PENGARUH *COMPUTER ANXIETY* TERHADAP KEAHLIAN MENGGUNAKAN KOMPUTER PADA KARYAWAN KANTOR BANK INDONESIA JEMBER

SKRIPSI

Diajukan guna melengkapi tugas akhir dan memenuhi salah satu syarat
untuk menyelesaikan Program Studi Ilmu Ekonomi (S1)
dan mencapai gelar Sarjana Ekonomi

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ABSTRACT

Applications of computer technologies are used by many bank in worldwide. In order to support bank activities in ares of financial, managerial and production process. It is conducted to achieve efficiency and differentiation in order to obtain competitive advantages and their bank activity are more oriented to achieve long – term profits. Although computer has a great deal of benefits, but in other side, several people in society feel anxiety/worry with the numerous presence of computer technology.

Puposes of the research are to understand the affect of computer anxiety (fear and anticipation) toward employe skill, in the use of computer at Bank Indonesia Jember. Computer anxiety is a tendency of a person who feels troubled, worried or afraid of using computer technology in present and future (Igbaria and Parasuraman , 1989) in Astuti (2005). Method of data by collecting primary data survey and a questionnaire was applied as an aid tool to collect the data. Computer anxiety variable was measured by using “Computer Anxiety Rating Scale“ (CARS) instrument that developed by Heissen et. all (1987) in Astuti (2005) and variable of a computer usage was measured by using “Computer Self-Efficacy Scale“ (CSE) that developed by Murphy et all (1989) in Astuti (2005). Data testing used analysis of multiple regressions . Analysis result of the data from 30 employee at Bank Indonesia Jember indicated that computer fear has significantly negative correlation with skill of computer use. And analysis result of the employee at Bank Indonesia Jember indicated that computer anticipation has significantly positive correlation with skill of computer use.

DAFTAR ISI

Halaman

HALAMAN JUDUL ..... **i**
HALAMAN PERNYATAAN ..... **ii**
HALAMAN PERSETUJUAN ..... **iii**
HALAMAN MOTTO ..... **iv**
HALAMAN PERSEMBAHAN ..... **v**
KATA PENGANTAR ..... **vi**
ABSTRACT ..... **viii**
DAFTAR ISI ..... **ix**
DAFTAR GAMBAR ..... **xii**
DAFTAR TABEL ..... **xiii**
DAFTAR LAMPIRAN ..... **xiv**
BAB 1. PENDAHULUAN **1**
1.1 Latar Belakang **1**
1.2 Perumusan Masalah **4**
1.3 Tujuan dan Manfaat Penelitian **4**
1.3.1 Tujuan Penelitian 4
1.3.2 Manfaat Penelitian 4
BAB 2. TINJAUAN PUSTAKA **5**
2.1 Landasan Teori **5**
2.1.1 *Anxiety* 5
2.1.2 *Computer Anxiety* 5
2.2 Penelitian Terdahulu **8**
2.3 Kerangka Pemikiran dan Hipotesis **9**
2.3.1 Kerangka Pemikiran 9
2.3.2 Hipotesis 10

BAB 3. METODE PENELITIAN 14
3.1 Jenis Data Penelitian 14
3.2 Teknik Pengumpulan Data 14
3.3 Populasi dan Sampel Penelitian 14
3.4 Definisi Operasional Variabel dan Pengukurannya 15
3.5 Analisa Data 16
3.5.1 Uji Validitas 16
3.5.2 Uji Reabilitas 16
3.6 Uji Asumsi Klasik 17
3.6.1 Uji Normalitas 17
3.6.2 Uji Multikolinearitas 17
3.6.3 Uji Heterokedasitas 17
3.7 Uji Hipotesis 18
3.7.1 Regresi Linier Berganda 18
3.7.2 Uji – t 18
BAB 4. HASIL PENELITIAN DAN PEMBEHASAN 20
4.1 Gambaran Umum Responden 20
4.2 Statistik Deskriptif Demografi Responden 21
4.3 Analisis Data 21
4.3.1 Uji Validitas 21
4.3.2 Uji Realibilitas 22
4.3.3 Uji Asumsi Klasik 23
4.3.4 Analisis Regresi Linier Berganda 25
4.3.5 Pengujian Hipotesis 26
4.4 Pembahasan 27
4.4.1 Pengaruh *Computer Fear* Terhadap Keahlian Karyawan Dalam Menggunakan Komputer 27
4.4.2 Pengaruh *Computer Anticipation* Terhadap Keahlian Karyawan Dalam Menggunakan Komputer 28

BAB 5. KESIMPULAN, KETERBATASAN, DAN SARAN 29

5.1 Kesimpulan 29

5.2 Keterbatasan 29

5.3 Saran 30

DAFTAR PUSTAKA

LAMPIRAN

DAFTAR GAMBAR

Halaman

2.1 Kerangka Pemikiran 9
4.1 Hasil Uji Heterokedasitas 36

DAFTAR TABEL

Halaman

4.1 Rincian Penyebaran dan Pengembalian Kuisioner 20
4.2 Rekapitulasi Hasil Uji Validitas 22
4.3 Hasil Uji Reliabilitas 23
4.4 Hasil Uji Normalitas Data dengan *Kolmogorov Smirnov* 23
4.5 *Collinearity Statistic* 24
4.6 Hasil Perhitungan Regresi Linier Berganda 25

DAFTAR LAMPIRAN

1. Kuisioner
2. Rekapitulasi Hasil Kuisioner
3. Hasil Uji Validitas
4. Hasil Uji Reliabilitas
5. Hasil Uji Normalitas
6. Hasil Uji Multikolinearitas
7. Hasil Uji Heteroskedastisitas
8. Hasil Uji Regresi Linier Berganda
9. Kartu Konsultasi
10. Surat Ijin Penelitian