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LAMPIRAN

Lampiran 1 Dokumentasi wawancara dengan nasabah (1)

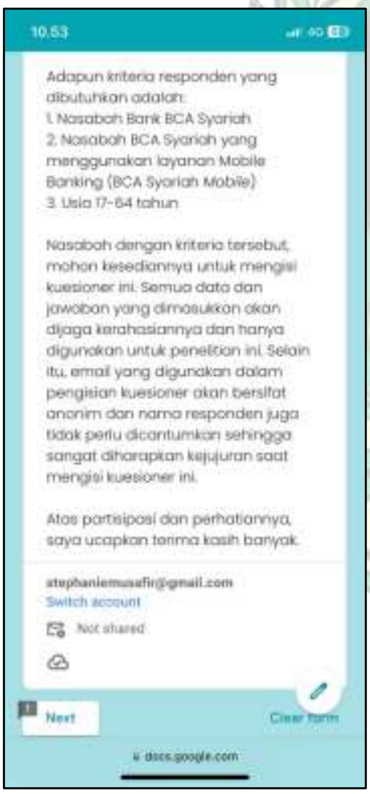
Lampiran 2 Dokumentasi wawancara dengan nasabah (2)

Lampiran 3 Dokumentasi wawancara dengan nasabah (3)

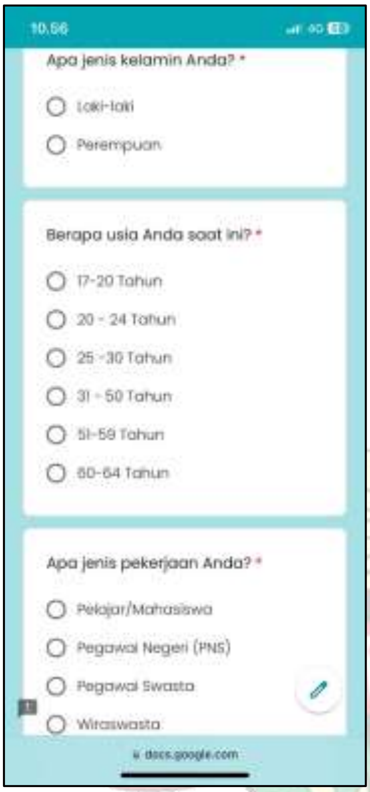
Lampiran 4 Dokumentasi wawancara dengan nasabah (4)

Lampiran 5 *Google formulir* kuesioner penelitian (1)

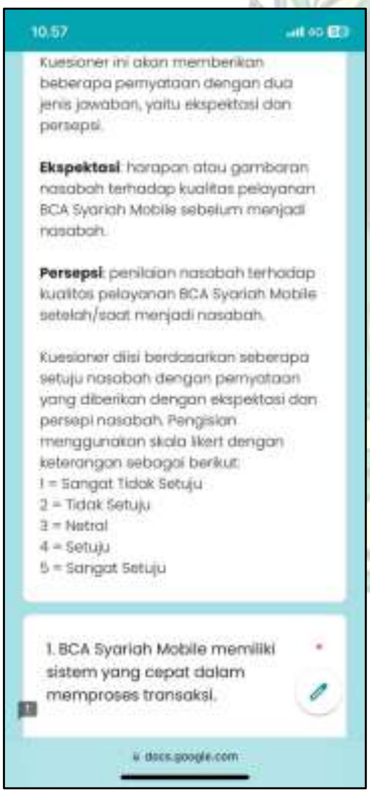
Lampiran 6 *Google formulir* kuesioner penelitian (2)



Lampiran 7 *Google formulir* kuesioner penelitian (3)



Lampiran 8 *Google formulir* kuesioner penelitian (4)



Lampiran 9 *Google formulir* kuesioner penelitian (5)

Lampiran 10 *Google formulir* kuesioner penelitian (6)

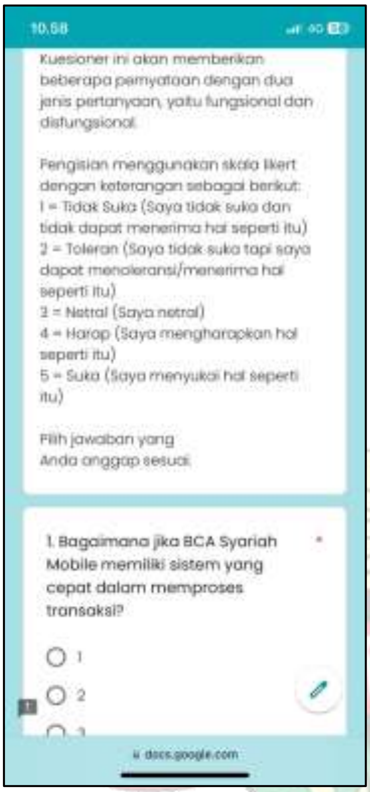
Lampiran 11 *Google formulir* kuesioner penelitian (7)

Lampiran 12 *Google formulir* kuesioner penelitian (8)

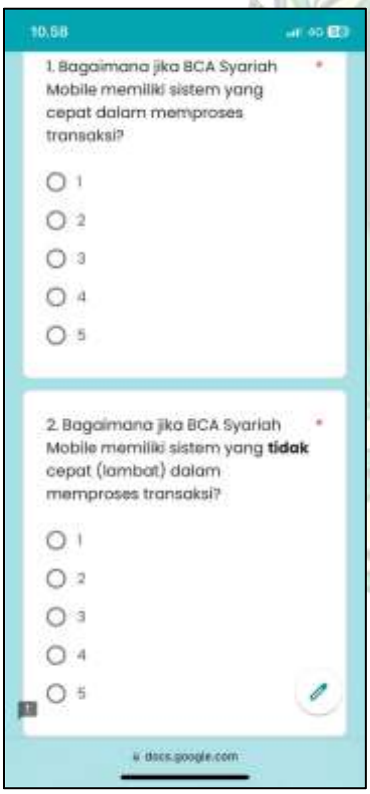
Lampiran 13 *Google formulir* kuesioner penelitian (9)

Lampiran 14 *Google formulir* kuesioner penelitian (10)

Lampiran 15 *Google formulir* kuesioner penelitian (11)



Lampiran 16 *Google formulir* kuesioner penelitian (12)



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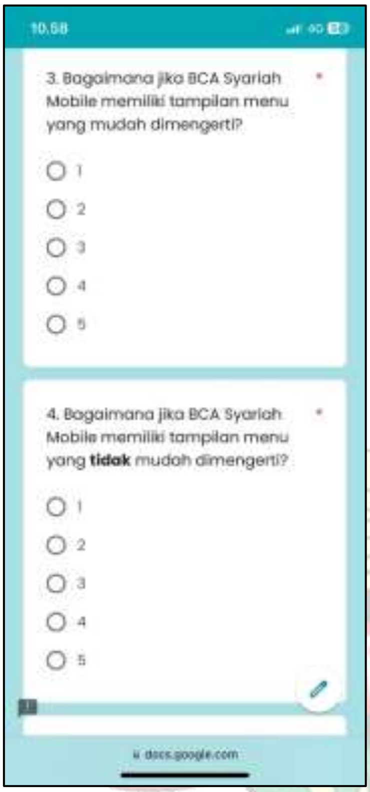
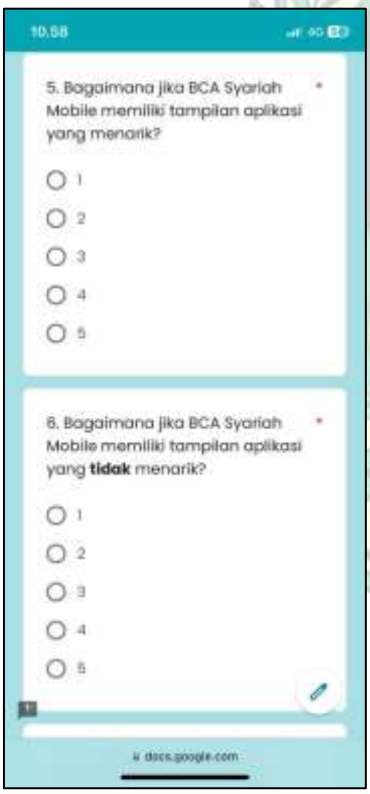
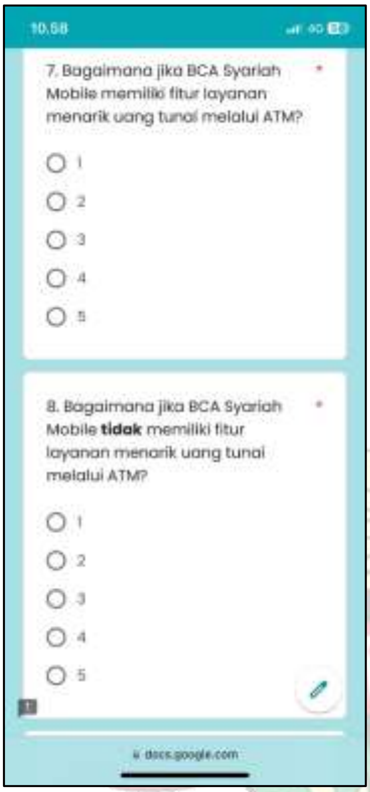


Lampiran 18 *Google formulir* kuesioner penelitian (14)



Lampiran 19 *Google formulir* kuesioner penelitian (15)



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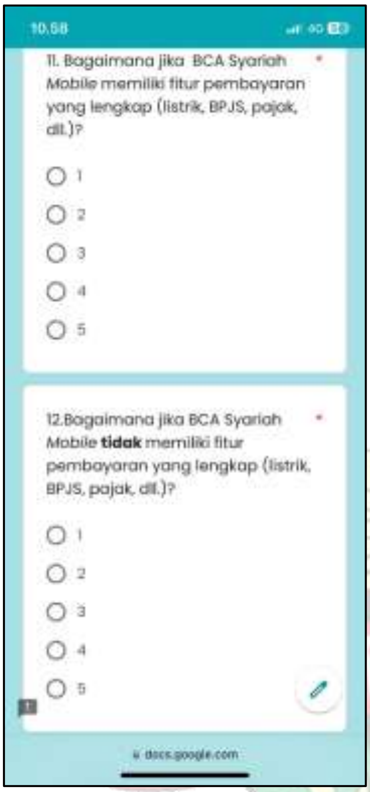
Lampiran 21 *Google formulir* kuesioner penelitian (17)



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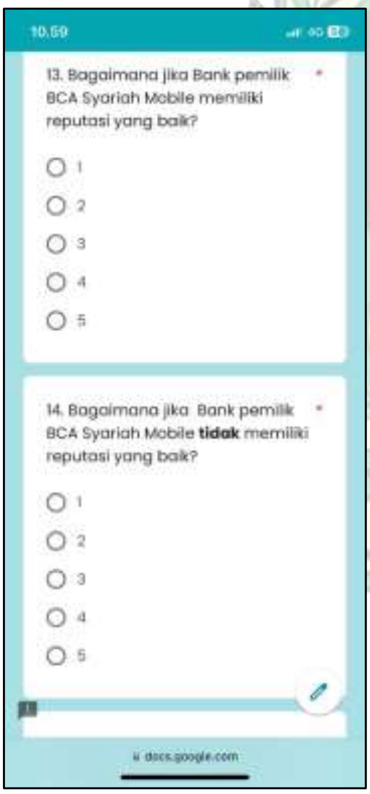
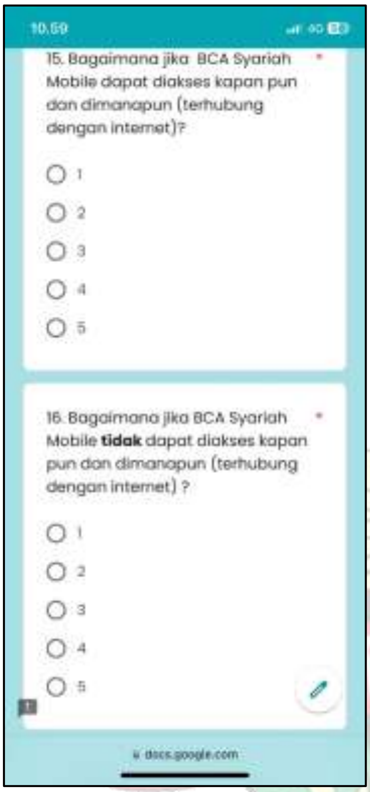
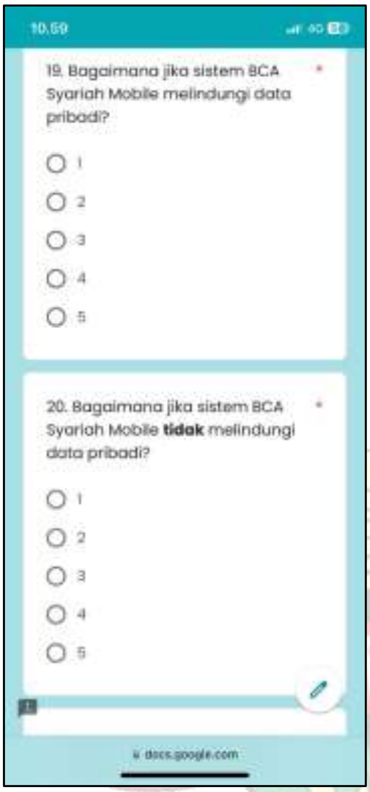


Lampiran 23 *Google formulir* kuesioner penelitian (19)

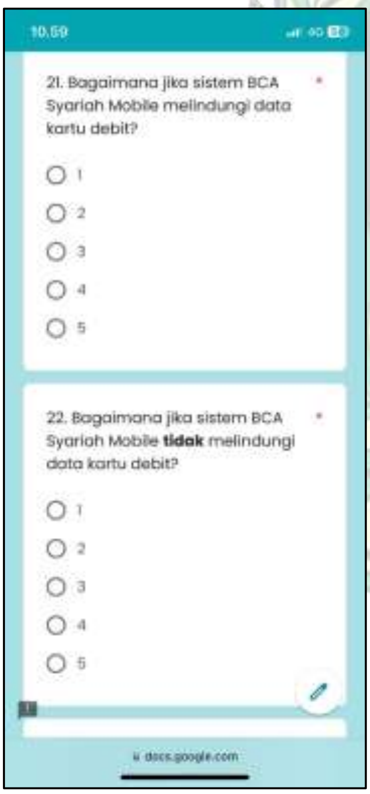


Lampiran 24 *Google formulir* kuesioner penelitian (20)

Lampiran 25 *Google formulir* kuesioner penelitian (21)



Lampiran 26 *Google formulir* kuesioner penelitian (22)



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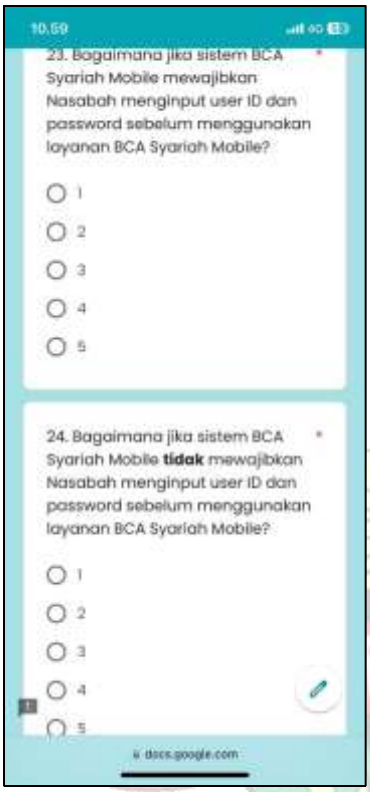
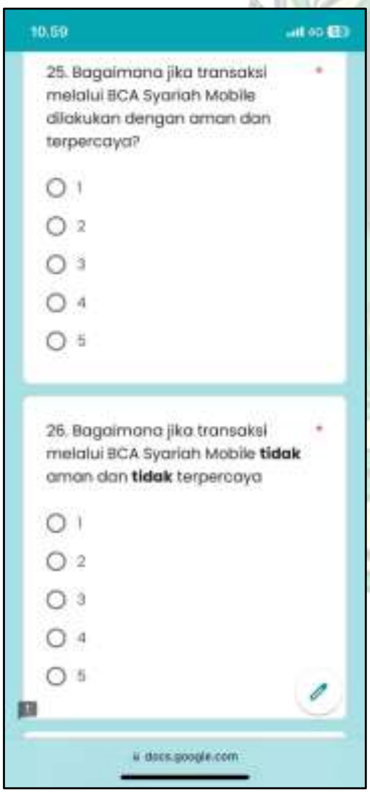
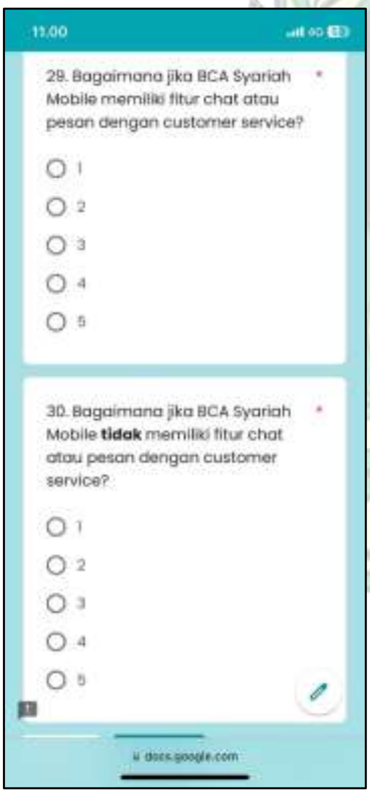


Lampiran 28 *Google formulir* kuesioner penelitian (24)



Lampiran 29 *Google formulir* kuesioner penelitian (25)

Lampiran 30 *Google formulir* kuesioner penelitian (26)



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**	.631**	.743**	.628**	.804**	.638**	.801**	.749**	.682**	.687**	.396*	.648**	.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**	.880**	.790**	.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**	.765**	.669**	.717**	.802**	.779**	.700**	.563**	.786**	.498**	.753**	.833**
	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**	.902**	.719**	.917**	.768**	.847**	.802**	.776**	.799**	.630**	.761**	.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	.631**	.787**	.706**	.740**	1	.779**	.750**	.748**	.725**	.740**	.745**	.744**	.625**	.751**	.741**	.868**
	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**	.765**	.902**	.779**	1	.765**	.895**	.853**	.838**	.791**	.770**	.879**	.565**	.802**	.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**	.669**	.719**	.750**	.765**	1	.695**	.729**	.795**	.772**	.805**	.675**	.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**	.912**	.754**	.791**	.483**	.750**	.916**
	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	.638**	.800**	.802**	.768**	.725**	.853**	.729**	.749**	1	.840**	.739**	.806**	.797**	.569**	.746**	.889**
	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	.801**	.880**	.779**	.847**	.740**	.838**	.795**	.873**	.840**	1	.913**	.833**	.829**	.504**	.758**	.937**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.005	.000	.000
E10	Pearson Correlation	.801**	.880**	.779**	.847**	.740**	.838**	.795**	.873**	.840**	1	.913**	.833**	.829**	.504**	.758**	.937**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.005	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E11	Pearson Correlation	.749**	.790**	.700**	.802**	.745**	.791**	.772**	.912**	.739**	.913**	1	.745**	.746**	.432*	.701**	.883**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.017	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E12	Pearson Correlation	.682**	.724**	.563**	.776**	.744**	.770**	.805**	.754**	.806**	.833**	.745**	1	.643**	.483**	.572**	.838**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000		.000	.007	.001	.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**	.625**	.879**	.675**	.791**	.797**	.829**	.746**	.643**	1	.543**	.828**	.876**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E14	Pearson Correlation	.396*	.564**	.498**	.630**	.751**	.565**	.417*	.483**	.569**	.504**	.432*	.483**	.543**	1	.594**	.661**
	Sig. (2-tailed)	.030	.001	.005	.000	.000	.001	.022	.007	.001	.005	.017	.007	.002		.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E15	Pearson Correlation	.648**	.796**	.753**	.761**	.741**	.802**	.725**	.750**	.746**	.758**	.701**	.572**	.828**	.594**	1	.862**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.001		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_E	Pearson Correlation	.805**	.924**	.833**	.923**	.868**	.941**	.838**	.916**	.889**	.937**	.883**	.838**	.876**	.661**	.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	1	.615**	.362*	.372*	.367*	.452*	.655**	.608**	.685**	.773**	.797**	.440*	.636**	.267	.131	.740**
	Sig. (2-tailed)		.000	.049	.043	.046	.012	.000	.000	.000	.000	.000	.015	.000	.154	.488	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.615**	1	.641**	.424*	.601**	.649**	.552**	.621**	.781**	.645**	.593**	.567**	.651**	.362*	.250	.802**
	Sig. (2-tailed)	.000		.000	.019	.000	.000	.002	.000	.000	.000	.001	.001	.000	.050	.183	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.362*	.641**	1	.317	.703**	.717**	.346	.527**	.582**	.448*	.333	.638**	.442*	.402*	.456*	.708**
	Sig. (2-tailed)	.049	.000		.087	.000	.000	.061	.003	.001	.013	.072	.000	.014	.028	.011	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.372*	.424*	.317	1	.489**	.496**	.502**	.727**	.436*	.584**	.508**	.803**	.745**	.206	.179	.780**
	Sig. (2-tailed)	.043	.019	.087		.006	.005	.005	.000	.016	.001	.004	.000	.000	.276	.344	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.367*	.601**	.703**	.489**	1	.792**	.336	.632**	.684**	.393*	.297	.698**	.501**	.424*	.527**	.758**
	Sig. (2-tailed)	.046	.000	.000	.006		.000	.069	.000	.000	.032	.111	.000	.005	.020	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.452*	.649**	.717**	.496**	.792**	1	.398*	.687**	.646**	.531**	.459*	.771**	.604**	.504**	.488**	.821**
	Sig. (2-tailed)	.012	.000	.000	.005	.000		.029	.000	.000	.003	.011	.000	.000	.004	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.655**	.552**	.346	.502**	.336	.398*	1	.497**	.513**	.728**	.731**	.594**	.669**	.238	.088	.714**
	Sig. (2-tailed)	.000	.002	.061	.005	.069	.029		.005	.004	.000	.000	.001	.000	.205	.650	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.608**	.621**	.527**	.727**	.632**	.687**	.497**	1	.626**	.684**	.598**	.797**	.815**	.342	.279	.848**
	Sig. (2-tailed)	.000	.000	.003	.000	.000	.000	.005		.000	.000	.000	.000	.000	.065	.136	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	.685**	.781**	.582**	.436*	.684**	.646**	.513**	.626**	1	.636**	.627**	.596**	.669**	.250	.310	.810**
	Sig. (2-tailed)	.000	.000	.001	.016	.000	.000	.004	.000		.000	.000	.001	.000	.183	.095	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.773**	.645**	.448*	.584**	.393*	.531**	.728**	.684**	.636**	1	.906**	.677**	.808**	.199	.236	.834**
	Sig. (2-tailed)	.000	.000	.013	.001	.032	.003	.000	.000	.000		.000	.000	.000	.291	.208	.000
P11	Pearson Correlation	.797**	.593**	.333	.508**	.297	.459*	.731**	.598**	.627**	.906**	1	.587**	.768**	.029	.168	.759**
	Sig. (2-tailed)	.000	.001	.072	.004	.111	.011	.000	.000	.000	.000		.001	.000	.879	.374	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.440*	.567**	.638**	.803**	.698**	.771**	.594**	.797**	.596**	.677**	.587**	1	.846**	.287	.307	.862**
	Sig. (2-tailed)	.015	.001	.000	.000	.000	.000	.001	.000	.001	.000	.001		.000	.124	.099	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.636**	.651**	.442*	.745**	.501**	.604**	.669**	.815**	.669**	.808**	.768**	.846**	1	.271	.294	.873**
	Sig. (2-tailed)	.000	.000	.014	.000	.005	.000	.000	.000	.000	.000	.000	.000		.148	.115	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.267	.362*	.402*	.206	.424*	.504**	.238	.342	.250	.199	.029	.287	.271	1	.498**	.473**
	Sig. (2-tailed)	.154	.050	.028	.276	.020	.004	.205	.065	.183	.291	.879	.124	.148		.005	.008
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.131	.250	.456*	.179	.527**	.488**	.088	.279	.310	.236	.168	.307	.294	.498**	1	.447*
	Sig. (2-tailed)	.488	.183	.011	.344	.003	.006	.650	.136	.095	.208	.374	.099	.115	.005		.013
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_P	Pearson Correlation	.740**	.802**	.708**	.780**	.758**	.821**	.714**	.848**	.810**	.834**	.759**	.862**	.873**	.473**	.447*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.008	.013	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	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	1	.795**	.588**	.776**	.790**	.496**	.548**	.776**	.755**	.724**	.831**	.508**	.856**	.856**	.677**	.907**
	Sig. (2-tailed)		.000	.001	.000	.000	.005	.002	.000	.000	.000	.000	.004	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F2	Pearson Correlation	.795**	1	.422*	.492**	.684**	.391*	.517**	.662**	.500**	.576**	.717**	.436*	.577**	.554**	.587**	.751**
	Sig. (2-tailed)	.000		.020	.006	.000	.032	.003	.000	.005	.001	.000	.016	.001	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F3	Pearson Correlation	.588**	.422*	1	.628**	.625**	.445*	.340	.548**	.543**	.567**	.606**	.272	.707**	.630**	.653**	.720**
	Sig. (2-tailed)	.001	.020		.000	.000	.014	.066	.002	.002	.001	.000	.146	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F4	Pearson Correlation	.776**	.492**	.628**	1	.689**	.440*	.591**	.806**	.630**	.907**	.655**	.489**	.903**	.662**	.619**	.857**
	Sig. (2-tailed)	.000	.006	.000		.000	.013	.001	.000	.000	.000	.000	.006	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F5	Pearson Correlation	.790**	.684**	.625**	.689**	1	.521**	.552**	.689**	.625**	.572**	.647**	.546**	.782**	.765**	.714**	.863**
	Sig. (2-tailed)	.000	.000	.000	.000		.003	.002	.000	.000	.001	.000	.002	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F6	Pearson Correlation	.496**	.391*	.445*	.448*	.521**	1	.184	.527**	.455*	.358	.343	.499**	.448*	.461*	.430*	.603**
	Sig. (2-tailed)	.005	.032	.014	.013	.003		.330	.003	.012	.051	.064	.005	.013	.010	.018	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F7	Pearson Correlation	.548**	.517**	.340	.591**	.552**	.184	1	.511**	.594**	.586**	.474**	.570**	.591**	.517**	.352	.675**
	Sig. (2-tailed)	.002	.003	.066	.001	.002	.330		.004	.001	.001	.008	.001	.001	.003	.056	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F8	Pearson Correlation	.776**	.662**	.548**	.806**	.689**	.527**	.511**	1	.630**	.792**	.754**	.489**	.806**	.577**	.618**	.850**
	Sig. (2-tailed)	.000	.000	.002	.000	.000	.003	.004		.000	.000	.000	.006	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F9	Pearson Correlation	.755**	.500**	.543**	.630**	.625**	.455*	.594**	.630**	1	.589**	.757**	.423*	.772**	.561**	.582**	.799**
	Sig. (2-tailed)	.000	.005	.002	.000	.000	.012	.001	.000		.001	.000	.020	.000	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F10	Pearson Correlation	.724**	.576**	.567**	.907**	.572**	.359	.586**	.792**	.589**	1	.719**	.295	.792**	.576**	.537**	.789**
	Sig. (2-tailed)	.000	.001	.001	.000	.001	.051	.001	.000	.001		.000	.113	.000	.001	.002	.000
F11	Pearson Correlation	.831**	.717**	.606**	.655**	.647**	.343	.474**	.754**	.757**	.719**	1	.348	.853**	.630**	.750**	.842**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.064	.008	.000	.000	.000		.061	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F12	Pearson Correlation	.508**	.436*	.272	.489**	.546**	.499**	.570**	.489**	.423*	.295	.348	1	.551**	.382*	.357	.629**
	Sig. (2-tailed)	.004	.016	.146	.006	.002	.005	.001	.006	.020	.113	.061		.002	.037	.053	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F13	Pearson Correlation	.856**	.577**	.707**	.903**	.782**	.448*	.591**	.806**	.772**	.792**	.853**	.551**	1	.747**	.776**	.937**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.013	.001	.000	.000	.000	.000	.002		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F14	Pearson Correlation	.856**	.554**	.630**	.662**	.765**	.461*	.517**	.577**	.561**	.576**	.630**	.382*	.747**	1	.933**	.814**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.010	.003	.001	.001	.001	.000	.037	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
F15	Pearson Correlation	.677**	.587**	.653**	.619**	.714**	.430*	.352	.618**	.582**	.537**	.750**	.357	.776**	.933**	1	.807**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.018	.056	.000	.001	.002	.000	.053	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_F	Pearson Correlation	.907**	.751**	.720**	.857**	.863**	.603**	.675**	.850**	.799**	.789**	.842**	.629**	.937**	.814**	.807**	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 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	1	.615**	.362*	.372*	.367*	.452*	.655**	.606**	.685**	.773**	.797**	.440*	.636**	.267	.131	.740**
	Sig. (2-tailed)		.000	.049	.043	.046	.012	.000	.000	.000	.000	.000	.015	.000	.154	.489	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.615**	1	.641**	.424*	.601**	.649**	.552**	.621**	.781**	.645**	.593**	.567**	.651**	.362*	.250	.802**
	Sig. (2-tailed)	.000		.000	.019	.000	.000	.002	.000	.000	.000	.001	.001	.000	.050	.183	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.362*	.641**	1	.317	.783**	.717**	.348	.527**	.582**	.448*	.333	.638**	.442*	.402*	.456*	.708**
	Sig. (2-tailed)	.049	.000		.087	.000	.000	.061	.003	.001	.013	.072	.000	.014	.028	.011	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.372*	.424*	.317	1	.489**	.496**	.502**	.727**	.436*	.564**	.508**	.803**	.745**	.206	.179	.700**
	Sig. (2-tailed)	.043	.019	.087		.006	.005	.005	.000	.016	.001	.004	.000	.000	.276	.344	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.367*	.601**	.783**	.489**	1	.792**	.336	.632**	.684**	.393*	.297	.698**	.501**	.424*	.527**	.758**
	Sig. (2-tailed)	.046	.000	.000	.006		.000	.069	.000	.000	.032	.111	.000	.005	.020	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.452*	.649**	.717**	.496**	.792**	1	.398*	.687**	.646**	.531**	.459*	.771**	.604**	.504**	.488**	.821**
	Sig. (2-tailed)	.012	.000	.000	.005	.000		.029	.000	.000	.003	.011	.000	.000	.004	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.655**	.552**	.348	.502**	.336	.398*	1	.497**	.513**	.728**	.731**	.594**	.669**	.238	.086	.714**
	Sig. (2-tailed)	.000	.002	.061	.005	.069	.029		.005	.004	.000	.000	.001	.000	.205	.650	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.606**	.621**	.527**	.727**	.632**	.687**	.497**	1	.626**	.684**	.598**	.797**	.815**	.342	.279	.848**
	Sig. (2-tailed)	.000	.000	.003	.000	.000	.000	.005		.000	.000	.000	.000	.000	.065	.136	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	.685**	.781**	.582**	.436*	.684**	.646**	.513**	.626**	1	.636**	.627**	.596**	.669**	.250	.310	.810**
	Sig. (2-tailed)	.000	.000	.001	.016	.000	.000	.004	.000		.000	.000	.001	.000	.183	.096	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.773**	.645**	.448*	.564**	.393*	.531**	.728**	.684**	.636**	1	.906**	.677**	.808**	.199	.236	.834**
	Sig. (2-tailed)	.000	.000	.013	.001	.032	.003	.000	.000	.000		.000	.000	.000	.291	.208	.000
P11	Pearson Correlation	.797**	.593**	.333	.508**	.297	.459*	.731**	.598**	.627**	.906**	1	.587**	.768**	.029	.168	.759**
	Sig. (2-tailed)	.000	.001	.072	.004	.111	.011	.000	.000	.000	.000		.001	.000	.879	.374	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.440*	.567**	.638**	.803**	.698**	.771**	.594**	.797**	.596**	.677**	.587**	1	.846**	.287	.307	.862**
	Sig. (2-tailed)	.015	.001	.000	.000	.000	.000	.001	.000	.001	.000	.001		.000	.124	.099	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.636**	.651**	.442*	.745**	.501**	.604**	.669**	.815**	.669**	.808**	.768**	.846**	1	.271	.294	.873**
	Sig. (2-tailed)	.000	.000	.014	.000	.005	.000	.000	.000	.000	.000	.000	.000		.148	.115	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.267	.362*	.402*	.206	.424*	.504**	.238	.342	.250	.199	.029	.287	.271	1	.498**	.473**
	Sig. (2-tailed)	.154	.050	.028	.276	.020	.004	.205	.065	.183	.291	.879	.124	.148		.005	.008
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.131	.250	.456*	.179	.527**	.488**	.086	.279	.310	.236	.168	.307	.294	.498**	1	.447*
	Sig. (2-tailed)	.489	.183	.011	.344	.003	.006	.650	.136	.096	.208	.374	.099	.115	.005		.013
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_P	Pearson Correlation	.740**	.802**	.708**	.700**	.758**	.821**	.714**	.848**	.810**	.834**	.759**	.862**	.873**	.473**	.447*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.008	.013	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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