.01505     | 2.57058      | 3.36493     | 4.03214      | 5.89343      |
| 6         | 0.71756     | 1.43976     | 1.94318     | 2.44691      | 3.14267     | 3.70743      | 5.20763      |
| 7         | 0.71114     | 1.41492     | 1.89458     | 2.36462      | 2.99795     | 3.49948      | 4.78529      |
| 8         | 0.70639     | 1.39682     | 1.85955     | 2.30600      | 2.89646     | 3.35539      | 4.50079      |
| 9         | 0.70272     | 1.38303     | 1.83311     | 2.26216      | 2.82144     | 3.24984      | 4.29681      |
| 10        | 0.69981     | 1.37218     | 1.81246     | 2.22814      | 2.76377     | 3.16927      | 4.14370      |
| 11        | 0.69745     | 1.36343     | 1.79588     | 2.20099      | 2.71808     | 3.10581      | 4.02470      |
| 12        | 0.69548     | 1.35622     | 1.78229     | 2.17881      | 2.68100     | 3.05454      | 3.92963      |
| 13        | 0.69383     | 1.35017     | 1.77093     | 2.16037      | 2.65031     | 3.01228      | 3.85198      |
| 14        | 0.69242     | 1.34503     | 1.76131     | 2.14479      | 2.62449     | 2.97684      | 3.78739      |
| 15        | 0.69120     | 1.34061     | 1.75305     | 2.13145      | 2.60248     | 2.94671      | 3.73283      |
| 16        | 0.69013     | 1.33676     | 1.74588     | 2.11991      | 2.58349     | 2.92078      | 3.68615      |
| 17        | 0.68920     | 1.33338     | 1.73961     | 2.10982      | 2.56693     | 2.89823      | 3.64577      |
| 18        | 0.68836     | 1.33039     | 1.73406     | 2.10092      | 2.55238     | 2.87844      | 3.61048      |
| 19        | 0.68762     | 1.32773     | 1.72913     | 2.09302      | 2.53948     | 2.86093      | 3.57940      |
| 20        | 0.68695     | 1.32534     | 1.72472     | 2.08596      | 2.52798     | 2.84534      | 3.55181      |
| 21        | 0.68635     | 1.32319     | 1.72074     | 2.07961      | 2.51765     | 2.83136      | 3.52715      |
| 22        | 0.68581     | 1.32124     | 1.71714     | 2.07387      | 2.50832     | 2.81876      | 3.50499      |
| 23        | 0.68531     | 1.31946     | 1.71387     | 2.06866      | 2.49987     | 2.80734      | 3.48496      |
| 24        | 0.68485     | 1.31784     | 1.71088     | 2.06390      | 2.49216     | 2.79694      | 3.46678      |
| 25        | 0.68443     | 1.31635     | 1.70814     | 2.05954      | 2.48511     | 2.78744      | 3.45019      |
| 26        | 0.68404     | 1.31497     | 1.70562     | 2.05553      | 2.47863     | 2.77871      | 3.43500      |
| 27        | 0.68368     | 1.31370     | 1.70329     | 2.05183      | 2.47266     | 2.77068      | 3.42103      |
| 28        | 0.68335     | 1.31253     | 1.70113     | 2.04841      | 2.46714     | 2.76326      | 3.40816      |
| 29        | 0.68304     | 1.31143     | 1.69913     | 2.04523      | 2.46202     | 2.75639      | 3.39624      |
| 30        | 0.68276     | 1.31042     | 1.69726     | 2.04227      | 2.45726     | 2.75000      | 3.38518      |
| 31        | 0.68249     | 1.30946     | 1.69552     | 2.03951      | 2.45282     | 2.74404      | 3.37490      |
| 32        | 0.68223     | 1.30857     | 1.69389     | 2.03693      | 2.44868     | 2.73848      | 3.36531      |
| 33        | 0.68200     | 1.30774     | 1.69236     | 2.03452      | 2.44479     | 2.73328      | 3.35634      |
| 34        | 0.68177     | 1.30695     | 1.69092     | 2.03224      | 2.44115     | 2.72839      | 3.34793      |
| 35        | 0.68156     | 1.30621     | 1.68957     | 2.03011      | 2.43772     | 2.72381      | 3.34005      |
| 36        | 0.68137     | 1.30551     | 1.68830     | 2.02809      | 2.43449     | 2.71948      | 3.33262      |
| 37        | 0.68118     | 1.30485     | 1.68709     | 2.02619      | 2.43145     | 2.71541      | 3.32563      |
| 38        | 0.68100     | 1.30423     | 1.68595     | 2.02439      | 2.42857     | 2.71156      | 3.31903      |
| 39        | 0.68083     | 1.30364     | 1.68488     | 2.02269      | 2.42584     | 2.70791      | 3.31279      |
| 40        | 0.68067     | 1.30308     | 1.68385     | 2.02108      | 2.42326     | 2.70446      | 3.30688      |
| 41        | 0.68052     | 1.30254     | 1.68288     | 2.01954      | 2.42080     | 2.70118      | 3.30127      |
| 42        | 0.68038     | 1.30204     | 1.68195     | 2.01808      | 2.41847     | 2.69807      | 3.29595      |
| 43        | 0.68024     | 1.30155     | 1.68107     | 2.01669      | 2.41625     | 2.69510      | 3.29089      |
| 44        | 0.68011     | 1.30109     | 1.68023     | 2.01537      | 2.41413     | 2.69228      | 3.28607      |
| 45        | 0.67998     | 1.30065     | 1.67943     | 2.01410      | 2.41212     | 2.68959      | 3.28148      |

|     |         |         |         |         |         |         |         |
|-----|---------|---------|---------|---------|---------|---------|---------|
| 46  | 0.67986 | 1.30023 | 1.67866 | 2.01290 | 2.41019 | 2.68701 | 3.27710 |
| 47  | 0.67975 | 1.29982 | 1.67793 | 2.01174 | 2.40835 | 2.68456 | 3.27291 |
| 48  | 0.67964 | 1.29944 | 1.67722 | 2.01063 | 2.40658 | 2.68220 | 3.26891 |
| 49  | 0.67953 | 1.29907 | 1.67655 | 2.00958 | 2.40489 | 2.67995 | 3.26508 |
| 50  | 0.67943 | 1.29871 | 1.67591 | 2.00856 | 2.40327 | 2.67779 | 3.26141 |
| 51  | 0.67933 | 1.29837 | 1.67528 | 2.00758 | 2.40172 | 2.67572 | 3.25789 |
| 52  | 0.67924 | 1.29805 | 1.67469 | 2.00665 | 2.40022 | 2.67373 | 3.25451 |
| 53  | 0.67915 | 1.29773 | 1.67412 | 2.00575 | 2.39879 | 2.67182 | 3.25127 |
| 54  | 0.67906 | 1.29743 | 1.67356 | 2.00488 | 2.39741 | 2.66998 | 3.24815 |
| 55  | 0.67898 | 1.29713 | 1.67303 | 2.00404 | 2.39608 | 2.66822 | 3.24515 |
| 56  | 0.67890 | 1.29685 | 1.67252 | 2.00324 | 2.39480 | 2.66651 | 3.24226 |
| 57  | 0.67882 | 1.29658 | 1.67203 | 2.00247 | 2.39357 | 2.66487 | 3.23948 |
| 58  | 0.67874 | 1.29632 | 1.67155 | 2.00172 | 2.39238 | 2.66329 | 3.23680 |
| 59  | 0.67867 | 1.29607 | 1.67109 | 2.00100 | 2.39123 | 2.66176 | 3.23421 |
| 60  | 0.67860 | 1.29582 | 1.67065 | 2.00030 | 2.39012 | 2.66028 | 3.23171 |
| 61  | 0.67853 | 1.29558 | 1.67022 | 1.99962 | 2.38905 | 2.65886 | 3.22930 |
| 62  | 0.67847 | 1.29536 | 1.66980 | 1.99897 | 2.38801 | 2.65748 | 3.22696 |
| 63  | 0.67840 | 1.29513 | 1.66940 | 1.99834 | 2.38701 | 2.65615 | 3.22471 |
| 64  | 0.67834 | 1.29492 | 1.66901 | 1.99773 | 2.38604 | 2.65485 | 3.22253 |
| 65  | 0.67828 | 1.29471 | 1.66864 | 1.99714 | 2.38510 | 2.65360 | 3.22041 |
| 66  | 0.67823 | 1.29451 | 1.66827 | 1.99656 | 2.38419 | 2.65239 | 3.21837 |
| 67  | 0.67817 | 1.29432 | 1.66792 | 1.99601 | 2.38330 | 2.65122 | 3.21639 |
| 68  | 0.67811 | 1.29413 | 1.66757 | 1.99547 | 2.38245 | 2.65008 | 3.21446 |
| 69  | 0.67806 | 1.29394 | 1.66724 | 1.99495 | 2.38161 | 2.64898 | 3.21260 |
| 70  | 0.67801 | 1.29376 | 1.66691 | 1.99444 | 2.38081 | 2.64790 | 3.21079 |
| 71  | 0.67796 | 1.29359 | 1.66660 | 1.99394 | 2.38002 | 2.64686 | 3.20903 |
| 72  | 0.67791 | 1.29342 | 1.66629 | 1.99346 | 2.37926 | 2.64585 | 3.20733 |
| 73  | 0.67787 | 1.29326 | 1.66600 | 1.99300 | 2.37852 | 2.64487 | 3.20567 |
| 74  | 0.67782 | 1.29310 | 1.66571 | 1.99254 | 2.37780 | 2.64391 | 3.20406 |
| 75  | 0.67778 | 1.29294 | 1.66543 | 1.99210 | 2.37710 | 2.64298 | 3.20249 |
| 76  | 0.67773 | 1.29279 | 1.66515 | 1.99167 | 2.37642 | 2.64208 | 3.20096 |
| 77  | 0.67769 | 1.29264 | 1.66488 | 1.99125 | 2.37576 | 2.64120 | 3.19948 |
| 78  | 0.67765 | 1.29250 | 1.66462 | 1.99085 | 2.37511 | 2.64034 | 3.19804 |
| 79  | 0.67761 | 1.29236 | 1.66437 | 1.99045 | 2.37448 | 2.63950 | 3.19663 |
| 80  | 0.67757 | 1.29222 | 1.66412 | 1.99006 | 2.37387 | 2.63869 | 3.19526 |
| 81  | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| 82  | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| 83  | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| 84  | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| 85  | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| 86  | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| 87  | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| 88  | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| 89  | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| 90  | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| 91  | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| 92  | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| 93  | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| 94  | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| 95  | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| 96  | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| 97  | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| 98  | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| 99  | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| 100 | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |



## LAMPIRAN 7

### f-Tabel

| df untuk penyebut (N2) | df untuk pembilang (N1) |       |       |       |       |       |       |       |       |       |
|------------------------|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                        | 1                       | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     | 10    |
| 1                      | 161                     | 199   | 216   | 225   | 230   | 234   | 237   | 239   | 241   | 242   |
| 2                      | 18.51                   | 19.00 | 19.16 | 19.25 | 19.30 | 19.33 | 19.35 | 19.37 | 19.38 | 19.40 |
| 3                      | 10.13                   | 9.55  | 9.28  | 9.12  | 9.01  | 8.94  | 8.89  | 8.85  | 8.81  | 8.79  |
| 4                      | 7.71                    | 6.94  | 6.59  | 6.39  | 6.26  | 6.16  | 6.09  | 6.04  | 6.00  | 5.96  |
| 5                      | 6.61                    | 5.79  | 5.41  | 5.19  | 5.05  | 4.95  | 4.88  | 4.82  | 4.77  | 4.74  |
| 6                      | 5.99                    | 5.14  | 4.76  | 4.53  | 4.39  | 4.28  | 4.21  | 4.15  | 4.10  | 4.06  |
| 7                      | 5.59                    | 4.74  | 4.35  | 4.12  | 3.97  | 3.87  | 3.79  | 3.73  | 3.68  | 3.64  |
| 8                      | 5.32                    | 4.46  | 4.07  | 3.84  | 3.69  | 3.58  | 3.50  | 3.44  | 3.39  | 3.35  |
| 9                      | 5.12                    | 4.26  | 3.86  | 3.63  | 3.48  | 3.37  | 3.29  | 3.23  | 3.18  | 3.14  |
| 10                     | 4.96                    | 4.10  | 3.71  | 3.48  | 3.33  | 3.22  | 3.14  | 3.07  | 3.02  | 2.98  |
| 11                     | 4.84                    | 3.98  | 3.59  | 3.36  | 3.20  | 3.09  | 3.01  | 2.95  | 2.90  | 2.85  |
| 12                     | 4.75                    | 3.89  | 3.49  | 3.26  | 3.11  | 3.00  | 2.91  | 2.85  | 2.80  | 2.75  |
| 13                     | 4.67                    | 3.81  | 3.41  | 3.18  | 3.03  | 2.92  | 2.83  | 2.77  | 2.71  | 2.67  |
| 14                     | 4.60                    | 3.74  | 3.34  | 3.11  | 2.96  | 2.85  | 2.76  | 2.70  | 2.65  | 2.60  |
| 15                     | 4.54                    | 3.68  | 3.29  | 3.06  | 2.90  | 2.79  | 2.71  | 2.64  | 2.59  | 2.54  |
| 16                     | 4.49                    | 3.63  | 3.24  | 3.01  | 2.85  | 2.74  | 2.66  | 2.59  | 2.54  | 2.49  |
| 17                     | 4.45                    | 3.59  | 3.20  | 2.96  | 2.81  | 2.70  | 2.61  | 2.55  | 2.49  | 2.45  |
| 18                     | 4.41                    | 3.55  | 3.16  | 2.93  | 2.77  | 2.66  | 2.58  | 2.51  | 2.46  | 2.41  |
| 19                     | 4.38                    | 3.52  | 3.13  | 2.90  | 2.74  | 2.63  | 2.54  | 2.48  | 2.42  | 2.38  |
| 20                     | 4.35                    | 3.49  | 3.10  | 2.87  | 2.71  | 2.60  | 2.51  | 2.45  | 2.39  | 2.35  |
| 21                     | 4.32                    | 3.47  | 3.07  | 2.84  | 2.68  | 2.57  | 2.49  | 2.42  | 2.37  | 2.32  |
| 22                     | 4.30                    | 3.44  | 3.05  | 2.82  | 2.66  | 2.55  | 2.46  | 2.40  | 2.34  | 2.30  |
| 23                     | 4.28                    | 3.42  | 3.03  | 2.80  | 2.64  | 2.53  | 2.44  | 2.37  | 2.32  | 2.27  |
| 24                     | 4.26                    | 3.40  | 3.01  | 2.78  | 2.62  | 2.51  | 2.42  | 2.36  | 2.30  | 2.25  |
| 25                     | 4.24                    | 3.39  | 2.99  | 2.76  | 2.60  | 2.49  | 2.40  | 2.34  | 2.28  | 2.24  |
| 26                     | 4.23                    | 3.37  | 2.98  | 2.74  | 2.59  | 2.47  | 2.39  | 2.32  | 2.27  | 2.22  |
| 27                     | 4.21                    | 3.35  | 2.96  | 2.73  | 2.57  | 2.46  | 2.37  | 2.31  | 2.25  | 2.20  |
| 28                     | 4.20                    | 3.34  | 2.95  | 2.71  | 2.56  | 2.45  | 2.36  | 2.29  | 2.24  | 2.19  |
| 29                     | 4.18                    | 3.33  | 2.93  | 2.70  | 2.55  | 2.43  | 2.35  | 2.28  | 2.22  | 2.18  |
| 30                     | 4.17                    | 3.32  | 2.92  | 2.69  | 2.53  | 2.42  | 2.33  | 2.27  | 2.21  | 2.16  |
| 31                     | 4.16                    | 3.30  | 2.91  | 2.68  | 2.52  | 2.41  | 2.32  | 2.25  | 2.20  | 2.15  |
| 32                     | 4.15                    | 3.29  | 2.90  | 2.67  | 2.51  | 2.40  | 2.31  | 2.24  | 2.19  | 2.14  |
| 33                     | 4.14                    | 3.28  | 2.89  | 2.66  | 2.50  | 2.39  | 2.30  | 2.23  | 2.18  | 2.13  |
| 34                     | 4.13                    | 3.28  | 2.88  | 2.65  | 2.49  | 2.38  | 2.29  | 2.23  | 2.17  | 2.12  |
| 35                     | 4.12                    | 3.27  | 2.87  | 2.64  | 2.49  | 2.37  | 2.29  | 2.22  | 2.16  | 2.11  |
| 36                     | 4.11                    | 3.26  | 2.87  | 2.63  | 2.48  | 2.36  | 2.28  | 2.21  | 2.15  | 2.11  |
| 37                     | 4.11                    | 3.25  | 2.86  | 2.63  | 2.47  | 2.36  | 2.27  | 2.20  | 2.14  | 2.10  |
| 38                     | 4.10                    | 3.24  | 2.85  | 2.62  | 2.46  | 2.35  | 2.26  | 2.19  | 2.14  | 2.09  |
| 39                     | 4.09                    | 3.24  | 2.85  | 2.61  | 2.46  | 2.34  | 2.26  | 2.19  | 2.13  | 2.08  |
| 40                     | 4.08                    | 3.23  | 2.84  | 2.61  | 2.45  | 2.34  | 2.25  | 2.18  | 2.12  | 2.08  |
| 41                     | 4.08                    | 3.23  | 2.83  | 2.60  | 2.44  | 2.33  | 2.24  | 2.17  | 2.12  | 2.07  |
| 42                     | 4.07                    | 3.22  | 2.83  | 2.59  | 2.44  | 2.32  | 2.24  | 2.17  | 2.11  | 2.06  |

|            |      |      |      |      |      |      |      |      |      |      |
|------------|------|------|------|------|------|------|------|------|------|------|
| <b>43</b>  | 4.07 | 3.21 | 2.82 | 2.59 | 2.43 | 2.32 | 2.23 | 2.16 | 2.11 | 2.06 |
| <b>44</b>  | 4.06 | 3.21 | 2.82 | 2.58 | 2.43 | 2.31 | 2.23 | 2.16 | 2.10 | 2.05 |
| <b>45</b>  | 4.06 | 3.20 | 2.81 | 2.58 | 2.42 | 2.31 | 2.22 | 2.15 | 2.10 | 2.05 |
| <b>46</b>  | 4.05 | 3.20 | 2.81 | 2.57 | 2.42 | 2.30 | 2.22 | 2.15 | 2.09 | 2.04 |
| <b>47</b>  | 4.05 | 3.20 | 2.80 | 2.57 | 2.41 | 2.30 | 2.21 | 2.14 | 2.09 | 2.04 |
| <b>48</b>  | 4.04 | 3.19 | 2.80 | 2.57 | 2.41 | 2.29 | 2.21 | 2.14 | 2.08 | 2.03 |
| <b>49</b>  | 4.04 | 3.19 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.08 | 2.03 |
| <b>50</b>  | 4.03 | 3.18 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.07 | 2.03 |
| <b>51</b>  | 4.03 | 3.18 | 2.79 | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 | 2.07 | 2.02 |
| <b>52</b>  | 4.03 | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.07 | 2.02 |
| <b>53</b>  | 4.02 | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.06 | 2.01 |
| <b>54</b>  | 4.02 | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 | 2.06 | 2.01 |
| <b>55</b>  | 4.02 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.06 | 2.01 |
| <b>56</b>  | 4.01 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.05 | 2.00 |
| <b>57</b>  | 4.01 | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 | 2.05 | 2.00 |
| <b>58</b>  | 4.01 | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.05 | 2.00 |
| <b>59</b>  | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.04 | 2.00 |
| <b>60</b>  | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 | 2.04 | 1.99 |
| <b>61</b>  | 4.00 | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 | 2.04 | 1.99 |
| <b>62</b>  | 4.00 | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.99 |
| <b>63</b>  | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.98 |
| <b>64</b>  | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.09 | 2.03 | 1.98 |
| <b>65</b>  | 3.99 | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 |
| <b>66</b>  | 3.99 | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 |
| <b>67</b>  | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.98 |
| <b>68</b>  | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.97 |
| <b>69</b>  | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 | 2.02 | 1.97 |
| <b>70</b>  | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 | 2.02 | 1.97 |
| <b>71</b>  | 3.98 | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.97 |
| <b>72</b>  | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 |
| <b>73</b>  | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 |
| <b>74</b>  | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 | 2.01 | 1.96 |
| <b>75</b>  | 3.97 | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 |
| <b>76</b>  | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 |
| <b>77</b>  | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.96 |
| <b>78</b>  | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 |
| <b>79</b>  | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 |
| <b>80</b>  | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 | 2.00 | 1.95 |
| <b>81</b>  | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 |
| <b>82</b>  | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 |
| <b>83</b>  | 3.96 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 |
| <b>84</b>  | 3.95 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 |
| <b>85</b>  | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 |
| <b>86</b>  | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 |
| <b>87</b>  | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 |
| <b>88</b>  | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 |
| <b>89</b>  | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 |
| <b>90</b>  | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 |
| <b>91</b>  | 3.95 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.94 |
| <b>92</b>  | 3.94 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.94 |
| <b>93</b>  | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 |
| <b>94</b>  | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 |
| <b>95</b>  | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 |
| <b>96</b>  | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 | 1.98 | 1.93 |
| <b>97</b>  | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 | 1.98 | 1.93 |
| <b>98</b>  | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.98 | 1.93 |
| <b>99</b>  | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.98 | 1.93 |
| <b>100</b> | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.97 | 1.93 |

## LAMPIRAN 8

### Hasil Regresi Linier Berganda, Koefisien Determinasi, Uji t dan Uji F

#### 1. Regresi Linier Berganda

**Coefficients<sup>a</sup>**

| Model |            | Unstandardized Coefficients |            | Standardized         | T     | Sig. |
|-------|------------|-----------------------------|------------|----------------------|-------|------|
|       |            | B                           | Std. Error | Coefficients<br>Beta |       |      |
| 1     | (Constant) | 3.905                       | 1.592      |                      | 2.453 | .017 |
|       | KS         | .149                        | .123       | .144                 | 2.211 | .030 |
|       | KI         | .384                        | .109       | .415                 | 3.512 | .001 |
|       | KL         | .290                        | .113       | .303                 | 2.564 | .013 |

a. Dependent Variable: KP

#### 2. Koefisien Determinasi

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .780 <sup>a</sup> | .609     | .592              | 1.67500                    |

a. Predictors: (Constant), KL, KI, KS

#### 3. Uji F

**ANOVA<sup>a</sup>**

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 297.162        | 3  | 99.054      | 35.305 | .000 <sup>b</sup> |
|       | Residual   | 190.783        | 68 | 2.806       |        |                   |
|       | Total      | 487.944        | 71 |             |        |                   |

a. Dependent Variable: KP

b. Predictors: (Constant), KL, KI, KS

## LAMPIRAN 9

### Hasil Uji Asumsi Klasik

#### 1. Uji Normalitas Data

One-Sample Kolmogorov-Smirnov Test

|                                  |                | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N                                |                | 72                      |
| Normal Parameters <sup>a,b</sup> | Mean           | .0000000                |
|                                  | Std. Deviation | 1.63923099              |
| Most Extreme Differences         | Absolute       | .117                    |
|                                  | Positive       | .063                    |
|                                  | Negative       | -.117                   |
| Test Statistic                   |                | .117                    |
| Asymp. Sig. (2-tailed)           |                | .016 <sup>c</sup>       |
| Exact Sig. (2-tailed)            |                | .254                    |
| Point Probability                |                | .000                    |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

#### 2. Uji Multikolinearitas

Coefficients<sup>a</sup>

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|       |            | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1     | (Constant) | 3.905                       | 1.592      |                           | 2.453 | .017 |                         |       |
|       | KS         | .149                        | .123       | .144                      | 1.211 | .230 | .410                    | 2.442 |
|       | KI         | .384                        | .109       | .415                      | 3.512 | .001 | .412                    | 2.424 |
|       | KL         | .290                        | .113       | .303                      | 2.564 | .013 | .411                    | 2.432 |

a. Dependent Variable: KP

### 3. Uji Heteroskedastisitas

**Coefficients<sup>a</sup>**

| Model |                    | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|--------|------|
|       |                    | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant)         | 2.411                       | 1.017      |                           | 2.370  | .021 |
|       | Kualitas Sistem    | -.089                       | .079       | -.210                     | -1.129 | .263 |
|       | Kualitas Informasi | .058                        | .070       | .153                      | .826   | .411 |
|       | Kualitas Layanan   | -.031                       | .072       | -.078                     | -.422  | .674 |

a. Dependent Variable: Abs\_Res



## LAMPIRAN 10

### SURAT PENGAJUAN PENELITIAN

Ponorogo, 2 Maret 2021

Kepada :

Yth. Dekan Fakultas Ekonomi Universitas Muhammadiyah Ponorogo

Jl. Budi Utomo No. 10 Siman Ponorogo

*Assalamualaikum wr. Wb*

Yang bertanda tangan di bawah ini :

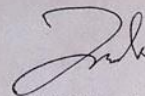
Nama : Ari Wahrudy  
NIM : 17414336  
Semester : 8/Delapan  
Jurusan : Manajemen/Ekonomi  
No. HP : 083111656645  
Lokasi Objek : Universitas Muhammadiyah Ponorogo  
Lama Penelitian : 3 Bulan  
Bidang : Pemasaran  
Judul Skripsi : Pengaruh Kualitas Sistem, Kualitas Informasi, dan Kualitas Layanan Terhadap Kepuasan Pengguna Aplikasi Zoom Meeting Dimasa Pandemi Covid-19(Studi kasus Mahasiswa Manajemen Angkatan 2017

Adalah benar-benar mahasiswa Fakultas Ekonomi Universitas Muhammadiyah Ponorogo. Dalam hal ini mohon diberi kesempatan untuk mengadakan penelitian pada Instansi/Perusahaan yang Bapak/Ibu Pimping guna melaksanakan tugas skripsi.

Demikian atas perhatian dan kerjasamanya, kami sampaikan terima kasih

*Wassalaamualaikum wr. Wb*

Mahasiswa



Ari Wahrudy  
17414336

## LAMPIRAN 11

### DATA JUMLAH MAHASISWA ANGKATAN TAHUN 2017

| NO. | PRODI            | 2014 | 2015 | 2016 | 2017 | JUMLAH | Laki-laki | Perempuan |
|-----|------------------|------|------|------|------|--------|-----------|-----------|
| 17. | Manajemen genap  | 241  | 220  | 307  | 264  | 1032   | 410       | 622       |
| 17. | Manajemen ganjil | 247  | 221  | 313  | 296  | 1077   | 429       | 648       |

PONOROGO

## LAMPIRAN 12

### BERITA ACARA



#### UNIVERSITAS MUHAMMADIYAH PONOROGO FAKULTAS EKONOMI


Jl. Budi Utomo No. 10 Ponorogo 63471 Jawa Timur Indonesia  
Telp (0352) 481124, Fax. (0352) 461796, e-mail : akademik@umpo.ac.id Website : www.umpo.ac.id  
Akreditasi Institusi B oleh BAN-PT  
(SK Nomor : 77/SK/BAN-PT/Ak-PPJ/PT/IV/2020)

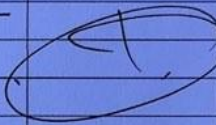
#### BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : ARI WAHRUDY
2. NIM : 17414336
3. Jurusan : Manajemen
4. Bidang : Pemasaran
5. Alamat : RT/RW 01/04, Dsn.Sidorejo, Ds.Cangkring, Kec.Ngadirojo,  
Kab.Pacitan Jawa Timur
6. Judul Skripsi : Pengaruh Kualitas Sistem, Kualitas Informasi, dan Kualitas  
Layanan Terhadap Kepuasan Pengguna aplikasi Zoom Meeting  
dimasa pandemi Covid-19 (Studi pada mahasiswa Universitas  
Muhammadiyah Ponorogo)
7. Masa Pembimbingan : September 2020 s/d Agustus 2021
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

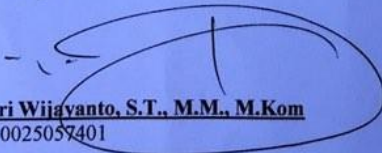
| Tanggal Disetujui | BAB             | Paraf Pembimbing |
|-------------------|-----------------|------------------|
| 11/3 21           | Revisi proposal |                  |
| 13/3 21           | Acc proposal    |                  |
| 15/3 21           | Revisi proposal |                  |
| 5/4 21            | Acc proposal    |                  |
| 22/5 21           | Revisi Bab 1-3  |                  |
| 26/5 21           | Acc Bab 1-3     |                  |
| 22/4 21           | Revisi Bab 1-3  |                  |
| 29/4 21           | Revisi Bab 1-3  |                  |
| 28/5 21           | Acc BAB 1-3     |                  |
| 2/7 21            | Revisi Bab 4-5  |                  |
| 6/7 21            | Revisi Bab 4-5  |                  |
| 9/7 21            | Acc Bab 4-5     |                  |
| 3/7 21            | Revisi Bab 4-5  |                  |
| 5/7 21            | Revisi Bab 4-5  |                  |



|        |             |                                                                                     |
|--------|-------------|-------------------------------------------------------------------------------------|
| 8/7 21 | Acc BAB 4-5 |  |
|--------|-------------|-------------------------------------------------------------------------------------|

| Tanggal Disetujui | BAB                             | Paraf Pembimbing                                                                    |
|-------------------|---------------------------------|-------------------------------------------------------------------------------------|
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
| 18/ juli 2021     | bab di uji<br>dan tulis skripsi |  |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |
|                   |                                 |                                                                                     |

- 10. Tanggal Selesai Penulisan Skripsi : \_\_\_\_\_
- 11. Keterangan Bimbingan Telah Selesai : 21. juli 2021
- 12. Telah Di Evaluasi/Di Uji Dengan Nilai : \_\_\_\_\_ (angka)  
\_\_\_\_\_ (huruf)

Pembimbing,  
  
**Dr. Heri Wijayanto, S.T., M.M., M.Kom**  
NIDN. 0025057401

Ponorogo, 15 Juli 2021  
Dekan,  
  
**Dr. HADI SUMARSONO, M.Si**  
NIP. 19760508 200501 1 002