

LAMPIRAN 1

KUESIONER

DAFTAR PERTANYAAN

Bapak / Ibu yang terhormat,

Saya mohon kesediaan Bapak/Ibu menjawab pertanyaan berikut ini, Bapak/Ibu cukup memberikan tanda cawang () pada pilihan jawaban yang tersedia, untuk jawaban yang menurut Bapak/Ibu paling tepat, setiap pertanyaan mengharapakan satu jawaban

(Berikan tanda cawang () pada kotak yang tersedia)

DATA RESPONDEN

Nama :(boleh tidak di isi)

Jenis Kelamin : Laki-laki/ Perempuan

Umur :

Pendidikan Terakhir :

- Apakah nama departemen tempat anda bekerja dan jabatan ?
 - Departemen Operasional, Sebutkan jabatan anda.....
 - Departemen Financial, Sebutkan jabatan anda.....
 - Departemen lainnya, Sebutkan....., jabatan anda.....
- Apa nama sistem informasi akuntansi yang digunakan di departemen anda ?.....

Partisipasi pemakai

1	2	3	4	5	6	7
Sangat tidak setuju						Sangat setuju

Bapak/ibu (atau salah seorang di departemen Bapak/ibu):									
1	Anggota tim proyek bertanggungjawab terhadap studi kelayakan dan analisa kebutuhan sistem informasi.	1	2	3	4	5	6	7	
2	Pemimpin tim proyek bertanggungjawab terhadap studi kelayakan dan analisa kebutuhan sistem informasi.	1	2	3	4	5	6	7	
3	Menetapkan kebijakan pembiayaan pengembangan	1	2	3	4	5	6	7	

	sistem informasi.							
4	Mengevaluasi dan menyetujui kebijakan pembiayaan pengembangan sistem informasi yang telah dibuat oleh staff departemen EDP/Sistem informasi	1	2	3	4	5	6	7
5	Diwawancara oleh staff Departemen EDP/Sistem informasi untuk mengetahui informasi yang dibutuhkan.	1	2	3	4	5	6	7
6	Terlibat sebagai anggota tim proyek yang bertanggungjawab dalam merancang file, pengkodean progam, menyiapkan prosedur dan dokumentasi sistem yang dikembangkan.	1	2	3	4	5	6	7
7	Menentukan prosedur pengendalian dan keamanan sistem yang dikembangkan.	1	2	3	4	5	6	7
8	Mengevaluasi dan menyetujui prosedur pengendalian sistem dan keamanan sistem yang dibuat oleh staff Departemen EDP/Sistem informasi.	1	2	3	4	5	6	7
9	Menentukan bentuk input/output, <i>layout</i> dalam layar monitor, format laporan, dan lain-lain.	1	2	3	4	5	6	7
10	Mengevaluasi dan menyetujui bentuk input/output, <i>layout</i> dalam layar monitor, format laporan, dan lain-lain, yang dibuat oleh staff Departemen EDP/Sistem informasi.	1	2	3	4	5	6	7
11	Anggota tim proyek bertanggungjawab dalam melakukan instalasi sitem informasi (ui sistem, pengembangan file, pelatihan dan konversi sistem.	1	2	3	4	5	6	7
12	Mengembangkan pengujian spesifikasi data untuk instalasi sistem informasi.	1	2	3	4	5	6	7
13	Mengevaluasi dan menyetujui	1	2	3	4	5	6	7

	pengujian spesifikasi data untuk sistem informasi yang dibuat oleh staff Departemen EDP/Sistem informasi.							
14	Melakukan pengujian terhadap sistem informasi.	1	2	3	4	5	6	7
15	Mengevaluasi dan menyetujui hasil pengujian yang dilakukan oleh staff Departemen EDP/Sistem informasi.	1	2	3	4	5	6	7
16	Melakukan pelatihan untuk pemakai sistem.	1	2	3	4	5	6	7
17	Mengevaluasi dan menyetujui program pelatihan yang dibuat oleh staf Departemen EDP/Sistem informasi untuk pemakai sistem.	1	2	3	4	5	6	7
18	Membuat rencana pelaksanaan kegiatan dan laporan kemajuan pengembangan sistem informasi.	1	2	3	4	5	6	7
19	Menelaah rencana pelaksanaan kegiatan dan laporan kemajuan pengembangan system yang dibuat oleh staff Departemen EDP/Sistem informasi.	1	2	3	4	5	6	7

Pengaruh Pemakai

1	2	3	4	5	6	7
Tidak sama sekali						Sangat banyak

1. Pada tahap apa, pemakai atau kelompok pemakai (daripada seorang analis), mengambil inisiatif (atau memimpin) untuk menjelaskan/menjernihkan informasi yang dibutuhkan:

A. Tahap desain?

1	2	3	4	5	6	7
1	2	3	4	5	6	7

B. Tahap penerapan/ikplementasi?

2. Pada tahap apa, pemakai atau kelompok pemakai (daripada seorang analis), memandu, mengatur, dan memimpin proses spesifikasi atau menjernihkan kebutuhan input serta detail untuk sistem yang ada:

A. Tahap desain?

1	2	3	4	5	6	7
1	2	3	4	5	6	7

B. Tahap penerapan/ikplementasi?

3. Pada tahap apa, pemakai atau kelompok pemakai (daripada seorang analis), memandu, mengatur, dan memimpin proses spesifikasi atau menjernihkan kebutuhan output serta detail untuk sistem yang ada:

A. Tahap desain?

1	2	3	4	5	6	7
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B. Tahap penerapan/ikplementasi?

1	2	3	4	5	6	7
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4. Pada tahap apa, pertemuan antara pemakai dan analis berisi pertanyaan dan jawaban yang dipimpin oleh analis daripada pemakai:

A. Tahap desain?

1	2	3	4	5	6	7
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B. Tahap penerapan/ikplementasi?

1	2	3	4	5	6	7
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5. Pada tahap apa, Bapak/ibu akan mengatakan bahwa analis (daripada pemakai), diasumsikan memiliki tanggungjawab utama untuk menyakinkan bahwa sistem yang ada telah memuaskan dan memenuhi kebutuhan serta tujuan yang ada:

A. Tahap desain?

1	2	3	4	5	6	7
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B. Tahap penerapan/ikplementasi?

1	2	3	4	5	6	7
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6. Pada tahap apa, pemakai atau kelompok pemakai (daripada seorang analis), mempengaruhi secara dominan dalam pemandu serta mengatur terhadap perencanaan dan pengembangan sistem:

A. Tahap desain?

1	2	3	4	5	6	7
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B. Tahap penerapan/ikplementasi?

1	2	3	4	5	6	7
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Dukungan Manajemen Puncak

1	2	3	4	5	6	7
Tidak sama sekali						Sangat banyak

1	Manajemen puncak mahir dalam menggunakan komputer.	1	2	3	4	5	6	7
2	Manajemen puncak memiliki harapan yang tinggi terhadap pemakai sistem informasi.	1	2	3	4	5	6	7
3	Manajemen puncak secara aktif terlibat dalam perencanaan operasi sistem informasi.	1	2	3	4	5	6	7

4	Manajemen puncak memberikan perhatian tinggi terhadap kinerja sistem informasi.	1	2	3	4	5	6	7
5	Manajemen puncak sangat senang akan rating pemakaian sistem informasi dari departemen-departemen pemakai.	1	2	3	4	5	6	

Komunikasi pemakai-pengembang

Bapak/ibu diminta untuk menyebutkan bagaimana perancang sistem dalam berkomunikasi dengan Bapak/ibu selama pengembangan sistem. Jika Bapak/ibu berhubungan dengan lebih dari satu orang, Bapak/ibu hanya diminta untuk memusatkan pada satu orang saja yang sering berhubungan dengan Bapak/ibu selama pengembangan sistem. Berikut ini Bapak/ibu diminta menunjukkan seberapa jauh Bapak/ibu setuju atau tidak setuju dengan masing-masing pertanyaan.

1	2	3	4	5	6	7
Sangat tidak setuju						Sangat setuju

1	Dia memiliki tutur bahasa yang baik.	1	2	3	4	5	6	7
2	Dia sangat sensitif terhadap kebutuhan orang lain.	1	2	3	4	5	6	7
3	Dia ingin meraih yang terbaik.	1	2	3	4	5	6	7
4	Dia selalu memperhatikan apa yang dikatakan orang lain kepadanya.	1	2	3	4	5	6	7
5	Dia dapat berhubungan dengan orang lain dengan efektif.	1	2	3	4	5	6	7
6	Dia seorang pendengar yang baik.	1	2	3	4	5	6	7
7	Karya tulisnya sukar untuk dipahami.	1	2	3	4	5	6	7
8	Dia mengekspresikan idenya dengan jelas.	1	2	3	4	5	6	7
9	Pembicaraannya sukar untuk dipahami.	1	2	3	4	5	6	7
10	Dia umumnya mengatakan sesuatu yang tepat pada waktu yang tepat.	1	2	3	4	5	6	7
11	Dia sangat komunikatif.	1	2	3	4	5	6	7
12	Dia umumnya menanggapi pesan (memo, telepon, laporan, dengan cepat.	1	2	3	4	5	6	7

Kepuasan Pemakai

1	2	3	4	5	6	7
Sangat tidak puas						Sangat puas

1	Apakah bapak/ibu merasa puas atas partisipasi dan keterlibatan dalam operasi dan pengembangan sistem yang dikembangkan?	1	2	3	4	5	6	7
2	Apakah bapak/ibu merasa puas atas dukungan dan jasa yang diberikan oleh divisi sistem operasi/EDP?	1	2	3	4	5	6	7
3	Apakah bapak/ibu merasa puas atas informasi yang dihasilkan, peralatan dan dokumentasi?	1	2	3	4	5	6	7
4	Apakah bapak/ibu merasa puas atas keseluruhan sistem informasi dan lingkungan pendukungnya?	1	2	3	4	5	6	7

Lampiran 2
Kepuasan pemakai

Responden	1	2	3	4	
1	5	5	5	5	5,00
2	7	6	6	5	6,00
3	5	5	5	7	5,50
4	7	5	5	5	5,50
5	3	3	3	7	4,00
6	3	3	4	4	3,50
7	4	4	4	4	4,00
8	4	4	4	4	4,00
9	5	5	5	5	5,00
10	5	3	3	3	3,50
11	4	4	4	4	4,00
12	4	4	4	4	4,00
13	4	4	4	4	4,00
14	6	5	6	5	5,50
15	4	4	4	4	4,00
16	4	4	4	4	4,00
17	5	5	6	6	5,50
18	4	4	5	4	4,25
19	5	5	5	5	5,00
20	4	7	5	5	5,25
21	5	5	6	6	5,50
22	3	2	5	3	3,25
23	5	5	5	5	5,00
24	5	4	7	5	5,25
25	7	7	7	7	7,00
26	5	7	6	6	6,00
27	6	7	4	5	5,50
28	4	3	4	3	3,50
29	6	6	6	6	6,00
30	3	7	7	7	6,00
31	4	4	5	5	4,50
32	3	5	4	3	3,75
33	4	4	4	4	4,00
34	4	4	5	4	4,25
35	6	5	6	5	5,50
36	5	6	6	6	5,75
37	4	4	4	5	4,25
38	4	5	4	4	4,25
39	6	6	7	7	6,50
40	6	6	5	4	5,25
41	7	6	5	5	5,75
42	5	5	4	5	4,75
43	5	6	4	5	5,00
44	7	6	6	6	6,25
45	5	6	5	6	5,50
46	3	3	5	5	4,00
47	7	6	6	6	6,25

Responden	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	
1	7	7	5	4	5	7	4	5	4	6	7	6	5	7	5	7	5	7	7	5,79
2	7	6	6	7	5	5	6	5	5	5	6	6	5	6	5	6	5	5	5	5,58
3	6	7	7	7	7	7	6	3	5	6	7	7	7	7	7	6	5	7	7	6,37
4	6	6	6	7	7	6	7	5	5	4	6	6	5	5	4	5	5	7	7	5,74
5	7	7	6	6	4	5	5	5	4	4	4	5	6	4	5	5	5	2	3	4,84
6	6	6	4	5	4	7	4	5	6	4	5	7	7	6	7	2	4	3	4	5,05
7	6	7	5	5	7	7	4	7	5	5	7	6	6	7	7	6	7	5	5	6,00
8	5	5	4	5	5	5	6	3	5	5	6	6	4	7	5	7	6	5	6	5,26
9	4	6	6	6	4	6	6	6	6	6	7	7	7	7	6	5	5	4	4	5,68
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4,00
11	5	4	4	4	4	5	6	3	4	5	5	7	3	4	3	3	3	4	3	4,16
12	5	5	3	4	4	4	5	3	4	4	5	5	4	4	4	4	5	4	4	4,21
13	6	4	6	7	5	6	7	6	5	6	6	6	6	7	7	6	5	4	6	5,84
14	6	7	3	4	5	6	6	5	6	6	5	5	6	6	5	7	5	5	5	5,42
15	4	5	6	6	6	6	7	6	4	4	6	6	4	5	4	6	6	4	5	5,26
16	5	7	7	5	7	3	5	7	7	4	6	2	4	7	5	7	6	2	3	5,21
17	7	7	7	7	7	7	5	4	7	7	6	2	5	7	7	5	6	7	6	6,11
18	7	7	7	7	7	7	7	7	6	7	7	7	7	7	7	7	7	7	7	6,95
19	4	7	3	4	7	7	7	5	4	5	5	4	3	4	7	3	4	3	3	4,68
20	5	5	5	5	5	6	6	6	6	6	6	6	6	6	6	6	6	6	6	5,74
21	3	2	4	3	7	5	5	5	7	6	7	4	4	3	6	2	2	3	4	4,32
22	7	7	6	7	6	6	7	7	5	5	7	6	7	7	7	5	7	7	7	6,47
23	7	7	7	6	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	6,95
24	5	7	6	6	7	7	7	6	6	6	6	6	6	6	6	6	6	6	3	6,00
25	7	4	6	6	7	6	7	5	6	7	6	6	6	6	5	5	6	6	6	5,95
26	5	5	6	6	6	5	6	5	6	6	5	5	6	6	6	6	6	5	4	5,53
27	5	5	6	2	4	5	4	6	6	6	6	5	6	6	5	6	5	5	5	5,16

28	4	4	7	7	4	4	7	7	5	5	4	6	4	7	6	5	6	4	4	5,26
29	4	7	6	6	7	7	5	5	7	6	6	6	6	7	6	5	5	6	6	5,95
30	5	5	5	6	5	6	6	6	5	5	5	5	5	5	5	5	5	5	5	5,21
31	4	4	3	4	2	6	5	4	4	4	4	4	7	4	5	6	6	4	4	4,42
32	5	5	4	4	5	4	6	5	5	5	5	5	6	6	6	6	6	6	6	5,26
33	4	5	3	5	6	4	4	7	5	4	5	4	4	4	7	3	7	4	6	4,79
34	5	6	6	5	5	7	6	7	5	5	6	5	4	4	5	5	7	4	6	5,42
35	7	7	5	6	5	2	4	4	5	4	5	6	6	7	7	6	6	6	6	5,47
36	4	3	3	6	3	7	7	3	5	4	5	6	6	7	6	6	6	6	6	5,21
37	7	7	7	7	5	5	5	5	7	6	4	6	6	7	7	6	7	7	6	6,16
38	7	7	2	5	6	4	5	5	4	4	4	6	5	5	5	6	5	3	7	5,00
39	5	5	4	4	5	5	7	6	5	5	5	5	5	5	5	6	5	5	5	5,11
40	4	4	4	4	5	5	4	4	4	5	5	4	5	5	6	3	3	3	3	4,21
41	6	6	6	6	6	6	7	6	6	6	6	6	6	7	6	7	6	6	6	6,16
42	6	6	6	6	7	6	6	6	7	7	6	6	6	7	6	7	7	6	6	6,32
43	7	4	6	6	6	7	6	6	6	6	7	7	7	7	6	7	7	6	6	6,32
44	6	6	7	6	7	4	5	6	5	6	7	7	6	7	6	7	7	6	6	6,16
45	6	6	5	6	6	5	6	6	6	6	6	6	6	6	6	7	6	7	6	6,00
46	5	5	4	4	5	6	6	6	4	7	5	5	5	5	5	6	6	5	5	5,21
47	5	5	5	4	4	4	6	5	5	7	5	5	5	5	5	7	6	5	4	5,11

Responden	1	2	3	4	5	
1	6	6	5	6	6	5,80
2	6	5	6	5	6	5,60
3	7	4	4	4	4	4,60
4	3	5	5	5	5	4,60
5	7	5	7	4	7	6,00
6	5	5	6	7	6	5,80
7	5	4	5	5	5	4,80
8	5	4	5	5	5	4,80
9	5	5	5	5	5	5,00
10	3	5	7	3	6	4,80
11	6	3	5	5	5	4,80
12	6	6	6	5	5	5,60
13	6	6	6	6	6	6,00
14	7	6	6	4	6	5,80
15	4	7	5	7	6	5,80
16	6	5	4	4	4	4,60
17	5	5	5	5	5	5,00
18	6	4	6	6	5	5,40
19	4	5	4	5	5	4,60
20	7	4	7	7	7	6,40
21	5	6	6	5	6	5,60
22	5	3	5	2	6	4,20
23	5	4	5	4	4	4,40
24	5	3	4	6	5	4,60
25	7	7	7	7	7	7,00
26	7	7	7	7	7	7,00
27	6	7	7	4	5	5,80
28	5	2	5	5	7	4,80
29	6	6	6	6	6	6,00
30	6	7	5	6	6	6,00
31	3	3	6	7	7	5,20
32	5	7	5	3	4	4,80
33	7	3	4	6	6	5,20
34	7	2	6	6	6	5,40
35	7	5	7	4	6	5,80
36	6	6	6	5	5	5,60
37	7	7	4	7	7	6,40
38	7	6	7	4	7	6,20
39	7	7	7	7	7	7,00
40	5	6	6	6	7	6,00
41	6	5	5	6	5	5,40
42	5	3	4	7	5	4,80
43	7	7	7	7	7	7,00
44	5	6	7	6	6	6,00
45	7	6	7	6	6	6,40
46	5	5	5	5	5	5,00
47	7	5	4	6	6	5,60

Responden	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X3.10	X3.11	X3.12	Total	Rata-rata
1	6	6	5	6	6	6	7	5	6	5	5	7	71	5,83
2	6	5	6	5	6	5	7	7	7	4	6	5	71	5,75
3	7	4	4	4	4	4	6	4	4	3	4	5	56	4,42
4	3	5	5	5	5	6	6	3	5	4	4	5	60	4,67
5	7	5	7	4	7	7	7	7	5	4	7	3	75	5,83
6	5	5	6	7	6	5	7	5	5	5	5	3	70	5,33
7	5	4	5	5	5	6	6	5	7	3	6	5	69	5,17
8	5	4	5	5	5	6	5	6	6	5	6	7	73	5,42
9	5	5	5	5	5	5	2	5	5	5	5	7	68	4,92
10	3	5	7	3	6	5	4	3	5	4	5	5	65	4,58
11	6	3	5	5	5	5	3	5	3	3	4	4	62	4,25
12	6	6	6	5	5	5	6	5	7	5	5	5	78	5,50
13	6	6	6	6	6	6	7	6	7	6	6	7	88	6,25
14	7	6	6	4	6	6	6	6	5	5	4	3	78	5,33
15	4	7	5	7	6	6	4	5	7	4	6	7	83	5,67
16	6	5	4	4	4	4	5	5	7	3	4	3	70	4,50
17	5	5	5	5	5	5	7	5	6	5	5	5	80	5,25
18	6	4	6	6	5	5	7	6	5	5	6	3	82	5,33
19	4	5	4	5	5	4	4	5	7	4	4	4	74	4,58
20	7	4	7	7	7	6	5	6	7	4	5	5	90	5,83
21	5	6	6	5	6	6	5	6	6	3	5	5	85	5,33
22	5	3	5	2	6	4	7	2	7	4	6	2	75	4,42
23	5	4	5	4	4	5	7	5	4	4	4	4	78	4,58
24	5	3	4	6	5	4	5	5	3	2	5	4	75	4,25
25	7	7	7	7	7	7	7	7	7	7	7	5	107	6,83
26	7	7	7	7	7	7	5	5	7	4	7	5	101	6,25
27	6	7	7	4	5	6	5	5	7	3	6	7	95	5,67

28	5	2	5	5	7	4	4	3	2	3	5	3	76	4,00
29	6	6	6	6	6	6	4	6	6	5	7	6	99	5,83
30	6	7	5	6	6	7	5	5	3	4	7	6	97	5,58
31	3	3	6	7	7	4	4	3	5	5	2	7	87	4,67
32	5	7	5	3	4	4	5	4	3	3	7	7	89	4,75
33	7	3	4	6	6	5	5	3	5	3	5	7		4,92
34	7	2	6	6	6	7	5	2	2	5	6	6		5,00
35	7	5	7	4	6	4	7	7	5	5	7	7		5,92
36	6	6	6	5	5	6	5	7	5	4	6	6		5,58
37	7	7	4	7	7	7	7	7	7	7	7	7		6,75
38	7	6	7	4	7	7	7	7	6	4	7	7		6,33
39	7	7	7	7	7	7	5	7	7	6	6	7		6,67
40	5	6	6	6	7	5	5	7	6	4	5	6		5,67
41	6	5	5	6	5	5	6	6	5	4	5	6		5,33
42	5	3	4	7	5	7	6	5	7	5	5	6		5,42
43	7	7	7	7	7	5	7	5	7	6	6	7		6,50
44	5	6	7	6	6	6	6	5	6	5	6	6		5,83
45	7	6	7	6	6	6	6	7	6	4	7	6		6,17
46	5	5	5	5	5	5	5	4	5	3	7	4		4,83
47	7	5	4	6	6	5	5	7	4	7	5	7		5,67

Responden	1a	1b	2a	2b	3a	3b	4a	4b	5a	5b	6a	6b	
1	5	6	5	7	4	6	4	6	4	6	4	6	5,25
2	6	5	5	6	5	6	4	6	4	6	5	6	5,33
3	5	5	6	6	6	6	6	5	6	5	6	6	5,67
4	6	6	4	4	4	4	5	5	5	5	5	5	4,83
5	7	7	7	7	7	7	7	7	7	7	7	7	7,00
6	6	5	7	6	5	7	4	4	6	6	7	6	5,75
7	4	4	5	4	4	4	4	4	4	4	4	4	4,08
8	4	7	5	7	4	4	4	4	4	4	4	4	4,58
9	5	4	4	4	7	3	2	2	4	4	3	6	4,00
10	4	7	4	4	5	4	4	5	4	4	7	5	4,75
11	6	6	6	6	6	6	6	6	5	5	6	6	5,83
12	6	6	6	6	6	6	6	6	5	5	5	5	5,67
13	5	5	6	6	6	6	6	6	6	6	6	6	5,83
14	5	5	6	6	6	6	7	7	5	5	5	6	5,75
15	4	7	4	4	4	7	4	4	4	4	4	4	4,50
16	5	6	4	4	4	5	6	6	6	6	5	5	5,17
17	6	6	6	6	5	6	5	6	5	6	5	6	5,67
18	5	5	5	5	4	4	5	5	6	6	5	5	5,00
19	4	4	5	5	5	7	5	5	4	4	4	4	4,67
20	6	7	5	7	7	7	7	7	6	7	7	7	6,67
21	7	6	6	6	6	6	5	7	7	7	6	7	6,33
22	3	2	5	2	6	5	2	5	2	5	3	6	3,83
23	5	5	5	5	5	5	6	6	5	5	5	5	5,17
24	7	7	7	7	7	7	7	7	6	6	7	7	6,83
25	7	7	7	7	7	7	7	7	7	7	7	7	7,00
26	5	7	7	7	6	7	7	7	6	5	6	7	6,42
27	6	6	7	5	6	6	5	6	7	6	5	4	5,75
28	6	4	4	5	7	5	3	6	3	6	4	6	4,92

29	6	4	5	3	6	6	3	5	5	5	3	5	4,67
30	6	4	5	5	5	6	6	6	7	7	6	6	5,75
31	4	5	5	5	4	4	4	4	3	4	4	5	4,25
32	3	5	5	6	4	4	4	4	4	4	4	4	4,25
33	3	4	5	4	5	4	3	3	3	4	3	4	3,75
34	4	6	5	5	5	6	6	6	7	7	6	6	5,75
35	6	6	6	6	6	6	5	5	5	5	5	5	5,50
36	5	3	6	6	4	6	6	7	3	6	3	7	5,17
37	4	5	6	5	4	4	4	6	5	4	7	5	4,92
38	3	5	4	6	5	6	4	4	3	5	5	5	4,58
39	5	5	4	6	6	7	5	6	7	6	4	6	5,58
40	7	7	7	6	5	7	4	4	7	5	6	5	5,83
41	7	7	7	7	7	7	7	7	7	7	7	7	7,00
42	6	7	7	7	2	7	7	4	7	2	7	2	5,42
43	6	6	7	5	5	6	3	6	5	7	3	5	5,33
44	4	4	3	6	4	3	5	5	7	7	6	7	5,08
45	4	6	4	7	4	7	7	7	7	7	5	7	6,00
46	6	4	5	5	6	5	5	4	4	4	7	5	5,00
47	7	7	7	7	7	7	6	6	6	6	6	6	6,50

Lampiran 7

Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pemakai	4.8936	.93359	47
Partisipasi Pemakai	5.4685	.71303	47
Dukungan Manajemen Puncak	5.5106	.74227	47
Komunikasi Pemakai-Pengembang	5.3864	.70950	47
Pengaruh Pemakai	5.3740	.84425	47

Correlations

		Kepuasan Pemakai	Partisipasi Pemakai	Dukungan Manajemen Puncak	Komunikasi Pemakai-Pengembang	Pengaruh Pemakai
Kepuasan Pemakai	Pearson Correlation	1	.212	.472**	.451**	.479**
	Sig. (2-tailed)	.	.152	.001	.001	.001
	N	47	47	47	47	47
Partisipasi Pemakai	Pearson Correlation	.212	1	-.013	.138	.003
	Sig. (2-tailed)	.152	.	.930	.354	.984
	N	47	47	47	47	47
Dukungan Manajemen Puncak	Pearson Correlation	.472**	-.013	1	.907**	.425**
	Sig. (2-tailed)	.001	.930	.	.000	.003
	N	47	47	47	47	47
Komunikasi Pemakai-Pengembang	Pearson Correlation	.451**	.138	.907**	1	.316*
	Sig. (2-tailed)	.001	.354	.000	.	.031
	N	47	47	47	47	47
Pengaruh Pemakai	Pearson Correlation	.479**	.003	.425**	.316*	1
	Sig. (2-tailed)	.001	.984	.003	.031	.
	N	47	47	47	47	47

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

* . Correlation is significant at the 0.05 level (2-tailed).

Lampiran 8

Correlations

Correlations

		Y.1	Y.2	Y.3	Y.4
Y.1	Pearson Correlation	1	.605**	.494**	.395**
	Sig. (2-tailed)	.	.000	.000	.006
	N	47	47	47	47
Y.2	Pearson Correlation	.605**	1	.549**	.591**
	Sig. (2-tailed)	.000	.	.000	.000
	N	47	47	47	47
Y.3	Pearson Correlation	.494**	.549**	1	.617**
	Sig. (2-tailed)	.000	.000	.	.000
	N	47	47	47	47
Y.4	Pearson Correlation	.395**	.591**	.617**	1
	Sig. (2-tailed)	.006	.000	.000	.
	N	47	47	47	47

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

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19
X1.1 Pearson Correlation	1	.563**	.382**	.469**	.274	.118	.037	.109	.168	.265	.233	.347*	.456**	.468**	.231	.439**	.396**	.478**	.531**
Sig. (2-tailed)	.	.000	.008	.001	.063	.430	.805	.465	.259	.072	.116	.017	.001	.001	.118	.002	.006	.001	.000
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.2 Pearson Correlation	.563**	1	.329*	.336*	.417**	.168	-.067	.238	.185	.102	.193	.110	.262	.389**	.318*	.329*	.347*	.283	.262
Sig. (2-tailed)	.000	.	.024	.021	.004	.259	.652	.106	.213	.496	.193	.463	.075	.007	.029	.024	.017	.054	.076
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.3 Pearson Correlation	.382**	.329*	1	.632**	.418**	.170	.240	.410**	.507**	.454**	.485**	.225	.328*	.569**	.267	.371*	.412**	.409**	.223
Sig. (2-tailed)	.008	.024	.	.000	.003	.252	.104	.004	.000	.001	.001	.128	.024	.000	.070	.010	.004	.004	.132
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.4 Pearson Correlation	.469**	.336*	.632**	1	.342*	.219	.426**	.184	.272	.127	.220	.377**	.366*	.555**	.396**	.266	.458**	.438**	.414**
Sig. (2-tailed)	.001	.021	.000	.	.019	.139	.003	.217	.064	.395	.136	.009	.011	.000	.006	.071	.001	.002	.004
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.5 Pearson Correlation	.274	.417**	.418**	.342*	1	.229	.194	.353*	.456**	.387**	.579**	.025	.033	.269	.358*	.126	.210	.326*	.334*
Sig. (2-tailed)	.063	.004	.003	.019	.	.122	.192	.015	.001	.007	.000	.865	.826	.068	.013	.397	.156	.025	.022
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.6 Pearson Correlation	.118	.168	.170	.219	.229	1	.333*	.112	.186	.372*	.441**	.277	.348*	.199	.252	.027	.091	.332*	.237
Sig. (2-tailed)	.430	.259	.252	.139	.122	.	.022	.454	.211	.010	.002	.059	.016	.180	.088	.855	.541	.023	.109
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.7 Pearson Correlation	.037	-.067	.240	.426**	.194	.333*	1	.208	.085	.278	.177	.308*	.070	.153	-.018	.282	.222	.284	.172
Sig. (2-tailed)	.805	.652	.104	.003	.192	.022	.	.160	.569	.058	.235	.035	.640	.303	.907	.055	.134	.053	.247
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.8 Pearson Correlation	.109	.238	.410**	.184	.353*	.112	.208	1	.311*	.232	.327**	.067	.167	.197	.293*	.236	.492**	.038	.152
Sig. (2-tailed)	.465	.106	.004	.217	.015	.454	.160	.	.033	.116	.025	.655	.263	.184	.046	.110	.000	.798	.306
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.9 Pearson Correlation	.168	.185	.507**	.272	.456**	.186	.085	.311*	1	.530**	.392**	.006	.374**	.486**	.435**	.205	.251	.348*	.199
Sig. (2-tailed)	.259	.213	.000	.064	.001	.211	.569	.033	.	.000	.006	.967	.010	.001	.002	.168	.089	.016	.179
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.10 Pearson Correlation	.265	.102	.454**	.127	.387**	.372*	.278	.232	.530**	1	.469**	.193	.338*	.393**	.296*	.372**	.230	.525**	.265
Sig. (2-tailed)	.072	.496	.001	.395	.007	.010	.058	.116	.000	.	.001	.193	.020	.006	.043	.010	.119	.000	.072
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.11 Pearson Correlation	.233	.193	.485**	.220	.579**	.441**	.177	.327*	.392**	.469**	1	.338*	.314*	.453**	.286	.262	.210	.441**	.414**
Sig. (2-tailed)	.116	.193	.001	.136	.000	.002	.235	.025	.006	.001	.	.020	.032	.001	.052	.076	.157	.002	.004
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.12 Pearson Correlation	.347*	.110	.225	.377**	.025	.277	.308*	.067	.006	.193	.338*	1	.467**	.404**	.111	.244	.195	.405**	.401**
Sig. (2-tailed)	.017	.463	.128	.009	.865	.059	.035	.655	.967	.193	.020	.	.001	.005	.456	.099	.189	.005	.005
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.13 Pearson Correlation	.456**	.262	.328*	.366*	.033	.348*	.070	.167	.374**	.338*	.314*	.467**	1	.561**	.500**	.406**	.385**	.482**	.386**
Sig. (2-tailed)	.001	.075	.024	.011	.826	.016	.640	.263	.010	.020	.032	.001	.	.000	.000	.005	.007	.001	.007
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.14 Pearson Correlation	.468**	.389**	.569**	.555**	.269	.199	.153	.197	.486**	.393**	.453**	.404**	.561**	1	.507**	.605**	.511**	.579**	.480**
Sig. (2-tailed)	.001	.007	.000	.000	.068	.180	.303	.184	.001	.006	.001	.005	.000	.	.000	.000	.000	.000	.001
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.15 Pearson Correlation	.231	.318*	.267	.396**	.358*	.252	-.018	.293*	.435**	.296*	.286	.111	.500**	.507**	1	.022	.333*	.295*	.298*
Sig. (2-tailed)	.118	.029	.070	.006	.013	.088	.907	.046	.002	.043	.052	.456	.000	.000	.	.882	.022	.044	.042
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.16 Pearson Correlation	.439**	.329*	.371*	.266	.126	.027	.282	.236	.205	.372**	.262	.244	.406**	.605**	.022	1	.649**	.509**	.450**
Sig. (2-tailed)	.002	.024	.010	.071	.397	.855	.055	.110	.168	.010	.076	.099	.005	.000	.882	.	.000	.000	.002
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.17 Pearson Correlation	.396**	.347**	.412**	.458**	.210	.091	.222	.492**	.251	.230	.210	.195	.385**	.511**	.333*	.649**	1	.501**	.502**
Sig. (2-tailed)	.006	.017	.004	.001	.156	.541	.134	.000	.089	.119	.157	.189	.007	.000	.022	.000	.	.000	.000
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.18 Pearson Correlation	.478**	.283	.409**	.438**	.326*	.332*	.284	.038	.348*	.525**	.441**	.405**	.482**	.579**	.295*	.509**	.501**	1	.723**
Sig. (2-tailed)	.001	.054	.004	.002	.025	.023	.053	.798	.016	.000	.002	.005	.001	.000	.044	.000	.000	.	.000
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47
X1.19 Pearson Correlation	.531**	.262	.223	.414**	.334*	.237	.172	.152	.199	.265	.414**	.401**	.386**	.480**	.298*	.450**	.502**	.723**	1
Sig. (2-tailed)	.000	.076	.132	.004	.022	.109	.247	.306	.179	.072	.004	.005	.007	.001	.042	.002	.000	.000	.
N	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47	47

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

* Correlation is significant at the 0.05 level (2-tailed).

LAMPIRAN 10

Correlation

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5
X2.1	Pearson Correlation	1	.215	.245	.166	.280
	Sig. (2-tailed)	.	.146	.097	.264	.057
	N	47	47	47	47	47
X2.2	Pearson Correlation	.215	1	.388**	.147	.202
	Sig. (2-tailed)	.146	.	.007	.323	.172
	N	47	47	47	47	47
X2.3	Pearson Correlation	.245	.388**	1	.071	.540**
	Sig. (2-tailed)	.097	.007	.	.636	.000
	N	47	47	47	47	47
X2.4	Pearson Correlation	.166	.147	.071	1	.448**
	Sig. (2-tailed)	.264	.323	.636	.	.002
	N	47	47	47	47	47
X2.5	Pearson Correlation	.280	.202	.540**	.448**	1
	Sig. (2-tailed)	.057	.172	.000	.002	.
	N	47	47	47	47	47

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X3.10	X3.11	X3.12
X3.1	Pearson Correlation	1	.215	.245	.166	.280	.358*	.339*	.484**	.060	.273	.445**	.131
	Sig. (2-tailed)	.	.146	.097	.264	.057	.014	.020	.001	.689	.063	.002	.379
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.2	Pearson Correlation	.215	1	.388**	.147	.202	.395**	.163	.518**	.452**	.319*	.471**	.382**
	Sig. (2-tailed)	.146	.	.007	.323	.172	.006	.273	.000	.001	.029	.001	.008
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.3	Pearson Correlation	.245	.388**	1	.071	.540**	.370*	.193	.300*	.250	.212	.381**	.108
	Sig. (2-tailed)	.097	.007	.	.636	.000	.011	.195	.040	.090	.152	.008	.472
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.4	Pearson Correlation	.166	.147	.071	1	.448**	.398**	-.028	.247	.202	.448**	.037	.342*
	Sig. (2-tailed)	.264	.323	.636	.	.002	.006	.853	.094	.174	.002	.804	.019
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.5	Pearson Correlation	.280	.202	.540**	.448**	1	.415**	.108	.233	.213	.418**	.278	.174
	Sig. (2-tailed)	.057	.172	.000	.002	.	.004	.469	.115	.151	.003	.059	.241
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.6	Pearson Correlation	.358*	.395**	.370*	.398**	.415**	1	.178	.359*	.267	.365*	.483**	.286
	Sig. (2-tailed)	.014	.006	.011	.006	.004	.	.231	.013	.069	.012	.001	.051
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.7	Pearson Correlation	.339*	.163	.193	-.028	.108	.178	1	.276	.288*	.316*	.282	-.126
	Sig. (2-tailed)	.020	.273	.195	.853	.469	.231	.	.060	.050	.030	.055	.397
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.8	Pearson Correlation	.484**	.518**	.300*	.247	.233	.359*	.276	1	.355*	.364*	.369*	.217
	Sig. (2-tailed)	.001	.000	.040	.094	.115	.013	.060	.	.014	.012	.011	.143
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.9	Pearson Correlation	.060	.452**	.250	.202	.213	.267	.288*	.355*	1	.302*	.160	.145
	Sig. (2-tailed)	.689	.001	.090	.174	.151	.069	.050	.014	.	.039	.282	.330
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.10	Pearson Correlation	.273	.319*	.212	.448**	.418**	.365*	.316*	.364*	.302*	1	.165	.349*
	Sig. (2-tailed)	.063	.029	.152	.002	.003	.012	.030	.012	.039	.	.267	.016
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.11	Pearson Correlation	.445**	.471**	.381**	.037	.278	.483**	.282	.369*	.160	.165	1	.219
	Sig. (2-tailed)	.002	.001	.008	.804	.059	.001	.055	.011	.282	.267	.	.138
	N	47	47	47	47	47	47	47	47	47	47	47	47
X3.12	Pearson Correlation	.131	.382**	.108	.342*	.174	.286	-.126	.217	.145	.349*	.219	1
	Sig. (2-tailed)	.379	.008	.472	.019	.241	.051	.397	.143	.330	.016	.138	.
	N	47	47	47	47	47	47	47	47	47	47	47	47

*. Correlation is significant at the 0.05 level (2-tailed).

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

Correlations

	X4.1A	X4.1B	X4.2A	X4.2B	X4.3A	X4.3B	X4.4A	X4.4B	X4.5A	X4.5B	X4.6A	X4.6B
X4.1A Pearson Correlation	1	.447**	.599**	.408**	.492**	.513**	.404**	.442**	.540**	.418**	.461**	.342*
X4.1A Sig. (2-tailed)	.	.002	.000	.004	.000	.000	.005	.002	.000	.003	.001	.019
X4.1A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.1B Pearson Correlation	.447**	1	.407**	.581**	.088	.444**	.494**	.300*	.516**	.133	.534**	.036
X4.1B Sig. (2-tailed)	.002	.	.005	.000	.558	.002	.000	.041	.000	.373	.000	.812
X4.1B N	47	47	47	47	47	47	47	47	47	47	47	47
X4.2A Pearson Correlation	.599**	.407**	1	.462**	.301*	.554**	.386**	.341*	.374**	.122	.394**	.101
X4.2A Sig. (2-tailed)	.000	.005	.	.001	.040	.000	.007	.019	.010	.412	.006	.499
X4.2A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.2B Pearson Correlation	.408**	.581**	.462**	1	.137	.513**	.655**	.450**	.477**	.313*	.507**	.360*
X4.2B Sig. (2-tailed)	.004	.000	.001	.	.360	.000	.000	.002	.001	.032	.000	.013
X4.2B N	47	47	47	47	47	47	47	47	47	47	47	47
X4.3A Pearson Correlation	.492**	.088	.301*	.137	1	.322*	.150	.349*	.146	.400**	.202	.564**
X4.3A Sig. (2-tailed)	.000	.558	.040	.360	.	.028	.314	.016	.329	.005	.173	.000
X4.3A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.3B Pearson Correlation	.513**	.444**	.554**	.513**	.322*	1	.538**	.518**	.452**	.346*	.334*	.271
X4.3B Sig. (2-tailed)	.000	.002	.000	.000	.028	.	.000	.000	.001	.017	.022	.066
X4.3B N	47	47	47	47	47	47	47	47	47	47	47	47
X4.4A Pearson Correlation	.404**	.494**	.386**	.655**	.150	.538**	1	.664**	.641**	.338*	.632**	.356*
X4.4A Sig. (2-tailed)	.005	.000	.007	.000	.314	.000	.	.000	.000	.020	.000	.014
X4.4A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.4B Pearson Correlation	.442**	.300*	.341*	.450**	.349*	.518**	.664**	1	.440**	.690**	.345*	.644**
X4.4B Sig. (2-tailed)	.002	.041	.019	.002	.016	.000	.000	.	.002	.000	.017	.000
X4.4B N	47	47	47	47	47	47	47	47	47	47	47	47
X4.5A Pearson Correlation	.540**	.516**	.374**	.477**	.146	.452**	.641**	.440**	1	.510**	.619**	.295*
X4.5A Sig. (2-tailed)	.000	.000	.010	.001	.329	.001	.000	.002	.	.000	.000	.044
X4.5A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.5B Pearson Correlation	.418**	.133	.122	.313*	.400**	.346*	.338*	.690**	.510**	1	.211	.764**
X4.5B Sig. (2-tailed)	.003	.373	.412	.032	.005	.017	.020	.000	.000	.	.155	.000
X4.5B N	47	47	47	47	47	47	47	47	47	47	47	47
X4.6A Pearson Correlation	.461**	.534**	.394**	.507**	.202	.334*	.632**	.345*	.619**	.211	1	.281
X4.6A Sig. (2-tailed)	.001	.000	.006	.000	.173	.022	.000	.017	.000	.155	.	.056
X4.6A N	47	47	47	47	47	47	47	47	47	47	47	47
X4.6B Pearson Correlation	.342*	.036	.101	.360*	.564**	.271	.356*	.644**	.295*	.764**	.281	1
X4.6B Sig. (2-tailed)	.019	.812	.499	.013	.000	.066	.014	.000	.044	.000	.056	.
X4.6B N	47	47	47	47	47	47	47	47	47	47	47	47

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

* . Correlation is significant at the 0.05 level (2-tailed).

LAMPIRAN 13

UJI REGRESI LINEAR BERGANDA

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembangan, Dukungan Manajemen Puncak ^a		Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.604 ^a	.365	.305	.77836	2.090

- a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak
 b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14.648	4	3.662	6.044	.001 ^a
	Residual	25.445	42	.606		
	Total	40.093	46			

- a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak
 b. Dependent Variable: Kepuasan Pemakai

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Collinearity Statistics	
		B	Std. Error	Beta			Lower Bound	Upper Bound	Tolerance	VIF
1	(Constant)	-.949	1.301		-.729	.470	-3.574	1.676		
	Partisipasi Pemakai	.263	.173	.201	1.521	.136	-.086	.612	.867	1.154
	Dukungan Manajemen Puncak	.301	.416	.239	.724	.473	-.539	1.141	.138	7.245
	Komunikasi Pemakai-Pengembang	.128	.420	.097	.305	.762	-.719	.975	.149	6.731
	Pengaruh Pemakai	.383	.153	.346	2.495	.017	.073	.692	.786	1.272

a. Dependent Variable: Kepuasan Pemakai

Coefficient Correlations^a

Model		Pengaruh Pemakai	Partisipasi Pemakai	Komunikasi Pemakai-Pengembang	Dukungan Manajemen Puncak	
1	Correlations	Pengaruh Pemakai	1.000	-.082	.200	
		Partisipasi Pemakai	-.082	1.000	-.365	
		Komunikasi Pemakai-Pengembang	.200	-.365	1.000	
		Dukungan Manajemen Puncak	-.354	.339	-.912	1.000
		Covariances	Pengaruh Pemakai	.024	-.002	.013
		Partisipasi Pemakai	-.002	.030	-.026	
		Komunikasi Pemakai-Pengembang	.013	-.026	.176	
		Dukungan Manajemen Puncak	-.023	.024	-.159	

a. Dependent Variable: Kepuasan Pemakai

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	Partisipasi Pemakai	Dukungan Manajemen Puncak	Komunikasi Pemakai-Pengembang	Pengaruh Pemakai
1	1	4.954	1.000	.00	.00	.00	.00	.00
	2	.022	14.842	.02	.38	.02	.01	.12
	3	.017	17.207	.00	.00	.02	.03	.68
	4	.006	29.059	.96	.46	.00	.01	.11
	5	.001	62.918	.02	.16	.96	.94	.09

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.9407	6.2755	4.8936	.56429	47
Residual	-1.5546	1.1091	.0000	.74375	47
Std. Predicted Value	-1.689	2.449	.000	1.000	47
Std. Residual	-1.997	1.425	.000	.956	47

a. Dependent Variable: Kepuasan Pemakai

LAMPIRAN 14
UJI NORMALITAS DATA

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Kepuasan Pemakai	47	4.8936	.93359	3.25	7.00
Partisipasi Pemakai	47	5.4685	.71303	4.00	6.95
Dukungan Manajemen Puncak	47	5.5106	.74227	4.20	7.00
Komunikasi Pemakai-Pengembang	47	5.3864	.70950	4.00	6.83
Pengaruh Pemakai	47	5.3740	.84425	3.75	7.00

One-Sample Kolmogorov-Smirnov Test

		Kepuasan Pemakai	Partisipasi Pemakai	Dukungan Manajemen Puncak	Komunikasi Pemakai-Pengembang	Pengaruh Pemakai
N		47	47	47	47	47
Normal Parameters ^{a,b}	Mean	4.8936	5.4685	5.5106	5.3864	5.3740
	Std. Deviation	.93359	.71303	.74227	.70950	.84425
Most Extreme Differences	Absolute	.159	.083	.129	.085	.103
	Positive	.159	.083	.129	.078	.103
	Negative	-.125	-.074	-.080	-.085	-.063
Kolmogorov-Smirnov Z		1.090	.570	.882	.585	.707
Asymp. Sig. (2-tailed)		.186	.902	.418	.883	.700

a. Test distribution is Normal.

b. Calculated from data.

Lampiran 15

Uji Reliability Data Y

Reliability

***** Method 2 (covariance matrix) will be used for this analysis

R E L I A B I L I T Y	A N A L Y S I S	-	S C A L E	(A L P H A)	
	Mean		Std Dev	Cases	
1.	Y.1		4.8085	1.2094	47.0
2.	Y.2		4.8723	1.2444	47.0
3.	Y.3		4.9574	1.0417	47.0
4.	Y.4		4.9362	1.1113	47.0

Correlation Matrix

	Y.1	Y.2	Y.3	Y.4
Y.1	1.0000			
Y.2	.6045	1.0000		
Y.3	.4938	.5491	1.0000	
Y.4	.3951	.5913	.6173	1.0000

N of Cases = 47.0

Statistics for	Mean	Variance	Std Dev	N of
Scale	19.5745	13.9454	3.7344	Variables 4
Item-total				
Statistics				
Scale				
Mean				
Alpha				
if Item				
Deleted				
Deleted				
Y.1	14.7660	8.3571	.5901	.4047
.8056				
Y.2	14.7021	7.5180	.7149	.5228
.7453				
Y.3	14.6170	8.7632	.6643	.4664
.7732				
Y.4	14.6383	8.5837	.6337	.4738
.7842				

Reliability Coefficients 4 items

Alpha = .8236 Standardized item alpha = .8255

Lampiran

Uji Reliability X₁

Reliability

***** Method 2 (covariance matrix) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X1.1	5.4681	1.1582	47.0
2.	X1.2	5.5957	1.2965	47.0
3.	X1.3	5.1702	1.3881	47.0
4.	X1.4	5.3617	1.2411	47.0
5.	X1.5	5.4681	1.2828	47.0
6.	X1.6	5.5532	1.2478	47.0
7.	X1.7	5.7234	1.0571	47.0
8.	X1.8	5.3191	1.1998	47.0
9.	X1.9	5.3191	1.0023	47.0
10.	X1.10	5.3830	1.0332	47.0
11.	X1.11	5.6383	.9652	47.0
12.	X1.12	5.5106	1.1772	47.0
13.	X1.13	5.4468	1.1192	47.0
14.	X1.14	5.8511	1.2155	47.0
15.	X1.15	5.7021	1.0197	47.0
16.	X1.16	5.5319	1.3808	47.0
17.	X1.17	5.5745	1.1562	47.0
18.	X1.18	5.0638	1.4356	47.0
19.	X1.19	5.2128	1.2843	47.0

Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	X1.5
X1.1	1.0000				
X1.2	.5631	1.0000			
X1.3	.3821	.3290	1.0000		
X1.4	.4695	.3360	.6323	1.0000	
X1.5	.2736	.4169	.4182	.3419	1.0000
X1.6	.1178	.1681	.1704	.2189	.2286
X1.7	.0370	-.0675	.2402	.4259	.1937
X1.8	.1092	.2385	.4105	.1836	.3528
X1.9	.1681	.1851	.5070	.2722	.4561
X1.10	.2648	.1019	.4537	.1270	.3867
X1.11	.2325	.1933	.4851	.2205	.5787
X1.12	.3471	.1097	.2250	.3768	.0254
X1.13	.4557	.2620	.3278	.3663	.0329
X1.14	.4676	.3886	.5694	.5553	.2688
X1.15	.2311	.3180	.2670	.3962	.3582
X1.16	.4391	.3292	.3714	.2659	.1264
X1.17	.3955	.3468	.4118	.4581	.2105
X1.18	.4785	.2828	.4090	.4382	.3257
X1.19	.5308	.2617	.2231	.4144	.3341

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Correlation Matrix

	X1.6	X1.7	X1.8	X1.9	X1.10
X1.6	1.0000				
X1.7	.3328	1.0000			
X1.8	.1118	.2082	1.0000		
X1.9	.1860	.0851	.3112	1.0000	
X1.10	.3717	.2782	.2325	.5302	1.0000
X1.11	.4405	.1768	.3271	.3916	.4689
X1.12	.2771	.3081	.0668	.0063	.1932
X1.13	.3484	.0700	.1667	.3740	.3376
X1.14	.1988	.1534	.1973	.4860	.3926
X1.15	.2519	-.0176	.2926	.4354	.2963
X1.16	.0274	.2817	.2365	.2045	.3722
X1.17	.0914	.2218	.4918	.2511	.2304
X1.18	.3318	.2841	.0384	.3481	.5254
X1.19	.2370	.1724	.1525	.1994	.2649

	X1.11	X1.12	X1.13	X1.14	X1.15
X1.11	1.0000				
X1.12	.3383	1.0000			
X1.13	.3139	.4666	1.0000		
X1.14	.4534	.4038	.5614	1.0000	
X1.15	.2857	.1114	.5001	.5072	1.0000
X1.16	.2617	.2439	.4056	.6052	.0223
X1.17	.2097	.1951	.3853	.5108	.3327
X1.18	.4406	.4048	.4825	.5786	.2954
X1.19	.4142	.4011	.3862	.4803	.2984
	X1.16	X1.17	X1.18	X1.19	
X1.16	1.0000				
X1.17	.6487	1.0000			
X1.18	.5089	.5013	1.0000		
X1.19	.4497	.5015	.7235	1.0000	

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases =	47.0			
Statistics for	Mean	Variance	Std Dev	N of Variables
Scale	103.8936	183.1841	13.5346	19
Item-total Statistics				
Mean	Scale Variance if Item	Scale Item- if Item	Corrected Squared Total	Alpha Multiple
if Item				

Deleted	Deleted	Deleted	Correlation	Correlation
X1.1 .8917	98.4255	164.8585	.5711	.6195
X1.2 .8955	98.2979	166.5180	.4479	.5859
X1.3 .8893	98.7234	158.9001	.6388	.7631
X1.4 .8902	98.5319	162.1674	.6162	.8022
X1.5 .8943	98.4255	165.4672	.4870	.6858
X1.6 .8978	98.3404	169.7077	.3666	.4941
X1.7 .8985	98.1702	173.2747	.3159	.5879
X1.8 .8974	98.5745	170.0759	.3729	.5925
X1.9 .8939	98.5745	169.2063	.4975	.5851
X1.10 .8928	98.5106	167.6466	.5408	.6832
X1.11 .8919	98.2553	167.6290	.5851	.6866
X1.12 .8961	98.3830	169.0241	.4173	.5284
X1.13 .8914	98.4468	165.1656	.5828	.6900
X1.14 .8865	98.0426	158.9981	.7408	.7886
X1.15 .8944	98.1915	169.5060	.4760	.7130
X1.16 .8925	98.3617	162.0620	.5466	.8044
X1.17 .8905	98.3191	163.7438	.6118	.7151
X1.18 .8871	98.8298	155.9704	.7014	.7604
X1.19 .8903	98.6809	161.5698	.6115	.7112

Reliability Coefficients 19 items

Alpha = .8979 Standardized item alpha = .8979

LAMPIRAN 17
UJI RELIABILITY X₂

Reliability

***** Method 2 (covariance matrix) will be used for this analysis

```

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

                                Mean           Std Dev           Cases
1.      X2.1                   5.7234           1.1554           47.0
2.      X2.2                   5.1064           1.4331           47.0
3.      X2.3                   5.5957           1.0562           47.0
4.      X2.4                   5.3830           1.2433           47.0
5.      X2.5                   5.7447           .9200            47.0

                                Correlation Matrix
                                X2.1           X2.2           X2.3           X2.4           X2.5
X2.1    1.0000
X2.2    .2151           1.0000
X2.3    .2448           .3881           1.0000
X2.4    .1661           .1475           .0708           1.0000
X2.5    .2798           .2024           .5402           .4484           1.0000

N of Cases =                   47.0

Statistics for           Mean   Variance   Std Dev   N of
Scale                   27.5532  13.7743   3.7114   Variables
Item-total Statistics
Scale                   Scale     Corrected
Mean                   Variance Item-
Alpha                  if Item  if Item   Total    Squared
if Item                Deleted  Deleted  Correlation  Correlation
Deleted
X2.1                   21.8298  10.0574   .3251     .1109
.5960
X2.2                   22.4468  8.7743    .3470     .1847
.5974
X2.3                   21.9574  9.6503    .4584     .4206
.5346
X2.4                   22.1702  10.0139   .2814     .2631
.6209
X2.5                   21.8085  9.7234    .5585     .4744
.5037

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )
Reliability Coefficients           5 items
Alpha = .6242           Standardized item alpha = .6494

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LAMPIRAN 18
UJI RELIABILITY X₃

Reliability

***** Method 2 (covariance matrix) will be used for this analysis

R E L I A B I L I T Y A N A L Y S I S		-	S C A L E	(A L P H A)
		Mean	Std Dev	Cases
1.	X3.1	5.7234	1.1554	47.0
2.	X3.2	5.1064	1.4331	47.0
3.	X3.3	5.5957	1.0562	47.0
4.	X3.4	5.3830	1.2433	47.0
5.	X3.5	5.7447	.9200	47.0
6.	X3.6	5.4894	1.0188	47.0
7.	X3.7	5.5532	1.2302	47.0
8.	X3.8	5.2340	1.4021	47.0
9.	X3.9	5.5106	1.4577	47.0
10.	X3.10	4.3617	1.1502	47.0
11.	X3.11	5.5319	1.1392	47.0
12.	X3.12	5.4043	1.4694	47.0

Correlation Matrix

	X3.1	X3.2	X3.3	X3.4	X3.5
X3.1	1.0000				
X3.2	.2151	1.0000			
X3.3	.2448	.3881	1.0000		
X3.4	.1661	.1475	.0708	1.0000	
X3.5	.2798	.2024	.5402	.4484	1.0000
X3.6	.3576	.3954	.3697	.3980	.4145
X3.7	.3394	.1632	.1926	-.0278	.1083
X3.8	.4837	.5175	.3002	.2468	.2327
X3.9	.0599	.4521	.2499	.2016	.2128
X3.10	.2732	.3191	.2125	.4483	.4179
X3.11	.4445	.4706	.3813	.0372	.2776
X3.12	.1313	.3818	.1076	.3418	.1745
	X3.6	X3.7	X3.8	X3.9	X3.10
X3.6	1.0000				
X3.7	.1782	1.0000			
X3.8	.3594	.2762	1.0000		
X3.9	.2672	.2876	.3551	1.0000	
X3.10	.3651	.3164	.3643	.3024	1.0000
X3.11	.4826	.2818	.3695	.1602	.1652
X3.12	.2861	-.1264	.2169	.1451	.3489
	X3.11	X3.12			
X3.11	1.0000				
X3.12	.2194	1.0000			

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases =		47.0		
Statistics for	Mean	Variance	Std Dev	N of Variables
Scale	64.6383	72.5402	8.5171	12
Item-total Statistics				
	Scale	Scale	Corrected	
	Mean	Variance	Item-	Squared
Alpha	if Item	if Item	Total	Multiple
if Item	Deleted	Deleted	Correlation	Correlation
Deleted				
X3.1	58.9149	62.9056	.4529	.4058
.8030				
X3.2	59.5319	57.6457	.5901	.5236
.7896				
X3.3	59.0426	63.6938	.4585	.4450
.8029				
X3.4	59.2553	63.6290	.3713	.4412
.8100				
X3.5	58.8936	64.3580	.4970	.5145
.8014				
X3.6	59.1489	61.8252	.6040	.4358
.7925				
X3.7	59.0851	65.1665	.2951	.3434
.8163				
X3.8	59.4043	57.8982	.5941	.4573
.7893				
X3.9	59.1277	60.8094	.4225	.3255
.8071				
X3.10	60.2766	61.2044	.5564	.4412
.7945				
X3.11	59.1064	62.1406	.5067	.4668
.7987				
X3.12	59.2340	62.4440	.3418	.3223
.8153				

Reliability Coefficients 12 items

Alpha = .8154 Standardized item alpha = .8228

LAMPIRAN 19
UJI RELIABILITY X₄

Reliability

***** Method 2 (covariance matrix) will be used for this analysis

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X4.1A	5.2340	1.2017	47.0
2.	X4.1B	5.4681	1.2485	47.0
3.	X4.2A	5.4468	1.1192	47.0
4.	X4.2B	5.5532	1.1943	47.0
5.	X4.3A	5.2766	1.1740	47.0
6.	X4.3B	5.6809	1.2177	47.0
7.	X4.4A	5.0426	1.4136	47.0
8.	X4.4B	5.4468	1.2302	47.0
9.	X4.5A	5.2128	1.4285	47.0
10.	X4.5B	5.4043	1.1916	47.0
11.	X4.6A	5.1915	1.3292	47.0
12.	X4.6B	5.5319	1.1200	47.0

Correlation Matrix

	X4.1A	X4.1B	X4.2A	X4.2B	X4.3A
X4.1A	1.0000				
X4.1B	.4470	1.0000			
X4.2A	.5995	.4072	1.0000		
X4.2B	.4077	.5807	.4616	1.0000	
X4.3A	.4924	.0877	.3010	.1366	1.0000
X4.3B	.5127	.4436	.5535	.5127	.3216
X4.4A	.4035	.4935	.3862	.6553	.1499
X4.4B	.4424	.2996	.3413	.4495	.3491
X4.5A	.5402	.5158	.3744	.4774	.1456
X4.5B	.4183	.1331	.1224	.3130	.4000
X4.6A	.4613	.5343	.3942	.5069	.2021
X4.6B	.3416	.0357	.1011	.3603	.5635
	X4.3B	X4.4A	X4.4B	X4.5A	X4.5B
X4.3B	1.0000				
X4.4A	.5385	1.0000			
X4.4B	.5181	.6639	1.0000		
X4.5A	.4523	.6414	.4395	1.0000	
X4.5B	.3455	.3380	.6897	.5103	1.0000
X4.6A	.3340	.6319	.3454	.6192	.2108
X4.6B	.2706	.3561	.6442	.2946	.7638
	X4.6A	X4.6B			
X4.6A	1.0000				
X4.6B	.2806	1.0000			

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases = 47.0

Statistics for	Mean	Variance	Std Dev	N of
Scale	64.4894	102.6031	10.1293	Variables
				12

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total Correlation	Squared Multiple Correlation
Alpha				
if Item	if Item	if Item	Total	Multiple
Deleted	Deleted	Deleted	Correlation	Correlation
X4.1A	59.2553	86.0204	.6792	.6028
.8814				
X4.1B	59.0213	88.4561	.5360	.5420
.8889				
X4.2A	59.0426	89.9547	.5368	.5451
.8886				
X4.2B	58.9362	86.5393	.6587	.6316
.8825				
X4.3A	59.2128	92.2581	.3976	.5227
.8954				
X4.3B	58.8085	86.5495	.6431	.5191
.8833				
X4.4A	59.4468	82.1656	.7195	.7799
.8786				
X4.4B	59.0426	85.2590	.6968	.7700
.8804				
X4.5A	59.2766	82.8131	.6827	.7168
.8809				
X4.5B	59.0851	88.6448	.5588	.7968
.8876				
X4.6A	59.2979	85.7354	.6135	.5937
.8848				
X4.6B	58.9574	90.1721	.5254	.7717
.8892				

Reliability Coefficients 12 items

Alpha = .8938

Standardized item alpha = .8930

Lampiran 20 Uji Regresi Y_X1

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Partisipasi Pengguna ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pengguna

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.212 ^a	.045	.024	.92243	1.696

a. Predictors: (Constant), Partisipasi Pengguna

b. Dependent Variable: Kepuasan Pengguna

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.804	1	1.804	2.120	.152 ^a
	Residual	38.289	45	.851		
	Total	40.093	46			

a. Predictors: (Constant), Partisipasi Pengguna

b. Dependent Variable: Kepuasan Pengguna

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.375	1.052		3.209	.002		
	Partisipasi Pengguna	.278	.191	.212	1.456	.152	1.000	1.000

a. Dependent Variable: Kepuasan Pengguna

Coefficient Correlations^a

Model		Partisipasi Pengguna
1	Correlations	Partisipasi Pengguna
		1.000
	Covariances	Partisipasi Pengguna
		.036

a. Dependent Variable: Kepuasan Pengguna

Lampiran 21

Uji Regresi Moderasi X1_X2

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pemakai	4.8936	.93359	47
Partisipasi Pemakai	5.4685	.71303	47
Dukungan Manajemen Puncak	5.5106	.74227	47
X1_X2	30.1282	5.64436	47

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X1_X2, Partisipasi Pemakai, Dukungan Manajemen Puncak		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pemakai

Model Summary^a

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.533 ^a	.284	.234	.81727	1.968

a. Predictors: (Constant), X1_X2, Partisipasi Pemakai, Dukungan Manajemen Puncak

b. Dependent Variable: Kepuasan Pemakai

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.372	3	3.791	5.675	.002 ^a
	Residual	28.721	43	.668		
	Total	40.093	46			

a. Predictors: (Constant), X1_X2, Partisipasi Pemakai, Dukungan Manajemen Puncak

b. Dependent Variable: Kepuasan Pemakai

Lampiran 2

Uji Regresi Moderasi X1_X3

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pemakai	4.8936	.93359	47
Partisipasi Pemakai	5.4685	.71303	47
Komunikasi Pemakai-Pengembang	5.3864	.70950	47
X1_X3	29.5239	5.77099	47

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X1_X3, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang		Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.492 ^a	.242	.189	.84089	1.792

- a. Predictors: (Constant), X1_X3, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang
 b. Dependent Variable: Kepuasan Pemakai

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-6.326	7.790		-.812	.421		
	Partisipasi Pemakai	1.466	1.387	1.120	1.057	.296	.016	63.637
	Komunikasi Pemakai-Pengembang	1.950	1.513	1.482	1.288	.204	.013	75.002
	X1_X3	-.247	.269	-1.529	-.920	.362	.006	156.417

- a. Dependent Variable: Kepuasan Pemakai

Lampiran 23

Uji regresi Moderasi X1_X4

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pemakai	4.8936	.93359	47
Partisipasi Pemakai	5.4685	.71303	47
Pengaruh Pemakai	5.3740	.84425	47
X1_X4	29.3898	6.01704	47

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X1_X4, Partisipasi Pemakai, Pengaruh ^a Pemakai	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.538 ^a	.290	.240	.81367	2.022

a. Predictors: (Constant), X1_X4, Partisipasi Pemakai, Pengaruh Pemakai

b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.625	3	3.875	5.853	.002 ^a
	Residual	28.468	43	.662		
	Total	40.093	46			

a. Predictors: (Constant), X1_X4, Partisipasi Pemakai, Pengaruh Pemakai

b. Dependent Variable: Kepuasan Pemakai

Lampiran 24

Uji Regresi Moderasi X1_X2_X3 dan X4

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X1_X2_X3, Partisipasi Pemakai, Pengaruh Pemakai, Komunika si Pemakai-P engemban g, Dukungan Manajeme n Puncak, X1_X4, X1_X2 _a , X1_X3		Enter

- a. All requested variables entered.
b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.637 ^a	.406	.281	.79180	2.226

- a. Predictors: (Constant), X1_X2_X3, Partisipasi Pemakai, Pengaruh Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak, X1_X4, X1_X2, X1_X3
b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	16.269	8	2.034	3.244	.007 ^a
	Residual	23.824	38	.627		
	Total	40.093	46			

a. Predictors: (Constant), X1_X2_X3, Partisipasi Pemakai, Pengaruh Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak, X1_X4, X1_X2, X1_X3

b. Dependent Variable: Kepuasan Pemakai

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.210	8.754		-.138	.891		
	Partisipasi Pemakai	.470	1.767	.359	.266	.792	.009	116.499
	Dukungan Manajemen Puncak	-.965	4.085	-.767	-.236	.815	.001	674.459
	Komunikasi Pemakai-Pengembang	3.100	3.934	2.356	.788	.436	.002	571.704
	Pengaruh Pemakai	-1.173	1.310	-1.061	-.896	.376	.011	89.752
	X1_X2	.213	.719	1.289	.297	.768	.001	1207.784
	X1_X3	-.549	.720	-3.391	-.762	.451	.001	1266.562
	X1_X4	.265	.246	1.706	1.076	.289	.006	160.605
	X1_X2_X3	.000	.003	.185	.195	.846	.017	57.540

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.6745	6.3964	4.8936	.59471	47
Residual	-1.4580	1.2313	.0000	.71966	47
Std. Predicted Value	-2.050	2.527	.000	1.000	47
Std. Residual	-1.841	1.555	.000	.909	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 25

Uji Heteroskedastisitas

Persamaan Pertama

Correlations

			Kepuasan Pemakai	Partisipasi Pemakai
Spearman's rho	Kepuasan Pemakai	Correlation Coefficient	1.000	.210
		Sig. (2-tailed)	.	.156
		N	47	47
	Partisipasi Pemakai	Correlation Coefficient	.210	1.000
		Sig. (2-tailed)	.156	.
		N	47	47

Persamaan Kedua

Correlations

			Partisipasi Pemakai	Dukungan Manajemen Puncak
Spearman's rho	Partisipasi Pemakai	Correlation Coefficient	1.000	-.050
		Sig. (2-tailed)	.	.737
		N	47	47
	Dukungan Manajemen Puncak	Correlation Coefficient	-.050	1.000
		Sig. (2-tailed)	.737	.
		N	47	47

Persamaan ketiga

Correlations

			Partisipasi Pemakai	Komunikasi Pemakai-Pengembang
Spearman's rho	Partisipasi Pemakai	Correlation Coefficient	1.000	.101
		Sig. (2-tailed)	.	.499
		N	47	47
	Komunikasi Pemakai-Pengembang	Correlation Coefficient	.101	1.000
		Sig. (2-tailed)	.499	.
		N	47	47

Persamaan keempat

Correlations

			Partisipasi Pemakai	Pengaruh Pemakai
Spearman's rho	Partisipasi Pemakai	Correlation Coefficient	1.000	-.018
		Sig. (2-tailed)	.	.905
		N	47	47
	Pengaruh Pemakai	Correlation Coefficient	-.018	1.000
		Sig. (2-tailed)	.905	.
		N	47	47

Persamaan Kelima

Correlations

			Partisipasi Pemakai	Dukungan Manajemen Puncak	Komunikasi Pemakai-Pengembang	Pengaruh Pemakai
Spearman's rho	Partisipasi Pemakai	Correlation Coefficient	1.000	-.050	.101	-.018
		Sig. (2-tailed)	.	.737	.499	.905
		N	47	47	47	47
	Dukungan Manajemen Puncak	Correlation Coefficient	-.050	1.000	.917**	.403**
		Sig. (2-tailed)	.737	.	.000	.005
		N	47	47	47	47
	Komunikasi Pemakai-Pengembang	Correlation Coefficient	.101	.917**	1.000	.307*
		Sig. (2-tailed)	.499	.000	.	.036
		N	47	47	47	47
	Pengaruh Pemakai	Correlation Coefficient	-.018	.403**	.307*	1.000
		Sig. (2-tailed)	.905	.005	.036	.
		N	47	47	47	47

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

* . Correlation is significant at the 0.05 level (2-tailed).

Lampiran 26

Hasil Uji Multikolinearitas Persamaan Pertama

Regression

Variables Entered/Removed^p

Model	Variables Entered	Variables Removed	Method
1	Dukungan Manajemen Puncak, Partisipasi Pengguna	.	Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan Pengguna

Model Summary^p

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.520 ^a	.271	.238	.81521	1.976

- a. Predictors: (Constant), Dukungan Manajemen Puncak, Partisipasi Pengguna
 b. Dependent Variable: Kepuasan Pengguna

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.852	2	5.426	8.165	.001 ^a
	Residual	29.241	44	.665		
	Total	40.093	46			

- a. Predictors: (Constant), Dukungan Manajemen Puncak, Partisipasi Pengguna
 b. Dependent Variable: Kepuasan Pengguna

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.037	1.297		.029	.977		
	Partisipasi Pengguna	.286	.169	.218	1.696	.097	1.000	1.000
	Dukungan Manajemen Puncak	.598	.162	.475	3.690	.001	1.000	1.000

- a. Dependent Variable: Kepuasan Pengguna

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Partisipasi Pemakai	Dukungan Manajemen Puncak
1	1	2.977	1.000	.00	.00	.00
	2	.017	13.180	.00	.46	.52
	3	.006	23.067	1.00	.54	.47

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4.0491	6.0270	4.8936	.48571	47
Residual	-1.4469	1.4055	.0000	.79729	47
Std. Predicted Value	-1.739	2.334	.000	1.000	47
Std. Residual	-1.775	1.724	.000	.978	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 27

Hasil Uji Multikolinearitas Persamaan Kedua

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Dukungan Manajemen Puncak, Partisipasi Pemakai	.	Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.520 ^a	.271	.238	.81521	1.976

- a. Predictors: (Constant), Dukungan Manajemen Puncak, Partisipasi Pemakai
 b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.852	2	5.426	8.165	.001 ^a
	Residual	29.241	44	.665		
	Total	40.093	46			

- a. Predictors: (Constant), Dukungan Manajemen Puncak, Partisipasi Pemakai
 b. Dependent Variable: Kepuasan Pemakai

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.037	1.297		.029	.977		
	Partisipasi Pemakai	.286	.169	.218	1.696	.097	1.000	1.000
	Dukungan Manajemen Puncak	.598	.162	.475	3.690	.001	1.000	1.000

- a. Dependent Variable: Kepuasan Pemakai

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Partisipasi Pemakai	Dukungan Manajemen Puncak
1	1	2.977	1.000	.00	.00	.00
	2	.017	13.180	.00	.46	.52
	3	.006	23.067	1.00	.54	.47

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4.0491	6.0270	4.8936	.48571	47
Residual	-1.4469	1.4055	.0000	.79729	47
Std. Predicted Value	-1.739	2.334	.000	1.000	47
Std. Residual	-1.775	1.724	.000	.978	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 28

Hasil Uji Multikolinearitas Persamaan Ketiga

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Komunikasi Pengguna, Partisipasi Pengguna	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pengguna

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.476 ^a	.227	.192	.83943	1.795

a. Predictors: (Constant), Komunikasi Pengguna, Partisipasi Pengguna

b. Dependent Variable: Kepuasan Pengguna

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.089	2	4.544	6.449	.003 ^a
	Residual	31.004	44	.705		
	Total	40.093	46			

a. Predictors: (Constant), Komunikasi Pengguna, Partisipasi Pengguna

b. Dependent Variable: Kepuasan Pengguna

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.750	1.258		.597	.554		
	Partisipasi Pemakai	.200	.175	.153	1.140	.260	.981	1.019
	Komunikasi Pemakai-Pengembang	.566	.176	.430	3.215	.002	.981	1.019

a. Dependent Variable: Kepuasan Pemakai

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Partisipasi Pemakai	Komunikasi Pemakai-Pengembang
1	1	2.979	1.000	.00	.00	.00
	2	.014	14.461	.00	.56	.58
	3	.006	21.722	1.00	.44	.42

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.9886	5.8074	4.8936	.44451	47
Residual	-1.5541	1.2674	.0000	.82098	47
Std. Predicted Value	-2.036	2.056	.000	1.000	47
Std. Residual	-1.851	1.510	.000	.978	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 29

Hasil Uji Multikolinearitas Persamaan Keempat

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Pengaruh Pemakai, Partisipasi Pemakai ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.523 ^a	.274	.241	.81336	1.946

a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai

b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.984	2	5.492	8.302	.001 ^a
	Residual	29.109	44	.662		
	Total	40.093	46			

a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai

b. Dependent Variable: Kepuasan Pemakai

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.542	1.199		.452	.654		
	Partisipasi Pemakai	.276	.168	.211	1.640	.108	1.000	1.000
	Pengaruh Pemakai	.529	.142	.479	3.725	.001	1.000	1.000

a. Dependent Variable: Kepuasan Pemakai

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Partisipasi Pemakai	Pengaruh Pemakai
1	1	2.973	1.000	.00	.00	.00
	2	.020	12.117	.01	.33	.68
	3	.006	21.535	.99	.67	.32

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.8471	5.9447	4.8936	.48866	47
Residual	-1.5806	1.5963	.0000	.79548	47
Std. Predicted Value	-2.142	2.151	.000	1.000	47
Std. Residual	-1.943	1.963	.000	.978	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 30

Hasil Uji Multikolinearitas Persamaan Kelima

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pemakai

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.604 ^a	.365	.305	.77836	2.090

a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak

b. Dependent Variable: Kepuasan Pemakai

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14.648	4	3.662	6.044	.001 ^a
	Residual	25.445	42	.606		
	Total	40.093	46			

a. Predictors: (Constant), Pengaruh Pemakai, Partisipasi Pemakai, Komunikasi Pemakai-Pengembang, Dukungan Manajemen Puncak

b. Dependent Variable: Kepuasan Pemakai

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.949	1.301		-.729	.470		
	Partisipasi Pemakai	.263	.173	.201	1.521	.136	.867	1.154
	Dukungan Manajemen Puncak	.301	.416	.239	.724	.473	.138	7.245
	Komunikasi Pemakai-Pengembang	.128	.420	.097	.305	.762	.149	6.731
	Pengaruh Pemakai	.383	.153	.346	2.495	.017	.786	1.272

a. Dependent Variable: Kepuasan Pemakai

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	Partisipasi Pemakai	Dukungan Manajemen Puncak	Komunikasi Pemakai-Pengembang	Pengaruh Pemakai
1	1	4.954	1.000	.00	.00	.00	.00	.00
	2	.022	14.842	.02	.38	.02	.01	.12
	3	.017	17.207	.00	.00	.02	.03	.68
	4	.006	29.059	.96	.46	.00	.01	.11
	5	.001	62.918	.02	.16	.96	.94	.09

a. Dependent Variable: Kepuasan Pemakai

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.9407	6.2755	4.8936	.56429	47
Residual	-1.5546	1.1091	.0000	.74375	47
Std. Predicted Value	-1.689	2.449	.000	1.000	47
Std. Residual	-1.997	1.425	.000	.956	47

a. Dependent Variable: Kepuasan Pemakai

Lampiran 31
Tabel r
(Nilai Product Moment)

SIGNIFIKANSI ALPHA 5 %					SIGNIFIKANSI ALPHA 5 %				
DF	Tabel t	Tabel t	Tabel r	Tabel r	DF	Tabel t	Tabel t	Tabel r	Tabel r
	Satu sisi	Dua sisi	Satu sisi	Dua sisi		Satu sisi	Dua sisi	Satu sisi	Dua sisi
1	6,314	12,706	0.988	0.997	26	1,706	2,056	0.317	0.374
2	2,920	4,303	0.900	0.950	27	1,703	2,052	0.312	0.367
3	2,353	3,182	0.805	0.878	28	1,701	2,048	0.306	0.361
4	2,132	2,776	0.729	0.811	29	1,699	2,045	0.301	0.355
5	2,015	2,571	0.669	0.755	30	1,697	2,042	0.296	0.349
6	1,943	2,447	0.622	0.707	31	1,696	2,040	0.291	0.344
7	1,895	2,365	0.582	0.666	32	1,694	2,037	0.287	0.339
8	1,860	2,306	0.549	0.632	33	1,692	2,035	0.283	0.334
9	1,833	2,263	0.521	0.602	34	1,691	2,032	0.279	0.329
10	1,813	2,228	0.497	0.576	35	1,690	2,030	0.275	0.325
11	1,796	2,201	0.476	0.553	36	1,688	2,028	0.271	0.32
12	1,782	2,179	0.458	0.532	37	1,687	2,026	0.267	0.316
13	1,771	2,160	0.441	0.514	38	1,686	2,024	0.264	0.312
14	1,761	2,145	0.426	0.497	39	1,685	2,023	0.261	0.308
15	1,753	2,131	0.412	0.482	40	1,684	2,021	0.257	0.304
16	1,746	2,120	0.400	0.468	41	1,683	2,020	0.254	0.301
17	1,740	2,110	0.389	0.456	42	1,682	2,018	0.251	0.297
18	1,734	2,101	0.378	0.444	43	1,681	2,017	0.248	0.294
19	1,729	2,093	0.369	0.433	44	1,680	2,015	0.246	0.291
20	1,725	2,086	0.360	0.423	45	1,679	2,014	0.243	0.288
21	1,721	2,082	0.352	0.413	46	1,679	2,013	0.24	0.285
22	1,717	2,074	0.344	0.404	47	1,678	2,012	0.238	0.282
23	1,714	2,069	0.337	0.396	48	1,677	2,011	0.235	0.279
24	1,711	2,064	0.330	0.388	49	1,677	2,010	0.233	0.276
25	1,708	2,060	0.323	0.381	50	1,676	2,009	0.231	0.273

**Ghozali, Imam, Prof, 2005, Aplikasi Analisis Multivariate Dengan SPSS, Badan
Sumber Penerbit Universitas Diponegoro, Semarang, hal: 291**