**Hasil Output SPSS Versi 23**

1. Output Uji Validitas Kualitas Sistem

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X1\_1 | X1\_2 | X1\_3 | X1\_4 | X1\_5 | X1\_6 | X1\_7 | X1\_8 | X1\_9 | X1\_10 | TOTAL\_X1 |
| X1\_1 | Pearson Correlation | 1 | .100 | .055 | .083 | .108 | -.059 | .107 | .026 | .200\* | .134 | .351\*\* |
| Sig. (2-tailed) |  | .221 | .500 | .311 | .189 | .473 | .193 | .755 | .014 | .102 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_2 | Pearson Correlation | .100 | 1 | .225\*\* | .253\*\* | .237\*\* | .279\*\* | .232\*\* | .073 | .129 | .030 | .469\*\* |
| Sig. (2-tailed) | .221 |  | .006 | .002 | .003 | .001 | .004 | .378 | .115 | .714 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_3 | Pearson Correlation | .055 | .225\*\* | 1 | .466\*\* | .282\*\* | .246\*\* | .337\*\* | .160 | .172\* | -.015 | .617\*\* |
| Sig. (2-tailed) | .500 | .006 |  | .000 | .000 | .002 | .000 | .050 | .036 | .853 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_4 | Pearson Correlation | .083 | .253\*\* | .466\*\* | 1 | .218\*\* | .283\*\* | .395\*\* | .252\*\* | .232\*\* | .011 | .676\*\* |
| Sig. (2-tailed) | .311 | .002 | .000 |  | .007 | .000 | .000 | .002 | .004 | .896 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_5 | Pearson Correlation | .108 | .237\*\* | .282\*\* | .218\*\* | 1 | .090 | .137 | -.051 | .149 | .208\* | .477\*\* |
| Sig. (2-tailed) | .189 | .003 | .000 | .007 |  | .274 | .096 | .537 | .068 | .011 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_6 | Pearson Correlation | -.059 | .279\*\* | .246\*\* | .283\*\* | .090 | 1 | .247\*\* | -.056 | .121 | -.057 | .400\*\* |
| Sig. (2-tailed) | .473 | .001 | .002 | .000 | .274 |  | .002 | .498 | .139 | .488 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_7 | Pearson Correlation | .107 | .232\*\* | .337\*\* | .395\*\* | .137 | .247\*\* | 1 | .146 | .314\*\* | -.020 | .620\*\* |
| Sig. (2-tailed) | .193 | .004 | .000 | .000 | .096 | .002 |  | .075 | .000 | .805 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_8 | Pearson Correlation | .026 | .073 | .160 | .252\*\* | -.051 | -.056 | .146 | 1 | .142 | .002 | .374\*\* |
| Sig. (2-tailed) | .755 | .378 | .050 | .002 | .537 | .498 | .075 |  | .083 | .979 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_9 | Pearson Correlation | .200\* | .129 | .172\* | .232\*\* | .149 | .121 | .314\*\* | .142 | 1 | .154 | .548\*\* |
| Sig. (2-tailed) | .014 | .115 | .036 | .004 | .068 | .139 | .000 | .083 |  | .060 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X1\_10 | Pearson Correlation | .134 | .030 | -.015 | .011 | .208\* | -.057 | -.020 | .002 | .154 | 1 | .305\*\* |
| Sig. (2-tailed) | .102 | .714 | .853 | .896 | .011 | .488 | .805 | .979 | .060 |  | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| TOTAL\_X1 | Pearson Correlation | .351\*\* | .469\*\* | .617\*\* | .676\*\* | .477\*\* | .400\*\* | .620\*\* | .374\*\* | .548\*\* | .305\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |

1. Output Uji Validitas Kualitas Informasi

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | |
|  | | X2\_1 | X2\_2 | X2\_3 | X2\_4 | X2\_5 | X2\_6 | X2\_7 | X2\_8 | TOTAL\_X2 |
| X2\_1 | Pearson Correlation | 1 | -.001 | .198 | .055 | .209 | .061 | .026 | .089 | .496 |
| Sig. (2-tailed) |  | .994 | .015 | .507 | .010 | .460 | .755 | .281 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_2 | Pearson Correlation | -.001 | 1 | -.026 | -.109 | .104 | .080 | .000 | .088 | .310 |
| Sig. (2-tailed) | .994 |  | .756 | .183 | .205 | .329 | .997 | .282 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_3 | Pearson Correlation | .198 | -.026 | 1 | .028 | .095 | .175 | .085 | .147 | .440 |
| Sig. (2-tailed) | .015 | .756 |  | .731 | .246 | .032 | .299 | .072 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_4 | Pearson Correlation | .055 | -.109 | .028 | 1 | -.004 | .080 | .133 | .140 | .394 |
| Sig. (2-tailed) | .507 | .183 | .731 |  | .963 | .330 | .105 | .088 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_5 | Pearson Correlation | .209 | .104 | .095 | -.004 | 1 | .127 | .023 | .135 | .499 |
| Sig. (2-tailed) | .010 | .205 | .246 | .963 |  | .122 | .783 | .101 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_6 | Pearson Correlation | .061 | .080 | .175 | .080 | .127 | 1 | .016 | .291 | .499 |
| Sig. (2-tailed) | .460 | .329 | .032 | .330 | .122 |  | .846 | .000 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_7 | Pearson Correlation | .026 | .000 | .085 | .133 | .023 | .016 | 1 | -.029 | .334 |
| Sig. (2-tailed) | .755 | .997 | .299 | .105 | .783 | .846 |  | .720 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X2\_8 | Pearson Correlation | .089 | .088 | .147 | .140 | .135 | .291 | -.029 | 1 | .545 |
| Sig. (2-tailed) | .281 | .282 | .072 | .088 | .101 | .000 | .720 |  | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| TOTAL\_X2 | Pearson Correlation | .496 | .310 | .440 | .394 | .499 | .499 | .334 | .545 | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |

1. Output Uji Validitas Kualitas Layanan

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | |
|  | | X3\_1 | X3\_2 | X3\_3 | X3\_4 | X3\_5 | X3\_6 | X3\_7 | X3\_8 | TOTAL\_X3 |
| X3\_1 | Pearson Correlation | 1 | .020 | .056 | .078 | -.024 | .173\* | .130 | .108 | .419\*\* |
| Sig. (2-tailed) |  | .806 | .493 | .343 | .775 | .034 | .114 | .190 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_2 | Pearson Correlation | .020 | 1 | .192\* | .089 | .286\*\* | .244\*\* | .140 | .232\*\* | .539\*\* |
| Sig. (2-tailed) | .806 |  | .019 | .277 | .000 | .003 | .087 | .004 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_3 | Pearson Correlation | .056 | .192\* | 1 | .374\*\* | .167\* | .293\*\* | -.069 | .104 | .522\*\* |
| Sig. (2-tailed) | .493 | .019 |  | .000 | .041 | .000 | .399 | .206 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_4 | Pearson Correlation | .078 | .089 | .374\*\* | 1 | .329\*\* | .348\*\* | .046 | .032 | .556\*\* |
| Sig. (2-tailed) | .343 | .277 | .000 |  | .000 | .000 | .574 | .697 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_5 | Pearson Correlation | -.024 | .286\*\* | .167\* | .329\*\* | 1 | .512\*\* | .145 | .049 | .587\*\* |
| Sig. (2-tailed) | .775 | .000 | .041 | .000 |  | .000 | .077 | .548 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_6 | Pearson Correlation | .173\* | .244\*\* | .293\*\* | .348\*\* | .512\*\* | 1 | .338\*\* | .214\*\* | .726\*\* |
| Sig. (2-tailed) | .034 | .003 | .000 | .000 | .000 |  | .000 | .008 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_7 | Pearson Correlation | .130 | .140 | -.069 | .046 | .145 | .338\*\* | 1 | .348\*\* | .426\*\* |
| Sig. (2-tailed) | .114 | .087 | .399 | .574 | .077 | .000 |  | .000 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| X3\_8 | Pearson Correlation | .108 | .232\*\* | .104 | .032 | .049 | .214\*\* | .348\*\* | 1 | .432\*\* |
| Sig. (2-tailed) | .190 | .004 | .206 | .697 | .548 | .008 | .000 |  | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| TOTAL\_X3 | Pearson Correlation | .419\*\* | .539\*\* | .522\*\* | .556\*\* | .587\*\* | .726\*\* | .426\*\* | .432\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | |

1. Output Uji Validitas Kepuasan Konsumen

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | Y\_1 | Y\_2 | Y\_3 | Y\_4 | Y\_5 | TOTAL\_Y |
| Y\_1 | Pearson Correlation | 1 | .039 | .244\*\* | .040 | .304\*\* | .610\*\* |
| Sig. (2-tailed) |  | .632 | .003 | .626 | .000 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| Y\_2 | Pearson Correlation | .039 | 1 | .196\* | .214\*\* | .232\*\* | .576\*\* |
| Sig. (2-tailed) | .632 |  | .016 | .009 | .004 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| Y\_3 | Pearson Correlation | .244\*\* | .196\* | 1 | .190\* | .211\*\* | .619\*\* |
| Sig. (2-tailed) | .003 | .016 |  | .020 | .009 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| Y\_4 | Pearson Correlation | .040 | .214\*\* | .190\* | 1 | -.078 | .480\*\* |
| Sig. (2-tailed) | .626 | .009 | .020 |  | .344 | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| Y\_5 | Pearson Correlation | .304\*\* | .232\*\* | .211\*\* | -.078 | 1 | .572\*\* |
| Sig. (2-tailed) | .000 | .004 | .009 | .344 |  | .000 |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| TOTAL\_Y | Pearson Correlation | .610\*\* | .576\*\* | .619\*\* | .480\*\* | .572\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  |
| N | 150 | 150 | 150 | 150 | 150 | 150 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | |

1. Output Uji Reliabilitas Kualitas Sistem

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .640 | 10 |

1. Output Uji Reliabilitas Kualitas Informasi

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .407 | 8 |

1. Output Uji Reliabilitas Kualitas Layanan

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .614 | 8 |

1. Output Uji Reliabilitas Kepuasan Konsumen

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .478 | 5 |

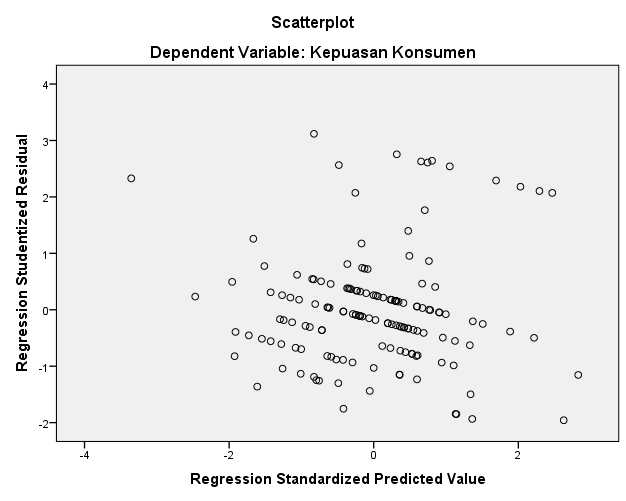
1. Output Uji Normalitas

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 150 |
| Normal Parametersa,b | Mean | 0E-7 |
| Std. Deviation | 2.31821378 |
| Most Extreme Differences | Absolute | .137 |
| Positive | .137 |
| Negative | -.065 |
| Kolmogorov-Smirnov Z | | 1.683 |
| Asymp. Sig. (2-tailed) | | .070 |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |

1. Output Uji Multikolinieritas

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 1.653 | 2.049 |  | 5.403 | .000 |  |  |
| Kualitas Sistem | .032 | .048 | .445 | 1.367 | .238 | .758 | 1.319 |
| Kualitas Informasi | .347 | .068 | .167 | 2.793 | .000 | .748 | 1.338 |
| Kualitas Layanan | .187 | .059 | .276 | 3.146 | .002 | .800 | 1.251 |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | | | |

1. Output Uji Heteroskedastisitas



1. Output Analisis Regresi Linier Berganda

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1.653 | 2.049 |  | 5.403 | .000 |
| Kualitas Sistem | .032 | .048 | .445 | 1.367 | .238 |
| Kualitas Informasi | .347 | .068 | .167 | 2.793 | .000 |
| Kualitas Layanan | .187 | .059 | .276 | 3.146 | .002 |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | |

1. Output Uji Koefisien Determinasi (R2)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .870a | .726 | .745 | 1.385 |
| a. Predictors: (Constant), Kualitas Layanan, Kualitas Sistem, Kualitas Informasi | | | | |
| b. Dependent Variable: Kepuasan Konsumen | | | | |

1. Output Uji Hipotesis Secara Simultan (Uji F)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 91.257 | 3 | 30.419 | 5.546 | .001b |
| Residual | 800.743 | 146 | 5.485 |  |  |
| Total | 892.000 | 149 |  |  |  |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | |
| b. Predictors: (Constant), Kualitas Layanan, Kualitas Sistem, Kualitas Informasi | | | | | | |

1. Output Uji Hipotesis Secara Parsial (Uji t)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1.653 | 2.049 |  | 5.403 | .000 |
| Kualitas Sistem | .032 | .048 | .445 | 1.367 | .238 |
| Kualitas Informasi | .347 | .068 | .167 | 2.793 | .000 |
| Kualitas Layanan | .187 | .059 | .276 | 3.146 | .002 |
| 1. Dependent Variable: Kepuasan Konsumen | | | | | | |