

**THE INFLUENCE OF ELECTRONIC SERVICE QUALITY, INFORMATION  
QUALITY, AND SYSTEM QUALITY TOWARDS OVERALL PERCEIVED  
SERVICE QUALITY**



**THESIS**

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**DECLARATION**

I hereby,

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Declare that this thesis with the title: "**The Influence Of Electronic Service Quality, Information Quality, And System Quality Towards Overall Perceived Service Quality (In Go-ride User of Universitas Muhammadiyah Yogyakarta)**" obtained a bachelor's degree at a university, and to the best of my knowledge there are no works or opinions written or published by others, except those referred to in this manuscript are mentioned in the bibliography. If it turns out that in this thesis, it is known that there are works of people or opinions that have been written or published by other people, then I am willing to cancel the work.

Yogyakarta, 23 May 2022

  
  
ALFIRA RESTU CANDRA

## **DEDICATION**

All praise is due to Allah SWT, who has given all His blessings guidance so that with His permission and blessing, I can complete this final project as it should be. I do not forget to send shalawat and greetings to the lord of the Great Prophet Muhammad SAW, who has brought us from the jahilia era to the bright Islamic era like this. I express my gratitude by saying thank God and dedicate this paper to those who have influenced my life journey. Allah Subhanahu wa Ta'ala has provided many conveniences and forgiveness to His servants, who still have many shortcomings.

1. My parents, Mr. Yana Priyanto and Mrs. Siti Asiyah, have always provided financial support and prayers for me to complete my undergraduate studies. Thank you for all the sacrifices and prayers you have given me. May you continue to be in the protection and love of Allah SWT.
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8. Friends who always support each other, help each other and give advice in the thesis process or others who always exchange stories and experiences.

## PREFACE

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With this, the researcher realizes that there are still many shortcomings in the writing of this thesis and that criticism, suggestions, and further research development are needed for writing on this topic.

Yogyakarta, 23 May 2022

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## TABLE OF CONTENT

SUPERVISOR VALIDITY PAGE.....	i
DECLARATION .....	ii
MOTTO .....	iii
DEDICATION .....	iv
ABSTRACT .....	v
PREFACE .....	vi
TABLE OF CONTENT .....	vii
LIST OF FIGURE.....	viii
CHAPTER 1 .....	1
INTRODUCTION .....	1
1.1 Background .....	1
1.2 Problem Formulation .....	4
1.3 Research Objectives .....	4
1.4 Research Benefits.....	4
CHAPTER II.....	6
LITERATURE REVIEW.....	6
2.1 Study of research variables .....	6
2.1.1 E-Service Quality .....	6
2.1.2 Information Quality.....	8
2.1.3 System Quality .....	10
2.1.4 Overall Perceived Service Quality .....	12
2.2 Hypothesis Development .....	14
2.2.1 E-Service quality on overall perceived service quality.....	14
2.3 Previous Research Result .....	16
2.4 Research Model.....	19
CHAPTER III .....	20
RESEARCH METHOD.....	20
3.1 Research Approach .....	20
3.2 Research Subject .....	20
3.3 Research Setting.....	20
3.4 Sampling Method and Research Sample.....	21
3.5 Types of Data and Data Collection Methods.....	22
3.6 Variable Identification .....	22
3.7 Operational Definition .....	23
3.8 Research Instrument Test .....	26
3.9 Data Analysis Test.....	27
3.10 Statistical Descriptive Analysis.....	28
3.11 Clasic Assumption Test.....	28
3.12 Hypothesis Test .....	29
3.13 Coefficient of Determination Analysis (R <sup>2</sup> ).....	30
CHAPTER IV .....	31
RESEARCH RESULTS AND DISCUSSION .....	31
4.1 Overview of Research Objects/Subjects .....	31
4.2 Instrument Quality Test.....	36

4.3	Statistic Descriptive Analysis.....	39
4.4	Classic Assumption Test .....	43
4.5	Multiple Regression Analysis.....	45
4.6	Simultant Test (F Test).....	46
4.7	Parsial Hipotesis Test (T test).....	47
4.8	Determination coefficient (R <sup>2</sup> ).....	48
4.9	Discussion .....	49
	CHAPTER V.....	52
	CONCLUSIONS, LIMITATIONS OF THE RESEARCH, SUGGETIONS .....	52
A.	Conclusions .....	52
B.	Limitations of Research.....	52
C.	Suggestions.....	53
	REFERENCE.....	54



### **LIST OF TABLE**

Table 2.1 Previous Research .....	16
Table 4.1 Respondents Based on Gender .....	35
Table 4.2 Respondents Based on Age .....	35
Table 4.3 Respondents based on batch .....	36
Table 4.4 Respondents based on faculty .....	36
Table 4.5 Validity Test Results from Electronic Services Quality Variables .....	37
Table 4.6 Validity Test Results from Information Quality Variables .....	38
Table 4.7 Validity Test Results from System Quality Variables .....	38
Table 4.8 Validity Test Results from Overall Perceived Service Quality Variables .....	39
Table 4.9 Reliability Test Results of Research Variable Items .....	40
Table 4.10 Interpretation class interval .....	41
Table 4.11 Variable Descriptive Statistics Electronic Services Quality .....	41
Table 4.12 Variable Descriptive Statistics of Information Quality .....	42
Tabel 4.13 Variable Descriptive Statistics System Quality .....	42
Tabel 4.14 Variable Descriptive Statistics Overall Perceived Service Quality ...	43
Tabel 4.15 Normality Test Result .....	45
Table 4.16 Multicollinearity Test result .....	45
Tabel 4.17 Heteroscedasticity Test Result .....	46
Tabel 4.18 Linier Multiple Resgression Test .....	46
Table 4.19 F Test .....	47
Table 4.20 T-test .....	48
Table 4.21 Coefficient of Determination .....	50

### **LIST OF FIGURE**

Figure 2.1 Research Model .....	19
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## LIST OF APPENDIX

APPENDIX .....	60
Appendix 1 Questionare.....	60
Appendix 2 Respondents Data .....	65
Appendix 3 Suggestion from Respondents to GoJek Indonesia .....	79
Appendix 4 Validity Test .....	106
Appendix 5 Reliability Test .....	107
Appendix 6 The Results of Tabulation Respondent data.....	108
Appendix 7 Descriptive Statistic test .....	127
Appendix 8 Clasic Assumption Test.....	128
Appendix 9 Multiple Regression Analysis .....	130
Appendix 10 the number of active students at Universitas Muhammadiyah Yogyakarta .....	131
Appendix 11 Turnitin.....	132