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# L A M P I R A N



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## LAMPIRAN

### KUESIONER PENELITIAN

#### **PENGARUH *PERCEIVED EASE OF USE*, *PERCEIVED USEFULNESS* TERHADAP *INTENTION TO USE FINANCIAL TECHNOLOGY* DENGAN *ATTITUDE TOWARD USING* SEBAGAI VARIABEL INTERVENING (STUDI PADA UMKM DI KECAMATAN PANAKUKKANG KOTA MAKASSAR)**

Kepada Yth  
Saudara(i)/Responden  
Di tempat

Assalamualaikum Wr.Wb

Berkaitan dengan penelitian yang saya lakukan dalam rangka menyelesaikan studi program S2 Magister Manajemen Fakultas Ekonomi dan Bisnis Universitas Hasanuddin mengenai “**PENGARUH *PERCEIVED EASE OF USE*, *PERCEIVED USEFULNESS* TERHADAP *INTENTION TO USE FINANCIAL TECHNOLOGY* DENGAN *ATTITUDE TOWARD USING* SEBAGAI VARIABEL INTERVENING (STUDI PADA UMKM DI KECAMATAN PANAKUKKANG KOTA MAKASSAR)**” maka saya memohon kesediaan dari saudara (i) untuk mengisi kuesioner penelitian ini.

Penelitian ini diharapkan memberikan hasil yang bermanfaat, oleh karena itu dimohon kesediaannya untuk mengisi atau menjawab kuesioner ini dengan sebenar-benarnya. Jawaban yang anda berikan akan saya jamin kerahasiaannya dan hanya akan saya gunakan untuk kepentingan ilmiah.

Atas kerjasamanya dalam mengisi kuesioner ini, saya ucapkan  
terimakasih.

Assalamualaikum, Wr.Wb.





## A. IDENTITAS RESPONDEN

Nama :

Jenis Kelamin : ☐ Laki-Laki ☐ Perempuan

Usia : ☐ 18-20 Tahun ☐ 21-30 Tahun

☐ 31-40 Tahun ☐ 41-50 Tahun

☐ >50

Tingkat Pendidikan : ☐ SMA/SMK ☐ Diploma/D3

☐ S1 ☐ S2

## B. IDENTITAS USAHA

Jumlah Tenaga Kerja : ☐ <3 orang ☐ 4-5 orang

☐ 6-7 orang ☐ >7 orang

Usaha Bediri Sejak Tahun : ☐ 2014 ☐ 2015

☐ 2016 ☐ 2017

☐ 2018

## C. KETERANGAN

STS = Sangat Tidak Setuju

TS = Tidak setuju

KS = Kurang Setuju

= Setuju

= Sangat Setuju



## D. DAFTAR PERNYATAAN

### 1. *Perceived Ease of Use*

| No | Pernyataan                                                                                  | Pilihan Jawaban |           |           |          |           |
|----|---------------------------------------------------------------------------------------------|-----------------|-----------|-----------|----------|-----------|
|    |                                                                                             | STS<br>(1)      | TS<br>(2) | KS<br>(3) | S<br>(4) | SS<br>(5) |
| 1. | Saya rasa belajar menggunakan <i>mobile payment</i> itu mudah                               |                 |           |           |          |           |
| 2. | Instruksi yang disediakan oleh <i>mobile payment</i> jelas dan mudah dimengerti             |                 |           |           |          |           |
| 3. | Saya merasa kesulitan untuk menggunakan <i>mobile payment</i>                               |                 |           |           |          |           |
| 4. | Saya merasa mudah untuk mengingat bagaimana cara menggunakan <i>mobile payment</i>          |                 |           |           |          |           |
| 5. | Dengan adanya <i>mobile payment</i> memudahkan saya untuk bertransaksi                      |                 |           |           |          |           |
| 6. | Saya percaya menggunakan sistem <i>mobile payment</i> tidak akan membuat saya lebih bingung |                 |           |           |          |           |
| 7. | Bertransaksi menggunakan <i>mobile payment</i> lebih fleksibel dibandingkan secara tunai    |                 |           |           |          |           |
| 8. | Sangat mudah untuk menjadi terampil dalam bertransaksi menggunakan <i>mobile payment</i>    |                 |           |           |          |           |

### 2. *Perceived Usiffulness*

| No | Pernyataan                                                                      | Pilihan Jawaban |           |           |          |           |
|----|---------------------------------------------------------------------------------|-----------------|-----------|-----------|----------|-----------|
|    |                                                                                 | STS<br>(1)      | TS<br>(2) | KS<br>(3) | S<br>(4) | SS<br>(5) |
| 1. | Menurut saya, dengan menggunakan ewallet dapat meningkatkan produktivitas saya. |                 |           |           |          |           |
| 2. | E-wallet bermanfaat bagi saya                                                   |                 |           |           |          |           |
| 3. | Memudahkan kegiatan transaksi saya.                                             |                 |           |           |          |           |
| 4. | Mempercepat kegiatan transaksi.                                                 |                 |           |           |          |           |



### 3. Intention to use

| No | Pernyataan                                                                                                            | Pilihan Jawaban |           |           |          |           |
|----|-----------------------------------------------------------------------------------------------------------------------|-----------------|-----------|-----------|----------|-----------|
|    |                                                                                                                       | STS<br>(1)      | TS<br>(2) | KS<br>(3) | S<br>(4) | SS<br>(5) |
| 1. | Saya berniat untuk bertransaksi menggunakan <i>mobile payment</i> dimasa depan                                        |                 |           |           |          |           |
| 2. | Selalu mencoba untuk menggunakan <i>mobile payment</i> dalam membantu meningkatkan usaha saya                         |                 |           |           |          |           |
| 3. | Saya berencana untuk terus menggunakan <i>mobile payment</i> sesering mungkin                                         |                 |           |           |          |           |
| 4. | Saya akan menyarankan orang lain untuk bertransaksi menggunakan <i>mobile payment</i>                                 |                 |           |           |          |           |
| 5. | Saya menggunakan <i>mobile payment</i> karena percaya dimasa mendatang akan beralih dari transaksi tunai ke non tunai |                 |           |           |          |           |
| 6. | Saya menggunakan <i>mobile payment</i> untuk memudahkan mengontrol pembayaran                                         |                 |           |           |          |           |

### 4. Attitude Toward Using

| No | Pernyataan                                                                                     | Pilihan Jawaban |           |               |          |           |
|----|------------------------------------------------------------------------------------------------|-----------------|-----------|---------------|----------|-----------|
|    |                                                                                                | STS<br>(1)      | TS<br>(2) | K<br>S<br>(3) | S<br>(4) | SS<br>(5) |
| 1. | Saya rasa menggunakan <i>mobile payment</i> adalah ide yang bagus                              |                 |           |               |          |           |
| 2. | Saya rasa menggunakan <i>mobile payment</i> untuk transaksi keuangan adalah ide yang bijaksana |                 |           |               |          |           |
| 3. | Saya rasa menggunakan <i>mobile payment</i> itu menyenangkan                                   |                 |           |               |          |           |
| 4. | Saya suka menggunakan layanan <i>mobile payment</i> dalam bertransaksi                         |                 |           |               |          |           |



## LAMPIRAN

### KARAKTERISTIK RESPONDEN

#### Jenis Kelamin

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-Laki | 48        | 48,0    | 48,0          | 48,0               |
|       | Perempuan | 52        | 52,0    | 52,0          | 100,0              |
|       | Total     | 100       | 100,0   | 100,0         |                    |

#### Usia

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | >50   | 1         | 1,0     | 1,0           | 1,0                |
|       | 18-20 | 5         | 5,0     | 5,0           | 6,0                |
|       | 21-30 | 62        | 62,0    | 62,0          | 68,0               |
|       | 31-40 | 29        | 29,0    | 29,0          | 97,0               |
|       | 41-50 | 3         | 3,0     | 3,0           | 100,0              |
|       | Total | 100       | 100,0   | 100,0         |                    |

#### Pendidikan

|       |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | D3      | 6         | 6,0     | 6,0           | 6,0                |
|       | S1      | 47        | 47,0    | 47,0          | 53,0               |
|       | S2      | 9         | 9,0     | 9,0           | 62,0               |
|       | SMA/SMK | 38        | 38,0    | 38,0          | 100,0              |
|       | Total   | 100       | 100,0   | 100,0         |                    |

#### Tenaga Kerja

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | <4    | 76        | 76,0    | 76,0          | 76,0               |
|       | >7    | 3         | 3,0     | 3,0           | 79,0               |
|       | 4-5   | 14        | 14,0    | 14,0          | 93,0               |
|       | 6-7   | 7         | 7,0     | 7,0           | 100,0              |
|       | Total | 100       | 100,0   | 100,0         |                    |



#### saha

|     | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----|-----------|---------|---------------|--------------------|
| 014 | 3         | 3,0     | 3,0           | 3,0                |
| 015 | 10        | 10,0    | 10,0          | 13,0               |

|       |     |       |       |       |
|-------|-----|-------|-------|-------|
| 2016  | 17  | 17,0  | 17,0  | 30,0  |
| 2017  | 29  | 29,0  | 29,0  | 59,0  |
| 2018  | 41  | 41,0  | 41,0  | 100,0 |
| Total | 100 | 100,0 | 100,0 |       |

## LAMPIRAN

### KARAKTERISTIK VARIABEL

#### *Perceived Ease of Use*

| Pernyataan | Frekuensi |    |    |    |    | Mean | Ket |
|------------|-----------|----|----|----|----|------|-----|
|            | STS       | TS | KS | S  | SS |      |     |
| X1.1       |           |    | 7  | 61 | 32 | 4,25 | SS  |
| X1.2       |           | 1  | 18 | 51 | 30 | 4,10 | S   |
| X1.3       |           | 2  | 14 | 55 | 29 | 4,11 | S   |
| X1.4       |           | 1  | 17 | 52 | 30 | 4,11 | S   |
| X1.5       |           | 12 | 18 | 50 | 20 | 3,78 | S   |
| X1.6       |           | 3  | 25 | 55 | 17 | 3,86 | S   |
| X1.7       |           | 5  | 21 | 55 | 19 | 3,88 | S   |
| X1.8       |           | 7  | 19 | 49 | 25 | 3,92 | S   |
| Mean       |           |    |    |    |    | 4,00 | S   |

#### *Perceived Usefulness*

| Pernyataan | Frekuensi |    |    |    |    | Mean | Ket |
|------------|-----------|----|----|----|----|------|-----|
|            | STS       | TS | KS | S  | SS |      |     |
| X2.1       |           | 1  | 12 | 58 | 29 | 4,15 | S   |
| X2.2       |           | 1  | 9  | 54 | 36 | 4,25 | SS  |
| X2.3       |           | 2  | 20 | 47 | 31 | 4,07 | S   |
| X2.4       |           | 1  | 8  | 47 | 44 | 4,34 | SS  |
| Mean       |           |    |    |    |    | 4,20 | S   |

#### *Intention to use*

| Pernyataan | Frekuensi |    |    |    |    | Mean | Ket |
|------------|-----------|----|----|----|----|------|-----|
|            | STS       | TS | KS | S  | SS |      |     |
| Y1         |           | 1  | 11 | 46 | 42 | 4,29 | SS  |
| Y2         |           |    | 8  | 57 | 35 | 4,27 | SS  |
| Y3         |           |    | 14 | 50 | 36 | 4,22 | SS  |
| Y4         |           | 2  | 9  | 52 | 37 | 4,24 | SS  |
|            |           | 2  | 14 | 56 | 28 | 4,10 | S   |
|            |           | 1  | 12 | 61 | 26 | 4,12 | S   |
| Mean       |           |    |    |    |    | 4,21 | SS  |



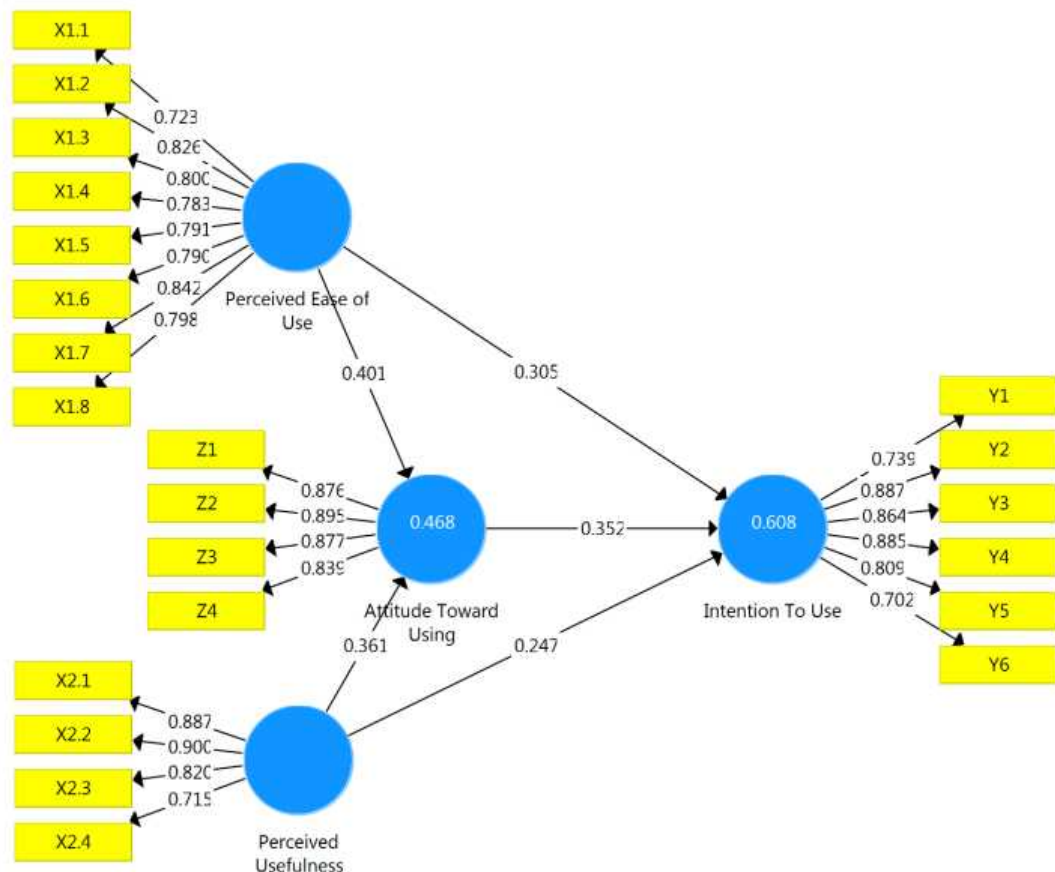
**Toward Using**

| Pernyataan | Frekuensi |    |    |    |    | Mean | Ket |
|------------|-----------|----|----|----|----|------|-----|
|            | STS       | TS | KS | S  | SS |      |     |
| Z1         |           | 3  | 16 | 48 | 33 | 4,11 | S   |
| Z2         |           |    | 15 | 53 | 32 | 4,17 | S   |
| Z3         |           | 4  | 15 | 43 | 38 | 4,15 | S   |
| Z4         |           | 2  | 23 | 42 | 33 | 4,06 | S   |
| Mean       |           |    |    |    |    | 4,12 | S   |

## LAMPIRAN

### HASIL OLAH DATA SMART PLS

#### 1. Analisa *Outerr* Model



#### 2. Uji Validitas

Convergent Validity

Factor Loadings :

| Perceived | Perceived | Intention | Attitude |
|-----------|-----------|-----------|----------|
|-----------|-----------|-----------|----------|



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|      | Ease of Use | Usefulness | To Use | Toward Using |
|------|-------------|------------|--------|--------------|
| X1.1 | 0,723       |            |        |              |
| X1.2 | 0,826       |            |        |              |
| X1.3 | 0,800       |            |        |              |
| X1.4 | 0,783       |            |        |              |
| X1.5 | 0,791       |            |        |              |
| X1.6 | 0,790       |            |        |              |
| X1.7 | 0,842       |            |        |              |
| X1.8 | 0,798       |            |        |              |
| X2.1 |             | 0,887      |        |              |
| X2.2 |             | 0,900      |        |              |
| X2.3 |             | 0,820      |        |              |
| X2.4 |             | 0,715      |        |              |
| Y1   |             |            | 0,739  |              |
| Y2   |             |            | 0,887  |              |
| Y3   |             |            | 0,864  |              |
| Y4   |             |            | 0,885  |              |
| Y5   |             |            | 0,809  |              |
| Y6   |             |            | 0,702  |              |
| Z1   |             |            |        | 0,876        |
| Z2   |             |            |        | 0,895        |
| Z3   |             |            |        | 0,877        |
| Z4   |             |            |        | 0,839        |

#### Nilai Average Variance Extracted (AVE)

|                       | Average Variance Extracted (AVE) |
|-----------------------|----------------------------------|
| Perceived Ease of Use | 0,632                            |
| Perceived Usefulness  | 0,695                            |
| Intention To Use      | 0,669                            |
| Attitude Toward Using | 0,760                            |



#### iminant Validity

#### Loadings :

| Perceived | Perceived | Intention | Attitude |
|-----------|-----------|-----------|----------|
|-----------|-----------|-----------|----------|



|      | Ease of Use | Usefulness | To Use | Toward Using |
|------|-------------|------------|--------|--------------|
| X1.1 | 0,723       | 0,492      | 0,629  | 0,544        |
| X1.2 | 0,826       | 0,535      | 0,672  | 0,567        |
| X1.3 | 0,800       | 0,462      | 0,435  | 0,477        |
| X1.4 | 0,783       | 0,367      | 0,432  | 0,463        |
| X1.5 | 0,791       | 0,436      | 0,500  | 0,420        |
| X1.6 | 0,790       | 0,562      | 0,525  | 0,408        |
| X1.7 | 0,842       | 0,477      | 0,509  | 0,537        |
| X1.8 | 0,798       | 0,524      | 0,509  | 0,487        |
| X2.1 | 0,538       | 0,887      | 0,596  | 0,518        |
| X2.2 | 0,595       | 0,900      | 0,540  | 0,496        |
| X2.3 | 0,451       | 0,820      | 0,472  | 0,463        |
| X2.4 | 0,440       | 0,715      | 0,531  | 0,533        |
| Y1   | 0,485       | 0,489      | 0,739  | 0,466        |
| Y2   | 0,645       | 0,583      | 0,887  | 0,614        |
| Y3   | 0,527       | 0,518      | 0,864  | 0,573        |
| Y4   | 0,556       | 0,554      | 0,885  | 0,601        |
| Y5   | 0,528       | 0,474      | 0,809  | 0,609        |
| Y6   | 0,552       | 0,544      | 0,702  | 0,510        |
| Z1   | 0,518       | 0,540      | 0,581  | 0,876        |
| Z2   | 0,526       | 0,573      | 0,630  | 0,895        |
| Z3   | 0,574       | 0,508      | 0,591  | 0,877        |
| Z4   | 0,549       | 0,492      | 0,607  | 0,839        |

### Fornell-Larcker Criterion

|                       | Perceived Ease of Use | Perceived Usefulness | Intention To Use | Attitude Toward Using |
|-----------------------|-----------------------|----------------------|------------------|-----------------------|
| Perceived Ease of Use | 0,795                 |                      |                  |                       |
| Perceived Usefulness  | 0,611                 | 0,834                |                  |                       |
| Intention To Use      | 0,674                 | 0,647                | 0,818            |                       |
| Attitude Toward Using | 0,621                 | 0,606                | 0,691            | 0,872                 |



Reliabilitas

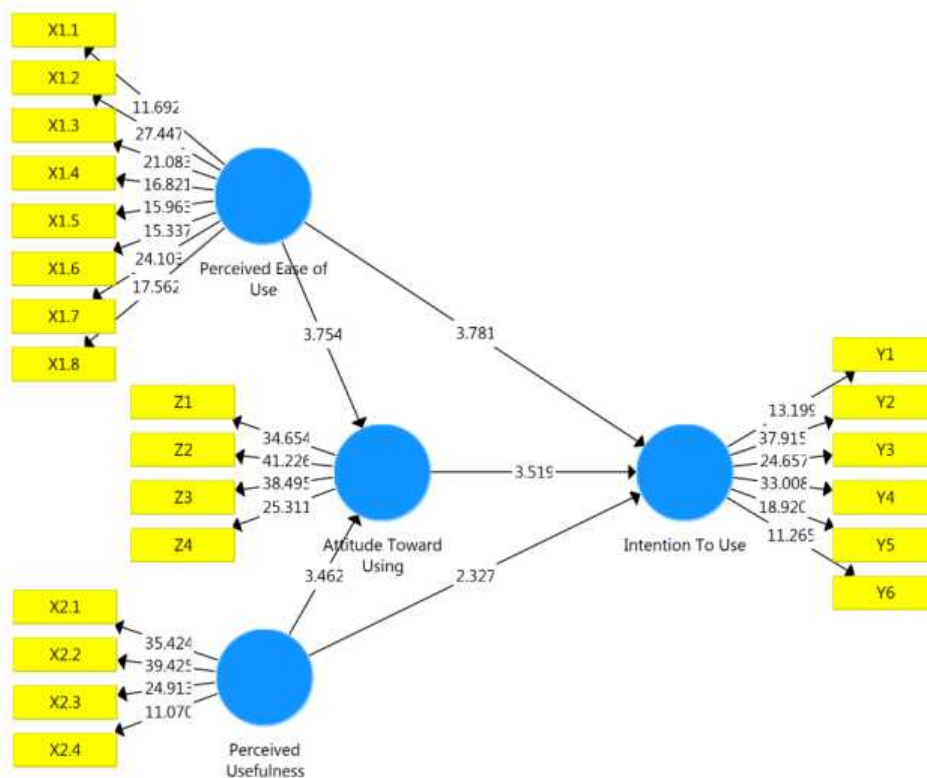
Construct Reliability and Validity

|                       | Cronbach's Alpha | rho_A | Composite Reliability |
|-----------------------|------------------|-------|-----------------------|
| Perceived Ease of Use | 0,917            | 0,921 | 0,932                 |
| Perceived Usefulness  | 0,850            | 0,853 | 0,900                 |
| Intention To Use      | 0,899            | 0,904 | 0,923                 |
| Attitude Toward Using | 0,895            | 0,895 | 0,927                 |

#### 4. R Square

|                       | R Square | R Square Adjusted |
|-----------------------|----------|-------------------|
| Intention To Use      | 0,608    | 0,596             |
| Attitude Toward Using | 0,468    | 0,457             |

#### 4. Hasil Bootstrapping:



**Hipotesis**  
**Pengaruh Langsung:**

|  | Original Sample | Sample Mean | Standard Deviation | T Statistics ( O/STDEV ) | P Values |
|--|-----------------|-------------|--------------------|--------------------------|----------|
|--|-----------------|-------------|--------------------|--------------------------|----------|

|                                                | (O)   | (M)   | (STDEV) |       |       |
|------------------------------------------------|-------|-------|---------|-------|-------|
| Perceived Ease of Use -> Attitude Toward Using | 0,401 | 0,398 | 0,107   | 3,754 | 0,000 |
| Perceived Ease of Use -> Intention To Use      | 0,305 | 0,301 | 0,081   | 3,781 | 0,000 |
| Perceived Usefulness -> Attitude Toward Using  | 0,361 | 0,370 | 0,104   | 3,462 | 0,001 |
| Perceived Usefulness -> Intention To Use       | 0,247 | 0,241 | 0,106   | 2,327 | 0,020 |
| Attitude Toward Using -> Intention To Use      | 0,352 | 0,364 | 0,100   | 3,519 | 0,000 |

#### Analisis Pengaruh Tidak Langsung:

|                                                                    | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics ( O/STDEV ) | P Values |
|--------------------------------------------------------------------|---------------------|-----------------|----------------------------|--------------------------|----------|
| Perceived Ease of Use -> Attitude Toward Using -> Intention To Use | 0,141               | 0,143           | 0,053                      | 2,660                    | 0,008    |

