



LAMPIRAN 1
PROFIL RESPONDEN

Profil Responden

Profil	Jumlah	Persentase
JENIS KELAMIN		
Laki-laki	32	59,26
Perempuan	22	40,74
UMUR		
20 – 25 tahun	17	31,48
26 – 30 tahun	13	24,07
31 – 35 tahun	12	22,22
36 – 40 tahun	9	16,67
41 – 45 tahun	2	3,70
Diatas 45 tahun	1	1,85
PENDIDIKAN		
SMA	11	20,37
D3	13	24,07
S1	30	55,56
MASA KERJA		
1– 5 tahun	25	46,30
6 – 9 tahun	26	48,15
Lebih dari 9 tahun	3	5,56
POSISI JABATAN		
Personalia	2	3,70
GA	2	3,70
Credit Section	11	20,37
Account Excutive	4	7,41
Supervisor Sales	5	9,26
Credit analysis	4	7,41
Credit Collateral Proc	3	5,56
Credit Application	3	5,56
Credit Collateral Clerk	3	5,56
Credit Clerk	5	9,26
Desk Call	6	11,11
Kasir	6	11,11

Sumber : Data Primer yang diolah



LAMPIRAN 2

DESKRIPTIVE VARIABEL

Descriptives

Notes	
Output Created	28-DEC-2013 14:22:52
Comments	
Input	Data Active Dataset Filter Weight Split File N of Rows in Working Data File
Missing Value Handling	Definition of Missing Cases Used
Syntax	
Resources	Processor Time Elapsed Time
	C:\Users\dell\Documents\INTAN amos\data OLAH.sav DataSet2 <none> <none> <none> 54 User defined missing values are treated as missing. All non-missing data are used. DESCRIPTIVES VARIABLES=VAR00011 VAR00018 VAR00021 VAR00034 VAR00041 /STATISTICS=MEAN STDEV MIN MAX. 00:00:00.03 00:00:00.03

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Kualitas Sistem	54	33.00	50.00	41.0185	5.54398
Kualitas Informasi	54	18.00	30.00	24.5000	3.54885
Penggunaan	54	4.00	10.00	8.1481	1.45897
Kepuasan Pengguna	54	35.00	60.00	48.3519	6.85746
Dampak Individu	54	15.00	30.00	22.9074	3.54629
Valid N (listwise)	54				

Oneway

Notes

Output Created		28-DEC-2013 14:28:34
Comments		
Input	Data Active Dataset Filter Weight Split File N of Rows in Working Data File	C:\Users\dell\Documents\UNTAN amos\data OLAH.sav DataSet2 <none> <none> <none> 54
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax		ONEWAY VAR00011 BY Sistem /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.
Resources	Processor Time Elapsed Time	00:00:00.02 00:00:00.02

[DataSet2] C:\Users\dell\Documents\UNTAN amos\data OLAH.sav

Descriptives

Kualitas Sistem

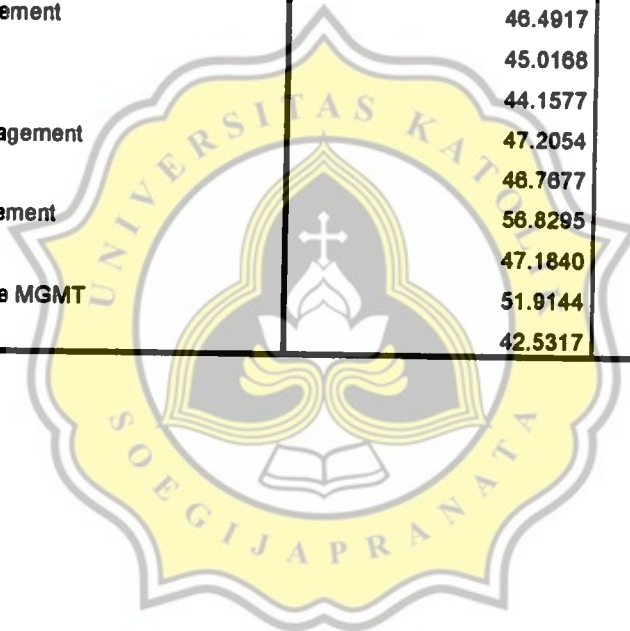
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean
					Lower Bound
Order Management	12	42.2500	6.67584	1.92718	38.0083
Marketing	12	41.5000	5.53501	1.59782	37.9832
Finance	8	40.1250	4.82368	1.70543	36.0923

Account Management	5	40.6000	5.31977	2.37908	33.9948
Inventory	5	40.4000	5.12835	2.29347	34.0323
Cycle Management	3	40.6667	6.50641	3.75648	24.5039
B.O.M	5	39.4000	6.26897	2.80357	31.6160
Overdue Cycle MGMT	4	41.2500	6.70199	3.35099	30.5858
Total	54	41.0185	5.54396	.75444	39.5053

Descriptives

Kualitas Sistem

	95% Confidence Interval for Mean		Minimum	Maximum
	Upper Bound			
Order Management	46.4917		33.00	50.00
Marketing	45.0168		33.00	50.00
Finance	44.1577		33.00	46.00
Account Management	47.2054		35.00	48.00
Inventory	46.7877		34.00	46.00
Cycle Management	56.8295		34.00	47.00
B.O.M	47.1840		35.00	50.00
Overdue Cycle MGMT	51.9144		35.00	48.00
Total	42.5317		33.00	50.00



Oneway

Notes

Output Created	28-DEC-2013 14:27:54	
Comments		
Input	Data	C:\Users\deli\Documents\INTAN amos\data OLAH.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	54
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax	ONEWAY VAR00018 BY Sistem /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.	
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.02

Descriptives

Kualitas Informasi

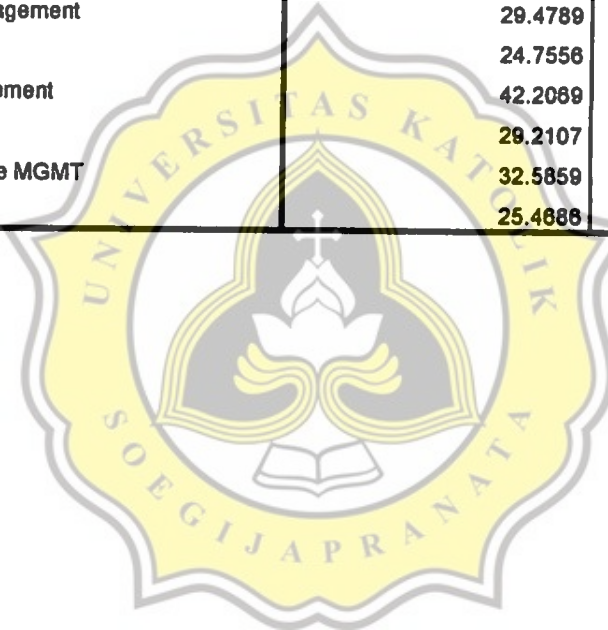
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean
					Lower Bound
Order Management	12	25.4167	2.98827	.85686	23.5307
Marketing	12	24.6667	2.60536	.75210	23.0113
Finance	8	23.8750	4.22366	1.49329	20.3439
Account Management	5	24.8000	3.76829	1.68523	20.1211
Inventory	5	21.2000	2.86356	1.26062	17.6444
Cycle Management	3	25.6667	6.65833	3.84419	9.1265

B.O.M	5	25.0000	3.39116	1.51658	20.7893
Overdue Cycle MGMT	4	24.7500	4.92443	2.48221	16.9141
Total	54	24.5000	3.54885	.48294	23.5314

Descriptives

Kualitas Informasi

	95% Confidence Interval for Mean	Minimum	Maximum
	Upper Bound		
Order Management	27.3026	21.00	30.00
Marketing	26.3220	21.00	30.00
Finance	27.4061	18.00	30.00
Account Management	29.4789	21.00	29.00
Inventory	24.7556	18.00	25.00
Cycle Management	42.2069	18.00	30.00
B.O.M	29.2107	21.00	29.00
Overdue Cycle MGMT	32.5859	20.00	29.00
Total	25.4888	18.00	30.00



Oneway

Notes

Output Created	28-DEC-2013 14:29:33	
Comments		
Input	Data	C:\Users\deli\Documents\INTAN amos\data OLAH.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	54
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax	ONEWAY VAR0021 BY Sistem /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.	
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.02

[DataSet2] C:\Users\deli\Documents\INTAN amos\data OLAH.sav

Descriptives

Penggunaan

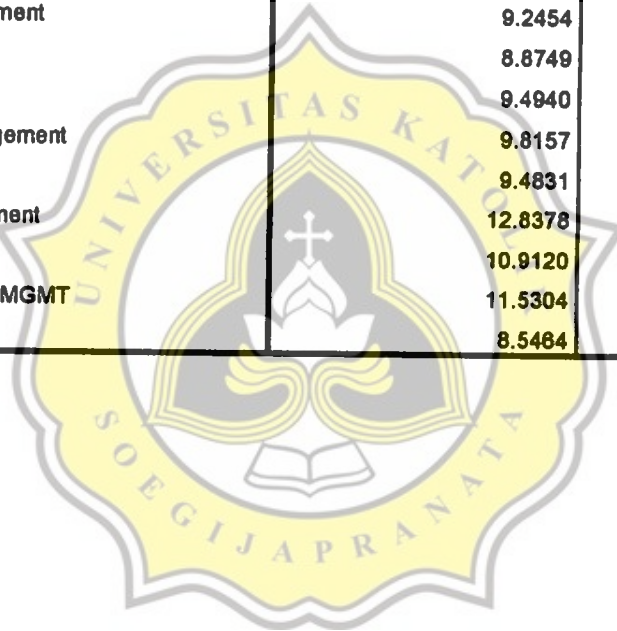
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean
					Lower Bound
Order Management	12	8.3333	1.43548	.41439	7.4213
Marketing	12	8.1667	1.11464	.32177	7.4585
Finance	8	8.2500	1.48805	.52610	7.0060

Account Management	5	8.4000	1.14018	.50990	6.9843
Inventory	5	7.6000	1.51658	.67823	5.7169
Cycle Management	3	7.6667	2.08167	1.20185	2.4955
B.O.M	5	8.0000	2.34521	1.04881	5.0880
Overdue Cycle MGMT	4	8.2500	2.06155	1.03078	4.9696
Total	54	8.1481	1.45897	.19854	7.7489

Descriptives

Penggunaan

	95% Confidence Interval for Mean	Minimum	Maximum
	Upper Bound		
Order Management	9.2454	6.00	10.00
Marketing	8.8749	6.00	10.00
Finance	9.4940	6.00	10.00
Account Management	9.8157	7.00	10.00
Inventory	9.4831	6.00	10.00
Cycle Management	12.8378	6.00	10.00
B.O.M	10.9120	4.00	10.00
Overdue Cycle MGMT	11.5304	6.00	10.00
Total	8.5464	4.00	10.00



Oneway

Notes

Output Created		28-DEC-2013 14:32:29
Comments		
Input	Data Active Dataset Filter Weight Split File N of Rows in Working Data File	C:\Users\deli\Documents\INTAN amos\data OLAH.sav DataSet2 <none> <none> <none> 54
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax		ONEWAY VAR00034 BY Sistem /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.
Resources	Processor Time Elapsed Time	00:00:00.02 00:00:00.02

[DataSet2] C:\Users\deli\Documents\INTAN amos\data OLAH.sav

Descriptives

Kepuasan Pengguna

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean
					Lower Bound
Order Management	12	50.7500	8.58249	2.47755	45.2889
Marketing	12	47.3333	6.54124	1.88829	43.1772
Finance	8	46.6250	5.68048	2.00835	41.8760

Account Management	5	49.4000	4.44972	1.98997	43.8749
Inventory	5	45.6000	8.23408	3.68239	35.3760
Cycle Management	3	48.0000	12.52998	7.23418	16.8738
B.O.M	5	47.2000	3.76829	1.68523	42.5211
Overdue Cycle MGMT	4	51.5000	4.79583	2.39792	43.8688
Total	54	48.3519	6.85746	.93318	46.4801

Descriptives

Kepuasan Pengguna

	95% Confidence Interval for Mean		Minimum	Maximum
	Upper Bound			
Order Management	58.2031		35.00	59.00
Marketing	51.4894		36.00	60.00
Finance	51.3740		37.00	58.00
Account Management	54.9251		44.00	58.00
Inventory	55.8240		35.00	58.00
Cycle Management	79.1262		35.00	60.00
B.O.M	51.8789		41.00	51.00
Overdue Cycle MGMT	59.1312		45.00	58.00
Total	50.2236		35.00	60.00

Oneway

Notes	
Output Created	28-DEC-2013 14:33:55
Comments	
Input	Data C:\Users\deli\Documents\INTAN amos\data OLAH.sav Active Dataset DataSet2 Filter <none> Weight <none> Split File <none> N of Rows in Working Data File 54
Missing Value Handling	Definition of Missing User-defined missing values are treated as missing. Cases Used Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax	ONEWAY VAR00041 BY Sistem /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.
Resources	Processor Time 00:00:00.02 Elapsed Time 00:00:00.02

[DataSet2] C:\Users\deli\Documents\INTAN amos\data OLAH.sav

Descriptives

Dampak Individu

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean
					Lower Bound
Order Management	12	23.0833	5.05350	1.45882	19.8725
Marketing	12	23.4167	3.91868	1.13123	20.9269
Finance	8	23.2500	3.37004	1.19149	20.4326

Account Management	5	23.0000	2.73861	1.22474	19.5998
Inventory	5	22.4000	2.07364	.92736	19.8252
Cycle Management	3	22.6667	4.61880	2.66667	11.1929
B.O.M	5	21.4000	1.67332	.74833	19.3223
Overdue Cycle MGMT	4	22.7500	2.50000	1.25000	18.7719
Total	54	22.9074	3.54629	.48259	21.9395

Descriptives

Dampak Individu

	95% Confidence Interval for Mean	Minimum	Maximum
	Upper Bound		
Order Management	26.2942	15.00	30.00
Marketing	25.9085	17.00	30.00
Finance	26.0674	17.00	28.00
Account Management	26.4004	19.00	26.00
Inventory	24.9748	21.00	26.00
Cycle Management	34.1404	20.00	28.00
B.O.M	23.4777	20.00	24.00
Overdue Cycle MGMT	26.7281	20.00	26.00
Total	23.8754	15.00	30.00