

## LAMPIRAN

### PENDAPAT RESPONDEN TENTANG APLIKASI PEGADIAN DIGITAL SERVICE

(centang ✓ jawaban yang sesuai dengan pilihan nasabah)

Nama : Debra. P.  
 Alamat : Jln. Abdulgani no: 5B, Rantelesa  
 Jenis Kelamin : Perempuan  
 Umur : 63 thn

| Variabel                                  | Pertanyaan  | Sangat puas | Puas | Netral | Tidak puas | Sangat tdk puas |
|---|---|-------------|------|--------|------------|-----------------|
| <i>Performance (kehandalan)</i>           | 1. Apakah tampilan fitur aplikasi pegadain digital service menarik dan mudah digunakan.           | ✓           |      |        |            |                 |
|   | 2. Apakah aplikasi pegadain digital service mudah di akses.                                       |             | ✓    |        |            |                 |
|   | 3. apakah aplikasi pegadain digital service mudah dipahami  |             | ✓    |        |            |                 |
|   | 4. apakah pengguna aplikasi pegadain digital service mudah di gunakan pada smartphone.            |             | ✓    |        |            |                 |
|   | 5. apakah interface atau tampilan pada aplikasi pegadain digital service mudah dipahami pengguna. | ✓           |      |        |            |                 |
| <i>Information (data &amp; informasi)</i> | 1. Apakah informasi yang di tampilkan pada aplikasi pegadain digital servic mudah di pahami.      |             | ✓    |        |            |                 |
|   | 2. Apakah informasi yang ada di aplikasi pegadain digital service selalu di perbaharui.           |             |      | ✓      |            |                 |
|   | 3. Apakah informasi aplikasi pegadain digital service sesuai kebutuhan                            | ✓           |      |        |            |                 |
|   | 4. Apakah informasi aplikasi pegadain digital service terpanduan yang mudah dipahami              |             |      | ✓      |            |                 |
|   | 5. Apakah informasi yang ada di   |             |      |        |            |                 |

|  |  |  |   |   |   |  |
|--|--|--|---|---|---|--|
|  | aplikasi pegadian digital service sudah lengkap  |  | ✓ | ✓ |   |  |
| <i>Economices</i><br>(nilai ekonomi)                         | 1. Apakah aplikasi pegadian digital service memudahkan dalam transaksi.                          |  | ✓ |   |   |  |
|  | 2. Apakah hasil pencarian aplikasi pegadian digital service mutasi valid dan akurat.             |  | ✓ |   |   |  |
|  | 3. Apakah aplikasi pegadian digital service memiliki fitur complain costumer service.            |  |   |   | ✓ |  |
|  | 4. Apakah kualitas pelayanan aplikasi pegadian digital service sesuai dengan biaya.              |  |   | ✓ |   |  |
|  | 5. Apakah aplikasi pegadian digital service penggunaan data internet untuk akses terbilang murah |  | ✓ |   |   |  |
| <i>Control and security</i><br>(pengendalian dan pengamanan) | 1. Apakah data nasabah pada aplikasi pegadian digital service terlindungi                        |  | ✓ |   |   |  |
|  | 2. Apakah aplikasi pegadian digital service tidak mengalami sistem eror ketika di akses          |  |   | ✓ |   |  |
|  | 3. Apakah aplikasi pegadian digital service tidak mengalami sistem eror ketika diakses.          |  | ✓ |   |   |  |
|  | 4. Apakah aplikasi pegadian digital service tidak melakukan penipuan.                            |  |   | ✓ |   |  |
|  | 5. Apakah keamanan data diri terjamin pada aplikasi pegadian digital service                     |  | ✓ |   |   |  |
| <i>Efficiency(efisiensi)</i>                                 | 1. Apakah aplikasi pegadian digital service sesuai dengan kebutuhan pengguna                     |  | ✓ |   |   |  |
|  | 2. Apakah aplikasi pegadian digital service memberikan solusi cepat dalam melalukan transaksi    |  | ✓ |   |   |  |
|  | 3. Apakah aplikasi pegadian digital service dapat dijadikan prioritas pembayaran.                |  | ✓ |   |   |  |
|  | 4. Apakah aplikasi pegadian digital service efficiency waktu, biaya, dan tenanga                 |  |   | ✓ |   |  |
|  | 1. Apakah terdapat menu bantuan pada aplikasi pegadian digital                                   |  |   |   | ✓ |  |

|                     |   |  |   |  |  |  |
|---------------------|---|--|---|--|--|--|
|                     | service   |  |   |  |  |  |
| Service (pelayanan) | 2. Apakah terdapat menu saran dan kritik untuk pengguna aplikasi pegadian digital service |  | ✓ |  |  |  |
|                     | 3. Apakah pelayanan cepat dan akurat pada aplikasi pegadian digital service.              |  | ✓ |  |  |  |
|                     | 4. Apakah menu jenis layanan sesuai yang ditawarkan aplikasi pegadian digital service.    |  | ✓ |  |  |  |

Rantepao, 17 Oktober 2023

Responden  
Hani Djubani, P

### HASIL UJI VALIDITAS

| Correlations   |                     |        |        |        |         |        |        |
|--|---------------------|--------|--------|--------|---------|--------|--------|
| Performance  |                     | P1     | P2     | P3     | P4      | P5     | Total  |
| P1   | Pearson Correlation | 1      | .970** | .981** | .994**  | .951*  | .992** |
|  | Sig. (2-tailed)     |        | .006   | .003   | .001    | .013   | .001   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P2   | Pearson Correlation | .970** | 1      | .954*  | .982**  | .921*  | .979** |
|  | Sig. (2-tailed)     | .006   |        | .012   | .003    | .026   | .004   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P3   | Pearson Correlation | .981** | .954*  | 1      | .992**  | .993** | .995** |
|  | Sig. (2-tailed)     | .003   | .012   |        | .001    | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P4   | Pearson Correlation | .994** | .982** | .992** | 1       | .970** | .998** |
|  | Sig. (2-tailed)     | .001   | .003   | .001   |         | .006   | .000   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P5   | Pearson Correlation | .951*  | .921*  | .993** | .970**  | 1      | .977** |
|  | Sig. (2-tailed)     | .013   | .026   | .001   | .006    |        | .004   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| Total  | Pearson Correlation | .992** | .979** | .995** | 1.000** | .977** | 1      |
|  | Sig. (2-tailed)     | .001   | .004   | .000   | .000    | .004   |        |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |         |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |         |        |        |

| Correlations   |                     |        |        |        |        |        |        |
|--|---------------------|--------|--------|--------|--------|--------|--------|
| Information  |                     | P1     | P2     | P3     | P4     | P5     | Total  |
| P1   | Pearson Correlation | 1      | .984** | .997** | .981** | .996** | .996** |
|  | Sig. (2-tailed)     |        | .002   | .000   | .003   | .000   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P2   | Pearson Correlation | .984** | 1      | .976** | .998** | .990** | .995** |
|  | Sig. (2-tailed)     | .002   |        | .004   | .000   | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P3   | Pearson Correlation | .997** | .976** | 1      | .971** | .996** | .993** |
|  | Sig. (2-tailed)     | .000   | .004   |        | .006   | .000   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P4   | Pearson Correlation | .981** | .998** | .971** | 1      | .984** | .992** |
|  | Sig. (2-tailed)     | .003   | .000   | .006   |        | .002   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P5   | Pearson Correlation | .996** | .990** | .996** | .984** | 1      | .998** |
|  | Sig. (2-tailed)     | .000   | .001   | .000   | .002   |        | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| Total  | Pearson Correlation | .996** | .995** | .993** | .992** | .998** | 1      |
|  | Sig. (2-tailed)     | .000   | .000   | .001   | .001   | .000   |        |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |        |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |        |        |        |

| Correlations   |                     |        |        |        |         |        |        |
|--|---------------------|--------|--------|--------|---------|--------|--------|
| Economics  |                     | P1     | P2     | P3     | P4      | P5     | Total  |
| P1   | Pearson Correlation | 1      | .966** | .983** | .993**  | .955*  | .991** |
|  | Sig. (2-tailed)     |        | .008   | .003   | .001    | .011   | .001   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P2   | Pearson Correlation | .966** | 1      | .954*  | .982**  | .921*  | .978** |
|  | Sig. (2-tailed)     | .008   |        | .012   | .003    | .026   | .004   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P3   | Pearson Correlation | .983** | .954*  | 1      | .992**  | .993** | .995** |
|  | Sig. (2-tailed)     | .003   | .012   |        | .001    | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P4   | Pearson Correlation | .993** | .982** | .992** | 1       | .970** | .997** |
|  | Sig. (2-tailed)     | .001   | .003   | .001   |         | .006   | .000   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| P5   | Pearson Correlation | .955*  | .921*  | .993** | .970**  | 1      | .977** |
|  | Sig. (2-tailed)     | .011   | .026   | .001   | .006    |        | .004   |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| Total  | Pearson Correlation | .991** | .978** | .995** | 1.000** | .977** | 1      |
|  | Sig. (2-tailed)     | .001   | .004   | .000   | .000    | .004   |        |
|  | N                   | 5      | 5      | 5      | 5       | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |         |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |         |        |        |

| Correlations   |                     |        |        |        |        |        |        |
|--|---------------------|--------|--------|--------|--------|--------|--------|
| Control & Security   |                     | P1     | P2     | P3     | P4     | P5     | Total  |
| P1   | Pearson Correlation | 1      | .987** | .997** | .982** | .996** | .997** |
|  | Sig. (2-tailed)     |        | .002   | .000   | .003   | .000   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P2   | Pearson Correlation | .987** | 1      | .980** | .996** | .993** | .996** |
|  | Sig. (2-tailed)     | .002   |        | .003   | .000   | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P3   | Pearson Correlation | .997** | .980** | 1      | .972** | .996** | .993** |
|  | Sig. (2-tailed)     | .000   | .003   |        | .006   | .000   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P4   | Pearson Correlation | .982** | .996** | .972** | 1      | .986** | .992** |
|  | Sig. (2-tailed)     | .003   | .000   | .006   |        | .002   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| P5   | Pearson Correlation | .996** | .993** | .996** | .986** | 1      | .999** |
|  | Sig. (2-tailed)     | .000   | .001   | .000   | .002   |        | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| Total  | Pearson Correlation | .997** | .996** | .993** | .992** | .999** | 1      |
|  | Sig. (2-tailed)     | .000   | .000   | .001   | .001   | .000   |        |
|  | N                   | 5      | 5      | 5      | 5      | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |        |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |        |        |        |

| Correlations   |                     |        |        |        |        |        |
|--|---------------------|--------|--------|--------|--------|--------|
| Efficiency   |                     | P1     | P2     | P3     | P4     | Total  |
| P1   | Pearson Correlation | 1      | .979** | .991** | .996** | .996** |
|  | Sig. (2-tailed)     |        | .004   | .001   | .000   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P2   | Pearson Correlation | .979** | 1      | .996** | .975** | .992** |
|  | Sig. (2-tailed)     | .004   |        | .000   | .005   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P3   | Pearson Correlation | .991** | .996** | 1      | .990** | .999** |
|  | Sig. (2-tailed)     | .001   | .000   |        | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P4   | Pearson Correlation | .996** | .975** | .990** | 1      | .995** |
|  | Sig. (2-tailed)     | .000   | .005   | .001   |        | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| Total  | Pearson Correlation | .996** | .992** | .999** | .995** | 1      |
|  | Sig. (2-tailed)     | .000   | .001   | .000   | .000   |        |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |        |        |



| Correlations   |                     |        |        |        |        |        |
|--|---------------------|--------|--------|--------|--------|--------|
| Service  |                     | P1     | P2     | P3     | P4     | Total  |
| P1   | Pearson Correlation | 1      | .985** | .999** | .991** | .998** |
|  | Sig. (2-tailed)     |        | .002   | .000   | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P2   | Pearson Correlation | .985** | 1      | .987** | .979** | .991** |
|  | Sig. (2-tailed)     | .002   |        | .002   | .004   | .001   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P3   | Pearson Correlation | .999** | .987** | 1      | .992** | .999** |
|  | Sig. (2-tailed)     | .000   | .002   |        | .001   | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| P4   | Pearson Correlation | .991** | .979** | .992** | 1      | .995** |
|  | Sig. (2-tailed)     | .001   | .004   | .001   |        | .000   |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| Total  | Pearson Correlation | .998** | .991** | .999** | .995** | 1      |
|  | Sig. (2-tailed)     | .000   | .001   | .000   | .000   |        |
|  | N                   | 5      | 5      | 5      | 5      | 5      |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |        |        |

## HASIL UJI RELIABILITAS

| <i>performance</i> | <b>Case Processing Summary</b>                                |                       |            |       |
|--------------------|---|-----------------------|------------|-------|
|                    | Performance   |                       | N          | %     |
|                    | Cases   | Valid                 | 5          | 100.0 |
|                    |   | Excluded <sup>a</sup> | 0          | 0.0   |
|                    |   | Total                 | 5          | 100.0 |
|                    | a. Listwise deletion based on all variables in the procedure. |                       |            |       |
|                    | <b>Reliability Statistics</b>                                 |                       |            |       |
|                    | Cronbach's Alpha  |                       | N of Items |       |
|                    | .941  |                       | 5          |       |

| <i>information</i> | <b>Case Processing Summary</b>                                |                       |            |       |
|--------------------|---|-----------------------|------------|-------|
|                    | Information   |                       | N          | %     |
|                    | Cases   | Valid                 | 5          | 100.0 |
|                    |   | Excluded <sup>a</sup> | 0          | 0.0   |
|                    |   | Total                 | 5          | 100.0 |
|                    | a. Listwise deletion based on all variables in the procedure. |                       |            |       |
|                    | <b>Reliability Statistics</b>                                 |                       |            |       |
|                    | Cronbach's Alpha  |                       | N of Items |       |
|                    | .997  |                       | 5          |       |

| <i>economics</i> | <b>Case Processing Summary</b>                                |                       |   |       |
|------------------|---|-----------------------|---|-------|
|                  | Economics   |                       | N | %     |
|                  | Cases   | Valid                 | 5 | 100.0 |
|                  |   | Excluded <sup>a</sup> | 0 | 0.0   |
|                  |   | Total                 | 5 | 100.0 |
|                  | a. Listwise deletion based on all variables in the procedure. |                       |   |       |
|                  | <b>Reliability Statistics</b>                                 |                       |   |       |
|                  | Cronbach's Alpha  | N of Items            |   |       |
|                  | .942  | 5                     |   |       |

| <i>control &amp; security</i> | <b>Case Processing Summary</b>                                |                       |   |       |
|-------------------------------|---|-----------------------|---|-------|
|                               | Control & Security  |                       | N | %     |
|                               | Cases   | Valid                 | 5 | 100.0 |
|                               |   | Excluded <sup>a</sup> | 0 | 0.0   |
|                               |   | Total                 | 5 | 100.0 |
|                               | a. Listwise deletion based on all variables in the procedure. |                       |   |       |
|                               | <b>Reliability Statistics</b>                                 |                       |   |       |
|                               | Cronbach's Alpha  | N of Items            |   |       |
|                               | .983  | 5                     |   |       |

| <i>efficiency</i> | <b>Case Processing Summary</b>                                |                       |   |       |
|-------------------|---|-----------------------|---|-------|
|                   | Efficiency  |                       | N | %     |
|                   | Cases   | Valid                 | 4 | 100.0 |
|                   |   | Excluded <sup>a</sup> | 0 | 0.0   |
|                   |   | Total                 | 4 | 100.0 |
|                   | a. Listwise deletion based on all variables in the procedure. |                       |   |       |
|                   | <b>Reliability Statistics</b>                                 |                       |   |       |
|                   | Cronbach's Alpha  | N of Items            |   |       |
|                   | .994  | 4                     |   |       |

| <i>service</i> | <b>Case Processing Summary</b>                                |                       |   |       |
|----------------|---|-----------------------|---|-------|
|                |   |                       | N | %     |
|                | Cases   | Valid                 | 5 | 100.0 |
|                |   | Excluded <sup>a</sup> | 0 | 0.0   |
|                |   | Total                 | 5 | 100.0 |
|                | a. Listwise deletion based on all variables in the procedure. |                       |   |       |
|                | <b>Reliability Statistics</b>                                 |                       |   |       |
|                | Cronbach's Alpha  | N of Items            |   |       |
|                | .995  | 4                     |   |       |

## RIWAYAT HIDUP



Natalia Patabo, lahir di Toraja', Toraja Utara Pada tanggal 12 Desember 2000. Penulis merupakan anak ke-1 dari 6 bersaudara dari pasangan Nyamin (ayah) dan Yulianti Patabo (ibu). Penulis telah menempuh pendidikan formal mulai dari Sekolah Dasar Negeri 1 TO'BELA pada tahun 2007 dan lulus pada tahun 2013, pada tahun yang sama penulis melanjutkan pendidikan ke Sekolah Menengah Pertama (SMP) di SMP Negeri 6 Sa'dan dan lulus pada Tahun 2016, dan pada tahun yang sama penulis melanjutkan pendidikan ke Sekolah Menengah (SMA) di SMA KRISTEN Rantepao, Kabupaten Toraja Utara Penulis mengambil jurusan ILMU PENGETAHUAN ALAM (IPA) dan lulus pada Tahun 2019. Pada tahun 2019 penulis mendaftar sebagai Mahasiswa baru di Universitas Kristen Indonesia toraja dan mengambil program studi Teknik Informatika dan mengambil konsentrasi DATA BASE (K3) dan lulus pada tahun 2024.

Berkat pertolongan Tuhan Yesus, usaha dan doa dari kedua orang tua serta keluarga dan Teman seperjuangan dalam menjalani aktivitas akademik di perguruan Tinggi Universitas Kristen Indonesia Toraja penulis dapat menyelesaikan Tugas akhir yang berjudul " Penerapan Metode *Pieces Framework* Untuk Mengukur Tingkat Kepuasan Nasabah Terhadap Aplikasi Pegadaian Digital *Service* Pada Pt Pegadaian Rantepao".penulis dapat dihubugi pada e-mail : nataliapatabo@gmail.com .