**Lampiran 1   
Persentase Profil Responden**

**Lampiran 2   
Persentase Profil Responden**

**LAMPIRAN 3**

**Kuesioner Penelitian**

**Keterangan :**

**STS =** Sangat Tidak Setuju

**TS =** Tidak Setuju

**N =** Netral

**S =** Setuju

**SS =** Sangat Setuju

1. **Operasionalisasi Variabel Penelitian (Kualitas Sistem)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Indikator | STS (1) | TS (2) | N (3) | S (4) | SS (5) |
| 1 | Anda mudah melakukan pembayaran melalui *QR Code* Go-pay |  |  |  |  |  |
| 2 | *QR Code* Go-pay jarang mengalami gangguan atau kegagalan |  |  |  |  |  |
| 3 | Proses *QR Code* Go-pay berlangsung dengan cepat |  |  |  |  |  |
| 4 | Sistem *QR Code* Go-pay terjaga dengan aman |  |  |  |  |  |

1. **Operasionalisasi Variabel Penelitian (Promosi Penjualan)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Indikator | STS (1) | TS (2) | N (3) | S (4) | SS (5) |
| 1 | Anda sering mendapatkan cashback dari *QR Code* Go-pay |  |  |  |  |  |
| 2 | Nilai uang yang anda peroleh dari promosi *QR Code* Go-pay adalah besar |  |  |  |  |  |
| 3 | Merchant yang menggunakan *QR Code* Go-pay banyak |  |  |  |  |  |
| 4 | Merchant yang menggunakan *QR Code* Go-pay dapat ditemukan dibanyak tempat |  |  |  |  |  |

**C. Operasionalisasi Variabel Penelitian (Kepuasan Pengguna)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Indikator | STS (1) | TS (2) | N (3) | S (4) | SS (5) |
| 1 | Anda senang mendapatkan *cashback* |  |  |  |  |  |
| 2 | *Cashback* yang anda peroleh sesuai dengan harapan anda |  |  |  |  |  |
| 3 | Semua pengguna memperoleh *cashback* yang sama atau tidak berbeda-beda dengan pengguna lain |  |  |  |  |  |

**Lampiran 4**

**Data Kuesioner Responden**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | KS1 | KS2 | KS3 | KS4 | PP1 | PP2 | PP3 | PP4 | KP1 | KP2 | KP3 |
| 1 | 5 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 5 | 4 | 5 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 |
| 6 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 |
| 7 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 |
| 8 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 5 |
| 9 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 11 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 5 |
| 12 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 |
| 13 | 5 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 3 | 3 |
| 14 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 4 |
| 15 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 |
| 16 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 4 | 4 |
| 17 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 19 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 21 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 22 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 23 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 |
| 24 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 25 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 26 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 27 | 4 | 3 | 4 | 3 | 5 | 3 | 4 | 4 | 5 | 3 | 3 |
| 28 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 29 | 4 | 3 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 3 | 3 |
| 30 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 31 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 3 | 3 |
| 32 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 5 |
| 33 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 3 |
| 34 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 5 |
| 35 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 4 |
| 36 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 |
| 37 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 3 |
| 38 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 |
| 39 | 3 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 5 |
| 40 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 41 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 5 | 3 | 4 |
| 42 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 43 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 3 |
| 44 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 5 | 5 | 4 | 5 |
| 45 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 |
| 46 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 |
| 47 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 |
| 48 | 3 | 5 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 49 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 50 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 4 |
| 51 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 52 | 4 | 5 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 3 | 3 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 54 | 5 | 3 | 5 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 |
| 55 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 |
| 56 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 57 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 5 |
| 58 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 5 |
| 59 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 |
| 60 | 5 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 5 | 3 | 5 |
| 61 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 3 |
| 62 | 3 | 4 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 |
| 63 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 |
| 64 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 65 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 |
| 66 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 |
| 67 | 4 | 5 | 4 | 3 | 3 | 2 | 4 | 5 | 5 | 3 | 4 |
| 68 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 69 | 3 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 5 |
| 70 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 5 |
| 71 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 72 | 5 | 5 | 5 | 5 | 2 | 2 | 4 | 3 | 5 | 4 | 5 |
| 73 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 3 |
| 74 | 5 | 3 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 75 | 4 | 3 | 2 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| 76 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 77 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 3 | 5 |
| 78 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 79 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 5 | 3 | 4 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 81 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 |
| 82 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 83 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 84 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| 86 | 5 | 4 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 3 | 5 |
| 87 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 88 | 3 | 2 | 2 | 3 | 5 | 4 | 5 | 5 | 3 | 3 | 4 |
| 89 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 |
| 90 | 5 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 5 |
| 91 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 4 |
| 92 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 93 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 4 |
| 94 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 95 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 |
| 96 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 3 |
| 97 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 |
| 98 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 99 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 100 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 101 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 |
| 102 | 5 | 1 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 3 |
| 103 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 104 | 5 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 |
| 105 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 106 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 4 | 3 | 2 | 5 |
| 107 | 4 | 4 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 4 | 4 |
| 108 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 109 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 5 | 3 | 5 |
| 110 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 111 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 5 | 5 | 3 | 4 |
| 112 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 4 |
| 113 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 114 | 5 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 |
| 115 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 116 | 3 | 4 | 4 | 5 | 5 | 4 | 2 | 2 | 4 | 4 | 3 |
| 117 | 5 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 3 | 4 |
| 118 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 |
| 119 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 120 | 3 | 2 | 4 | 2 | 3 | 2 | 1 | 2 | 5 | 4 | 5 |
| 121 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 122 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 3 |
| 123 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 5 |
| 124 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

**LAMPIRAN 5  
  
Frekuensi Data Responden**

1. **Kualitas Sistem**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 9 | 7.3 | 7.3 | 7.3 |
| 4 | 45 | 36.3 | 36.3 | 43.5 |
| 5 | 70 | 56.5 | 56.5 | 100.0 |
| Total | 124 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | .8 | .8 | .8 |
| 2 | 3 | 2.4 | 2.4 | 3.2 |
| 3 | 28 | 22.6 | 22.6 | 25.8 |
| 4 | 56 | 45.2 | 45.2 | 71.0 |
| 5 | 36 | 29.0 | 29.0 | 100.0 |
| Total | 124 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 2.4 | 2.4 | 2.4 |
| 3 | 9 | 7.3 | 7.3 | 9.7 |
| 4 | 55 | 44.4 | 44.4 | 54.0 |
| 5 | 57 | 46.0 | 46.0 | 100.0 |
| Total | 124 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 2 | 1.6 | 1.6 | 1.6 |
| 3 | 14 | 11.3 | 11.3 | 12.9 |
| 4 | 56 | 45.2 | 45.2 | 58.1 |
| 5 | 52 | 41.9 | 41.9 | 100.0 |
| Total | 124 | 100.0 | 100.0 |  |

**Lampiran 6**

1. **Promosi Penjualan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PP1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 1 | 0.8 | 0.8 | 0.8 |
| 3 | 12 | 9.7 | 9.7 | 10.5 |
| 4 | 46 | 37.1 | 37.1 | 47.6 |
| 5 | 65 | 52.4 | 52.4 | 100 |
| Total | 124 | 100 | 100 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PP2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 5 | 4 | 4 | 4 |
| 3 | 53 | 42.7 | 42.7 | 46.8 |
| 4 | 43 | 34.7 | 34.7 | 81.5 |
| 5 | 23 | 18.5 | 18.5 | 100 |
| Total | 124 | 100 | 100 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PP3** | | | | | |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
|  | 1 | 1 | .8 | .8 | .8 |
| Valid | 2 | 2 | 1.6 | 1.6 | 2.4 |
| 3 | 9 | 7.3 | 7.3 | 9.7 |
| 4 | 57 | 46 | 46 | 55.6 |
| 5 | 55 | 44.4 | 44.4 | 100 |
| Total | 124 | 100 | 100 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PP4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 2.4 | 2.4 | 2.4 |
| 3 | 10 | 8.1 | 8.1 | 10.5 |
| 4 | 56 | 45.2 | 45.2 | 55.6 |
| 5 | 55 | 44.4 | 44.4 | 100 |
| Total | 124 | 100 | 100 |  |

**Lampiran 7**

1. **Kepuasan Pengguna**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
|  | 3 | 9 | 7.3 | 7.3 | 7.3 |
| 4 | 37 | 29.8 | 29.8 | 37.1 |
| 5 | 78 | 62.9 | 62.9 | 100 |
| Total | 124 | 100 | 100 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 2 | 1.6 | 1.6 | 1.6 |
| 3 | 38 | 30.6 | 30.6 | 32.3 |
| 4 | 57 | 46 | 46 | 78.2 |
| 5 | 27 | 21.8 | 21.8 | 100 |
| Total | 124 | 100 | 100 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 1 | 0.8 | 0.8 | 0.8 |
| 3 | 25 | 20.3 | 20.3 | 21 |
| 4 | 43 | 34.7 | 34.7 | 55.6 |
| 5 | 55 | 44.4 | 44.4 | 100 |
| Total | 124 | 100 | 100 |  |

**Lampiran 8**

**Uji Validitas**

**Uji Validitas Kualitas Sistem (X1)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| KS1 | 12.60 | 3.200 | .541 | .687 |
| KS2 | 13.10 | 2.875 | .445 | .747 |
| KS3 | 12.76 | 2.787 | .630 | .631 |
| KS4 | 12.82 | 2.911 | .559 | .672 |

**Uji Validitas Promosi Penjualan (X2)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| PP1 | 12.31 | 3.336 | .487 | .708 |
| PP2 | 13.04 | 3.161 | .421 | .754 |
| PP3 | 12.40 | 2.909 | .627 | .629 |
| PP4 | 12.40 | 2.974 | .626 | .631 |

**Uji Validitas Kepuasan Pengguna (Y)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| KP1 | 8.10 | 1.867 | .462 | .703 |
| KP2 | 8.78 | 1.489 | .532 | .621 |
| KP3 | 8.44 | 1.305 | .616 | .507 |

**Lampiran 9**

**Uji Reliabilitas**

**Kualitas Sistem (X1)**

|  |  |
| --- | --- |
| Reliability Statistics | |
| Cronbach's Alpha | N of Items |
|
| 0.743 | 4 |

**Promosi Penjualan (X2)**

|  |  |
| --- | --- |
| Reliability Statistics | |
| Cronbach's Alpha | N of Items |
|
| 0.741 | 4 |

**Kepuasan Pengguna (Y)**

|  |  |
| --- | --- |
| Reliability Statistics | |
| Cronbach's Alpha | N of Items |
|
| 0.712 | 3 |

**Lampiran 10**

**Uji Asumsi Klasik**

1. **Uji Normalitas**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Test of Normality | | | | | |
|  | Kolmogorov-Smirnova | | | Shapiro-Wik | | |
| Statistic | dF | Sig. | Statistic | dF | Sig. |
| Unstandardized Residual | .048 | 124 | .200\* | .988 | 124 | .327 |
|
| \*. This is a lower bound of the true significance. | | | |  |  |  |
| a. Liliefors Significance Correction | | |  |  |  |  |

1. **Uji Heteroskedastisitas**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1.009 | 0.186 |  | 5.435 | 0 |
| KS | -0.102 | 0.052 | -0.202 | -1.963 | 0.052 |
| PP\_2 | -0.011 | 0.006 | -0.179 | -0.174 | 0.084 |
| a. Dependent Variable: RES\_ABS | | | | | | | |

1. **Uji Multikolinearitas**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta |  |  | Tolerance | VIF |
| 1 | (Constant) | 1.887 | .333 |  | 5.673 | .000 |  |  |
| KS | .364 | .093 | .342 | 3.916 | .000 | .689 | 1.451 |
| PP\_2 | .044 | .011 | .340 | 3.886 | .000 | .689 | 1.451 |

|  |
| --- |
| a. Dependent Variable: KP |

**Lampiran 11**

**Analisis Regresi**

1. **Uji-F**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 15.135 | 2 | 7.568 | 34.402 | .000b |
| Residual | 26.617 | 121 | .220 |  |  |
| Total | 41.753 | 123 |  |  |  |

|  |
| --- |
| a. Dependent Variable: KP |
| b. Predictors: (Constant), PP\_2, KS |

1. **Uji-t**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1.887 | .333 |  | 5.673 | .000 |
| KS | .364 | .093 | .342 | 3.916 | .000 |
| PP\_2 | .044 | .011 | .340 | 3.886 | .000 |
| a. Dependent Variable: KP | | | | | | | |

1. **Koefisien Determinasi (R2)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .602a | .362 | .352 | .46902 |

|  |
| --- |
| a. Predictors: (Constant), PP\_2, KS |
| b. Dependent Variable: KP |

**Lampiran 12**

**Grafik Scatterplot**

**A screenshot of a cell phone

Description automatically generated**

**Lampiran 13**

**Langkah-langkah menggunakan QR Code Gopay:**

1. **Buka aplikasi Gojek, lalu tekan tanda *Pay***

**A screenshot of a cell phone

Description automatically generated**

1. **Lalu arahkan *handphone* ke kotak *QR code* untuk meng*scan* *code* tersebut**

**A screenshot of a cell phone

Description automatically generated A picture containing person, indoor, cellphone, table

Description automatically generated**

1. **Setelah itu pengguna harus memasukan nominal pembayaran yang sesuai dan tekan confirm.**

**A screenshot of a cell phone

Description automatically generated**