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LAMPIRAN

Lampiran 1 Dokumentasi wawancara dengan nasabah (1)



Lampiran 2 Dokumentasi wawancara dengan nasabah (2)



Lampiran 3 Dokumentasi wawancara dengan nasabah (3)



Lampiran 4 Dokumentasi wawancara dengan nasabah (4)



Lampiran 5 *Google formulir* kuesioner penelitian (1)


10.53

BCA syariah

Kuesioner Penelitian Tugas Akhir

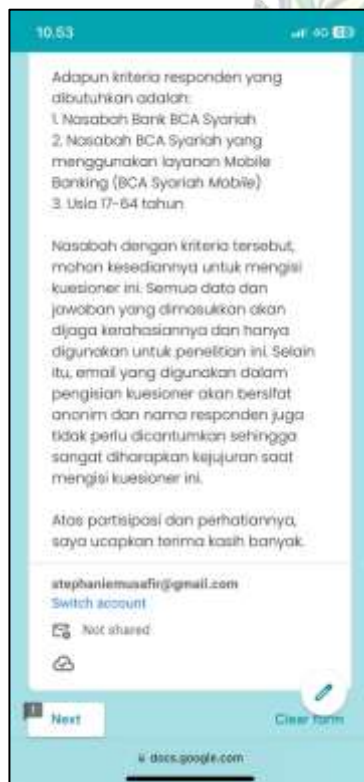
Perkenalkan nama saya Stephanie Aurelya Putri Musafir, mahasiswa S1 dari Departemen Teknik Industri, Fakultas Teknik, Universitas Hasanuddin. Saat ini saya sedang melakukan penelitian tugas akhir dengan judul **"Analisis Kualitas Layanan Mobile Banking BCA Syariah (BCA Syariah Mobile) Dengan Metode E-Servqual (E-Service Quality) dan Model Kano"**.

Adapun kriteria responden yang dibutuhkan adalah:

1. Nasabah Bank BCA Syariah
2. Nasabah BCA Syariah yang menggunakan layanan Mobile Banking (BCA Syariah Mobile)
3. Usia 17-64 tahun.

1 Nasabah dengan kriteria tersebut,

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Lampiran 6 *Google formulir* kuesioner penelitian (2)


10.53

Adapun kriteria responden yang dibutuhkan adalah:

1. Nasabah Bank BCA Syariah
2. Nasabah BCA Syariah yang menggunakan layanan Mobile Banking (BCA Syariah Mobile)
3. Usia 17-64 tahun.

Nasabah dengan kriteria tersebut, mohon kesediaannya untuk mengisi kuesioner ini. Semua data dan jawaban yang dimasukkan akan dijaga kerahasiannya dan hanya digunakan untuk penelitian ini. Selain itu, email yang digunakan dalam pengisian kuesioner akan bersifat anonim dan nama responden juga tidak perlu dicantumkan sehingga sangat diharapkan kejujuran saat mengisi kuesioner ini.

Atas partisipasi dan perhatiannya, saya ucapkan terima kasih banyak.

stephanlemusafir@gmail.com
Switch account

Not shared

Next Clear form

[u.docx.google.com](#)

Lampiran 7 *Google formulir* kuesioner penelitian (3)



10:56

Apa jenis kelamin Anda? *

☐ Laki-laki

☐ Perempuan

Berapa usia Anda saat ini? *

☐ 17-20 Tahun

☐ 20 - 24 Tahun

☐ 25 - 30 Tahun

☐ 31 - 50 Tahun

☐ 51-59 Tahun

☐ 60-64 Tahun

Apa jenis pekerjaan Anda? *

☐ Pelajar/Mahasiswa

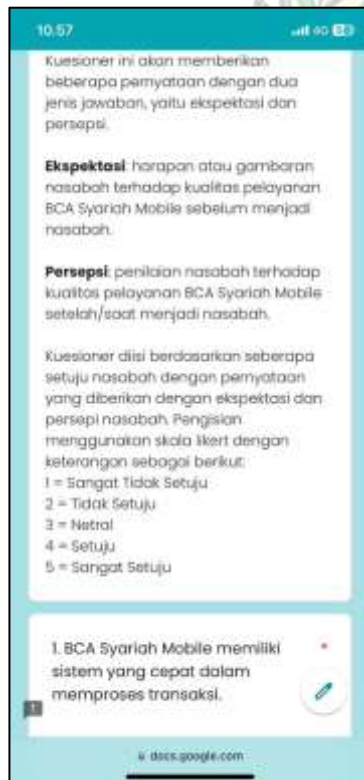
☐ Pegawai Negeri (PNS)

☐ Pegawai Swasta

☐ Wiraswasta

u.docs.google.com

Lampiran 8 *Google formulir* kuesioner penelitian (4)



10:57

Kuesioner ini akan memberikan beberapa pernyataan dengan dua jenis jawaban, yaitu ekspektasi dan persepsi.

Ekspektasi: harapan atau gambaran nasabah terhadap kualitas pelayanan BCA Syariah Mobile sebelum menjadi nasabah.

Persepsi: penilaian nasabah terhadap kualitas pelayanan BCA Syariah Mobile setelah/saat menjadi nasabah.

Kuesioner diisi berdasarkan seberapa setuju nasabah dengan pernyataan yang diberikan dengan ekspektasi dan persepsi nasabah. Pengisian menggunakan skala likert dengan keterangan sebagai berikut:

1 = Sangat Tidak Setuju

2 = Tidak Setuju

3 = Netral

4 = Setuju

5 = Sangat Setuju

1. BCA Syariah Mobile memiliki sistem yang cepat dalam memproses transaksi.

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Lampiran 9 *Google formulir* kuesioner penelitian (5)

10.57

1. BCA Syariah Mobile memiliki sistem yang cepat dalam memproses transaksi.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

2. BCA Syariah Mobile memiliki tampilan menu yang mudah dimengerti.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

3. BCA Syariah Mobile memiliki tampilan aplikasi yang menarik.

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Lampiran 10 *Google formulir* kuesioner penelitian (6)

10.57

3. BCA Syariah Mobile memiliki tampilan aplikasi yang menarik.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

4. BCA Syariah Mobile memiliki fitur layanan menarik uang tunai melalui ATM.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

5. BCA Syariah Mobile memiliki fitur pembelian yang lengkap (top up, voucher telepon, beli paket data, dll).

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Lampiran 11 *Google formulir* kuesioner penelitian (7)


10:57

6. BCA Syariah Mobile memiliki fitur pembayaran yang lengkap (listrik, BPJS, pajak, dll.).

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

7. Bank pemilik BCA Syariah Mobile memiliki reputasi yang baik.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

8. BCA Syariah Mobile dapat diakses kapan pun dan dimanapun (terhubung dengan internet).

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

u docs.google.com

Lampiran 12 *Google formulir* kuesioner penelitian (8)


10:57

9. BCA Syariah Mobile pada versi saat ini (V 4.1.0) dapat berjalan baik dan normal.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

10. Sistem BCA Syariah Mobile melindungi data pribadi.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

11. Sistem BCA Syariah Mobile melindungi data kartu debit.

1 2 3

Ekspektasi ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐

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Lampiran 13 *Google formulir* kuesioner penelitian (9)

10:57

12. Sistem mewajibkan nasabah menginput user ID dan password sebelum menggunakan layanan BCA Syariah Mobile

1 2 3 4 5

Ekspektasi ☐ ☐ ☒ ☐ ☐

Persepsi ☐ ☐ ☐ ☐ ☐

13. Transaksi melalui BCA Syariah Mobile dilakukan dengan aman dan terpercaya

1 2 3 4 5

Ekspektasi ☐ ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐ ☐

14. BCA Syariah Mobile memiliki fitur layanan telepon untuk

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Lampiran 14 *Google formulir* kuesioner penelitian (10)

10:57

Persepsi ☐ ☐ ☐ ☐ ☐

14. BCA Syariah Mobile memiliki fitur layanan telepon untuk berbicara dengan customer service.

1 2 3 4 5

Ekspektasi ☐ ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐ ☐

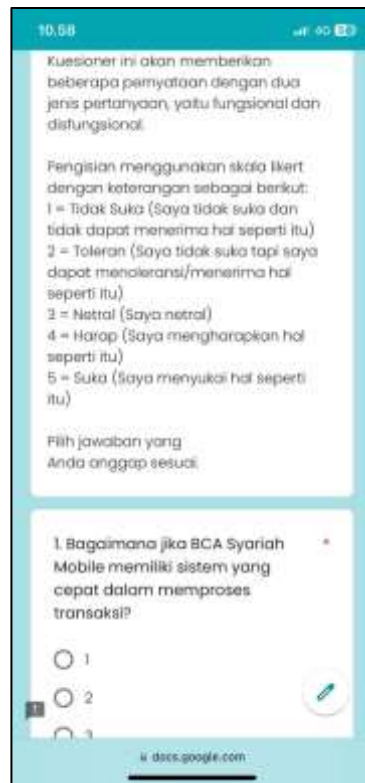
15. BCA Syariah Mobile memiliki fitur chat atau pesan dengan customer service.

1 2 3 4 5

Ekspektasi ☐ ☐ ☐ ☐ ☐

Persepsi ☐ ☐ ☐ ☐ ☐

u docs.google.com

Lampiran 15 *Google formulir* kuesioner penelitian (11)


10.58

Kuesioner ini akan memberikan beberapa pernyataan dengan dua jenis pertanyaan, yaitu fungsional dan disfungsional.

Pengisian menggunakan skala likert dengan keterangan sebagai berikut:

- 1 = Tidak Suka (Saya tidak suka dan tidak dapat menerima hal seperti itu)
- 2 = Toleran (Saya tidak suka tapi saya dapat menoleransi/menerima hal seperti itu)
- 3 = Netral (Saya netral)
- 4 = Harap (Saya mengharapkan hal seperti itu)
- 5 = Suka (Saya menyukai hal seperti itu)

Pilih jawaban yang Anda anggap sesuai.

1. Bagaimana jika BCA Syariah Mobile memiliki sistem yang cepat dalam memproses transaksi?

☐ 1

☐ 2

☐ 3

[u docs.google.com](https://docs.google.com)

Lampiran 16 *Google formulir* kuesioner penelitian (12)


10.58

1. Bagaimana jika BCA Syariah Mobile memiliki sistem yang cepat dalam memproses transaksi?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

2. Bagaimana jika BCA Syariah Mobile memiliki sistem yang **tidak** cepat (lambat) dalam memproses transaksi?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

[u docs.google.com](https://docs.google.com)

Lampiran 17 *Google formulir* kuesioner penelitian (13)

10.58

3. Bagaimana jika BCA Syariah Mobile memiliki tampilan menu yang mudah dimengerti?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

4. Bagaimana jika BCA Syariah Mobile memiliki tampilan menu yang **tidak** mudah dimengerti?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 18 *Google formulir* kuesioner penelitian (14)

10.58

5. Bagaimana jika BCA Syariah Mobile memiliki tampilan aplikasi yang menarik?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

6. Bagaimana jika BCA Syariah Mobile memiliki tampilan aplikasi yang **tidak** menarik?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 19 *Google formulir* kuesioner penelitian (15)

10.58 90%

7. Bagaimana jika BCA Syariah Mobile memiliki fitur layanan menarik uang tunai melalui ATM?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

8. Bagaimana jika BCA Syariah Mobile **tidak** memiliki fitur layanan menarik uang tunai melalui ATM?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

u.docs.google.com

Lampiran 20 *Google formulir* kuesioner penelitian (16)

10.58 90%

9. Bagaimana jika BCA Syariah Mobile memiliki fitur pembelian yang lengkap (top up, voucher telepon, beli paket data, dll)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

10. Bagaimana jika BCA Syariah Mobile **tidak** memiliki fitur pembelian yang lengkap (top up, voucher telepon, beli paket data, dll)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

u.docs.google.com

Lampiran 21 *Google formulir* kuesioner penelitian (17)

10:58 90%

11. Bagaimana jika BCA Syariah Mobile memiliki fitur pembayaran yang lengkap (listrik, BPJS, pajak, dll.)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

12. Bagaimana jika BCA Syariah Mobile **tidak** memiliki fitur pembayaran yang lengkap (listrik, BPJS, pajak, dll.)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

u.docs.google.com

Lampiran 22 *Google formulir* kuesioner penelitian (18)

10:59 90%

13. Bagaimana jika Bank pemilik BCA Syariah Mobile memiliki reputasi yang baik?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

14. Bagaimana jika Bank pemilik BCA Syariah Mobile **tidak** memiliki reputasi yang baik?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 23 *Google formulir* kuesioner penelitian (19)

10.59 90%

15. Bagaimana jika BCA Syariah Mobile dapat diakses kapan pun dan dimanapun (terhubung dengan internet)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

16. Bagaimana jika BCA Syariah Mobile **tidak** dapat diakses kapan pun dan dimanapun (terhubung dengan internet)?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 24 *Google formulir* kuesioner penelitian (20)

10.59 90%

17. Bagaimana jika BCA Syariah Mobile pada versi saat ini (V 4.1.0) dapat berjalan baik dan normal?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

18. Bagaimana jika BCA Syariah Mobile pada versi saat ini (V 4.1.0) **tidak** dapat berjalan baik dan normal?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 25 *Google formulir* kuesioner penelitian (21)

10:59 90%

19. Bagaimana jika sistem BCA Syariah Mobile melindungi data pribadi?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

20. Bagaimana jika sistem BCA Syariah Mobile **tidak** melindungi data pribadi?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 26 *Google formulir* kuesioner penelitian (22)

10:59 90%

21. Bagaimana jika sistem BCA Syariah Mobile melindungi data kartu debit?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

22. Bagaimana jika sistem BCA Syariah Mobile **tidak** melindungi data kartu debit?

☐ 1

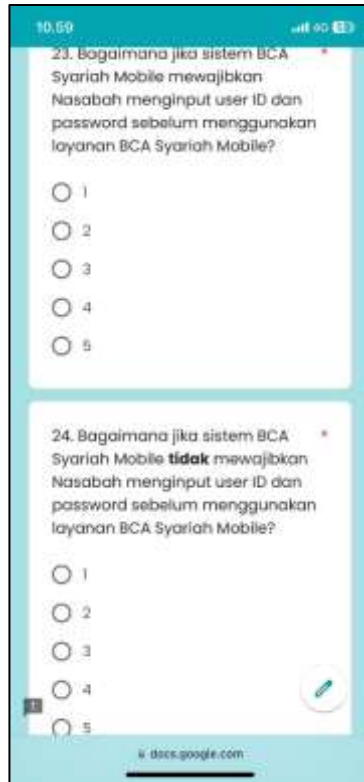
☐ 2

☐ 3

☐ 4

☐ 5

u.docs.google.com

Lampiran 27 *Google formulir* kuesioner penelitian (23)

10:59 90%

23. Bagaimana jika sistem BCA Syariah Mobile mewajibkan Nasabah menginput user ID dan password sebelum menggunakan layanan BCA Syariah Mobile?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

24. Bagaimana jika sistem BCA Syariah Mobile **tidak** mewajibkan Nasabah menginput user ID dan password sebelum menggunakan layanan BCA Syariah Mobile?

☐ 1

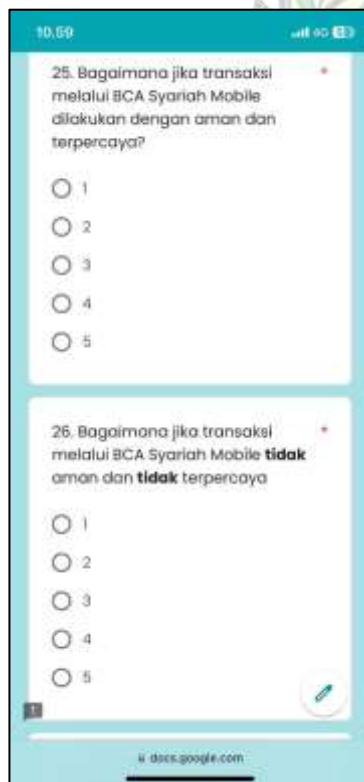
☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 28 *Google formulir* kuesioner penelitian (24)

10:59 90%

25. Bagaimana jika transaksi melalui BCA Syariah Mobile dilakukan dengan aman dan terpercaya?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

26. Bagaimana jika transaksi melalui BCA Syariah Mobile **tidak** aman dan **tidak** terpercaya?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 29 *Google formulir* kuesioner penelitian (25)

27. Bagaimana jika BCA Syariah Mobile memiliki fitur layanan telepon untuk berbicara dengan customer service?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

28. Bagaimana jika BCA Syariah Mobile **tidak** memiliki fitur layanan telepon untuk berbicara dengan customer service?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

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Lampiran 30 *Google formulir* kuesioner penelitian (26)

29. Bagaimana jika BCA Syariah Mobile memiliki fitur chat atau pesan dengan customer service?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

30. Bagaimana jika BCA Syariah Mobile **tidak** memiliki fitur chat atau pesan dengan customer service?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

u.docs.google.com

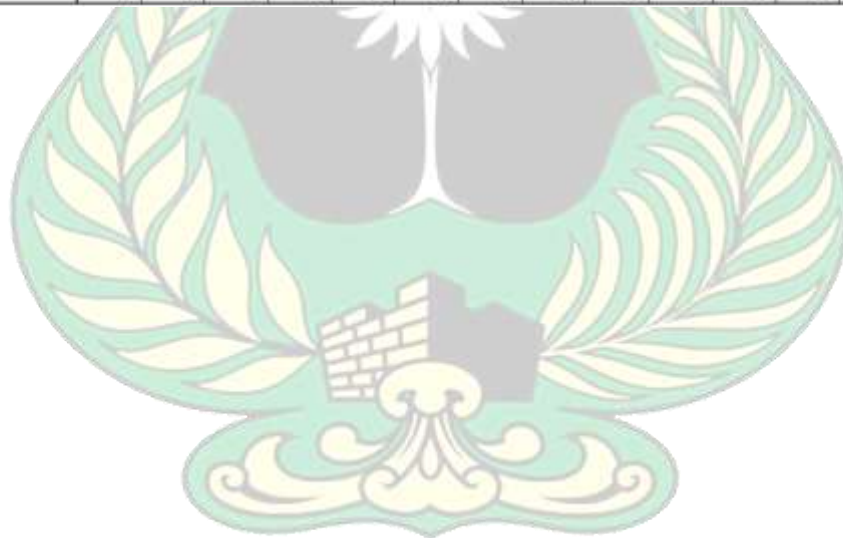
Lampiran 31 Hasil Uji Validitas Variabel Ekspektasi

	E1	E2	E3	E4	E5	E6	E7	E8	E9	E10	E11	E12	E13	E14	E15	Total_E
E1 Pearson Correlation	1	.772 ^{**}	.593 ^{**}	.748 ^{**}	.831 ^{**}	.743 ^{**}	.628 ^{**}	.804 ^{**}	.838 ^{**}	.881 ^{**}	.748 ^{**}	.682 ^{**}	.887 ^{**}	.396 ^{**}	.848 ^{**}	.805 ^{**}
Sig. (2-tailed)		.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.030	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E2 Pearson Correlation	.772 ^{**}	1	.825 ^{**}	.844 ^{**}	.787 ^{**}	.859 ^{**}	.791 ^{**}	.837 ^{**}	.800 ^{**}	.886 ^{**}	.796 ^{**}	.724 ^{**}	.759 ^{**}	.564 ^{**}	.796 ^{**}	.924 ^{**}
Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E3 Pearson Correlation	.593 ^{**}	.825 ^{**}	1	.709 ^{**}	.706 ^{**}	.785 ^{**}	.689 ^{**}	.717 ^{**}	.802 ^{**}	.779 ^{**}	.700 ^{**}	.563 ^{**}	.786 ^{**}	.488 ^{**}	.757 ^{**}	.873 ^{**}
Sig. (2-tailed)	.001	.000		.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.005	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4 Pearson Correlation	.748 ^{**}	.844 ^{**}	.709 ^{**}	1	.740 ^{**}	.982 ^{**}	.718 ^{**}	.917 ^{**}	.788 ^{**}	.847 ^{**}	.892 ^{**}	.778 ^{**}	.799 ^{**}	.830 ^{**}	.781 ^{**}	.923 ^{**}
Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E5 Pearson Correlation	.831 ^{**}	.787 ^{**}	.706 ^{**}	.740 ^{**}	1	.779 ^{**}	.750 ^{**}	.748 ^{**}	.728 ^{**}	.740 ^{**}	.745 ^{**}	.744 ^{**}	.828 ^{**}	.781 ^{**}	.741 ^{**}	.888 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E6 Pearson Correlation	.743 ^{**}	.859 ^{**}	.785 ^{**}	.982 ^{**}	.779 ^{**}	1	.785 ^{**}	.895 ^{**}	.853 ^{**}	.838 ^{**}	.791 ^{**}	.773 ^{**}	.879 ^{**}	.565 ^{**}	.892 ^{**}	.941 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.001	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E7 Pearson Correlation	.628 ^{**}	.791 ^{**}	.689 ^{**}	.718 ^{**}	.750 ^{**}	.785 ^{**}	1	.695 ^{**}	.729 ^{**}	.785 ^{**}	.772 ^{**}	.805 ^{**}	.435 ^{**}	.417 ^{**}	.725 ^{**}	.838 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.022	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E8 Pearson Correlation	.804 ^{**}	.837 ^{**}	.717 ^{**}	.917 ^{**}	.748 ^{**}	.895 ^{**}	.695 ^{**}	1	.749 ^{**}	.873 ^{**}	.812 ^{**}	.754 ^{**}	.791 ^{**}	.483 ^{**}	.750 ^{**}	.818 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.007	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E9 Pearson Correlation	.838 ^{**}	.886 ^{**}	.802 ^{**}	.788 ^{**}	.725 ^{**}	.855 ^{**}	.728 ^{**}	.749 ^{**}	1	.840 ^{**}	.738 ^{**}	.808 ^{**}	.797 ^{**}	.569 ^{**}	.746 ^{**}	.899 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.001	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E10 Pearson Correlation	.881 ^{**}	.880 ^{**}	.779 ^{**}	.847 ^{**}	.740 ^{**}	.838 ^{**}	.795 ^{**}	.873 ^{**}	.840 ^{**}	1	.813 ^{**}	.833 ^{**}	.829 ^{**}	.554 ^{**}	.758 ^{**}	.837 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
E11 Pearson Correlation	.801 ^{**}	.860 ^{**}	.778 ^{**}	.947 ^{**}	.740 ^{**}	.838 ^{**}	.795 ^{**}	.873 ^{**}	.840 ^{**}	.813 ^{**}	1	.833 ^{**}	.829 ^{**}	.504 ^{**}	.758 ^{**}	.837 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E12 Pearson Correlation	.749 ^{**}	.790 ^{**}	.700 ^{**}	.802 ^{**}	.745 ^{**}	.791 ^{**}	.772 ^{**}	.812 ^{**}	.739 ^{**}	.813 ^{**}	.833 ^{**}	1	.745 ^{**}	.746 ^{**}	.432 ^{**}	.863 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.017	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E13 Pearson Correlation	.687 ^{**}	.759 ^{**}	.786 ^{**}	.799 ^{**}	.825 ^{**}	.879 ^{**}	.676 ^{**}	.791 ^{**}	.787 ^{**}	.828 ^{**}	.748 ^{**}	.843 ^{**}	1	.543 ^{**}	.828 ^{**}	.876 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E14 Pearson Correlation	.396 ^{**}	.564 ^{**}	.488 ^{**}	.830 ^{**}	.751 ^{**}	.565 ^{**}	.417 ^{**}	.483 ^{**}	.569 ^{**}	.504 ^{**}	.432 ^{**}	.483 ^{**}	.543 ^{**}	1	.594 ^{**}	.861 ^{**}
Sig. (2-tailed)	.030	.001	.000	.000	.000	.001	.022	.007	.001	.000	.017	.007	.002	.000		.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E15 Pearson Correlation	.848 ^{**}	.796 ^{**}	.752 ^{**}	.781 ^{**}	.741 ^{**}	.862 ^{**}	.725 ^{**}	.750 ^{**}	.746 ^{**}	.738 ^{**}	.701 ^{**}	.872 ^{**}	.828 ^{**}	.594 ^{**}	1	.862 ^{**}
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_E Pearson Correlation	.805 ^{**}	.824 ^{**}	.873 ^{**}	.823 ^{**}	.869 ^{**}	.941 ^{**}	.818 ^{**}	.816 ^{**}	.869 ^{**}	.837 ^{**}	.883 ^{**}	.838 ^{**}	.876 ^{**}	.681 ^{**}	.862 ^{**}	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30



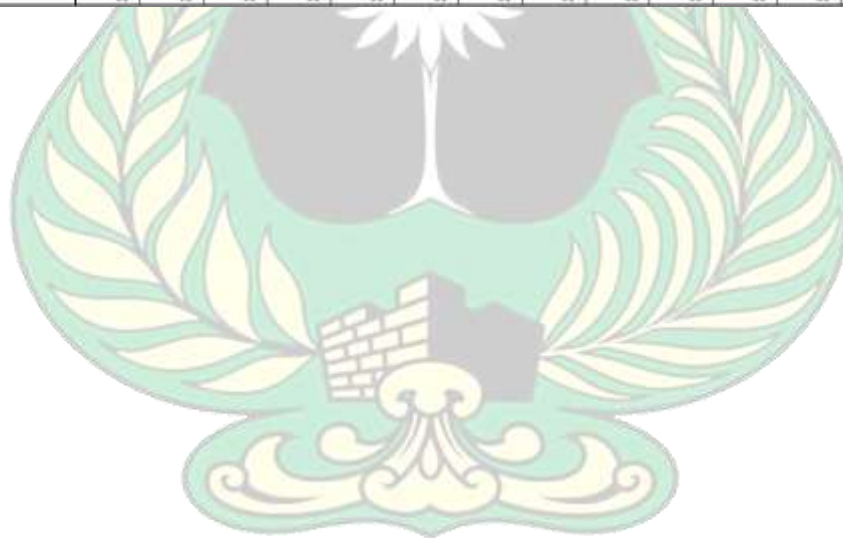
Lampiran 32 Hasil Uji Validitas Variabel Persepsi

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	Total_P	
P1	Pearson Correlation Sig. (2-tailed) N	1 .000 30	.615 .000 30	.362 .049 30	.372 .043 30	.397 .048 30	.452 .012 30	.555 .000 30	.036 .000 30	.685 .000 30	.773 .000 30	.797 .000 30	.440 .015 30	.636 .000 30	.267 .154 30	.131 .489 30	.740 .000 30
P2	Pearson Correlation Sig. (2-tailed) N	.615 .000 30	1 .000 30	.641 .000 30	.434 .019 30	.601 .000 30	.649 .000 30	.552 .002 30	.621 .000 30	.781 .000 30	.645 .000 30	.593 .001 30	.567 .001 30	.651 .000 30	.362 .050 30	.250 .183 30	.882 .000 30
P3	Pearson Correlation Sig. (2-tailed) N	.362 .049 30	.641 .000 30	1 .000 30	.317 .087 30	.783 .000 30	.717 .000 30	.746 .000 30	.577 .003 30	.582 .001 30	.448 .013 30	.333 .072 30	.638 .000 30	.442 .014 30	.402 .028 30	.456 .011 30	.768 .000 30
P4	Pearson Correlation Sig. (2-tailed) N	.372 .043 30	.424 .019 30	.317 .087 30	1 .000 30	.498 .008 30	.498 .005 30	.502 .005 30	.727 .000 30	.438 .018 30	.584 .001 30	.508 .004 30	.883 .000 30	.745 .000 30	.209 .276 30	.179 .344 30	.780 .000 30
P5	Pearson Correlation Sig. (2-tailed) N	.397 .048 30	.601 .000 30	.783 .000 30	.489 .006 30	1 .000 30	.792 .000 30	.336 .069 30	.432 .000 30	.684 .000 30	.393 .032 30	.287 .111 30	.698 .000 30	.591 .000 30	.424 .020 30	.827 .000 30	.758 .000 30
P6	Pearson Correlation Sig. (2-tailed) N	.452 .012 30	.649 .000 30	.717 .000 30	.486 .005 30	.792 .000 30	1 .000 30	.398 .029 30	.687 .000 30	.648 .000 30	.531 .003 30	.459 .011 30	.771 .000 30	.694 .000 30	.504 .004 30	.488 .006 30	.921 .000 30
P7	Pearson Correlation Sig. (2-tailed) N	.555 .000 30	.552 .002 30	.346 .081 30	.552 .000 30	.338 .069 30	.398 .029 30	1 .000 30	.487 .000 30	.512 .004 30	.728 .000 30	.731 .000 30	.584 .001 30	.699 .000 30	.338 .205 30	.888 .000 30	.714 .000 30
P8	Pearson Correlation Sig. (2-tailed) N	.036 .000 30	.685 .000 30	.773 .000 30	.797 .000 30	.440 .013 30	.567 .000 30	.651 .000 30	1 .000 30	.676 .000 30	.684 .000 30	.598 .000 30	.767 .000 30	.815 .000 30	.342 .065 30	.278 .126 30	.848 .000 30
P9	Pearson Correlation Sig. (2-tailed) N	.685 .000 30	.781 .000 30	.562 .001 30	.436 .018 30	.684 .000 30	.649 .000 30	.513 .004 30	.626 .000 30	1 .000 30	.636 .000 30	.827 .000 30	.586 .001 30	.699 .000 30	.250 .183 30	.310 .085 30	.810 .000 30
P10	Pearson Correlation Sig. (2-tailed) N	.773 .000 30	.645 .000 30	.448 .013 30	.584 .001 30	.393 .002 30	.531 .000 30	.728 .000 30	.684 .000 30	.676 .000 30	1 .000 30	.800 .000 30	.677 .000 30	.898 .000 30	.199 .291 30	.236 .268 30	.834 .000 30
P11	Pearson Correlation Sig. (2-tailed) N	.797 .000 30	.593 .001 30	.333 .072 30	.586 .004 30	.297 .111 30	.459 .000 30	.731 .000 30	.598 .000 30	.627 .000 30	.806 .000 30	1 .000 30	.587 .001 30	.768 .000 30	.029 .879 30	.166 .374 30	.759 .000 30
P12	Pearson Correlation Sig. (2-tailed) N	.440 .013 30	.567 .001 30	.638 .000 30	.883 .000 30	.698 .000 30	.771 .000 30	.584 .000 30	.797 .000 30	.598 .000 30	.677 .000 30	.587 .000 30	1 .000 30	.846 .000 30	.287 .124 30	.307 .084 30	.862 .000 30
P13	Pearson Correlation Sig. (2-tailed) N	.636 .000 30	.691 .000 30	.442 .014 30	.745 .000 30	.501 .000 30	.804 .000 30	.869 .000 30	.815 .000 30	.869 .000 30	.888 .000 30	.798 .000 30	.846 .000 30	1 .000 30	.271 .148 30	.294 .115 30	.873 .000 30
P14	Pearson Correlation Sig. (2-tailed) N	.267 .154 30	.362 .050 30	.402 .028 30	.398 .026 30	.424 .020 30	.504 .004 30	.238 .005 30	.342 .005 30	.250 .183 30	.199 .291 30	.028 .879 30	.287 .124 30	.271 .148 30	1 .000 30	.499 .005 30	.473 .006 30
P15	Pearson Correlation Sig. (2-tailed) N	.131 .488 30	.250 .183 30	.456 .000 30	.179 .344 30	.527 .003 30	.488 .006 30	.086 .850 30	.279 .138 30	.310 .095 30	.236 .208 30	.168 .374 30	.307 .069 30	.294 .115 30	.498 .005 30	1 .000 30	.447 .013 30
Total_P	Pearson Correlation Sig. (2-tailed) N	.740 .000 30	.802 .000 30	.708 .000 30	.780 .000 30	.758 .000 30	.821 .000 30	.714 .000 30	.648 .000 30	.810 .000 30	.834 .000 30	.758 .000 30	.862 .000 30	.873 .000 30	.472 .008 30	.447 .013 30	1 .000 30



Lampiran 33 Hasil Uji Validitas Variabel Kano Fungsional

		F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	F13	F14	F15	Total_F
F1	Pearson Correlation Sig. (2-tailed) N	1 30 30	.795 .000 30	.588 .001 30	.778 .000 30	.790 .000 30	.496 .005 30	.548 .002 30	.778 .000 30	.755 .000 30	.724 .000 30	.831 .000 30	.508 .004 30	.856 .000 30	.858 .000 30	.877 .000 30	.807 .000 30
F2	Pearson Correlation Sig. (2-tailed) N	.795 .000 30	1 .020 30	.422 .020 30	.492 .009 30	.684 .000 30	.391 .032 30	.517 .003 30	.662 .000 30	.500 .065 30	.576 .001 30	.717 .000 30	.436 .018 30	.577 .001 30	.554 .001 30	.587 .001 30	.781 .000 30
F3	Pearson Correlation Sig. (2-tailed) N	.588 .001 30	.422 .020 30	1 .000 30	.628 .000 30	.625 .000 30	.445 .014 30	.340 .068 30	.548 .002 30	.543 .002 30	.587 .001 30	.608 .000 30	.272 .146 30	.767 .000 30	.638 .000 30	.653 .000 30	.720 .000 30
F4	Pearson Correlation Sig. (2-tailed) N	.778 .000 30	.492 .006 30	.628 .000 30	1 .000 30	.689 .000 30	.440 .013 30	.591 .001 30	.808 .000 30	.830 .000 30	.907 .000 30	.655 .000 30	.489 .006 30	.923 .000 30	.862 .000 30	.819 .000 30	.857 .000 30
F5	Pearson Correlation Sig. (2-tailed) N	.790 .000 30	.684 .000 30	.625 .000 30	.689 .000 30	1 .000 30	.521 .003 30	.552 .002 30	.669 .000 30	.825 .000 30	.572 .001 30	.547 .000 30	.546 .002 30	.782 .000 30	.795 .000 30	.714 .000 30	.863 .000 30
F6	Pearson Correlation Sig. (2-tailed) N	.496 .005 30	.391 .032 30	.445 .014 30	.440 .013 30	.521 .003 30	1 .339 30	.184 .003 30	.527 .002 30	.455 .072 30	.358 .001 30	.343 .064 30	.499 .006 30	.440 .013 30	.461 .010 30	.430 .018 30	.803 .000 30
F7	Pearson Correlation Sig. (2-tailed) N	.548 .002 30	.517 .003 30	.340 .068 30	.591 .001 30	.552 .002 30	.184 .030 30	1 .330 30	.511 .004 30	.584 .001 30	.586 .001 30	.474 .008 30	.870 .001 30	.591 .001 30	.517 .001 30	.302 .056 30	.875 .000 30
F8	Pearson Correlation Sig. (2-tailed) N	.778 .000 30	.492 .000 30	.548 .002 30	.808 .000 30	.669 .000 30	.517 .003 30	.511 .004 30	1 .000 30	.830 .000 30	.792 .000 30	.754 .000 30	.489 .006 30	.886 .000 30	.577 .001 30	.619 .000 30	.850 .000 30
F9	Pearson Correlation Sig. (2-tailed) N	.755 .000 30	.500 .005 30	.543 .002 30	.830 .000 30	.825 .000 30	.495 .012 30	.594 .001 30	.630 .000 30	1 .300 30	.588 .001 30	.737 .000 30	.423 .020 30	.772 .000 30	.595 .001 30	.582 .001 30	.799 .000 30
F10	Pearson Correlation Sig. (2-tailed) N	.724 .000 30	.576 .001 30	.587 .001 30	.907 .000 30	.572 .001 30	.359 .051 30	.586 .001 30	.792 .000 30	.589 .001 30	1 .000 30	.719 .000 30	.285 .113 30	.782 .000 30	.576 .001 30	.537 .002 30	.789 .000 30
F11	Pearson Correlation Sig. (2-tailed) N	.831 .000 30	.717 .000 30	.626 .000 30	.655 .000 30	.647 .000 30	.343 .004 30	.474 .008 30	.754 .000 30	.737 .000 30	.719 .000 30	1 .300 30	.348 .001 30	.853 .000 30	.630 .000 30	.750 .000 30	.842 .000 30
F12	Pearson Correlation Sig. (2-tailed) N	.508 .004 30	.436 .018 30	.577 .001 30	.436 .008 30	.577 .001 30	.499 .005 30	.570 .001 30	.486 .008 30	.423 .020 30	.285 .113 30	.346 .061 30	1 .001 30	.551 .002 30	.382 .037 30	.307 .053 30	.679 .000 30
F13	Pearson Correlation Sig. (2-tailed) N	.856 .000 30	.577 .001 30	.767 .000 30	.923 .000 30	.782 .000 30	.440 .013 30	.591 .001 30	.806 .000 30	.772 .000 30	.792 .000 30	.853 .000 30	.551 .002 30	1 .300 30	.747 .000 30	.776 .000 30	.937 .000 30
F14	Pearson Correlation Sig. (2-tailed) N	.858 .000 30	.554 .001 30	.630 .000 30	.662 .000 30	.765 .000 30	.461 .010 30	.517 .003 30	.577 .001 30	.561 .001 30	.576 .001 30	.830 .000 30	.382 .037 30	.747 .000 30	1 .300 30	.833 .000 30	.814 .000 30
F15	Pearson Correlation Sig. (2-tailed) N	.877 .000 30	.587 .001 30	.653 .000 30	.618 .000 30	.714 .000 30	.430 .018 30	.352 .056 30	.618 .000 30	.582 .001 30	.537 .002 30	.750 .000 30	.357 .053 30	.776 .000 30	.933 .000 30	1 .300 30	.867 .000 30
Total_F	Pearson Correlation Sig. (2-tailed) N	.907 .000 30	.751 .000 30	.720 .000 30	.857 .000 30	.863 .000 30	.803 .000 30	.675 .000 30	.850 .000 30	.799 .000 30	.789 .000 30	.842 .000 30	.620 .000 30	.937 .000 30	.814 .000 30	.807 .000 30	1 .000 30



Lampiran 34 Hasil Uji Validitas Variabel Kano Disfungsional

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	Total_P
P1	Pearson Correlation Sig. (2-tailed) N	1 .000 30	.382 .045 30	.372 .043 30	.367 .046 30	.452 .012 30	.655 .003 30	.608 .000 30	.485 .000 30	.773 .000 30	.797 .000 30	.440 .015 30	.436 .030 30	.267 .154 30	.131 .469 30	.740
P2	Pearson Correlation Sig. (2-tailed) N	.615 .000 30	1 .000 30	.641 .005 30	.424 .019 30	.601 .000 30	.649 .005 30	.552 .002 30	.621 .000 30	.781 .000 30	.645 .000 30	.593 .001 30	.767 .001 30	.651 .000 30	.362 .050 30	.892
P3	Pearson Correlation Sig. (2-tailed) N	.362 .049 30	.641 .000 30	1 .000 30	.317 .007 30	.783 .000 30	.717 .000 30	.348 .001 30	.527 .003 30	.582 .001 30	.448 .013 30	.333 .072 30	.438 .000 30	.442 .014 30	.402 .028 30	.708
P4	Pearson Correlation Sig. (2-tailed) N	.372 .043 30	.424 .019 30	.317 .007 30	1 .000 30	.489 .006 30	.486 .005 30	.502 .005 30	.727 .000 30	.436 .016 30	.584 .001 30	.508 .004 30	.803 .000 30	.745 .000 30	.208 .344 30	.700
P5	Pearson Correlation Sig. (2-tailed) N	.367 .046 30	.601 .000 30	.783 .000 30	.489 .006 30	1 .000 30	.792 .000 30	.338 .009 30	.632 .000 30	.664 .000 30	.393 .032 30	.297 .111 30	.690 .000 30	.581 .005 30	.434 .020 30	.758
P6	Pearson Correlation Sig. (2-tailed) N	.462 .012 30	.649 .000 30	.717 .000 30	.495 .005 30	.792 .000 30	1 .000 30	.399 .029 30	.687 .000 30	.846 .000 30	.531 .003 30	.459 .011 30	.771 .000 30	.654 .000 30	.504 .004 30	.821
P7	Pearson Correlation Sig. (2-tailed) N	.655 .000 30	.552 .002 30	.348 .001 30	.502 .005 30	.338 .009 30	.399 .029 30	1 .000 30	.497 .005 30	.513 .004 30	.728 .000 30	.731 .000 30	.594 .001 30	.888 .000 30	.238 .205 30	.714
P8	Pearson Correlation Sig. (2-tailed) N	.608 .000 30	.621 .000 30	.527 .003 30	.727 .000 30	.632 .000 30	.687 .000 30	.497 .005 30	1 .000 30	.826 .000 30	.684 .000 30	.598 .000 30	.797 .000 30	.815 .000 30	.342 .065 30	.848
P9	Pearson Correlation Sig. (2-tailed) N	.685 .000 30	.781 .000 30	.592 .001 30	.436 .018 30	.684 .000 30	.645 .000 30	.515 .004 30	.628 .000 30	1 .000 30	.636 .002 30	.627 .000 30	.590 .001 30	.889 .000 30	.250 .183 30	.810
P10	Pearson Correlation Sig. (2-tailed) N	.773 .000 30	.645 .000 30	.448 .013 30	.584 .001 30	.393 .022 30	.531 .003 30	.728 .000 30	.684 .000 30	.836 .000 30	1 .000 30	.805 .000 30	.877 .000 30	.888 .000 30	.199 .308 30	.834
P11	Pearson Correlation Sig. (2-tailed) N	.797 .000 30	.645 .001 30	.333 .073 30	.558 .004 30	.297 .111 30	.459 .011 30	.598 .000 30	.827 .000 30	.627 .000 30	.308 .000 30	1 .000 30	.587 .001 30	.788 .000 30	.029 .879 30	.758
P12	Pearson Correlation Sig. (2-tailed) N	.440 .055 30	.587 .001 30	.638 .000 30	.823 .000 30	.698 .003 30	.771 .000 30	.884 .001 30	.797 .000 30	.596 .001 30	.677 .000 30	.587 .001 30	1 .000 30	.848 .000 30	.287 .124 30	.862
P13	Pearson Correlation Sig. (2-tailed) N	.436 .000 30	.651 .000 30	.442 .014 30	.745 .000 30	.591 .005 30	.604 .000 30	.659 .000 30	.815 .000 30	.869 .000 30	.888 .000 30	.708 .000 30	.846 .000 30	1 .000 30	.271 .148 30	.873
P14	Pearson Correlation Sig. (2-tailed) N	.267 .154 30	.382 .050 30	.402 .028 30	.286 .276 30	.424 .020 30	.504 .004 30	.238 .295 30	.342 .065 30	.250 .183 30	.199 .291 30	.029 .879 30	.287 .124 30	.271 .148 30	1 .000 30	.473
P15	Pearson Correlation Sig. (2-tailed) N	.131 .469 30	.267 .154 30	.458 .011 30	.179 .344 30	.527 .003 30	.489 .006 30	.338 .009 30	.632 .000 30	.297 .111 30	.393 .032 30	.297 .111 30	.690 .000 30	.581 .005 30	.434 .020 30	.447
Total_P	Pearson Correlation Sig. (2-tailed) N	.740 .000 30	.892 .000 30	.708 .000 30	.700 .000 30	.758 .003 30	.821 .000 30	.714 .000 30	.848 .000 30	.810 .000 30	.834 .000 30	.758 .000 30	.862 .000 30	.873 .000 30	.473 .013 30	1

Lampiran 35 Hasil Uji Reliabilitas Variabel Ekspektasi Dimensi *Efficiency*

Reliability Statistics	
Cronbach's Alpha	N of Items
.890	3

Lampiran 36 Hasil Uji Reliabilitas Variabel Ekspektasi Dimensi *Fulfillment / reliability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.857	4

Lampiran 37 Hasil Uji Reliabilitas Variabel Ekspektasi Dimensi *System Availability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.896	2

Lampiran 38 Hasil Uji Reliabilitas Variabel Ekspektasi Dimensi *Privacy / security*

Reliability Statistics	
Cronbach's Alpha	N of Items
.934	4

Lampiran 39 Hasil Uji Reliabilitas Variabel Ekspektasi Dimensi *Contact*

Reliability Statistics	
Cronbach's Alpha	N of Items
.742	2

Lampiran 40 Hasil Uji Reliabilitas Variabel Persepsi Dimensi *Efficiency*

Reliability Statistics	
Cronbach's Alpha	N of Items
.813	3

Lampiran 41 Hasil Uji Reliabilitas Variabel Persepsi Dimensi *Fulfillment / reliability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.897	4

Lampiran 42 Hasil Uji Reliabilitas Variabel Persepsi Dimensi *System Availability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.769	2

Lampiran 43 Hasil Uji Reliabilitas Variabel Persepsi Dimensi *Privacy / security*

Reliability Statistics	
Cronbach's Alpha	N of Items
.728	4

Lampiran 44 Hasil Uji Reliabilitas Variabel Persepsi Dimensi *Contact*

Reliability Statistics	
Cronbach's Alpha	N of Items
.865	2

Lampiran 45 Hasil Uji Reliabilitas Variabel Kano Fungsional Dimensi *Efficiency*

Reliability Statistics	
Cronbach's Alpha	N of Items
.818	3

Lampiran 46 Hasil Uji Reliabilitas Variabel Kano Fungsional Dimensi *Fulfillment / reliability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.785	4

Lampiran 47 Hasil Uji Reliabilitas Variabel Kano Fungsional Dimensi *System Availability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.750	2

Lampiran 48 Hasil Uji Reliabilitas Variabel Kano Fungsional Dimensi *Privacy / security*

Reliability Statistics	
Cronbach's Alpha	N of Items
.803	4

Lampiran 49 Hasil Uji Reliabilitas Variabel Kano Fungsional Dimensi *Contact*

Reliability Statistics	
Cronbach's Alpha	N of Items
.964	2

Lampiran 50 Hasil Uji Reliabilitas Variabel Kano Disfungsional Dimensi *Efficiency*

Reliability Statistics	
Cronbach's Alpha	N of Items
.848	3

Lampiran 51 Hasil Uji Reliabilitas Variabel Kano Disfungsional Dimensi *Fulfillment / reliability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.879	4

Lampiran 52 Hasil Uji Reliabilitas Variabel Kano Disfungsional Dimensi *System Availability*

Reliability Statistics	
Cronbach's Alpha	N of Items
.846	2

Lampiran 53 Hasil Uji Reliabilitas Variabel Kano Disfungsional Dimensi *Privacy / security*

Reliability Statistics	
Cronbach's Alpha	N of Items
.871	4

Lampiran 54 Hasil Uji Reliabilitas Variabel Kano Disfungsional Dimensi *Contact*

Reliability Statistics	
Cronbach's Alpha	N of Items
.794	2