

APPENDIXES

APPENDIXES II

SPSS OUTPUT RESULTS

CHARACTERISTICS OF RESPONDENTS

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	52	52,0	52,0	52,0
	Male	48	48,0	48,0	100,0
	Total	100	100,0	100,0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	17	17,0	17,0	17,0
	20-50	81	81,0	81,0	98,0
	>50	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Entrepreneur	23	23,0	23,0	23,0
	Civil Servants	17	17,0	17,0	40,0
	Students	27	27,0	27,0	67,0
	Housewife	11	11,0	11,0	78,0
	General Employees	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	50	50,0	50,0	50,0
	Once	39	39,0	39,0	89,0
	Two times	8	8,0	8,0	97,0
	> Two times	3	3,0	3,0	100,0
	Total	100	100,0	100,0	

Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Social Media	25	25,0	25,0	25,0
	Newspaper	11	11,0	11,0	36,0
	Internet	25	25,0	25,0	61,0
	Friends	22	22,0	22,0	83,0
	Television	5	5,0	5,0	88,0
	family	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

RESULTS OF VALIDITY AND RELIABILITY TEST OUTPUTS

A. Performance Expectancy

Validity Test Performance Expectancy (PE)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
PE 1	0.776**	0.000	Valid
PE 2	0.770**	0.000	Valid
PE 3	0.728**	0.000	Valid
PE 4	0.723**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,590
Bartlett's Test of Sphericity	Approx. Chi-Square	115,631
	df	6
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,739	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PE1	9,95	1,301	,571	,657
PE2	9,94	1,330	,571	,658
PE3	9,84	1,368	,494	,701
PE4	9,87	1,387	,492	,702

B. Effort Expectancy

Validity Test Effort Expectancy (EE)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
EE1	0.613 **	0.000	Valid
EE 2	0.702**	0.000	Valid
EE 3	0.713**	0.000	Valid
EE 4	0.666**	0.000	Valid
EE 5	0.735**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,634
Bartlett's Test of Sphericity	Approx. Chi-Square	122,059
	df	10
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,719	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
EE1	12,75	1,987	,379	,709
EE2	12,71	1,844	,500	,662
EE3	12,83	1,819	,513	,657
EE4	12,80	1,919	,458	,679
EE5	12,75	1,765	,538	,646

C. Social Factors

D. Validity Test Social Factors (SF)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
SF 1	0.759 **	0.000	Valid
SF 2	0.643**	0.000	Valid
SF 3	0.724**	0.000	Valid
SF 4	0.743**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,656
Bartlett's Test of Sphericity	Approx. Chi-Square	72,306
	df	6
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,682	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SF1	9,78	,961	,561	,561
SF2	9,69	1,044	,358	,684
SF3	9,65	,937	,461	,620
SF4	9,70	,919	,494	,597

E. Facility Condition

Validity Test Facility Conditions (FC)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
FC 1	0.765 **	0.000	Valid
FC 2	0.816**	0.000	Valid
FC 3	0.818**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,647
Bartlett's Test of Sphericity	Approx. Chi-Square	63,043
	df	3
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,714	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
FC1	6,95	,795	,442	,744
FC2	6,78	,779	,580	,568
FC3	6,87	,781	,588	,559

F. Self-efficacy

Validity Test Self Efficacy (SE)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
SE 1	0.730 **	0.000	Valid
SE 2	0.810**	0.000	Valid
SE 3	0.756**	0.000	Valid
SE 4	0.642**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,666
Bartlett's Test of Sphericity	Approx. Chi-Square	85,701
	df	6
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,718	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SE1	9,63	1,407	,485	,669
SE2	9,66	1,297	,623	,582
SE3	9,76	1,336	,511	,654
SE4	9,68	1,634	,414	,706

G. Quality System

H. Validity Test Quality System (QS)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
QS 1	0.645**	0.000	Valid
QS 2	0.713**	0.000	Valid
QS 3	0.727**	0.000	Valid
QS 4	0.692**	0.000	Valid
QS 5	0.684**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,644
Bartlett's Test of Sphericity	Approx. Chi-Square	131,441
	df	10
	Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,722	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
QS1	12,32	2,038	,412	,702
QS2	12,35	2,008	,539	,654
QS3	12,42	1,963	,552	,648
QS4	12,71	1,865	,437	,699
QS5	12,40	2,040	,494	,670

I. Behavioral Intention

Validity Test Behavioral Intention (BI)

Instrument	Pearson Correlation	Sig (2-tailed)	Explanation
BI 1	0.900 **	0.000	Valid
BI 2	0.889**	0.000	Valid
BI 3	0.936**	0.000	Valid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	,725
Bartlett's Approx. Chi-Square Test of Sphericity	180,298
df	3
Sig.	,000

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded(a)	0	,0
	Total	100	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,894	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
BI1	6,67	,971	,774	,866
BI2	6,61	1,008	,759	,878
BI3	6,58	,893	,847	,800

RESULT OF DESCRIPTIVE STATISTIC TEST OUTPUT

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
Performance Expectancy	100	10	16	13,20	1,484	2,202
Effort Expectancy	100	10	20	15,96	1,651	2,726
Social Factors	100	11	16	12,94	1,246	1,552
Facility Condition	100	8	12	10,30	1,243	1,545
Self-Efficiency	100	8	16	12,91	1,518	2,305
Quality System	100	12	20	15,55	1,702	2,896
Behavioral Intention	100	6	12	9,93	1,430	2,046
Valid N (listwise)	100					

RESULTS OF CLASSIC ASSUMPTION OUTPUT

a. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters(a,b)	Mean	,0000000
	Std. Deviation	1,20430505
Most Extreme Differences	Absolute	,127
	Positive	,127
	Negative	-,062
Kolmogorov-Smirnov Z		1,267
Asymp. Sig. (2-tailed)		,081

a Test distribution is Normal.

b Calculated from data.

b. Autocorrelation Test

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,539(a)	,291	,245	1,243	1,911

a Predictors: (Constant), Quality System, Facility Condition, Self-Efficacy, Social Factors, Performance Expectancy, Effort Expectancy

b Dependent Variable: Behavioral Intention

c. Multicollinearity Test

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF	B	Std. Error
1	(Constant)	2,098	2,037		1,030	,306		
	Performance Expectancy	-,017	,092	-,017	-,182	,856	,835	1,197
	Effort Expectancy	-,107	,103	-,123	-1,036	,303	,537	1,863
	Social Factors	,095	,111	,083	,859	,392	,820	1,220
	Facility Condition	-,083	,104	-,072	-,799	,426	,938	1,066
	Self-Efficiency	,287	,089	,304	3,226	,002	,857	1,167
	Quality System	,365	,090	,435	4,066	,000	,667	1,499

a Dependent Variable: Behavioral Intention

d. Heteroscedasticity Test

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	2,098	2,037		1,030	,306
	Performance Expectancy	-,017	,092	-,017	-,182	,856
	Effort Expectancy	-,107	,103	-,123	-1,036	,303
	Social Factors	,095	,111	,083	,859	,392
	Facility Condition	-,083	,104	-,072	-,799	,426
	Self-Efficiency	,287	,089	,304	3,226	,002
	Quality System	,365	,090	,435	4,066	,000

a Dependent Variable: Behavioral Intention

DATA CHARACTERISTICS OF RESPONDENT

NO	GENDER	AGE	EXPERIENCE	KNOWLEDGE	JOB
1	2	2	3	1	5
2	2	2	1	1	5
3	1	2	1	4	3
4	2	2	2	5	2
5	1	2	2	1	2
6	2	2	2	6	5
7	1	1	2	1	3
8	1	2	2	3	1
9	1	2	2	4	5
10	1	2	2	3	4
11	2	2	1	6	1
12	2	1	1	1	3
13	2	2	1	6	3
14	2	1	2	6	2
15	1	2	1	3	4
16	1	1	1	4	3
17	2	2	1	1	1
18	1	1	1	4	3
19	2	2	1	4	1
20	2	2	1	4	5
21	2	3	1	2	2
22	1	1	2	1	4
23	2	2	1	5	2
24	1	3	1	2	2
25	1	2	1	6	3
26	1	2	1	6	3
27	1	2	1	2	3
28	2	1	2	1	3
29	1	2	2	3	5
30	2	1	2	3	4
31	1	2	3	3	1
32	2	2	1	5	1
33	1	2	2	1	5

34	1	2	2	3	4
35	1	2	1	2	2
36	1	2	1	6	3
37	1	2	2	3	1
38	2	2	1	1	5
39	2	2	2	3	1
40	2	2	2	3	1
41	2	2	1	1	1
42	1	2	2	1	4
43	1	2	1	3	1
44	2	2	2	3	2
45	1	1	1	1	3
46	1	2	1	3	5
47	2	2	2	1	1
48	2	2	2	2	5
49	1	2	1	3	1
50	2	2	1	5	1
51	2	2	2	3	3
52	1	2	2	4	2
53	1	2	1	3	5
54	1	2	4	4	5
55	1	2	1	4	3
56	1	2	1	4	3
57	1	2	2	1	3
58	2	2	1	1	3
59	2	2	2	2	3
60	2	2	1	4	5
61	1	2	2	1	5
62	1	2	2	3	4
63	2	1	1	4	3
64	1	2	1	3	4
65	1	1	1	6	3
66	2	2	1	1	5
67	1	2	1	1	1
68	2	2	1	6	1
69	1	2	1	6	5
70	2	2	1	3	3
71	1	2	1	4	4
72	1	2	1	1	3
73	1	2	1	1	3
74	2	2	2	4	2

75	1	2	1	4	5
76	2	2	2	4	5
77	2	2	3	4	2
78	1	2	3	1	1
79	2	2	3	4	2
80	2	1	1	6	3
81	2	1	1	6	3
82	1	2	3	4	1
83	1	2	1	4	5
84	1	2	2	2	3
85	2	2	2	3	1
86	1	2	4	5	5
87	2	2	2	2	2
88	2	2	3	4	1
89	2	2	2	1	2
90	1	1	1	2	2
91	2	2	2	2	5
92	2	2	2	3	1
93	2	2	2	2	1
94	1	2	4	3	2
95	1	1	2	1	4
96	2	2	2	3	3
97	1	1	1	3	4
98	2	2	2	4	5
99	2	1	1	1	2
100	1	2	3	3	1

NO	PERFORMANCE EXPECTANCY					EFFORT EXPECTANCY					SOCIAL FACTORS				FACILITY CONDITION				SELF EFFICIENCY					QUALITY SYSTEM					BEHAVIORAL INTENTION						
	PE1	PE2	PE3	PE4	PE	EE1	EE2	EE3	EE4	EE5	EE	SF1	SF2	SF3	SF4	SF	FC1	FC2	FC3	FC	SE1	SE2	SE3	SE4	SE	QS1	QS2	QS3	QS4	QS5	QS	BI1	BI2	BI3	BI
1	3	3	4	3	13	3	4	3	4	4	18	3	3	4	3	13	3	3	3	9	3	3	3	4	13	4	3	3	3	4	17	4	4	3	11
2	3	3	3	3	12	3	3	3	2	2	11	3	3	3	3	12	3	3	3	9	3	3	3	3	12	3	3	3	3	3	15	2	3	2	7
3	3	4	3	4	14	3	3	3	3	3	15	3	4	3	3	13	4	3	3	10	3	3	3	3	12	3	3	4	3	3	16	4	3	3	10
4	3	3	4	4	14	3	3	4	3	4	17	3	3	3	3	12	3	3	3	9	3	4	3	3	13	4	3	3	3	3	16	3	3	3	9
5	3	3	3	3	12	3	4	3	3	3	17	3	4	3	3	13	4	4	4	12	3	4	4	3	14	4	4	3	3	3	17	4	4	4	12
6	4	3	4	3	14	4	4	3	3	4	18	3	3	3	3	12	3	3	3	9	4	3	4	3	15	4	4	3	4	3	19	3	4	4	11
7	4	3	4	4	15	3	3	3	3	3	15	3	3	3	3	12	3	3	3	9	4	4	4	3	15	3	3	3	3	15	4	4	4	12	
8	3	3	3	3	12	3	3	3	3	3	15	3	3	3	3	12	3	3	3	9	3	2	3	3	11	3	3	2	3	14	4	4	4	12	
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11	3	3	3	3	12	3	3	3	3	3	15	3	3	3	3	12	4	4	4	12	3	3	3	3	12	3	3	3	3	15	3	3	3	9	
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32	3	3	4	3	13	3	3	3	4	4	17	3	3	3	3	12	3	3	3	9	3	3	1	3	10	4	3	3	3	16	3	3	3	9	
33	3	3	3	3	12	3	3	3	3	3	15	4	3	3	3	13	3	3	3	9	3	2	3	3	11	3	3	2	3	14	3	3	3	9	
34	3	3	3	3	12	3	3	3	3	3	15	3	3	3	3	12	4	4	4	12	3	3	3	3	12	3	3	3	3	15	3	3	3	9	

KUESIONER PENELITIAN

**THE FACTORS THAT AFFECTING THE BEHAVIORAL INTENTION
TO USE E-SAMSAT SYSTEM**

(Study Of Taxpayer In Office Samsat Yogyakarta City)



Oleh :

RIZZAH RAHMANIAH

20160420023

FAKULTAS EKONOMI BISNIS

UNIVERSITAS MUHAMMADIYAH YOGYAKARTA

2019

LEMBAR PENGESAHAN MENJADI RESPONDEN

Saya yang bertanda tangan dibawah ini :

Nama :

Usia :

Pekerjaan :

Menyatakan bersedia menjadi respnden pada penelitian yang akan dilakukan oleh Rizzah Rahmaniah sebagai mahasiswa Program Studi Akuntansi Internasional (IPAcc), Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Yogyakarta yang berjudul THE FACTORS THAT AFFECTING THE BEHAVIORAL INTENTION TO USE E-SAMSAT SYSTEM (Study of Taxpayers in Office Samsat Yogyakarta City) dan saya akan menjawab kuesioner yang diberikan dengan sejujur-jujurnya.

Saya menyatakan bahwa saya bersedia menjadi responden dengan sukarela dan tanpa adanya paksaan dari pihak manapun.

Yogyakarta, Juli 2019

Responden

(.....)

A. IDENTITAS RESPONDEN

Dimohon dengan hormat Bapak/Ibu untuk mengisi identitas secara lengkap (kecuali untuk nama boleh tidak diisi). Setiap pertanyaan diharapkan hanya ada satu jawaban untuk menjamin validitas data.

Nama :

Jenis Kelamin : Perempuan / Laki-laki

Umur : < 20th 20-50th >50th

Pekerjaan ;

Pengalaman menggunakan e-Samsat (Samsat Online) :

- | | |
|-----------------|---------------|
| d. Belum Pernah | d. Dua Kali |
| e. Sekali | e. ≤ Dua kali |

Mengetahui e-Samsat (Samsat Online) dari :

- | | |
|-----------------|------------------|
| a. Media social | d. Saudara/teman |
| b. Media cetak | e. Televisi |
| c. Internet | f. Lain-lain |

PETUNJUK PENGISIAN KUESIONER

1. Bacalah setiap pernyataan dengan teliti dan seksama.
2. Isilah dengan jujur sesuai dengan kenyataan yang ada pada diri anda.
3. Berilah tanda *check list* pada jawaban yang anda anggap benar di kolom yang telah disediakan.
4. Kuesioner ini dapat digunakan secara optimal bila seluruh pertanyaan terjawab, karena itu mohon diteliti kembali apakah semua pertanyaan telah terjawab.

Keterangan skala pendapat :

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

B. KUESIONER PENELITIAN

1. Ekspektasi Kinerja (*Performance Expectancy*)

No	pertanyaan	STS	TS	S	SS
1.	Saya merasa menggunakan e-samsat membantu saya dalam menyelesaikan pembayaran Pajak Kendaraan Bermotor dengan lebih cepat				
2.	Saya merasa menggunakan e-samsat meningkatkan produktivitas saya				

3.	Saya merasa menggunakan e-samsat dapat menghemat waktu saya				
4.	Saya menyadari bahwa e-samsat bermanfaat dalam proses pembayaran Pajak Kendaraan Bermotor				

2. Ekspektasi Usaha (*Effort Expectancy*)

No	pertanyaan	STS	TS	S	SS
1.	Saya merasa menggunakan e-samsat menjadi jelas dan mudah				
2.	Saya merasa e-samsat jogja mudah untuk digunakan				
3.	Mudah bagi saya untuk terampil / mahir menggunakan e-samsat				
4.	Saya merasa mudah untuk menguasai penggunaan e-samsat				
5.	Saya merasa dengan menggunakan e-samsat mempermudah saya untuk melakukan pembayaran Pajak				

3. Faktor Sosial (*Social Factor*)

No	pertanyaan	STS	TS	S	SS
1.	Teman-teman atau rekan-rekan mendukung saya untuk menggunakan e-samsat				
2.	Keluarga saya menganjurkan untuk menggunakan e-samsat				
3.	Saya terpengaruh untuk menggunakan e-samsat jika orang disekitar saya menggunakan e-samsat				
4.	Secara general, Pemerintah daerah masyarakat menggunakan e-samsat				

4. Kondisi Fasilitas (*Facility Condition*)

No	pertanyaan	STS	TS	S	SS
1.	Saya menggunakan sistem e-samsat yang disediakan oleh pemerintah daerah karena tersedianya fasilitas dan mudah dilakukan				
2.	Penyedia layanan e-samsat Jogja mengimplementasikan langkah-langkah keamanan untuk melindungi data dan dokumen kendaraan wajib pajak				
3.	Saya merasa aman tentang sistem pembayaran pajak kendaraan bermotor secara elektronik melalui e-samsat Jogja				

5. Keyakinan diri dalam menggunakan sistem (*Self – Efficacy*)

No	pertanyaan	STS	TS	S	SS
1.	Saya merasa yakin dalam kemampuan saya untuk melakukan transaksi menggunakan ATM				
2.	Saya merasa yakin dengan kemampuan saya untuk melakukan pembayaran Pajak Kendaraan Bermotor secara elektronik melalui ATM bank BPD				
3.	Saya merasa yakin dengan kemampuan saya untuk melakukan cetak notice pajak serta pengesahan STNK secara elektronik melalui mesin e-posti				
4.	Secara Keseluruhan saya merasa yakin dengan kemampuan saya untuk melakukan transaksi e-samsat berdasarkan panduan petunjuk penggunaan sistem				

6. Kualitas Sistem (*Quality system*)

No	pertanyaan	STS	TS	S	SS
1.	Saya merasa sistem e-samsat mudah dan nyaman digunakan				
2.	Sistem e-samsat mudah dipelajari oleh pengguna (<i>user friendly</i>)				
3.	Sistem e-samsat dapat merespon dan memberikan konfirmasi dengan cepat				
4.	Sistem e-samsat stabil dan tidak pernah mengalami kerusakan				
5.	Sistem e-samsat sangat fleksibel bagi pengguna dalam memanfaatkan layanan pembayaran pajak				

7. Minat/Keinginan untuk menggunakan sistem (*behavioral Intention to use sytem*)

No	pertanyaan	STS	TS	S	SS
1.	Saya berniat menggunakan e-samsat di pembayaran Pajak Kendaraan Bermotor selanjutnya				
2.	Saya memprediksi, saya akan menggunakan e-samsat di Pembayaran Pajak Kendaraan Bermotor selanjutnya				
3.	Saya berencana menggunakan e-samsat di pembayaran Pajak Kendaraan Bermotor selanjutnya				

RESEARCH QUESTIONNAIRE

**THE FACTORS AFFECTING THE BEHAVIORAL INTENTION TO USE
E-SAMSAT SYSTEM**

(Study Of Taxpayer In Office SAMSAT Yogyakarta City)



By

RIZZAH Rahmaniah

20160420023

FACULTY OF BUSINESS ECONOMY

UNIVERSITY OF MUHAMMADIYAH YOGYAKARTA

2019

RETURNS TO BEING RESPONDENTS

I am the undersigned:

Name :

Age :

Occupation :

Expressing willingness to be respected in research to be conducted by Rizzah Rahmaniah as a student of the International Accounting Study Program (IPAcc), Faculty of Economics and Business, University of Muhammadiyah Yogyakarta, entitled THE FACTORS THAT AFFECTING THE BEHAVIORAL INTENTION TO USE E-SAMSAT SYSTEM (Study of Taxpayers in Yogyakarta City Samsat Office) and I will answer the questionnaire given honestly.

I declare that I am willing to become a respondent voluntarily and without coercion from any party.

Yogyakarta, July 2019

Respondents

(.....)

A. RESPONDENT IDENTITY

Please kindly Mr / Mrs to fill in complete identity (except for the name may not be filled). Each question is expected to have only one answer to guarantee the validity of the data.

Name :

Gender : Female / Male

Age : <20th 20-50th > 50th

Occupation ;

Experience using e-Samsat (Samsat Online):

- a. Has never been
- b. Once
- c. Twice
- d. ≤twice

Knowinge-Samsat (Samsat Online) from :

- a. Social media
- b. Print media
- c. Internet
- d. Relatives / friends
- e. Television
- f. Etc

QUESTIONARY FILLING INSTRUCTIONS

1. Read each statement carefully and carefully.
2. Fill honestly in accordance with the reality that is in you.
3. Put a *check list* on the answer that you think is correct in the column provided.
4. This questionnaire can be used optimally if all questions are answered, so please review whether all questions have been answered.

Expressity of opinion scale:

SS : Very agree

S : Agree

TS : Disagree

STS : Strongly Disagree

B. RESEARCH QUESTIONNAIRE

8. Performance Expectation

No	Statement	STS	TS	S	SS
1.	I feel using e-samsat assist me in resolving the motor vehicle tax payment more quickly				
2.	I feel that using e-samsat increases my productivity				
3.	I feel that using e-Samsat can save my time				

4.	I realize that e-Samsat is beneficial in the process of paying Motor Vehicle Tax				
----	--	--	--	--	--

9. Effort Expectancy

No	Statement	STS	TS	S	SS
1.	I feel using e-samsat is clear and easy				
2.	I feel that e-samsat jogja is easy to use				
3.	It is easy for me to be skilled / proficient in using e-Samsat				
4.	I find it easy to master the use of e-Samsat				
5.	I feel that using e-Samsat makes it easier for me to make Tax payments				

10. Social Factor

No	Statement	STS	TS	S	SS
1.	friends or colleagues support me to use e-samsat				
2.	My family recommends using e-Samsat				
3.	I am influenced to use e-Samsat if				

	people around me use e-Samsat				
4.	In general, local government and communities use e-Samsat				

11. Facility Condition

No	Statement	STS	TS	S	SS
1.	I feel like using e-samsat system provided by the local government because of the availability of facilities and easy to do				
2.	Jogja e-samsat service providers implement security measures to protect taxpayer vehicle data and documents				
3.	I feel safe about the electronic motor vehicle tax payment system through e-samsat Jogja				

12. Self – Efficacy

No	Statement	STS	TS	S	SS
1.	I feel confident in my ability to make transactions using an ATM				
2.	I feel confident in my ability to make Motor Vehicle Tax payments electronically through an bank ATM				
3.	I feel confident in my ability to print				

	tax notices and validate the STNK electronically through an e-Posti machine				
4.	Overall I feel confident in my ability to carry out e-Samsat transactions based on guidance on using the system				

13. Quality system

No	Statement	STS	TS	S	SS
1.	I feel the e-samsat system is easy and convenient to use				
2.	I feel the e-Samsat system is easy to learn by the user (<i>user friendly</i>)				
3.	I feel the e-Samsat system can respond and provide confirmation quickly				
4.	I feel the e-Samsat system is stable and has never been problematic				
5.	I feel the e-Samsat system is very flexible for users to utilize tax payment services				

14. behavioral Intention to use sytem

No	Statement	STS	TS	S	SS
1.	I intend to use e-Samsat in the next Motor Vehicle Tax payment				
2.	I predict, I will use e-Samsat in the next Motor Vehicle Tax Payment				
3.	I plan to use e-Samsat in future Motor Vehicle Tax payments				

skripsi Rizzah Rahmaniah

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PRIMARY SOURCES

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Dosen Pembimbing : Arum Indrasari, S.E., M.Buss., Ak., CA

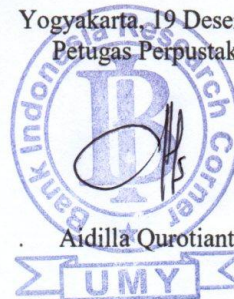
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Arum Indrasari, S.E., M.Buss., Ak., CA

Yogyakarta, 19 Desember 2019
Petugas Perpustakaan



Aidilla Qurotianti, SIP.