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LAMPIRAN

Kuesioner penelitian terdiri atas 5 bagian dengan sistematika sebagai berikut :

1. Karakteristik Responden

Karakteristik responden bertujuan untuk menguraikan profil obyek penelitian yakni pengguna ShopeePay di Jakarta berisi jenis kelamin, usia, dan frekuensi penggunaan ShopeePay dalam seminggu.

2. *Performance Expectation*

Performance expectation bertujuan untuk mengetahui tanggapan responden mengenai performa responden dalam melakukan pembayaran menggunakan ShopeePay. Indikator yang digunakan berjumlah 5.

3. *Effort Expectation*

Effort expectation bertujuan untuk mengetahui tanggapan responden mengenai kemudahan dalam menggunakan ShopeePay. Indikator yang digunakan berjumlah 5.

4. *Social Influence*

Social influence bertujuan untuk mengetahui tanggapan responden mengenai dorongan dari lingkungan sosial untuk menggunakan ShopeePay. Indikator yang digunakan berjumlah 5.

5. *Facilitating Condition*

Facilitating condition bertujuan untuk mengetahui tanggapan responden mengenai infrastruktur atau fasilitas yang tersedia untuk mendukung pengguna mengoperasikan ShopeePay. Indikator yang digunakan berjumlah 5.

6. *Behavioral Intention*

Behavioral intention bertujuan untuk mengetahui tanggapan responden mengenai tekad untuk memiliki, menggunakan atau membuang ShopeePay. Indikator yang digunakan berjumlah 5.