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LAMPIRAN

Lampiran 1

BIODATA

Identitas Diri

Nama : Meganurafiah. R
Tempat, Tanggal Lahir : Ujung Pandang, 16 September 1998
Jenis Kelamin : Perempuan
Alamat Rumah : Prumnas Antang blok 7 No 81
Telpon Rumah dan HP : 081244960038
Alamat E-mail : afiahrusdin@yahoo.com

Riwayat Pendidikan

- a. Pendidikan Formal
 - 2004 – 2010 : SD Inpres Perumnas Antang 3
 - 2010 – 2013 : SMP Negeri 08 Makassar
 - 2013 – 2016 : SMA Negeri 05 Makassar
 - 2016 – Sekarang : S1 Akuntansi Fakultas Ekonomi dan Bisnis
Universitas Hasanuddin Makassar
- b. Pendidikan Nonformal
 - LK 1 Ikatan Mahasiswa Akuntansi FEB-UH

Riwayat Organisasi

- Pengurus Ikatan Mahasiswa Akuntansi FEB-UH

Demikian biodata ini dibuat dengan sebenarnya.

Makassar, 29 April 2020

Meganurafiah. R

Lampiran 2**KUISIONER PENELITIAN**

Kepada Yth,

Bapak/Ibu/Saudara(i) Responden

Di

Tempat

Dengan hormat,

Sehubung dengan penyelesaian tugas akhir sebagai mahasiswa Program Studi Akuntansi Strata Satu (S1) Fakultas Ekonomi dan Bisnis Universitas Hasanuddin, saya selaku peneliti.

Nama : Meganurafiah. R

Nim : A31116313

Bermaksud melakukan penelitian ilmiah untuk penyusunan skripsi dengan judul “Faktor – Faktor Yang Mempengaruhi Kepuasan Wajib Pajak Dalam menggunakan Layanan Pelaporan SPT Berbasis Elektronik” (Studi Kasus: KPP Pratama Makassar Selatan).

Untuk itu sangat diharapkan Bapak/Ibu Saudara (i) berkenan menjadi responden dengan mengisi lembar kuisisioner ini secara lengkap. Data yang diperoleh hanya akan digunakan untuk kepentingan penelitian sehingga akan terjaga kerahasiannya.

Atas kesediaan dan partisipasinya Bapak/Ibu Saudara (i) mengisi kuisisioner penelitian ini, saya ucapkan terima kasih.

Makassar, 29 April 2020

Hormat Saya

Meganurafiah. R

A. Identitas Responden

Nama WPOP :

Usia

- 21-30 tahun ≥ 61 tahun
 51-60 tahun 41-50 ta
 31-40 tahun

Jenis Kelamin

- Laki-laki
 Perempuan

Pendidikan Terakhir

- SMA S3
 S2 S1
 Diploma Lainnya (sebutkan)

Bidang Profesi

- Pimpinan Staff
 Penyelia / Pim.Kas Pimpinan Capem
 PBO Lainnya (sebutkan)

Pengalaman penggunaan e-filing

- < 1 tahun
 1-2 tahun
 > 2 tahun

ITEM PERTANYAAN

Petunjuk: Bapak/Ibu/Saudara/i cukup memilih salah satu jawaban pada kolom yang tersedia dengan cara memberi tanda silang (X) atau centang (√) pada jawaban yang dianggap paling sesuai dengan pengalaman Bapak/Ibu/Saudara/i terhadap sistem *e-filing*.

Keterangan :

- 5 (SS) : Sangat Setuju
 4 (S) : Setuju
 3 (N) : Netral
 2 (TS) : Tidak Setuju
 1 (STS) : Sangat Tidak Setuju

1. Kualitas Informasi

| No | Pertanyaan | Alternatif Jawaban | | | | |
|----|--|--------------------|----|---|---|----|
| | | STS | TS | N | S | SS |
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Informasi yang disediakan oleh <i>e-filing</i> sangat bermanfaat | | | | | |
| 2 | Informasi yang disediakan oleh <i>e-filing</i> mudah dipahami | | | | | |
| 3 | Informasi yang disediakan oleh <i>e-filing</i> terpercaya | | | | | |
| 4 | Informasi yang disediakan oleh <i>e-filing</i> lengkap | | | | | |
| 5 | Informasi yang disediakan oleh <i>e-filing</i> up to date | | | | | |

2. Kualitas Sistem

| No | Pertanyaan | Alternatif Jawaban | | | | |
|----|--|--------------------|----|---|---|----|
| | | STS | TS | N | S | SS |
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Sistem <i>e-filing</i> mudah dioperasikan | | | | | |
| 2 | Sistem <i>e-filing</i> mempermudah saya mencari informasi yang saya inginkan | | | | | |
| 3 | Sistem <i>e-filing</i> tersusun dengan baik | | | | | |
| 4 | Sistem <i>e-filing</i> menawarkan fungsi yang tepat | | | | | |

3. Kualitas Layanan

| No | Kualitas Layanan | Alternatif Jawaban | | | | |
|----|--|--------------------|----|---|---|----|
| | | STS | TS | N | S | SS |
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Saya merasa aman dalam mengakses atau mengirim data melalui sistem <i>e-filing</i> pajak | | | | | |
| 2 | Sistem <i>e-filing</i> memberikan masukan yang mungkin berguna bagi pekerjaan saya | | | | | |
| 3 | Sistem <i>e-filing</i> memberikan tanggapan yang sesuai dengan masukan yang saya berikan | | | | | |

3. Penggunaan

| No | Pertanyaan | Alternatif Jawaban | | | | |
|----|--|--------------------|----|---|---|----|
| | | STS | TS | N | S | SS |
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Diantara e-filing pajak dan manual (pengisian SPT dengan kertas), saya selalu menggunakan sistem e-filing pajak dalam pengisian SPT | | | | | |
| 2 | Diantara e-filing pajak dan manual (pengisian SPT dengan kertas), saya lebih suka menggunakan sistem e-filing pajak kapanpun saya butuhkan | | | | | |
| 3 | Diantara pilihan e-filing pajak dan manual (pengisian SPT dengan kertas), saya lebih merekomendasikan kepada orang lain untuk menggunakan e-filing pajak | | | | | |

4. Kepuasan Pengguna

| No | Pertanyaan | Alternatif Jawaban | | | | |
|----|---|--------------------|----|---|---|----|
| | | STS | TS | N | S | SS |
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Saya puas bahwa sistem <i>e-filing</i> pajak memenuhi kebutuhan proses informasi pajak saya | | | | | |
| 2 | Saya puas dengan efisiensi dari sistem <i>e-filing</i> pajak | | | | | |
| 3 | Saya puas dengan epektifitas dari sistem <i>e-filing</i> pajak | | | | | |
| 4 | Saya puas dengan keseluruhan dari sistem <i>e-filing</i> pajak | | | | | |

Lampiran 3

REKAPITULASI JAWABAN RESPONDEN

Tabel 4.5
Pernyataan Responden Mengenai Kualitas Informasi

| No | Tanggapan Responden | Jawaban | | | | | | | | | | Skor |
|-----------|---------------------|---------|----|----|----|----|----|----|----|-----|-------|------|
| | | SS | | S | | N | | TS | | STS | | |
| | | F | % | F | % | F | % | F | % | F | % | |
| 1 | X1.1 | 5 | 5 | 19 | 19 | 16 | 16 | 40 | 40 | 20 | 20 | 249 |
| 2 | X1.2 | 9 | 9 | 13 | 13 | 25 | 25 | 35 | 35 | 18 | 18 | 260 |
| 3 | X1.3 | 12 | 12 | 12 | 12 | 21 | 21 | 39 | 39 | 16 | 16 | 265 |
| 4 | X1.4 | 7 | 7 | 18 | 18 | 22 | 22 | 36 | 36 | 17 | 17 | 262 |
| 5 | X1.5 | 4 | 4 | 19 | 19 | 18 | 18 | 41 | 41 | 18 | 18 | 250 |
| Rata-rata | | | | | | | | | | | 257,2 | |

Tabel 4.6
Pernyataan Responden Mengenai Kualitas Sistem

| No | Tanggapan Responden | Jawaban | | | | | | | | | | Skor |
|----|---------------------|---------|---|----|----|----|----|----|----|-----|----|------|
| | | SS | | S | | N | | TS | | STS | | |
| | | F | % | F | % | F | % | F | % | F | % | |
| 1 | X2.1 | 5 | 5 | 17 | 17 | 28 | 28 | 38 | 38 | 12 | 12 | 265 |
| 2 | X2.2 | 5 | 5 | 18 | 18 | 23 | 23 | 42 | 42 | 12 | 12 | 262 |

| | | | | | | | | | | | | |
|------------------|------|---|---|----|----|----|----|----|----|----|----|---------------|
| 3 | X2.3 | 5 | 5 | 18 | 18 | 23 | 23 | 42 | 42 | 12 | 12 | 262 |
| 4 | X2.4 | 7 | 7 | 17 | 17 | 30 | 30 | 33 | 33 | 13 | 13 | 272 |
| Rata-rata | | | | | | | | | | | | 265,25 |

Tabel 4.7
Pernyataan Responden Mengenai Kualitas Layanan

| No | Tanggapan Responden | Jawaban | | | | | | | | | | Skor |
|------------------|---------------------|---------|---|----|----|----|----|----|----|-----|----|------------|
| | | SS | | S | | N | | TS | | STS | | |
| | | F | % | F | % | F | % | F | % | F | % | |
| 1 | X3.1 | 7 | 7 | 19 | 19 | 25 | 25 | 31 | 31 | 18 | 18 | 266 |
| 2 | X3.2 | 7 | 7 | 19 | 19 | 21 | 21 | 38 | 38 | 15 | 15 | 265 |
| 3 | X3.3 | 7 | 7 | 24 | 24 | 21 | 21 | 37 | 37 | 11 | 11 | 279 |
| Rata-rata | | | | | | | | | | | | 270 |

Tabel 4.8
Pernyataan Responden Mengenai Penggunaan

| No | Tanggapan Responden | Jawaban | | | | | | | | | | Skor |
|------------------|---------------------|---------|----|----|----|----|----|----|----|-----|------------|------|
| | | SS | | S | | N | | TS | | STS | | |
| | | F | % | F | % | F | % | F | % | F | % | |
| 1 | Z1.1 | 10 | 10 | 21 | 21 | 19 | 19 | 38 | 38 | 12 | 12 | 279 |
| 2 | Z1.2 | 12 | 12 | 16 | 16 | 28 | 28 | 30 | 30 | 14 | 14 | 282 |
| 3 | Z1.3 | 9 | 9 | 19 | 19 | 22 | 22 | 36 | 36 | 14 | 14 | 273 |
| Rata-rata | | | | | | | | | | | 278 | |

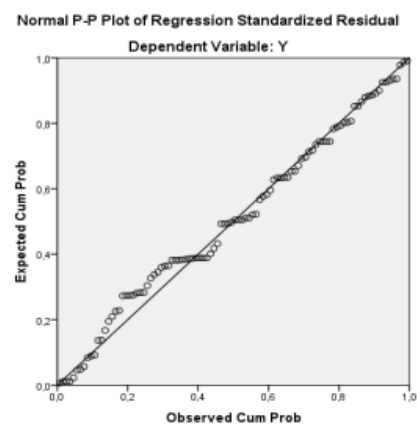
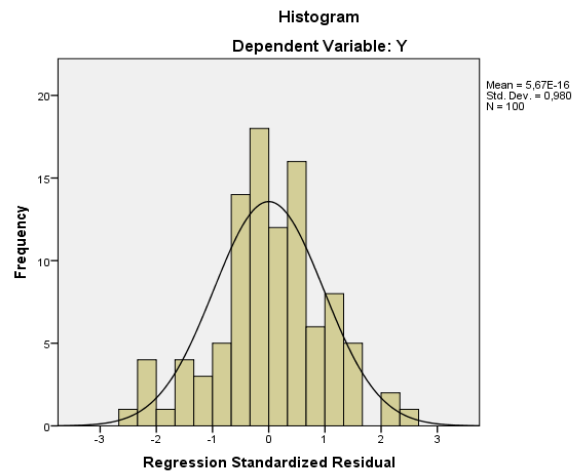
Tabel 4.9
Pernyataan Responden Mengenai Kepuasan Pengguna

| No | Tanggapan Responden | Jawaban | | | | | | | | | | Skor |
|------------------|---------------------|---------|---|----|----|----|----|----|----|-----|--------------|------|
| | | SS | | S | | N | | TS | | STS | | |
| | | F | % | F | % | F | % | F | % | F | % | |
| 1 | Y1.1 | 9 | 9 | 14 | 14 | 28 | 28 | 38 | 38 | 11 | 11 | 272 |
| 2 | Y1.2 | 5 | 5 | 17 | 17 | 34 | 34 | 34 | 34 | 10 | 10 | 273 |
| 3 | Y1.3 | 5 | 5 | 20 | 20 | 32 | 32 | 30 | 30 | 13 | 13 | 274 |
| 4 | Y1.4 | 6 | 6 | 18 | 18 | 28 | 28 | 41 | 41 | 7 | 7 | 275 |
| Rata-rata | | | | | | | | | | | 275,3 | |

Lampiran 4

Uji Asumsi Klasik

1. Normalitas



One-Sample Kolmogorov-Smirnov Test

| | | RES_1 |
|----------------------------------|------------------|---------------------|
| N | | 100 |
| Normal Parameters ^{a,b} | Mean | ,9421 |
| | Std. Deviation | ,44169 |
| Most Differences | Extreme Absolute | ,072 |
| | Positive | ,072 |
| | Negative | -,060 |
| Test Statistic | | ,072 |
| Asymp. Sig. (2-tailed) | | ,200 ^{c,d} |

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Lampiran 5

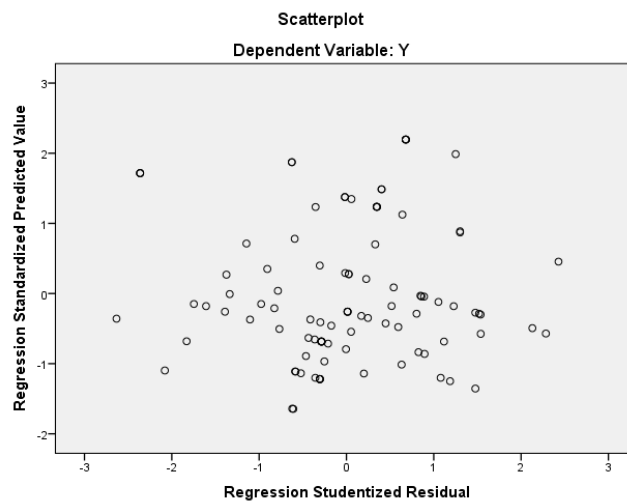
Uji Multikolinearitas

| Model | | Coefficients ^a | | | | | | Collinearity Statistics | |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|-----------|-------------------------|--|
| | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Tolerance | VIF | |
| | | B | Std. Error | Beta | | | | | |
| 1 | (Constant) | 1,308 | ,406 | | 3,222 | ,002 | | | |
| | X1 | ,005 | ,071 | ,007 | ,076 | ,939 | ,140 | 7,122 | |
| | X2 | ,414 | ,107 | ,429 | 3,855 | ,000 | ,108 | 9,276 | |
| | X3 | ,115 | ,120 | ,094 | ,955 | ,342 | ,136 | 7,341 | |
| | Z | ,508 | ,100 | ,439 | 5,072 | ,000 | ,177 | 5,635 | |

a. Dependent Variable: Y

Lampiran 6

Uji Heteroskedastisitas



Lampiran 7

Uji Validitas

Correlations

| | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1_Total |
|------|---------------------|--------|--------|--------|--------|--------|----------|
| X1.1 | Pearson Correlation | 1 | ,840** | ,870** | ,787** | ,841** | ,940** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.2 | Pearson Correlation | ,840** | 1 | ,798** | ,848** | ,777** | ,925** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.3 | Pearson Correlation | ,870** | ,798** | 1 | ,788** | ,789** | ,923** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |

| | | | | | | | |
|----------|---------------------|--------|--------|--------|--------|--------|--------|
| X1.4 | Pearson Correlation | ,787** | ,848** | ,788** | 1 | ,798** | ,915** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.5 | Pearson Correlation | ,841** | ,777** | ,789** | ,798** | 1 | ,909** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| X1_Total | Pearson Correlation | ,940** | ,925** | ,923** | ,915** | ,909** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |

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

Correlations

| | | X2.1 | X2.2 | X2.3 | X2.4 | X2_Total |
|----------|---------------------|--------|--------|--------|--------|----------|
| X2.1 | Pearson Correlation | 1 | ,726** | ,799** | ,738** | ,905** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X2.2 | Pearson Correlation | ,726** | 1 | ,782** | ,793** | ,902** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X2.3 | Pearson Correlation | ,799** | ,782** | 1 | ,784** | ,923** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X2.4 | Pearson Correlation | ,738** | ,793** | ,784** | 1 | ,909** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X2_Total | Pearson Correlation | ,905** | ,902** | ,923** | ,909** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 |

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

Correlations

| | | X3.1 | X3.2 | X3.3 | X3_Total |
|------|---------------------|------|--------|--------|----------|
| X3.1 | Pearson Correlation | 1 | ,827** | ,793** | ,933** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 |

| | | | | | |
|----------|---------------------|--------|--------|--------|--------|
| X3.2 | Pearson Correlation | ,827** | 1 | ,832** | ,945** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 |
| X3.3 | Pearson Correlation | ,793** | ,832** | 1 | ,932** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 |
| X3_Total | Pearson Correlation | ,933** | ,945** | ,932** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 |

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

Correlations

| | | Z1.1 | Z1.2 | Z1.3 | Z_Total |
|---------|---------------------|--------|--------|--------|---------|
| Z1.1 | Pearson Correlation | 1 | ,852** | ,860** | ,953** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 |
| Z1.2 | Pearson Correlation | ,852** | 1 | ,839** | ,946** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 |
| Z1.3 | Pearson Correlation | ,860** | ,839** | 1 | ,948** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 |
| Z_Total | Pearson Correlation | ,953** | ,946** | ,948** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 |

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

Correlations

| | | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y_Total |
|------|---------------------|--------|--------|--------|--------|---------|
| Y1.1 | Pearson Correlation | 1 | ,806** | ,850** | ,772** | ,924** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y1.2 | Pearson Correlation | ,806** | 1 | ,841** | ,818** | ,929** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 |

| | | | | | | |
|---------|---------------------|--------|--------|--------|--------|--------|
| | N | 100 | 100 | 100 | 100 | 100 |
| Y1.3 | Pearson Correlation | ,850** | ,841** | 1 | ,842** | ,950** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y1.4 | Pearson Correlation | ,772** | ,818** | ,842** | 1 | ,920** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y_Total | Pearson Correlation | ,924** | ,929** | ,950** | ,920** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 |

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

Lampiran 8

Uji Reliabilitas

X1

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,829 | 6 |

X2

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,843 | 5 |

X3

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,873 | 4 |

Z

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,877 | 4 |

Y

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,847 | 5 |

Lampiran 10**Regresi Linear dan Analisis Jalur**

Regresi Linear dan Analisis Jalur

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Kualitas Pelayanan, Kualitas Informasi, Kualitas Sistem ^b | | Enter |

a. Dependent Variable: Penggunaan

b. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | ,907 ^a | ,823 | ,817 | 1,463 |

a. Predictors: (Constant), Kualitas Pelayanan, Kualitas Informasi, Kualitas Sistem

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 952,858 | 3 | 317,619 | 148,317 | ,000 ^b |
| | Residual | 205,582 | 96 | 2,141 | | |
| | Total | 1158,440 | 99 | | | |

a. Dependent Variable: Penggunaan

b. Predictors: (Constant), Kualitas Pelayanan, Kualitas Informasi, Kualitas Sistem

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | ,377 | ,412 | | ,917 | ,362 |
| | Kualitas Informasi | ,136 | ,071 | ,216 | 1,916 | ,058 |
| | Kualitas Sistem | ,177 | ,108 | ,212 | 1,641 | ,104 |
| | Kualitas Pelayanan | ,534 | ,109 | ,509 | 4,888 | ,000 |

a. Dependent Variable: Penggunaan

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1 | Penggunaan, Kualitas Informasi, Kualitas Pelayanan, Kualitas Sistem ^b | | Enter |

a. Dependent Variable: Kepuasan Pengguna

b. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | ,935 ^a | ,873 | ,868 | 1,437 |

a. Predictors: (Constant), Penggunaan, Kualitas Informasi, Kualitas Pelayanan, Kualitas Sistem

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 1353,555 | 4 | 338,389 | 163,944 | ,000 ^b |
| | Residual | 196,085 | 95 | 2,064 | | |
| | Total | 1549,640 | 99 | | | |

a. Dependent Variable: Kepuasan Pengguna

b. Predictors: (Constant), Penggunaan, Kualitas Informasi, Kualitas Pelayanan, Kualitas Sistem

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 1,308 | ,406 | | 3,222 | ,002 |
| | Kualitas Informasi | ,005 | ,071 | ,007 | ,076 | ,939 |
| | Kualitas Sistem | ,414 | ,107 | ,429 | 3,855 | ,000 |
| | Kualitas Pelayanan | ,115 | ,120 | ,094 | ,955 | ,342 |
| | Penggunaan | ,508 | ,100 | ,439 | 5,072 | ,000 |

a. Dependent Variable: Kepuasan Pengguna