

LAMPIRAN 1

KUESIONER

IDENTITAS RESPONDEN

Nama : _____ (Tidak Wajib)
Universitas/Semester : _____/_____

Untuk memberikan jawaban yang anda berikan, silahkan beri tanda ceklis (✓) pada lembar kuesioner dibawah ini

Berikut ketentuan jawaban kuesioner :

STS : Sangat Tidak Setuju

S : Setuju

TS : Tidak Setuju

SS : Sangat Setuju

N : Netral

Apakah Anda Pengguna GRAB Lebih dari 5 kali?

A. YA

B. TIDAK

PERCEIVED USEFULNESS

No	Pernyataan	STS	TS	N	S	SS
1	Adanya OVO memudahkan saya melakukan transaksi pada layanan yang tersedia di Grab.					
2	Dengan adanya OVO proses Transaksi saya pada layanan Grab menjadi lebih cepat.					
3	Bertransaksi menggunakan OVO dapat menambah kualitas transaksi saya pada layanan Grab.					
4	Bertansaksi menggunakan OVO membantu saya dalam efektivitas transaksi pada layanan Grab					
5	Adanya metode pembayaran OVO pada Grab memberikan manfaat bagi pengguna Grab.					

EASE OF USE

No	Pernyataan	STS	TS	N	S	SS
1	Sistem Pembayaran OVO sangat mudah untuk pelajari					
2	Sistem Pembayaran OVO sangat mudah untuk digunakan					
3	Sistem Pembayaran OVO dapat dengan mudah digunakan pada semua layanan Grab					
4	Sangat mudah bagi pengguna Grab untuk mulai menggunakan sistem pembayaran OVO					

Apakah anda pernah menggunakan m-payment (t-cash, bca flash, mandiri e-cash) sebelum menggunakan Grab-pay?

A. PERNAH B. BELUM PERNAH

M-PAYMENT EXPERIENCE

No	Pernyataan	STS	TS	N	S	SS
1	Dibutuhkan pengalaman menggunakan sistem pembayaran <i>m-payment</i> sebelumnya (seperti T-Cash, BCA Flash, dll)agar konsumen dapat dan mau menggunakan OVO					
2	Menurut saya, pengguna Grab-pay dengan pengalaman sebelumnya pada M-Payment lebih yakin akan manfaat sistem pembayaran OVO					
3	Saya merasakan kemudahan dalam menggunakan OVO karena saya pernah menggunakan sistem pembayaran M-Payment sejenis sebelumnya.					
4	Menurut saya, pengguna OVO dengan pengalaman sebelumnya pada M-Payment lebih yakin akan kemanfaatan OVO bahkan sebelum menggunakan OVO					

PERCEIVED ENJOYMENT

No	Pernyataan	STS	TS	N	S	SS
1	Saya menikmati menggunakan sistem yang baru pada Grab yaitu OVO					
2	Sistem OVO tidak menimbulkan beban sama sekali					
3	Saya merasakan kenyamanan saat menggunakan OVO					

PENERIMAAN PENGGUNAAN TEKNOLOGI

No	Pernyataan	STS	TS	N	S	SS
1	Saya memiliki keinginan untuk menggunakan layanan Grab karena aplikasi OVO					
2	Saya berkeinginan untuk tetap menggunakan layanan Grab					

LAMPIRAN 2

JAWABAN RESPONDEN

Jawaban yang diberikan responden

1. Jawaban Responden Tentang *Perceived of Usefulness*

No.	Perceived Usefulness					JUMLAH
	PU1	PU2	PU3	PU4	PU5	
1	4	4	4	5	5	22
2	5	4	3	4	4	20
3	3	4	4	5	5	21
4	5	4	5	5	5	24
5	4	4	3	4	4	19
6	5	5	4	5	5	24
7	5	5	5	5	5	25
8	5	4	4	4	5	22
9	4	5	4	4	3	20
10	5	5	3	5	5	23
11	4	4	3	4	5	20
12	3	4	3	3	4	17
13	5	3	5	3	4	20
14	5	5	5	5	5	25
15	4	4	3	4	4	19
16	5	5	4	5	5	24
17	4	3	4	4	4	19
18	5	5	4	5	5	24
19	4	4	4	4	4	20
20	4	4	4	4	4	20
21	4	3	5	3	4	19
22	4	5	3	4	4	20
23	4	4	4	4	4	20
24	5	4	3	4	3	19
25	5	5	5	5	5	25
26	4	4	5	5	5	23
27	5	3	5	3	4	20
28	4	5	4	5	4	22
29	5	5	5	5	5	25
30	3	4	4	3	5	19
31	3	4	4	5	5	21
32	4	4	3	4	4	19
33	5	3	3	4	4	19
34	4	4	4	4	4	20
35	4	4	4	4	4	20
36	4	4	4	4	4	20

37	5	4	4	4	4	21
38	4	4	3	4	4	19
39	5	5	5	5	4	24
40	4	4	3	3	5	19
41	5	5	4	5	5	24
42	5	5	5	5	5	25
43	5	4	3	4	4	20
44	5	4	5	5	5	24
45	5	4	4	3	5	21
46	4	5	3	4	5	21
47	5	4	4	5	5	23
48	4	5	4	3	4	20
49	4	4	3	4	4	19
50	5	4	5	3	4	21
51	5	5	4	5	5	24
52	4	4	5	3	4	20
53	5	5	4	5	5	24
54	5	5	5	4	4	23
55	3	4	4	5	4	20
56	4	4	4	4	4	20
57	4	4	3	4	4	19
58	4	4	4	4	4	20
59	4	4	4	4	4	20
60	4	4	4	4	4	20
61	5	4	5	3	4	21
62	5	5	4	4	5	23
63	5	4	3	4	5	21
64	5	5	3	4	3	20
65	4	4	3	4	4	19
66	4	4	3	4	4	19
67	4	5	4	4	5	22
68	4	5	4	5	5	23
69	4	4	4	4	4	20
70	4	3	4	3	5	19
71	3	4	3	3	5	18
72	4	3	4	5	4	20
73	4	4	4	5	5	22
74	5	4	5	5	4	23
75	5	5	4	4	5	23
76	4	5	4	5	5	23
77	5	5	5	5	4	24
78	4	5	4	5	5	23
79	5	5	4	5	5	24

80	3	5	5	3	4	20
81	5	5	4	5	3	22
82	4	4	5	4	4	21
83	4	3	3	5	4	19
84	4	4	3	4	4	19
85	3	3	4	5	5	20
86	4	4	3	4	4	19
87	3	4	3	4	4	18
88	4	4	3	4	3	18
89	4	4	5	3	4	20
90	4	4	4	3	4	19

2. Jawaban Responden Tentang *Percieved Ease of Use*

No.	Ease of Use				JUMLAH
	EU1	EU2	EU3	EU4	
1	5	5	4	5	19
2	4	4	3	5	16
3	5	5	5	5	20
4	4	5	4	4	17
5	4	5	4	5	18
6	5	4	3	5	17
7	5	5	4	4	18
8	5	5	5	4	19
9	5	5	3	5	18
10	5	5	5	5	20
11	5	5	4	4	18
12	4	4	3	4	15
13	4	3	5	3	15
14	5	3	4	4	16
15	4	4	4	3	15
16	5	4	4	5	18
17	4	4	4	4	16
18	5	4	4	5	18
19	4	4	4	4	16
20	4	4	4	4	16
21	4	5	4	5	18
22	4	5	3	4	16
23	3	4	4	3	14
24	4	3	4	4	15
25	5	5	4	4	18
26	4	3	4	5	16

27	5	4	5	4	18
28	3	5	5	5	18
29	5	5	5	5	20
30	5	5	5	5	20
31	4	4	5	4	17
32	4	4	4	4	16
33	4	5	5	5	19
34	4	4	4	4	16
35	4	4	5	4	17
36	5	4	4	4	17
37	3	4	4	4	15
38	3	4	4	5	16
39	4	4	4	4	16
40	4	4	4	4	16
41	5	4	4	4	17
42	4	5	5	5	19
43	4	4	3	4	15
44	5	5	4	4	18
45	4	3	4	5	16
46	3	4	4	5	16
47	5	5	5	5	20
48	4	4	4	4	16
49	5	5	5	4	19
50	4	4	4	4	16
51	5	5	5	5	20
52	4	4	4	4	16
53	5	4	5	5	19
54	4	5	5	4	18
55	3	4	4	5	16
56	4	5	3	4	16
57	4	3	5	3	15
58	4	4	4	4	16
59	4	4	4	3	15
60	4	4	4	4	16
61	5	5	5	5	20
62	4	4	4	4	16
63	5	5	5	4	19
64	5	5	5	5	20
65	4	5	4	4	17
66	3	4	4	4	15
67	4	5	4	4	17
68	5	5	5	3	18
69	3	3	4	5	15

70	3	4	3	5	15
71	3	4	3	4	14
72	4	4	4	3	15
73	4	5	5	5	19
74	4	4	5	5	18
75	4	5	5	4	18
76	3	4	5	4	16
77	4	4	5	5	18
78	4	4	4	5	17
79	5	5	4	5	19
80	5	5	5	5	20
81	5	4	5	4	18
82	4	4	5	5	18
83	5	4	4	4	17
84	3	4	3	5	15
85	4	4	3	4	15
86	4	4	4	4	16
87	4	4	4	4	16
88	4	4	3	3	14
89	5	4	2	5	16
90	5	5	4	2	16

3. Jawaban Responden Tentang *M-Payment Expeience*

No.	M-Payment Experience				JUMLAH
	ME1	ME2	ME3	ME4	
1	5	5	5	5	20
2	5	5	5	5	20
3	5	5	5	5	20
4	5	5	4	5	19
5	5	4	5	5	19
6	5	5	5	5	20
7	5	5	5	5	20
8	5	5	4	5	19
9	4	5	5	5	19
10	5	5	4	5	20
11	5	5	5	5	20
12	5	5	3	5	20
13	5	5	5	5	20
14	5	5	4	5	19
15	5	5	3	5	18
16	5	5	5	5	20
17	5	5	4	5	19

18	5	5	3	5	17
19	4	5	3	5	18
20	5	5	5	5	17
21	4	5	5	5	17
22	4	5	5	5	17
23	5	5	5	5	17
24	5	4	5	5	20
25	5	4	5	5	20
26	5	5	4	5	20
27	5	5	5	4	20
28	5	5	5	5	17
29	5	5	5	5	18
30	5	5	4	5	17
31	5	5	5	5	17
32	5	5	4	5	17
33	5	4	5	5	17
34	5	5	4	5	20
35	5	4	5	5	20
36	5	5	5	5	20
37	5	5	4	5	20
38	5	5	5	4	17
39	5	4	5	5	18
40	5	5	5	5	17
41	5	5	4	5	17
42	5	5	5	4	17
43	5	5	5	4	17
44	5	5	4	5	20
45	5	4	5	5	20
46	5	5	5	5	20
47	5	4	5	5	20
48	5	4	3	5	17
49	5	5	3	5	18
50	5	5	3	5	17
51	5	5	3	5	17
52	5	5	3	4	17
53	5	5	3	4	17
54	5	5	5	5	20
55	5	5	5	5	20
56	5	5	5	5	20
57	5	5	5	5	20
58	5	5	5	5	20
59	5	5	5	5	20
60	5	5	5	5	20

61	5	5	5	5	20
62	5	5	5	5	20
63	5	5	5	5	20
64	5	5	5	5	20
65	5	5	5	5	20
66	5	5	5	5	20
67	5	5	5	5	20
68	5	5	5	5	20
69	5	5	5	5	20
70	5	5	5	5	20
71	5	5	5	5	20
72	5	5	5	5	20
73	5	5	5	5	20
74	5	5	5	5	20
75	5	5	5	5	20
76	5	5	5	5	20
77	5	5	5	5	20
78	5	5	5	5	20
79	5	5	5	5	20
80	5	5	5	5	20
81	5	5	5	5	20
82	5	5	5	5	20
83	5	5	5	5	20
84	5	5	5	5	20
85	5	5	5	5	20
86	5	5	5	5	20
87	5	5	5	5	20
88	5	5	5	5	20
89	5	5	5	5	20
90	5	5	5	5	19

4. Jawaban Responden Tentang *Percieved Enjoyment*

No.	Perceived Enjoyment			
	PE1	PE2	PE3	JUMLAH
1	4	3	5	12
2	4	3	3	10
3	5	5	5	15
4	4	4	5	13
5	3	4	3	10
6	4	3	4	11
7	4	3	3	10
8	5	5	5	15

9	4	4	4	12
10	4	5	4	13
11	3	3	4	10
12	5	3	4	12
13	3	4	3	10
14	3	5	4	12
15	3	4	3	10
16	4	4	4	12
17	4	4	3	11
18	4	4	4	12
19	4	4	4	12
20	4	4	4	12
21	4	3	4	11
22	5	3	4	12
23	4	4	4	12
24	4	4	4	12
25	4	3	3	10
26	5	3	4	12
27	3	3	4	10
28	4	5	3	12
29	4	4	3	11
30	4	3	3	10
31	3	3	4	10
32	4	4	4	12
33	5	3	3	11
34	4	4	4	12
35	4	4	4	12
36	4	4	4	12
37	5	4	4	13
38	3	4	3	10
39	5	5	5	15
40	3	4	3	10
41	3	4	4	11
42	5	5	5	15
43	3	3	5	11
44	4	4	4	12
45	5	3	5	13
46	3	4	4	11
47	4	3	4	11
48	4	3	3	10
49	4	3	3	10
50	4	3	3	10
51	4	4	4	12

52	4	4	3	11
53	5	5	4	14
54	5	4	4	13
55	3	5	5	13
56	5	3	4	12
57	3	4	3	10
58	5	3	5	13
59	4	5	5	14
60	3	3	4	10
61	3	4	5	12
62	5	5	5	15
63	5	4	4	13
64	5	5	5	15
65	4	4	4	12
66	3	3	4	10
67	4	3	4	11
68	4	4	4	12
69	3	5	3	11
70	3	4	5	12
71	3	3	4	10
72	4	3	4	11
73	4	4	4	12
74	5	4	5	14
75	4	3	5	12
76	5	3	4	12
77	5	4	5	14
78	5	4	5	14
79	5	5	5	15
80	4	4	4	12
81	3	5	3	11
82	5	5	4	14
83	4	5	4	13
84	3	3	4	10
85	4	3	4	11
86	4	4	3	11
87	4	4	4	12
88	4	3	4	11
89	3	4	4	11
90	5	3	5	13

5. Jawaban Responden Tentang Penerimaan Penggunaan Teknologi

No.	Penerimaan Penggunaan Teknologi		
	Q17	Q18	JUMLAH
1	5	5	10
2	5	5	10
3	5	5	10
4	5	5	10
5	5	5	10
6	5	5	10
7	5	5	10
8	5	5	10
9	5	5	10
10	5	5	10
11	5	5	10
12	5	5	10
13	5	5	10
14	5	5	10
15	5	5	10
16	5	5	10
17	5	5	10
18	5	5	10
19	5	5	10
20	5	5	10
21	5	5	10
22	5	5	10
23	5	5	10
24	4	5	9
25	4	4	8
26	5	5	10
27	5	5	10
28	4	5	9
29	4	4	9
30	4	4	9
31	5	4	10
32	4	4	8
33	5	4	10
34	4	4	9
35	4	4	10
36	4	4	10
37	5	4	9
38	5	4	9
39	5	5	10

40	5	4	9
41	5	4	10
42	5	5	10
43	5	5	10
44	4	4	8
45	5	5	10
46	5	4	9
47	4	5	9
48	4	5	9
49	4	5	9
50	4	5	9
51	4	4	10
52	4	4	8
53	5	5	10
54	5	4	9
55	5	5	10
56	5	5	10
57	5	4	9
58	5	5	10
59	4	5	9
60	5	5	10
61	5	4	9
62	5	5	10
63	5	4	9
64	5	5	10
65	4	4	8
66	5	5	10
67	4	5	9
68	4	4	8
69	5	5	10
70	5	4	9
71	5	5	8
72	4	5	9
73	4	4	8
74	5	5	10
75	5	4	9
76	5	4	9
77	5	5	10
78	5	4	9
79	5	4	9
80	5	4	9
81	5	5	10
82	5	5	10

83	5	5	10
84	5	5	10
85	4	5	9
86	4	5	9
87	5	4	9
88	5	5	10
89	5	5	10
90	5	5	10

LAMPIRAN 2
HASIL UJI KUALITAS
INSTRUMEN

A. Hasil Uji Validitas dan Reliabilitas

1. Variabel Independen *Percieved of Usefulness*

VALIDITAS X1

		Correlations					
		PU1	PU2	PU3	PU4	PU5	PU
PU1	Pearson Correlation	1	.273**	.340**	.662**	.500**	.810**
	Sig. (2-tailed)		.009	.001	.000	.000	.000
	N	90	90	90	90	90	90
PU2	Pearson Correlation	.273**	1	.335**	.151	.295**	.576**
	Sig. (2-tailed)	.009		.001	.154	.005	.000
	N	90	90	90	90	90	90
PU3	Pearson Correlation	.340**	.335**	1	.238*	.297**	.603**
	Sig. (2-tailed)	.001	.001		.024	.005	.000
	N	90	90	90	90	90	90
PU4	Pearson Correlation	.662**	.151	.238*	1	.504**	.758**
	Sig. (2-tailed)	.000	.154	.024		.000	.000
	N	90	90	90	90	90	90
PU5	Pearson Correlation	.500**	.295**	.297**	.504**	1	.741**
	Sig. (2-tailed)	.000	.005	.005	.000		.000
	N	90	90	90	90	90	90
PU	Pearson Correlation	.810**	.576**	.603**	.758**	.741**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	90	90	90	90	90	90
**. Correlation is significant at the 0.01 level (2-tailed).							
*. Correlation is significant at the 0.05 level (2-tailed).							

RELIABILITAS X1

Reliability Statistics	
Cronbach's Alpha	N of Items
.740	5

2. Variabel Independen *Percieved Ease of Use*

VALIDITAS X2

Correlations						
		EU1	EU2	EU3	EU4	EU
EU1	Pearson Correlation	1	.489**	.644**	.403**	.804**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	90	90	90	90	90
EU2	Pearson Correlation	.489**	1	.533**	.175	.720**
	Sig. (2-tailed)	.000		.000	.098	.000
	N	90	90	90	90	90
EU3	Pearson Correlation	.644**	.533**	1	.463**	.845**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	90	90	90	90	90
EU4	Pearson Correlation	.403**	.175	.463**	1	.694**
	Sig. (2-tailed)	.000	.098	.000		.000
	N	90	90	90	90	90
EU	Pearson Correlation	.804**	.720**	.845**	.694**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	90	90	90	90	90

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

RELIABILITAS X2

Reliability Statistics	
Cronbach's Alpha	N of Items
.746	4

3. Variabel Independen *M-payment Experience*

VALIDITAS X3

Correlations						
		ME1	ME2	ME3	ME4	ME
ME1	Pearson Correlation	1	.869**	.418**	.403**	.868**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	90	90	90	90	90
ME2	Pearson Correlation	.869**	1	.220*	.360**	.787**
	Sig. (2-tailed)	.000		.037	.000	.000
	N	90	90	90	90	90
ME3	Pearson Correlation	.418**	.220*	1	.678**	.733**
	Sig. (2-tailed)	.000	.037		.000	.000
	N	90	90	90	90	90
ME4	Pearson Correlation	.403**	.360**	.678**	1	.756**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	90	90	90	90	90
ME	Pearson Correlation	.868**	.787**	.733**	.756**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	90	90	90	90	90
**. Correlation is significant at the 0.01 level (2-tailed).						
*. Correlation is significant at the 0.05 level (2-tailed).						

RELIABILITAS X3

Reliability Statistics	
Cronbach's Alpha	N of Items
.794	4

4. Variabel Independen *Percieved Enjoyment*

VALIDITAS X4

Correlations					
		PE1	PE2	PE3	PE
PE1	Pearson Correlation	1	.500**	.684**	.866**
	Sig. (2-tailed)		.000	.000	.000
	N	90	90	90	90
PE2	Pearson Correlation	.500**	1	.474**	.800**
	Sig. (2-tailed)	.000		.000	.000
	N	90	90	90	90
PE3	Pearson Correlation	.684**	.474**	1	.846**
	Sig. (2-tailed)	.000	.000		.000
	N	90	90	90	90
PE	Pearson Correlation	.866**	.800**	.846**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	90	90	90	90
**. Correlation is significant at the 0.01 level (2-tailed).					

RELIABILITAS X4

Reliability Statistics	
Cronbach's Alpha	N of Items
.783	3

5. Variabel Dependen Penerimaan Penggunaan Teknologi

VALIDITAS Y

Correlations				
		PPT1	PPT2	PPT
PPT1	Pearson Correlation	1	.571**	.909**
	Sig. (2-tailed)		.000	.000
	N	90	90	90
PPT2	Pearson Correlation	.571**	1	.861**
	Sig. (2-tailed)	.000		.000
	N	90	90	90
PPT	Pearson Correlation	.909**	.861**	1
	Sig. (2-tailed)	.000	.000	
	N	90	90	90

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

RELIABILITAS Y

Reliability Statistics	
Cronbach's Alpha	N of Items
.718	2

LAMPIRAN 3

HASIL UJI ASUMSI KLASIK

1. Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N	90	
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.66728736
Most Extreme Differences	Absolute	.065
	Positive	.058
	Negative	-.065
Test Statistic		.065
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

2. Hasil Uji Multikolinearitas

Coefficients ^a								
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
Model 1	(Constant)	5.623	.626		8.981	.000		
	PU	.049	.027	.163	1.799	.036	.761	1.314
	EU	.072	.033	.220	2.216	.029	.638	1.568
	ME	.229	.027	.727	8.619	.000	.881	1.135
	PE	.085	.044	.183	1.910	.049	.685	1.459

a. Dependent Variable: PPT

3. Hasil Uji Heteroskedastisitas

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.735	.344		2.139	.035
	PU	-.002	.015	-.013	-.108	.914
	EU	-.004	.018	-.034	-.251	.803
	ME	.010	.015	.081	.713	.478
	PE	-.022	.024	-.118	-.915	.363

a. Dependent Variable: RES2

LAMPIRAN 4

HASIL UJI REGRESI

1. Hasil Uji Regresi dan Uji t

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.623	.626		8.981	.000
	PU	.049	.027	.163	1.799	.036
	EU	.072	.033	.220	2.216	.029
	ME	.229	.027	.727	8.619	.000
	PE	.085	.044	.183	1.910	.049

a. Dependent Variable: PPT

2. Hasil Uji F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	34.693	4	8.673	18.603	.000 ^b
	Residual	39.629	85	.466		
	Total	74.322	89			

a. Dependent Variable: PPT

b. Predictors: (Constant), PE, ME, PU, EU