

LAMPIRAN 1
KUESIONER PENELITIAN

“Analisis Faktor yang Mempengaruhi Perilaku Pembelian Online dan Pasca-online Mahasiswa di Yogyakarta Pada Aplikasi Belanja Online Shopee”

Nama saya Wan Farahghina Afritami mahasiswi dari prodi Manajemen, Fakultas Ekonomi Universitas Islam Indonesia saat ini sedang melakukan penelitian untuk tugas akhir skripsi dengan judul yang telah di sebutkan diatas. Berkaitan dengan hal tersebut, saya memohon kesediaan saudara untuk meluangkan waktu untuk mengisi kuesioner ini. Kebenaran dan kelengkapan jawaban Saudara akan sangat membantu saya dalam penelitian ini. Jawaban yang benar akan sangat membantu penulis dalam keberhasilan menyelesaikan penelitian ini. Atas bantuan dan kesediaan waktu Saudara dalam mengisi kuesioner ini, saya ucapkan terima kasih.

BAGIAN A

1. NAMA :
2. Jenis Kelamin :
 - Laki-laki
 - Perempuan
3. Usia:
 - 17-20 tahun
 - 21-24 tahun
 - 25-28 tahun
 - >28 tahun
4. Asal:
5. Pendidikan terakhir:
 - SMA/SMK sederajat
 - Diploma
 - S1

- S2
 - S3
 - Sekolah Profesi
6. Pengeluaran per bulan:
- Rp 500.000 s/d Rp 1.000.000
 - >Rp 1.000.000 s/d Rp 1.500.000
 - >Rp 1.500.000 s/d Rp 2.000.000
 - >Rp 2.000.000 s/d Rp 2.500.000
 - >Rp 2.500.000 s/d Rp 3.000.000
 - >Rp 3.000.000
7. Pernahkah anda berbelanja melalui aplikasi Shopee:
- Ya
 - Tidak
8. Estimasi frekuensi berbelanja menggunakan aplikasi Shopee dalam sebulan:
- 1-3 kali
 - 4-6 kali
 - 7-9 kali
 - >9 kali
9. Kategori produk yang sering dibeli melalui aplikasi Shopee:
- Handphone & Aksesoris
 - Pakaian Pria
 - Pakaian Wanita
 - Kecantikan
 - Sepatu Pria
 - Sepatu Wanita
 - Tas
 - Perlengkapan Rumah
 - Makanan & Minuman
 - Lainnya:

BAGIAN B

Petunjuk: Berilah penilaian saudara terhadap pernyataan-pernyataan dibawah ini dengan memberi tanda ceklis yang dianggap paling sesuai berdasarkan pilihan yang anda pilih.

Kriteria Penilaian :

- 1) STS : Sangat tidak setuju
- 2) TS : Tidak Setuju
- 3) N : Netral
- 4) S : Setuju
- 5) SS : Sangat setuju

A. Norma Subjektif (*Subjective Norm*)

No	Pernyataan	Tanggapan				
		STS	TS	N	S	SS
1	Saya berbelanja melalui aplikasi Shopee atas saran keluarga saya					
2	Saya berbelanja melalui aplikasi Shopee sesuai dengan harapan teman atau rekan-rekan saya					
3	Saya berbelanja melalui aplikasi Shopee karena dipengaruhi oleh kebanyakan orang yang saya anggap penting					
4	Saya berbelanja melalui aplikasi Shopee karena aplikasi tersebut banyak digunakan orang lain					

B. Resiko yang dirasakan (*Perceived Risk*)

No	Pernyataan	Tanggapan				
		STS	TS	N	S	SS

1	Resiko berbelanja melalui aplikasi Shopee dapat mengungkapkan data pribadi saya					
2	Resiko berbelanja melalui aplikasi Shopee dapat menyebabkan ketidakamanan dalam transaksi					
3	Resiko kemungkinan besar informasi atau produk yang dipesan salah					

C. Perilaku Pembelian Aktual (*Actual Behavior*)

No	Pernyataan	Tanggapan				
		STS	TS	N	S	SS
1	Saya tertarik berbelanja berdasarkan informasi produk yang terdapat di aplikasi Shopee					
2	Saya berbelanja melalui aplikasi Shopee karena kebutuhan pribadi					
3	Saya berbelanja melalui aplikasi Shopee didorong oleh informasi atau aktivitas produk online					

D. Perilaku Pasca Pembelian (*Post-purchase behavior*)

No	Pernyataan	Tanggapan				
		STS	TS	N	S	SS
1	Saya tetap berbelanja melalui aplikasi Shopee walaupun harga yang ditawarkan mengalami kenaikan					
2	Saya membayar harga yang lebih tinggi untuk mendapatkan keuntungan yang saya terima dari Shopee					

3	Saya beralih ke aplikasi lain jika saya mengalami masalah dengan layanan yang diberikan oleh Shopee					
4	Saya melaporkan keluhan kepada pihak Shopee jika saya mendapat masalah dengan layanan yang diberikan					



LAMPIRAN 2
UJI VALIDITAS DAN RELIABILITAS INSTRUMEN PENELITIAN (SPSS
50 RESPONDEN

A. Norma Subyektif

Correlations

		NS1	NS2	NS3	NS4	TOTAL
NS1	Pearson Correlation	1	.308*	.363**	.195	.646**
	Sig. (2-tailed)		.030	.010	.175	.000
	N	50	50	50	50	50
NS2	Pearson Correlation	.308*	1	.706**	.468**	.827**
	Sig. (2-tailed)	.030		.000	.001	.000
	N	50	50	50	50	50
NS3	Pearson Correlation	.363**	.706**	1	.484**	.853**
	Sig. (2-tailed)	.010	.000		.000	.000
	N	50	50	50	50	50
NS4	Pearson Correlation	.195	.468**	.484**	1	.677**
	Sig. (2-tailed)	.175	.001	.000		.000
	N	50	50	50	50	50
TOTAL	Pearson Correlation	.646**	.827**	.853**	.677**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.799	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
NS1	24.40	35.102	.521	.785

NS2	23.54	32.825	.760	.741
NS3	23.36	32.276	.793	.732
NS4	22.64	36.480	.590	.785
TOTAL	13.42	10.983	1.000	.740

B. PERCEIVED RISK

		PR1	PR2	PR3	TOTAL
PR1	Pearson Correlation	1	.725**	.366**	.843**
	Sig. (2-tailed)		.000	.009	.000
	N	50	50	50	50
PR2	Pearson Correlation	.725**	1	.512**	.904**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
PR3	Pearson Correlation	.366**	.512**	1	.744**
	Sig. (2-tailed)	.009	.000		.000
	N	50	50	50	50
TOTAL	Pearson Correlation	.843**	.904**	.744**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Reliability Statistics

Cronbach's Alpha	N of Items
.840	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PR1	15.94	20.466	.767	.795
PR2	16.26	19.339	.852	.764
PR3	15.70	21.847	.637	.834
TOTAL	9.58	7.269	1.000	.778

C. ACTUAL BEHAVIOR

Correlations

		AB1	AB2	AB3	TOTAL
AB1	Pearson Correlation	1	.698**	.458**	.833**
	Sig. (2-tailed)		.000	.001	.000
	N	50	50	50	50
AB2	Pearson Correlation	.698**	1	.515**	.863**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
AB3	Pearson Correlation	.458**	.515**	1	.818**
	Sig. (2-tailed)	.001	.000		.000
	N	50	50	50	50
TOTAL	Pearson Correlation	.833**	.863**	.818**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Reliability Statistics

Cronbach's Alpha	N of Items
.839	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
AB1	20.66	9.290	.763	.807
AB2	20.50	9.071	.801	.794
AB3	20.74	8.604	.715	.796
TOTAL	12.38	3.179	1.000	.777

D. POST-PURCHASE BEHAVIOUR

Correlations

	PPB1	PPB2	PPB3	PPB4	TOTAL

PPB1	Pearson Correlation	1	.420**	-.197	.146	.570**
	Sig. (2-tailed)		.002	.171	.312	.000
	N	50	50	50	50	50
PPB2	Pearson Correlation	.420**	1	.254	.096	.761**
	Sig. (2-tailed)	.002		.075	.506	.000
	N	50	50	50	50	50
PPB3	Pearson Correlation	-.197	.254	1	.028	.508**
	Sig. (2-tailed)	.171	.075		.849	.000
	N	50	50	50	50	50
PPB4	Pearson Correlation	.146	.096	.028	1	.501**
	Sig. (2-tailed)	.312	.506	.849		.000
	N	50	50	50	50	50
TOTAL	Pearson Correlation	.570**	.761**	.508**	.501**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

Reliability Statistics

Cronbach's Alpha	N of Items
.707	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PPB1	23.68	16.304	.396	.688
PPB2	23.98	14.714	.646	.615
PPB3	23.10	16.582	.300	.715
PPB4	22.62	17.179	.336	.706
TOTAL	13.34	5.086	1.000	.352

LAMPIRAN 3
TABEL FREKUENSI KARAKTERISTIK RESPONDEN

Jenis Kelamin:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	55	27.5	27.5	27.5
	Perempuan	145	72.5	72.5	100.0
	Total	200	100.0	100.0	

Usia:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>28 tahun	1	.5	.5	.5
	17-20 tahun	28	14.0	14.0	14.5
	21-24 tahun	158	79.0	79.0	93.5
	25-28 tahun	13	6.5	6.5	100.0
	Total	200	100.0	100.0	

Pendidikan terakhir:

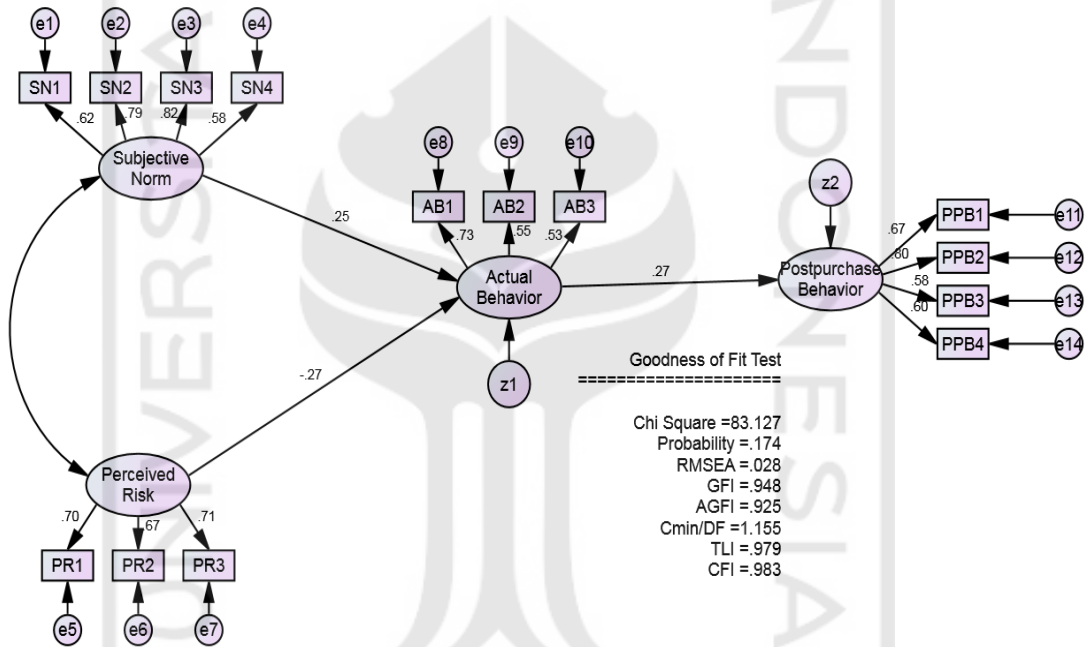
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma	1	.5	.5	.5
	S1	70	35.0	35.0	35.5
	S2	1	.5	.5	36.0
	SMA/SMK sederajat	128	64.0	64.0	100.0
	Total	200	100.0	100.0	

Pengeluaran per bulan:

	Frequency	Percent	Valid Percent	Cumulative Percent
>Rp 1.000.000 s/d Rp 1.500.000	54	27.0	27.0	27.0
>Rp 1.500.000 s/d Rp 2.000.000	47	23.5	23.5	50.5
>Rp 2.000.000 s/d Rp 2.500.000	16	8.0	8.0	58.5
>Rp 2.500.00 s/d Rp 3.000.000	12	6.0	6.0	64.5
>Rp 3.000.000	10	5.0	5.0	69.5
Rp 500.000 s/d Rp 1.000.000	61	30.5	30.5	100.0
Total	200	100.0	100.0	

LAMPIRAN 3

Structural Equation Modeling (SEM)



UJI VALIDITAS

Standardized Regression Weights: (Group number 1 - Default model)

	Estimate
Actual_Behavior <--- Subjective_Norm	.255
Actual_Behavior <--- Perceived_Risk	-.274
Postpurchase_Behavior <--- Actual_Behavior	.265
SN1 <--- Subjective_Norm	.624
SN2 <--- Subjective_Norm	.789
SN3 <--- Subjective_Norm	.819
SN4 <--- Subjective_Norm	.582
PR3 <--- Perceived_Risk	.707
PR2 <--- Perceived_Risk	.674
PR1 <--- Perceived_Risk	.697

			Estimate
AB1	<---	Actual_Behavior	.725
AB2	<---	Actual_Behavior	.549
AB3	<---	Actual_Behavior	.532
PPB1	<---	Postpurchase_Behavior	.668
PPB2	<---	Postpurchase_Behavior	.804
PPB3	<---	Postpurchase_Behavior	.584
PPB4	<---	Postpurchase_Behavior	.602

UJI NORMALITAS

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
PPB4	2.000	5.000	.305	1.761	-.447	-1.290
PPB3	2.000	5.000	.102	.587	-.559	-1.615
PPB2	1.000	5.000	.061	.353	-.693	-2.000
PPB1	1.000	5.000	.064	.370	-.557	-1.607
AB3	2.000	5.000	.023	.131	-.618	-1.784
AB2	2.000	5.000	-.228	-1.318	-.836	-2.413
AB1	1.000	5.000	-.126	-.727	-.212	-.612
PR1	1.000	5.000	-.041	-.235	-.562	-1.621
PR2	1.000	5.000	-.149	-.862	-.437	-1.260
PR3	1.000	5.000	-.019	-.110	-.759	-2.191
SN4	1.000	5.000	-.206	-1.187	-.320	-.923
SN3	1.000	5.000	-.413	-2.383	-.696	-2.009
SN2	1.000	5.000	-.290	-1.674	-.469	-1.352
SN1	1.000	5.000	.321	1.853	-.411	-1.187
Multivariate					8.956	2.992

UJI OUTLIER

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2
177	43.909	.000	.012
200	33.186	.003	.103
102	31.858	.004	.053
81	28.811	.011	.183
111	27.629	.016	.216
121	27.115	.019	.171
75	27.052	.019	.088
158	26.431	.023	.089
128	25.321	.032	.183

Observation number	Mahalanobis d-squared	p1	p2
16	24.946	.035	.168
191	23.889	.047	.347
90	23.205	.057	.470
122	23.054	.059	.410
143	22.907	.062	.355
150	22.614	.067	.361
180	22.550	.068	.287
57	22.328	.072	.276
106	22.260	.073	.218
181	22.207	.074	.165
162	21.958	.079	.172
160	21.831	.082	.148
47	21.618	.087	.150
189	21.560	.088	.114
155	21.544	.088	.079
13	21.268	.095	.095
64	21.186	.097	.076
165	20.345	.120	.281
138	20.271	.122	.244
146	20.248	.123	.192
182	20.072	.128	.201
36	20.066	.128	.151
99	20.055	.128	.112
120	20.007	.130	.088
130	19.738	.139	.120
142	19.706	.140	.093
77	19.065	.162	.278
73	18.804	.173	.349
183	18.683	.177	.348
195	18.659	.178	.296
7	18.602	.181	.265
29	18.593	.181	.214
136	18.310	.193	.297
161	18.041	.205	.389
30	17.851	.214	.441
54	17.507	.230	.596
137	17.483	.231	.545
133	17.460	.233	.494
179	17.326	.239	.517
72	17.311	.240	.461

Observation number	Mahalanobis d-squared	p1	p2
70	17.156	.248	.501
109	17.015	.255	.532
86	17.002	.256	.477
88	16.861	.264	.510
173	16.800	.267	.488
193	16.745	.270	.464
69	16.504	.284	.571
110	16.482	.285	.524
139	16.376	.291	.538
49	16.130	.305	.652
79	16.002	.313	.682
168	15.980	.315	.641
32	15.906	.319	.635
94	15.777	.327	.669
76	15.713	.331	.657
59	15.690	.333	.617
112	15.538	.342	.669
151	15.471	.347	.661
85	15.459	.348	.614
157	15.442	.349	.569
63	15.420	.350	.528
4	15.412	.351	.475
44	15.270	.360	.526
43	15.216	.364	.509
26	15.190	.365	.472
116	15.177	.366	.424
15	15.170	.367	.373
171	15.062	.374	.399
33	14.765	.394	.577
58	14.665	.401	.600
175	14.447	.417	.711
103	14.430	.418	.672
27	14.412	.420	.633
1	14.322	.426	.649
187	14.295	.428	.616
115	14.092	.443	.718
48	14.084	.443	.675
129	14.001	.450	.686
55	13.850	.461	.747
37	13.814	.464	.725

Observation number	Mahalanobis d-squared	p1	p2
119	13.789	.466	.695
40	13.652	.476	.747
149	13.647	.476	.702
141	13.603	.480	.687
167	13.563	.483	.667
178	13.180	.512	.871
170	13.159	.514	.849
74	13.149	.515	.820
196	13.104	.518	.809
62	12.974	.529	.846
20	12.945	.531	.828

UJI HIPOTESIS

Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Actual_Behavior	<--- Subjective_Norm	.233	.090	2.587	.010	
Actual_Behavior	<--- Perceived_Risk	-.222	.084	-2.635	.008	
Postpurchase_Behavior	<--- Actual_Behavior	.295	.116	2.536	.011	
SN1	<--- Subjective_Norm	1.000				
SN2	<--- Subjective_Norm	1.379	.168	8.187	***	
SN3	<--- Subjective_Norm	1.504	.182	8.264	***	
SN4	<--- Subjective_Norm	.788	.118	6.678	***	
PR3	<--- Perceived_Risk	1.000				
PR2	<--- Perceived_Risk	.920	.134	6.867	***	
PR1	<--- Perceived_Risk	.977	.142	6.895	***	
AB1	<--- Actual_Behavior	1.000				
AB2	<--- Actual_Behavior	.763	.159	4.794	***	
AB3	<--- Actual_Behavior	.719	.151	4.749	***	
PPB1	<--- Postpurchase_Behavior	1.000				
PPB2	<--- Postpurchase_Behavior	1.325	.169	7.843	***	
PPB3	<--- Postpurchase_Behavior	.754	.112	6.701	***	
PPB4	<--- Postpurchase_Behavior	.750	.107	6.984	***	

Standardized Regression Weights: (Group number 1 - Default model)

		Estimate
Actual_Behavior	<-- Subjective_Norm	.255

			Estimate
Actual_Behavior	<--	Perceived_Risk	-.274
	-		
Postpurchase_Behavior	<--	Actual_Behavior	.265
	-		
SN1	<--	Subjective_Norm	.624
	-		
SN2	<--	Subjective_Norm	.789
	-		
SN3	<--	Subjective_Norm	.819
	-		
SN4	<--	Subjective_Norm	.582
	-		
PR3	<--	Perceived_Risk	.707
	-		
PR2	<--	Perceived_Risk	.674
	-		
PR1	<--	Perceived_Risk	.697
	-		
AB1	<--	Actual_Behavior	.725
	-		
AB2	<--	Actual_Behavior	.549
	-		
AB3	<--	Actual_Behavior	.532
	-		
PPB1	<--	Postpurchase_Behavior	.668
	-		
PPB2	<--	Postpurchase_Behavior	.804
	-		
PPB3	<--	Postpurchase_Behavior	.584
	-		
PPB4	<--	Postpurchase_Behavior	.602
	-		

MODEL OF FIT

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	33	83.127	72	.174	1.155
Saturated model	105	.000	0		
Independence model	14	745.927	91	.000	8.197

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.050	.948	.925	.650
Saturated model	.000	1.000		
Independence model	.197	.607	.547	.526

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.889	.859	.983	.979	.983
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.791	.703	.778
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	11.127	.000	37.909
Saturated model	.000	.000	.000
Independence model	654.927	571.558	745.762

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.418	.056	.000	.190
Saturated model	.000	.000	.000	.000
Independence model	3.748	3.291	2.872	3.748

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.028	.000	.051	.937
Independence model	.190	.178	.203	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	149.127	154.507	257.971	290.971

Model	AIC	BCC	BIC	CAIC
Saturated model	210.000	227.120	556.323	661.323
Independence model	773.927	776.210	820.104	834.104

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.749	.693	.884	.776
Saturated model	1.055	1.055	1.055	1.141
Independence model	3.889	3.470	4.346	3.901

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	223	247
Independence model	31	34

LAMPIRAN 5 DATA RESPONDEN

SN1	SN2	SN3	SN4	PR1	PR2	PR3	AB1	AB2	AB3	PPB1	PPB2	PPB3	PPB4
2	5	4	4	3	3	4	5	5	5	5	4	4	4
1	3	4	4	3	4	4	4	5	4	3	3	3	4
4	3	3	3	3	4	3	3	3	4	3	3	3	3
1	1	1	4	3	3	5	3	4	4	4	4	3	4
3	4	4	4	4	3	4	4	5	4	4	4	3	3
4	5	5	5	2	2	2	5	5	5	5	5	5	4
4	3	4	3	4	3	2	4	4	5	1	1	2	2
4	3	4	5	3	3	3	4	4	3	3	3	3	3
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الجامعة الإسلامية
الاستاذ الدكتور