

## LAMPIRAN

### Lampiran 1. Kuesioner

#### **Kuesioner Determinan Penggunaan *Mobile Sales Force Automation Systems* dan Dampaknya terhadap Kepuasan Kerjadan Kinerja**

Bapak/Ibu yang saya hormati,

Saya mahasiswa Program Doktor Administrasi Bisnis, Fakultas Ilmu Administrasi, Universitas Brawijaya Malang. Saat ini saya sedang mengadakan penelitian untuk Desertasi. Kuesioner ini berhubungan dengan persepsi Anda sebagai pengguna sistem *mobile* atau lebih spesifik *mobile salesforce automation*. Hasil kuisisioner ini tidak untuk dipublikasikan, melainkan untuk kepentingan penelitian semata.

Atas bantuan, kesediaan waktu, dan kerjasamanya saya ucapkan terima kasih

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**Petunjuk pengisian** : Berilah tanda (V) pada kolom jawaban yang Anda pilih.

#### **Bagian 1. Kuesioner Karakteristik Pengguna**

1. Nama :
2. Umur :.....Th  Laki-laki  Perempuan
3. Lama bekerja
  - Kurang dari 5 tahun,
  - Antara 5 s/d 10 tahun,
  - Lebih dari 10 tahun
4. Pendidikan terakhir:
  - Tidak sekolah
  - SMA/ Sederajat
  - Diploma
  - Sarjana

## Bagian 2. Kuesioner penggunaan sistem *mobile* dan kepuasan kerja

**Petunjuk pengisian:** Berikan pendapat/persepsi Anda tentang kenyataan dan pengalaman Anda selama menggunakan peralatan system *mobile* (smartphone) yang diberikan perusahaan untuk melakukan transaksi dengan pelanggan.

Untuk memudahkan Anda menjawab, telah disediakan jawaban 1 sampai dengan 5. Tidak ada jawaban benar atau salah, Anda bebas memberikan jawaban.

**Persepsi** terhadap penggunaan sistem : menyatakan perasaan yang Anda rasakan selama menggunakan sistem tersebut mulai dari persiapan sampai saat ini. Anda dapat memberikan skala jawaban sebagai berikut:

### Contoh pengisian:

Nomor	Pernyataan	Persepsi				
		Sangat Tidak Setuju	Tidak setuju	Cukup setuju	Setuju	Sangat Setuju
1.	Pelatihan yang diberikan pihak manajemen sebelum menggunakan alat ini membuat saya sangat paham	1	2	3	4	5

**Catatan** : Jika anda memang merasa bahwa pelatihan yang diberikan oleh manajemen sebelum menggunakan sistem tersebut sesuai dengan yang anda harapkan dan memberikan keyakinan diri yang besar.

Nomor	Pernyataan	Persepsi				
		Sangat Tidak setuju	Tidak setuju	Cukup setuju	Setuju	Sangat Setuju
<b>1. Variabel Dukungan teknis / Dukungan Teknis</b>						
1a.	Personil dukungan teknis mudah diajak komunikasi	1	2	3	4	5
1b.	Dukungan teknis memberikan respon yang akurat	1	2	3	4	5
1c.	Personil dukungan teknis mampu memberikan jaminan keamanan sistem	1	2	3	4	5
1d.	Sistem selalu memperbarui diri secara otomatis	1	2	3	4	5
1e.	Keberadaan "help desk" menyediakan petunjuk dengan lengkap	1	2	3	4	5

2. Variabel pelatihan / Pelatihan						
2a.	Pemahaman terhadap cara menggunakan sistem membaik setelah melalui program pelatihan	1	2	3	4	5
2b.	Keyakinan diri meningkat setelah pelatihan menggunakan sistem	1	2	3	4	5
2c.	Materi pelatihan yang diberikan memenuhi semua kebutuhan	1	2	3	4	5
2d.	Kompetensi trainer sangat baik meningkatkan kemampuan penggunaan	1	2	3	4	5
3. Variabel Relevansi pekerjaan atau kesesuaian dengan pekerjaan						
3a.	Perangkat ini membantu dalam upaya pencapaian tujuan pekerjaan	1	2	3	4	5
3b.	Informasi yang ada di sistem mendukung pelaksanaan tugas.	1	2	3	4	5
3c.	mSFA adalah alat yang sesuai dengan jamannya					
4. Variabel Dukungan manajemen atau dukungan manajemen						
4a.	Dukungan manajemen agar tenaga penjual mampu menggunakan mSFA	1	2	3	4	5
4b.	Manajemen sadar akan manfaat yang dapat diperoleh dari mSFA	1	2	3	4	5
4c.	Manajemen menghargai upaya yang sudah dilakukan tenaga penjual untuk menggunakan mSFA	1	2	3	4	5
5. Variabel Faktor sosial atau pengaruh sosial						
5a.	Teman yang mendorong saudara untuk menggunakan MSFA	1	2	3	4	5
5b.	Keluarga mendorong saudara untuk menggunakan MSFA	1	2	3	4	5
5c.	Peran saudara sebagai tenaga penjual mempengaruhi untuk menggunakan MSFA	1	2	3	4	5
6. Variabel kemudahan						
6a.	Percaya bahwa perangkat MSFA ini sangat mudah dipahami	1	2	3	4	5
6b.	Percaya bahwa perangkat MSFA sangat mudah digunakan	1	2	3	4	5
6c.	Percaya bahwa perangkat MSFA sangat mudah dioperasikan	1	2	3	4	5
7. Variabel Kegunaan						
7a.	Perangkat MSFA bermanfaat untuk mempermudah menyelesaikan pekerjaan	1	2	3	4	5

7b.	Dengan MSFA mempercepat penyelesaian pekerjaan karena frekuensi kunjungan semakin sering	1	2	3	4	5
7c.	Dengan MSFA menghasilkan pekerjaan dengan tepat yaitu meningkatnya jumlah transaksi penjualan/penagihan	1	2	3	4	5
7d.	Dengan MSFA tenaga penjual merasakan upaya yang lebih efisien	1	2	3	4	5
8. Variabel penggunaan mSFA						
8a.	Tenaga penjual merasa nyaman ketika melakukan interaksi dengan MSFA	1	2	3	4	5
8b.	Menyimpan data dalam MSFA nyaman	1	2	3	4	5
8c.	Tenaga penjual senang menggunakan MSFA karena sistem yang aman	1	2	3	4	5
8d.	Kesenangan atas kelengkapan sistem	1	2	3	4	5
8e.	Karena tampilan MSFA yang menarik maka tenaga penjual mau terus menggunakan	1	2	3	4	5
9. Variabel Kepuasan Kerja atau kepuasan kerja						
9a.	Penggunaan MSFA memberikan rasa puas karena teknologinya sangat sesuai	1	2	3	4	5
9b.	Penggunaan MSFA memberikan kepuasan dalam proses kerja	1	2	3	4	5
9c.	MSFA meningkatkan ketrampilan kerja saya	1	2	3	4	5
10. Variabel Kinerja atau kinerja						
10a.	Setelah menggunakan MSFA hubungan dengan pelanggan, jumlah efektif callnya meningkat	1	2	3	4	5
10b.	Setelah menggunakan MSFA jumlah konsumen baru ( <i>new outlet</i> ) bertambah	1	2	3	4	5
10c.	Informasi dalam MSFA meningkatkan frekuensi hubungan dengan pelanggan	1	2	3	4	5
10d.	Dengan menggunakan MSFA maka meningkatkan pencapaian target penjualan	1	2	3	4	5

## Lampiran 2. Analisis Deskriptif

### Variabel Technical Support

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x1.1	243	3.00	5.00	4.3004	.54949
x1.2	243	2.00	5.00	4.2222	.54545
x1.3	243	3.00	5.00	4.1317	.52139
x1.4	243	1.00	5.00	3.8807	.84682
x1.5	242	2.00	5.00	4.0826	.64527
Valid N (listwise)	242				

#### x1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	11	4.5	4.5	4.5
4.00	148	60.9	60.9	65.4
5.00	84	34.6	34.6	100.0
Total	243	100.0	100.0	

#### x1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	.8	.8	.8
3.00	9	3.7	3.7	4.5
4.00	165	67.9	67.9	72.4
5.00	67	27.6	27.6	100.0
Total	243	100.0	100.0	

#### x1.3

**x1.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	19	7.8	7.8	7.8
4.00	173	71.2	71.2	79.0
5.00	51	21.0	21.0	100.0
Total	243	100.0	100.0	

**x1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	1.6	1.6	1.6
2.00	13	5.3	5.3	7.0
3.00	40	16.5	16.5	23.5
4.00	137	56.4	56.4	79.8
5.00	49	20.2	20.2	100.0
Total	243	100.0	100.0	

**x1.5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	.8	.8	.8
3.00	35	14.4	14.5	15.3
4.00	146	60.1	60.3	75.6
5.00	59	24.3	24.4	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

## VariabelTraining

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x2.1	242	2.00	5.00	4.1405	.56606
x2.2	242	2.00	5.00	4.1281	.66641
x2.3	242	2.00	5.00	3.9917	.68166
x2.4	242	2.00	5.00	3.9628	.61336
Valid N (listwise)	242				

### x2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	.4	.4	.4
3.00	21	8.6	8.7	9.1
Valid 4.00	163	67.1	67.4	76.4
5.00	57	23.5	23.6	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

### x2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	2.1	2.1	2.1
3.00	25	10.3	10.3	12.4
Valid 4.00	146	60.1	60.3	72.7
5.00	66	27.2	27.3	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

## VariabelTraining

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x2.1	242	2.00	5.00	4.1405	.56606
x2.2	242	2.00	5.00	4.1281	.66641
x2.3	242	2.00	5.00	3.9917	.68166
x2.4	242	2.00	5.00	3.9628	.61336
Valid N (listwise)	242				

### x2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	.4	.4	.4
3.00	21	8.6	8.7	9.1
Valid 4.00	163	67.1	67.4	76.4
5.00	57	23.5	23.6	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

### x2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	2.1	2.1	2.1
3.00	25	10.3	10.3	12.4
Valid 4.00	146	60.1	60.3	72.7
5.00	66	27.2	27.3	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		



## VariabelTraining

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x2.1	242	2.00	5.00	4.1405	.56606
x2.2	242	2.00	5.00	4.1281	.66641
x2.3	242	2.00	5.00	3.9917	.68166
x2.4	242	2.00	5.00	3.9628	.61336
Valid N (listwise)	242				

### x2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	.4	.4	.4
3.00	21	8.6	8.7	9.1
Valid 4.00	163	67.1	67.4	76.4
5.00	57	23.5	23.6	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

### x2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	2.1	2.1	2.1
3.00	25	10.3	10.3	12.4
Valid 4.00	146	60.1	60.3	72.7
5.00	66	27.2	27.3	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

**x2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	2.1	2.1	2.1
3.00	42	17.3	17.4	19.4
Valid 4.00	145	59.7	59.9	79.3
5.00	50	20.6	20.7	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

**x2.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	2.1	2.1	2.1
3.00	35	14.4	14.5	16.5
Valid 4.00	166	68.3	68.6	85.1
5.00	36	14.8	14.9	100.0
Total	242	99.6	100.0	
Missing System	1	.4		
Total	243	100.0		

## VariabelJob Relevance

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x3.1	243	3.00	5.00	4.3457	.59253
x3.2	243	3.00	5.00	4.2757	.61834
x3.3	243	3.00	5.00	4.3416	.61204
Valid N (listwise)	243				

#### x3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	15	6.2	6.2	6.2
Valid 4.00	129	53.1	53.1	59.3
Valid 5.00	99	40.7	40.7	100.0
Total	243	100.0	100.0	

#### x3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	22	9.1	9.1	9.1
Valid 4.00	132	54.3	54.3	63.4
Valid 5.00	89	36.6	36.6	100.0
Total	243	100.0	100.0	

#### x3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	18	7.4	7.4	7.4
Valid 4.00	124	51.0	51.0	58.4
Valid 5.00	101	41.6	41.6	100.0
Total	243	100.0	100.0	

## VariabelManagement Support

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x4.1	243	2.00	5.00	4.1728	.54825
x4.2	243	2.00	5.00	4.0823	.61103
x4.3	243	2.00	5.00	4.1399	.65946
Valid N (listwise)	243				

#### x4.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	.8	.8	.8
3.00	13	5.3	5.3	6.2
Valid 4.00	169	69.5	69.5	75.7
5.00	59	24.3	24.3	100.0
Total	243	100.0	100.0	

#### x4.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	4	1.6	1.6	1.6
3.00	24	9.9	9.9	11.5
Valid 4.00	163	67.1	67.1	78.6
5.00	52	21.4	21.4	100.0
Total	243	100.0	100.0	

#### x4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	7	2.9	2.9	2.9
3.00	17	7.0	7.0	9.9
Valid 4.00	154	63.4	63.4	73.3
5.00	65	26.7	26.7	100.0
Total	243	100.0	100.0	

## Variabel Social Influence

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x5.1	243	1.00	5.00	3.1399	1.10079
x5.2	243	1.00	5.00	3.1029	1.10302
x5.3	243	2.00	5.00	3.9753	.74371
Valid N (listwise)	243				

#### x5.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	16	6.6	6.6	6.6
2.00	67	27.6	27.6	34.2
3.00	44	18.1	18.1	52.3
4.00	99	40.7	40.7	93.0
5.00	17	7.0	7.0	100.0
Total	243	100.0	100.0	

#### x5.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	20	8.2	8.2	8.2
2.00	58	23.9	23.9	32.1
3.00	60	24.7	24.7	56.8
4.00	87	35.8	35.8	92.6
5.00	18	7.4	7.4	100.0
Total	243	100.0	100.0	

#### x5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	15	6.2	6.2	6.2
3.00	25	10.3	10.3	16.5
4.00	154	63.4	63.4	79.8
5.00	49	20.2	20.2	100.0
Total	243	100.0	100.0	

## VariabelEase of Use

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x6.1	243	2.00	5.00	4.1029	.59761
x6.2	243	3.00	5.00	4.1029	.53175
x6.3	243	2.00	5.00	4.1029	.56928
Valid N (listwise)	243				

### x6.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	.4	.4	.4
3.00	29	11.9	11.9	12.3
Valid 4.00	157	64.6	64.6	77.0
5.00	56	23.0	23.0	100.0
Total	243	100.0	100.0	

### x6.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3.00	23	9.5	9.5	9.5
Valid 4.00	172	70.8	70.8	80.2
5.00	48	19.8	19.8	100.0
Total	243	100.0	100.0	

### x6.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	.4	.4	.4
3.00	25	10.3	10.3	10.7
Valid 4.00	165	67.9	67.9	78.6
5.00	52	21.4	21.4	100.0
Total	243	100.0	100.0	

## VariabelUsefulness

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x7.1	243	2.00	5.00	4.2016	.65277
x7.2	243	1.00	5.00	3.9671	.80734
x7.3	243	1.00	5.00	3.9506	.78574
x7.4	243	2.00	5.00	4.1893	.71954
Valid N (listwise)	243				

### x7.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	4	1.6	1.6	1.6
3.00	20	8.2	8.2	9.9
Valid 4.00	142	58.4	58.4	68.3
5.00	77	31.7	31.7	100.0
Total	243	100.0	100.0	

### x7.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	14	5.8	5.8	6.2
Valid 3.00	35	14.4	14.4	20.6
4.00	135	55.6	55.6	76.1
5.00	58	23.9	23.9	100.0
Total	243	100.0	100.0	

**x7.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	16	6.6	6.6	7.0
3.00	27	11.1	11.1	18.1
Valid 4.00	149	61.3	61.3	79.4
5.00	50	20.6	20.6	100.0
Total	243	100.0	100.0	

**x7.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	11	4.5	4.5	4.5
3.00	11	4.5	4.5	9.1
Valid 4.00	142	58.4	58.4	67.5
5.00	79	32.5	32.5	100.0
Total	243	100.0	100.0	



## VariabelUse m-SFA

## Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
y1.1	243	2.00	5.00	4.0617	.76080
y1.2	243	1.00	5.00	4.0247	.69785
y1.3	243	2.00	5.00	4.0741	.65765
y1.4	243	3.00	5.00	3.9918	.53002
y1.5	243	1.00	5.00	3.8107	.83144
Valid N (listwise)	243				

## y1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	14	5.8	5.8	5.8
3.00	21	8.6	8.6	14.4
Valid 4.00	144	59.3	59.3	73.7
5.00	64	26.3	26.3	100.0
Total	243	100.0	100.0	

## y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	7	2.9	2.9	3.3
Valid 3.00	29	11.9	11.9	15.2
4.00	154	63.4	63.4	78.6
5.00	52	21.4	21.4	100.0
Total	243	100.0	100.0	

**y1.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	7	2.9	2.9	2.9
3.00	23	9.5	9.5	12.3
4.00	158	65.0	65.0	77.4
5.00	55	22.6	22.6	100.0
Total	243	100.0	100.0	

**y1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	35	14.4	14.4	14.4
4.00	175	72.0	72.0	86.4
5.00	33	13.6	13.6	100.0
Total	243	100.0	100.0	

**y1.5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	.8	.8	.8
2.00	18	7.4	7.4	8.2
3.00	45	18.5	18.5	26.7
4.00	137	56.4	56.4	83.1
5.00	41	16.9	16.9	100.0
Total	243	100.0	100.0	

## VariabelJob Satisfaction

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
y2.1	243	1.00	5.00	3.9671	.78133
y2.2	243	1.00	5.00	4.0000	.77673
y2.3	243	1.00	5.00	4.0453	.75652
Valid N (listwise)	243				

### y2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	12	4.9	4.9	5.3
3.00	36	14.8	14.8	20.2
4.00	139	57.2	57.2	77.4
5.00	55	22.6	22.6	100.0
Total	243	100.0	100.0	

### y2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	11	4.5	4.5	4.9
3.00	34	14.0	14.0	18.9
4.00	138	56.8	56.8	75.7
5.00	59	24.3	24.3	100.0
Total	243	100.0	100.0	

**y2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	.4	.4	.4
2.00	11	4.5	4.5	4.9
3.00	25	10.3	10.3	15.2
Valid 4.00	145	59.7	59.7	74.9
5.00	61	25.1	25.1	100.0
Total	243	100.0	100.0	

## VariabelSales Performance

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
y3.1	243	1.00	5.00	3.6584	.93298
y3.2	243	1.00	5.00	3.4280	.91699
y3.3	243	1.00	5.00	3.8107	.80621
y3.4	243	1.00	5.00	3.6955	.99475
Valid N (listwise)	243				

### y3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	6	2.5	2.5	2.5
2.00	24	9.9	9.9	12.3
3.00	53	21.8	21.8	34.2
4.00	124	51.0	51.0	85.2
5.00	36	14.8	14.8	100.0
Total	243	100.0	100.0	

### y3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	6	2.5	2.5	2.5
2.00	30	12.3	12.3	14.8
3.00	85	35.0	35.0	49.8
4.00	98	40.3	40.3	90.1
5.00	24	9.9	9.9	100.0
Total	243	100.0	100.0	

**y3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	2.1	2.1	2.1
2.00	13	5.3	5.3	7.4
3.00	37	15.2	15.2	22.6
4.00	156	64.2	64.2	86.8
5.00	32	13.2	13.2	100.0
Total	243	100.0	100.0	

**y3.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	6	2.5	2.5	2.5
2.00	24	9.9	9.9	12.3
3.00	60	24.7	24.7	37.0
4.00	101	41.6	41.6	78.6
5.00	52	21.4	21.4	100.0
Total	243	100.0	100.0	

### Lampiran 3. Pengujian Linieritas

#### Technical Support terhadap Ease of Use

##### Model Summary and Parameter Estimates

Dependent Variable: Ease of Use

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.177	51.908	1	241	.000	2.216	.458

The independent variable is Technical Support.

#### Training terhadap Ease of Use

##### Model Summary and Parameter Estimates

Dependent Variable: Ease of Use

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.314	110.155	1	241	.000	2.133	.488

The independent variable is Training.

#### Job Relevance terhadap Usefulness

##### Model Summary and Parameter Estimates

Dependent Variable: Usefulness

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.322	114.696	1	241	.000	1.009	.710

The independent variable is Job Relevance.

## Management Support terhadap Usefulness

### Model Summary and Parameter Estimates

Dependent Variable: Usefulness

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.466	210.591	1	241	.000	.632	.834

The independent variable is Management Support.

## Social Influence terhadap Usefulness

### Model Summary and Parameter Estimates

Dependent Variable: Usefulness

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.125	34.485	1	241	.000	3.142	.275

The independent variable is Social Influence.

## Usefulness terhadap Use m-SFA

### Model Summary and Parameter Estimates

Dependent Variable: Use m-SFA

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.743	696.126	1	241	.000	.915	.755

The independent variable is Usefulness.

## Ease of Use terhadap Usefulness

### Model Summary and Parameter Estimates

Dependent Variable: Usefulness

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.363	137.052	1	241	.000	1.096	.727

The independent variable is Ease of Use.



### Ease of Use terhadap Use m-SFA

#### Model Summary and Parameter Estimates

Dependent Variable: Use m-SFA

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.418	173.157	1	241	.000	1.189	.683

The independent variable is Ease of Use.

### Use m-SFA terhadap Job Satisfaction

#### Model Summary and Parameter Estimates

Dependent Variable: Job Satisfaction

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.712	597.089	1	241	.000	-.266	1.069

The independent variable is Use m-SFA.

### Use m-SFA terhadap Sales Performance

#### Model Summary and Parameter Estimates

Dependent Variable: Sales Performance

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.592	350.279	1	241	.000	-.695	1.088

The independent variable is Use m-SFA.

### Job Satisfaction terhadap Sales Performance

#### Model Summary and Parameter Estimates

Dependent Variable: Sales Performance

Equation	Model Summary					Parameter Estimates	
	R Square	F	df1	df2	Sig.	Constant	b1
Linear	.570	318.906	1	241	.000	.278	.842

The independent variable is Job Satisfaction.

## Lampiran 4. Analisis GSCA

Model Fit	
<b>FIT</b>	0.638
<b>AFIT</b>	0.633
<b>GFI</b>	0.972
<b>SRMR</b>	0.247
<b>NPAR</b>	85

## Measurement Model

Variable	Loading			Weight			SMC		
	Estimate	SE	CR	Estimate	SE	CR	Estimate	SE	CR
<b>Technical Support</b>	<b>AVE = 0.643, Alpha =0.845</b>								
<b>x1.1</b>	0.801	0.044	18.0*	0.241	0.019	12.71*	0.641	0.069	9.28*
<b>x1.2</b>	0.857	0.026	33.18*	0.270	0.014	18.98*	0.735	0.044	16.61*
<b>x1.3</b>	0.812	0.029	27.87*	0.253	0.013	19.12*	0.659	0.048	13.84*
<b>x1.4</b>	0.745	0.052	14.29*	0.240	0.015	16.04*	0.555	0.077	7.23*
<b>x1.5</b>	0.790	0.036	22.03*	0.243	0.012	20.74*	0.624	0.056	11.14*
<b>Training</b>	<b>AVE = 0.817, Alpha =0.925</b>								
<b>x2.1</b>	0.884	0.032	27.94*	0.260	0.023	11.34*	0.782	0.055	14.23*
<b>x2.2</b>	0.920	0.019	47.3*	0.282	0.019	14.46*	0.846	0.036	23.76*
<b>x2.3</b>	0.920	0.019	49.03*	0.280	0.016	17.13*	0.846	0.034	24.68*
<b>x2.4</b>	0.892	0.031	28.88*	0.284	0.019	15.34*	0.796	0.054	14.62*
<b>Job Relevance</b>	<b>AVE = 0.722, Alpha =0.805</b>								
<b>x3.1</b>	0.865	0.027	32.12*	0.413	0.017	23.78*	0.749	0.046	16.2*
<b>x3.2</b>	0.897	0.025	35.5*	0.395	0.021	18.56*	0.804	0.045	17.9*
<b>x3.3</b>	0.783	0.042	18.61*	0.369	0.015	25.04*	0.613	0.066	9.31*
<b>Management Support</b>	<b>AVE = 0.708, Alpha =0.784</b>								
<b>x4.1</b>	0.843	0.036	23.74*	0.404	0.026	15.45*	0.711	0.059	12.1*
<b>x4.2</b>	0.896	0.023	39.66*	0.410	0.024	16.83*	0.803	0.040	19.88*
<b>x4.3</b>	0.782	0.043	18.12*	0.374	0.021	18.12*	0.611	0.067	9.06*

<b>Social Influence</b>	<b>AVE = 0.695, Alpha =0.778</b>								
<b>x5.1</b>	0.957	0.008	118.92*	0.456	0.021	21.7*	0.916	0.015	59.4*
<b>x5.2</b>	0.952	0.010	99.34*	0.460	0.021	22.34*	0.907	0.018	49.67*
<b>x5.3</b>	0.511	0.107	4.79*	0.244	0.044	5.53*	0.262	0.098	2.67*
<b>Usefulness</b>	<b>AVE = 0.729, Alpha =0.875</b>								
<b>x7.1</b>	0.765	0.054	14.22*	0.303	0.025	12.09*	0.585	0.079	7.42*
<b>x7.2</b>	0.889	0.019	47.57*	0.318	0.032	10.08*	0.791	0.033	23.94*
<b>x7.3</b>	0.868	0.034	25.21*	0.247	0.030	8.34*	0.754	0.058	13.0*
<b>x7.4</b>	0.887	0.018	50.45*	0.305	0.021	14.27*	0.788	0.031	25.24*
<b>Ease of Use</b>	<b>AVE = 0.885, Alpha =0.934</b>								
<b>x6.1</b>	0.963	0.011	84.4*	0.361	0.038	9.47*	0.927	0.022	42.32*
<b>x6.2</b>	0.920	0.024	37.76*	0.350	0.053	6.62*	0.846	0.044	19.14*
<b>x6.3</b>	0.939	0.019	48.47*	0.353	0.029	12.0*	0.881	0.036	24.3*
<b>Use m-SFA</b>	<b>AVE = 0.632, Alpha =0.847</b>								
<b>y1.1</b>	0.817	0.043	18.96*	0.282	0.033	8.44*	0.667	0.070	9.59*
<b>y1.2</b>	0.800	0.044	18.06*	0.272	0.028	9.87*	0.640	0.069	9.23*
<b>y1.3</b>	0.837	0.023	35.79*	0.265	0.029	9.16*	0.701	0.039	17.93*
<b>y1.4</b>	0.753	0.046	16.21*	0.165	0.023	7.19*	0.566	0.068	8.32*
<b>y1.5</b>	0.766	0.043	17.66*	0.269	0.024	11.02*	0.587	0.065	9.05*
<b>Job Satisfaction</b>	<b>AVE = 0.826, Alpha =0.896</b>								
<b>y2.1</b>	0.929	0.016	56.59*	0.441	0.026	17.22*	0.864	0.030	28.51*
<b>y2.2</b>	0.920	0.019	47.27*	0.373	0.024	15.49*	0.847	0.035	23.88*
<b>y2.3</b>	0.876	0.028	31.18*	0.282	0.022	12.71*	0.767	0.048	15.82*
<b>Sales Performance</b>	<b>AVE = 0.751, Alpha =0.890</b>								
<b>y3.1</b>	0.888	0.020	45.48*	0.318	0.023	13.84*	0.788	0.034	22.95*
<b>y3.2</b>	0.862	0.027	31.39*	0.223	0.019	11.48*	0.743	0.047	15.79*
<b>y3.3</b>	0.837	0.034	24.28*	0.335	0.018	18.94*	0.701	0.057	12.28*
<b>y3.4</b>	0.878	0.024	36.74*	0.279	0.017	16.34*	0.772	0.042	18.49*

CR\* = significant at .05 level

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**Structural Model**

<b>Path Coefficients</b>			
	<b>Estimate</b>	<b>SE</b>	<b>CR</b>
<b>Technical Support-&gt;Ease of Use</b>	0.133	0.118	1.13
<b>Training-&gt;Ease of Use</b>	0.399	0.086	4.66*
<b>Job Relevance-&gt;Usefulness</b>	0.253	0.076	3.31*
<b>Management Support-&gt;Usefulness</b>	0.350	0.099	3.54*
<b>Social Influence-&gt;Usefulness</b>	0.064	0.064	1.0
<b>Usefulness-&gt;Use m-SFA</b>	0.732	0.052	14.0*
<b>Ease of Use-&gt;Usefulness</b>	0.252	0.065	3.87*
<b>Ease of Use-&gt;Use m-SFA</b>	0.204	0.063	3.22*
<b>Use m-SFA-&gt;Job Satisfaction</b>	0.861	0.024	36.08*
<b>Use m-SFA-&gt;Sales Performance</b>	0.529	0.107	4.94*
<b>Job Satisfaction-&gt;Sales Performance</b>	0.287	0.114	2.52*

CR\* = significant at .05 level

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<b>R square of Latent Variable</b>	
<b>Technical Support</b>	0
<b>Training</b>	0
<b>Job Relevance</b>	0
<b>Management Support</b>	0
<b>Social Influence</b>	0
<b>Usefulness</b>	0.543
<b>Ease of Use</b>	0.246
<b>Use m-SFA</b>	0.751
<b>Job Satisfaction</b>	0.741
<b>Sales Performance</b>	0.624

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<b>Means Scores of Latent Variables</b>	
<b>Technical Support</b>	4.145
<b>Training</b>	4.038
<b>Job Relevance</b>	4.330
<b>Management Support</b>	4.122
<b>Social Influence</b>	3.427
<b>Usefulness</b>	4.119
<b>Ease of Use</b>	4.108
<b>Use m-SFA</b>	3.994
<b>Job Satisfaction</b>	4.001
<b>Sales Performance</b>	3.689

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Correlations of Latent Variables (SE)										
	Technical Support	Training	Job Relevance	Management Support	Social Influence	Usefulness	Ease of Use	Use m-SFA	Job Satisfaction	Sales Performance
Technical Support	1	0.648 (0.056)*	0.463 (0.073)*	0.502 (0.074)*	0.097 (0.091)	0.484 (0.061)*	0.392 (0.093)*	0.496 (0.063)*	0.408 (0.063)*	0.460 (0.071)*
Training	0.648 (0.056)*	1	0.430 (0.092)*	0.617 (0.101)*	0.217 (0.111)	0.442 (0.091)*	0.485 (0.067)*	0.518 (0.087)*	0.409 (0.089)*	0.553 (0.064)*
Job Relevance	0.463 (0.073)*	0.430 (0.092)*	1	0.586 (0.061)*	0.194 (0.087)*	0.576 (0.054)*	0.418 (0.081)*	0.615 (0.047)*	0.566 (0.045)*	0.455 (0.057)*
Management Support	0.502 (0.074)*	0.617 (0.101)*	0.586 (0.061)*	1	0.325 (0.104)*	0.666 (0.057)*	0.586 (0.075)*	0.665 (0.058)*	0.647 (0.054)*	0.550 (0.077)*
Social Influence	0.097 (0.091)	0.217 (0.111)	0.194 (0.087)*	0.325 (0.104)*	1	0.291 (0.096)*	0.258 (0.092)*	0.365 (0.090)*	0.317 (0.085)*	0.462 (0.079)*
Usefulness	0.484 (0.061)*	0.442 (0.091)*	0.576 (0.054)*	0.666 (0.057)*	0.291 (0.096)*	1	0.579 (0.068)*	0.850 (0.026)*	0.852 (0.027)*	0.706 (0.055)*
Ease of Use	0.392 (0.093)*	0.485 (0.067)*	0.418 (0.081)*	0.586 (0.075)*	0.258 (0.092)*	0.579 (0.068)*	1	0.628 (0.070)*	0.566 (0.074)*	0.498 (0.071)*
Use m-SFA	0.496 (0.063)*	0.518 (0.087)*	0.615 (0.047)*	0.665 (0.058)*	0.365 (0.090)*	0.850 (0.026)*	0.628 (0.070)*	1	0.761 (0.024)*	0.776 (0.041)*
Job Satisfaction	0.408 (0.063)*	0.409 (0.089)*	0.566 (0.045)*	0.647 (0.054)*	0.317 (0.085)*	0.852 (0.027)*	0.566 (0.074)*	0.761 (0.024)*	1	0.743 (0.049)*
Sales Performance	0.460 (0.071)*	0.553 (0.064)*	0.455 (0.057)*	0.550 (0.077)*	0.462 (0.079)*	0.706 (0.055)*	0.498 (0.071)*	0.776 (0.041)*	0.743 (0.049)*	1

\* significant at .05 level

## Lampiran 4. Ringkasan Hasil Sobel Test

Eks	M1	M2	M3	M4	End	Indirect	SE	Tstatistics
TC	EU				UF	0.034	0.030	1.12
TC	EU				UM	0.027	0.024	1.11
TC	EU	UF			UM	0.025	0.022	1.12
TC	EU	UM			JS	0.023	0.021	1.11
TC	EU	UF	UM		JS	0.021	0.019	1.12
TC	EU	UM			SP	0.014	0.013	1.11
TC	EU	UF	UM		SP	0.013	0.012	1.11
TC	EU	UM	JS		SP	0.007	0.006	1.09
TC	EU	UF	UM	JS	SP	0.006	0.006	1.10
TR	EU				UF	0.101	0.033	3.02
TR	EU				UM	0.081	0.030	2.70
TR	EU	UF			UM	0.074	0.025	2.96
TR	EU	UM			JS	0.070	0.026	2.69
TR	EU	UF	UM		JS	0.063	0.021	2.95
TR	EU	UM			SP	0.043	0.018	2.41
TR	EU	UF	UM		SP	0.039	0.015	2.58
TR	EU	UM	JS		SP	0.020	0.011	1.91
TR	EU	UF	UM	JS	SP	0.018	0.009	1.98
JR	UF				UM	0.185	0.057	3.25
JR	UF	UM			JS	0.159	0.049	3.24
JR	UF	UM			SP	0.098	0.036	2.75
JR	UF	UM	JS		SP	0.046	0.022	2.05
MS	UF				UM	0.256	0.075	3.44
MS	UF	UM			JS	0.221	0.064	3.42
MS	UF	UM			SP	0.136	0.047	2.86
MS	UF	UM	JS		SP	0.063	0.030	2.09
SI	UF				UM	0.047	0.047	1.00
SI	UF	UM			JS	0.040	0.040	1.00
SI	UF	UM			SP	0.025	0.025	1.00
SI	UF	UM	JS		SP	0.012	0.012	1.00
EU	UF				UM	0.184	0.049	3.75
EU	UM				JS	0.176	0.054	3.23
EU	UF	UM			JS	0.159	0.043	3.73
EU	UM				SP	0.108	0.039	2.75
EU	UM	JS			SP	0.050	0.025	2.05
EU	UF	UM			SP	0.098	0.032	3.03
EU	UF	UM	JS		SP	0.046	0.021	2.14

UF	UM				JS	0.630	0.048	13.11
UF	UM				SP	0.387	0.083	4.68
UF	UM	JS			SP	0.181	0.073	2.48
UM	JS				SP	0.247	0.098	2.51

Eks	M1	M2	M3	M4	End	Direct	Indirect	Total	GT
TC					EU	0.133		0.133	0.133
TC	EU				UF		0.034	0.034	0.034
TC	EU				UM		0.027	0.027	0.052
TC	EU	UF			UM		0.025	0.025	
TC	EU	UM			JS		0.023	0.023	0.044
TC	EU	UF	UM		JS		0.021	0.021	
TC	EU	UM			SP		0.014	0.014	0.040
TC	EU	UF	UM		SP		0.013	0.013	
TC	EU	UM	JS		SP		0.007	0.007	
TC	EU	UF	UM	JS	SP		0.006	0.006	
TR					EU	0.399*		0.399	0.399
TR	EU				UF		0.101*	0.101	0.101
TR	EU				UM		0.081*	0.081	0.155
TR	EU	UF			UM		0.074*	0.074	
TR	EU	UM			JS		0.070*	0.070	0.133
TR	EU	UF	UM		JS		0.063*	0.063	
TR	EU	UM			SP		0.043*	0.043	0.120
TR	EU	UF	UM		SP		0.039*	0.039	
TR	EU	UM	JS		SP		0.020	0.020	
TR	EU	UF	UM	JS	SP		0.018	0.018	
JR					UF	0.253*		0.253	0.253

JR	UF				UM		0.185*	0.185	0.185
JR	UF	UM			JS		0.159*	0.159	0.159
JR	UF	UM			SP		0.098*	0.098	0.144
JR	UF	UM	JS		SP		0.046*	0.046	
MS					UF	0.35*		0.350	0.350
MS	UF				UM		0.256*	0.256	0.256
MS	UF	UM			JS		0.221*	0.221	0.221
MS	UF	UM			SP		0.136*	0.136	0.199
MS	UF	UM	JS		SP		0.063*	0.063	
SI					UF	0.064		0.064	0.064
SI	UF				UM		0.047	0.047	0.047
SI	UF	UM			JS		0.040	0.040	0.040
SI	UF	UM			SP		0.025	0.025	0.036
SI	UF	UM	JS		SP		0.012	0.012	
EU					UF	0.252*		0.252	0.252
EU					UM	0.204*		0.204	0.592
EU	UF				UM	0.204*	0.184*	0.388	
EU	UM				JS		0.176*	0.176	0.334
EU	UF	UM			JS		0.159*	0.159	
EU	UM				SP		0.108*	0.108	0.301
EU	UM	JS			SP		0.050*	0.050	
EU	UF	UM			SP		0.098*	0.098	
EU	UF	UM	JS		SP		0.046*	0.046	
UF					UM	0.732*		0.732	0.732
UF	UM				JS		0.630*	0.630	0.630
UF	UM				SP		0.387*	0.387	0.568



UF	UM	JS			SP		0.181*	0.181	
UM					JS	0.861*		0.861	0.861
UM					SP	0.529*		0.529	1.305
UM	JS				SP	0.529*	0.247*	0.776	
JS					SP	0.287*		0.287	0.287