Factors Influencing the Intention to Use Mobile Payment In Indonesia

Christina[1*]; Hepy H. Ariyanto[2]; Pulung Peranginangin[3]

Afiliasi
[1,2,3] Universitas Internasional Batam, Indonesia

Koresponden
[*] christinachen.kibb1@gmail.com

Artikel Tersedia Pada
http://jurnalwahana.poltekykpn.ac.id/ind ex.php/wahana/index

DOI:
https://doi.org/10.35591/wahana.v26i1.814

Sitasi:
Christina, C; Ariyanto, H. H; & Peranginangin, P. (2023). Factors Influencing the Intention to Use Mobile Payment In Indonesia. *Wahana: Jurnal Ekonomi, Manajemen dan Akuntansi*, 26 (1), 93-109.

Artikel Masuk
10 Desember 2022

Artikel Diterima
15 Februari 2023

Abstract. Mobile payment has become the trend in the e-banking and e-commerce industry in Indonesia in consort with the development of Information technology, which allows financial services to create faster, more efficient, and more convenient services for customers in the payment system. Despite the surge of mobile payment used in Indonesia following the impact of the pandemic of Covid-19, there are still many challenges and inconclusiveness regarding the research on the adoption of mobile payment services. This study's purpose is to examine the Intention to use Mobile payment in Indonesia. A total of 402 Indonesian respondents are collected using online questionnaires. The proposed model was empirically examined using a quantitative method with PLS-SEM. The empirical results of this study shows that Social Influence, Perceived Trust, and Facilitating Condition were found to be significantly influencing the Attitude towards Intention of using mobile payment. Meanwhile Perceived Ease of use and Perceived Risk are found to be insignificantly influenced by the intention to use mobile payment.
Keywords: mobile payment, Attitude, Intention to use

Introduction

In the 21st century, the usage of information and communication technologies (ICT) has increased abundantly and become part of the way we live, especially mobile devices and internet services. The usage of mobile devices is playing vital role in people and enterprise's connection through the development of information and services. Technological advancement enables advanced computing infrastructure and had changed networks for the exchange of information in the global financial system and services (Qiang et al., 2004).

Information technology allows financial services to create faster, more efficient, and more convenient services for customers which focus on mobile-based options, such as enabling the customer to easily complete online transactions. The new buzzword 'FinTech' as a term used to describing financial Technology, is becoming a norm in the banking sector. Global FinTech Adoption Index by Ernest and Young 2019, cites global consumer adoption rate of FinTech is 64%, and 96% of consumers globally are aware of at least one money payment FinTech service. Meaning 32% of people are aware of but not yet adopt FinTech. According to the report, three out of four consumers used money transfers and payment of FinTech services. For instances, online banking and transactions, and mobile payments are incredibly known and widely used in our society today (Ernst & Young, 2019).

Mobile Payment is a money payment system that is done electronically. This payment system allows the sender and receiver of the money to use digital techniques to transact the money (Doa et al., 2019). Mobile payment is becoming the global trend in the e-banking and e-commerce industry and thriving rapidly in emerging countries, for instance Indonesia. Following the outbreak of COVID-19, Indonesia has seen a spike in both digital payment adoption and commerce platforms. According to the Bank of Indonesia, the value of electronic money transactions in Indonesia reached $18,47 billion, BI foresees growing by 33.2% and 32.3% respectively in 2021.

The growth of mobile payment transactions portrays the maturity of digital financial literacy in Indonesia. Despite the advancements and surge of the use of mobile payment in Indonesia, there are still many questions and challenges about the adoption of mobile payment services. Knowing the key factor influencing the use of mobile payment it will help the e-banking industry to increase Indonesia's digital payment space.

Many research has been developed and discovered that behavioral intention is a substantial part which influences the level of using mobile payment (Cabanillas, Leiva, et al., 2016; Khatimah & Halim, 2016; Widiyati & Hasanah, 2020; Nookhao & Chaveesuk, 2019). However, from all the previous research there are some variables used for the research that showed an inconclusive result. Khatimah & Halim (2016), Aji et al. (2020), and Widyanto & Kusumawardani (2020) found that Social influence significantly impacts the intention to use mobile payment. Conversely, Susanto et al. (2020), and Singh et al. (2020) found it insignificant. Nookhao & Chaveesuk (2019), Sholihah & Fatwa (2020) and Cabanillas, et al. (2020) found that empirically Perceived ease of use is significant, to the contrary research from Mentari et al. (2019) showed the insignificant result. Perceived risk was also inconclusively found in the previous studies, Islam et al.

(2020) found is insignificant in explaining the user intention to use mobile payment, while many other studies find it significant and important (Cabanillas, Maroto, et al., 2020; Nuridzul & Osly, 2021).

This study uses the "Unified Theory of Acceptance and Use of Technology" (UTAUT) model by Venkatesh et al. (2003) to examine behavior intention to use technology in the context of mobile payment. Modified UTAUT models have been used widely in the previous studies, and some of the UTAUT tools variables are adopted in this study. Many other studies adopt the variables in the theory of TAM such as perceived ease of use and extensive of TAM for instances Social Influence, perceived trust, and risk (Cabanillas, Leiva, et al., 2016). Other studies also adopt TPB for instance Attitude which is already used widely as the mediating effect towards behavior intention (Widiyati & Hasanah, 2020). Cabanillas, Maroto, et al. (2020) suggested in a future study to involve more variables. Although Merhi et al. (2019) used the UTAUT model as the framework for their studies, they didn't assess the influence of variable Facilitating condition in the context of intention to use mobile payment.

In order to fill the research gap, this study propose a research model to examine the factor influencing the Intention to use Mobile payment in Indonesia. This study result is expected to give a conclusive finding from the variable used in this research. The result of this research might be useful for academics in future research. This research is also beneficial for giving useful information to the investor in the FinTech industry. Investor could refer to this research result as a consideration in making the strategic decisions to invest or develop their mobile payment system. The information given in this research can help the government in making the strategy to increase the maturity of digital financial literacy rate in emerging countries.

Literature Review And Hypothesis Development

Mobile payment is interpreted as a payment transaction performed by users via wireless devices such as smartphones or mobile devices. Mobile payment is a payment system that is done through digital techniques, which means the capability of making electronic payments through electronic commerce applications. The presence of mobile payment is substantial for lower financial accessibility likewise in developing countries (Doa et al., 2019). Mobile payment conceptually could be defined as a set of banking services that users are able to make payments virtually by using mobile devices connected to the internet. Users could perform various banking transactions linked to their account independently. The term of mobile here refers to the availability of access anytime and anywhere through the advancement of new technologies information and communications (Ramos et al., 2018). Mobile payment applications are considered the most effective way to access banking services to users (Cabanillas, et al., 2020).

Behavioral intention is defined as somebody's interest in doing certain behavior (Hutomo & Slamet, 2019). Intention to use the behavior's of an individual will increase by the favorable influenced attitude of the individual towards particular behavior (Khatimah et al., 2019). Intention to use mobile payment is referring to the user's interest

to utilize mobile phone electronic banking service to make their money payment transaction. Research on the intention to use mobile payment is still often been discussed and widely researched for more than a decade.

Based on the declared UTAUT model, Social Influence is portrayed likewise as a person that considered significant by others in making their mindset towards the adoption to use newly recognized system (Venkatesh et al., 2003). This factor concluded as the impact of social engagement on the purpose of the users to carry on a technology. This social influence may be affected by a group of references, family, friends, and influencers (Zhou et al., 2010). Social influence can be defined as consumer's preference that adhering to their belief they should use a particular technology influenced by other users (Venkatesh et al., 2012).

Previous study stated that social influence is the key determinant of someone interest in intention of using mobile payment (Khatimah et al., 2019). They described in regards to technology acceptance, the users of mobile payment often are influenced by other users decision. Another study by Widyanto et al. (2020), examines that social influence has significant role in building expectation from peoples, their trust level, and their intention to use mobile payment. The influence of social represents the role of social presence strategic to shape the users of mobile payment intention. Studies by Santosa et al. (2021), found a positive significant impact of Social Influence on Indonesian behavior intention to use mobile payment, where Indonesian people tend to highly socialize and are most likely to follow people they trust easily, especially the X generation and baby boomer. During the pandemic situation, people are encouraging their family and their parents to utilize digital payment to avoid physical contact. Therefore, social influence has a positive effect on the ease of use of mobile payment (Nicolás et al., 2008; Aji et al., 2020; Widyanto et al., 2020). Social environment where more people using digital payment platforms, affect the other persons surrounded by the users, the more likely that person will follow and feel up to date. Hence, social influence is impacting the user's attitude toward the use of the mobile payment, as identified by previous studies (Cabanillas, Leiva, et al., 2016; Widyanto & Kusumawardani, 2020). Considering this, therefore this study comes with the proposal of the following hypothesis:
H1: Social Influence has a positive effect on the Perceived Ease of use of mobile payment
H2: Social Influence has a positive effect on the attitude toward mobile payment

Based on Technology Acceptant Model (TAM), Perceived Ease of Use is the perception of trust from a person to use a specific system, the better perception of ease of use from a person towards the technology, the more positive attitude to use it (Davis, 1986). The ease of use construct is measured by how systems allow the user to perform their tasks effortlessly, faster, and effectively (Chau, K. & Lai, 2003). Perceived Ease of Use is a feeling of easy-to-use a system from a good interface system navigation, which affects user trust to accept the services (Ramos et al., 2018).

Hutomo & Slamet (2019) studies show the perceived ease of use factor significantly effect the millennial generation's intention to use mobile payment. The easiness and convenience of services from mobile payment affect the interest in using mobile payment. People will use the technology if it feels easy to use for users. The

easiness encourages people prefer to use the mobile payment for their daily life. Based on Sholihah & Fatwa (2020), research on a specific case of product, their result shows that a person's perceived ease of use indirectly affect the person to use the mobile payment apps product. Cabanillas, et al. (2020) research shows the results support that perceived ease of use has a positive influence on the intention to use mobile payment in India with the perceived usefulness of mobile payment services as the mediator. They indicate someone's interest will rise if the service is more beneficial and easy to use. Other studies also supported the positive effect between perceived ease of use and attitude toward mobile payment use (Widiyati & Hasanah, 2020; Sholihah & Fatwa, 2020; Nookhao & Chaveesuk, 2019; Cabanillas, Leiva, et al., 2016). Therefore this study comes with the proposal of the following hypothesis:
H3: Perceived Ease of use positively influences the attitude toward mobile payment

Mayer et al. (1995), stated Trust is a condition when people have consent and are aware of their actions. In this study, trust is important to know how often people are willing to make payments or transactions. With trust, customers can accept weaknesses in mobile payment usage based on their positive expectations regarding the behavior of using mobile payment in the future. Trust is also a certainty that people can develop a sustainable relationships with a service providers because it is the most important thing in making payments or purchases. If the trust level is strong, the relationship between the two parties will be stronger and beneficial for each other.

In making payments using mobile payment, trust is very important to determine how often people make transactions or make payments for products or services using mobile payment. Trust is the availability of consumers to accept weaknesses in mobile payment transactions based on their positive expectations regarding the behavior of using mobile payment. Santosa et al. (2021) research result showed that trust positively and significantly impacts attitude toward using electronic money. Previous studies from Cabanillas, et al. (2020), Perceived trust has a positive relationship between attitude and as well as Perceived ease of use toward using on mobile payment and intensity of using mobile payment, this is also supported by another study (Islam et al., 2020). However, based on his finding, Perceived trust negatively influences the user's perceived risk, which this also supported in other studies (Cabanillas, Leiva, et al., 2016; Giri et al., 2019). The results offer support that trust affecting the intention to use e-payment services. Therefore this study comes with the proposal of the following hypothesis:
H4: Perceived trust in mobile payment positively influences the Perceived Ease of use of it
H5: Perceived trust in mobile payment positively influences the user's attitude toward it
H6: Perceived trust in mobile payment negatively influences the user's Perceived of risk toward it

Perceived risk is described as unanticipated dissatisfaction and regret with user decisions regarding their purchase or payment. Perceived risk is an indication that affects customer behavior because customers are more likely to want to avoid or minimize possible failure (Dönni et al., 2018). Arora et al. (2018), mentioned that perceived risk

can be classified into six different groups consist of time, security, privacy, financial, performance, and social. In the context of the mobile payment study, perceived risk related to losing accout balance for no reason or losing a card as the authentication for the mobile payment usage is still lacking. Customers were afraid to lose their money while carrying out the transaction online and it lower the willingness to use mobile payment.

Perceived risk can be described as a condition when something is unknown, or awareness of a result is uncontrollable. Perceived risk is an important factor. Based on research conducted by Cabanillas, et al. (2020), perceived risk has a negative effect on the intention of mobile payment usage because users are worried about safety. Similar findings from the study conducted in another study (Cabanillas, Maroto, et al., 2020). The ease of access through a device is prone to the risk of loss and theft. Other studies also showed that perceived risk significantly has a negative influence on the attitude toward the use of Mobile payment (Cabanillas, Leiva, et al., 2016). Therefore this study comes with the proposal of the following hypothesis:

H7: Perceived of risk of mobile payment negatively influences the attitude toward it
H8: Perceived of risk of mobile payment negatively influences the user's intention to use mobile payment

Facilitating condition reflects user perceptions of the availability of resources, infrastructure, and cost toward the usage of the mobile payment transactions. This also includes knowledge. Users may decide not to use a service if the resource or the facilitating condition are limited (Martins et al., 2014). It can be refered as if customers perceives towards usage of mobile payment as effortless customers will likely satisfy and feel comfortable with their experience (Vinitha & Vasantha, 2020). Facilitating condition is the state and beliefs in which facilities and resources are available to engage with specific behavior. Amount of resources, money information, skill, time opportunity that a person possessed and obstacles are some examples of facilitating conditions that is required to support mobile payment usage activities.

Research by Khatimah & Halim (2016), has shown that facilitating condition significantly positive impact the user's attitude toward the intention to use mobile payment, similar to the study from (Cabanillas, Leiva, et al., 2016). Facilitating condition affect the individual's perception of the difficulty or ease of mobile payment engagement. This study was also supported by the study conducted by Doa et al. (2019). Users will be more open to embrace the technology if these conditions are available. The positive impact of facilitating condition and intention to use mobile payment supported in several studies (Khatimah & Halim, 2016; Hutomo & Slamet, 2019; Susanto et al., 2020; Santosa et al., 2021; Edeh et al., 2021). Therefore this study comes with the proposal of the following hypothesis:

H9: Facilitating condition positively influences the attitude toward mobile payment
H10: Facilitating condition positively influences the intention to use mobile payment

Attitude is essential in many studies and has been used widely as a construct of some theories. TRA, TAM, TPB, and DTPB are some of the theories of acceptance and use of technology (Fishbein & Ajzen, 1975; Davis, 1989; Ajzen, 1991; Taylor & Todd,

1995; Venkatesh et al., 2003). Attitude is a substantial variable when it comes to developing a specific behavior (Cabanillas, Leiva, et al., 2016). Individual's intention to undertake certain behaviors will be more if they evaluate having more positive consequences by performing such behavior. Several studies examined the relationship between attitude and the adoption of mobile payment reflected the strong influence of intention to use mobile payment. When people have a positive attitude toward mobile payment, they will more likely have the intention to use mobile payment. Previous research has proven the positive significant influence of attitude towards intention to use mobile payment (Khatimah & Halim, 2016; Cabanillas, Leiva, et al., 2016; Widiyati & Hasanah, 2020; Mentari et al., 2019). Therefore this study comes with the proposal of the following hypothesis:
H11: User's Attitude toward using mobile payment positively influences the intention to use mobile payment

The research model can be formulated as follows that will be used as research.

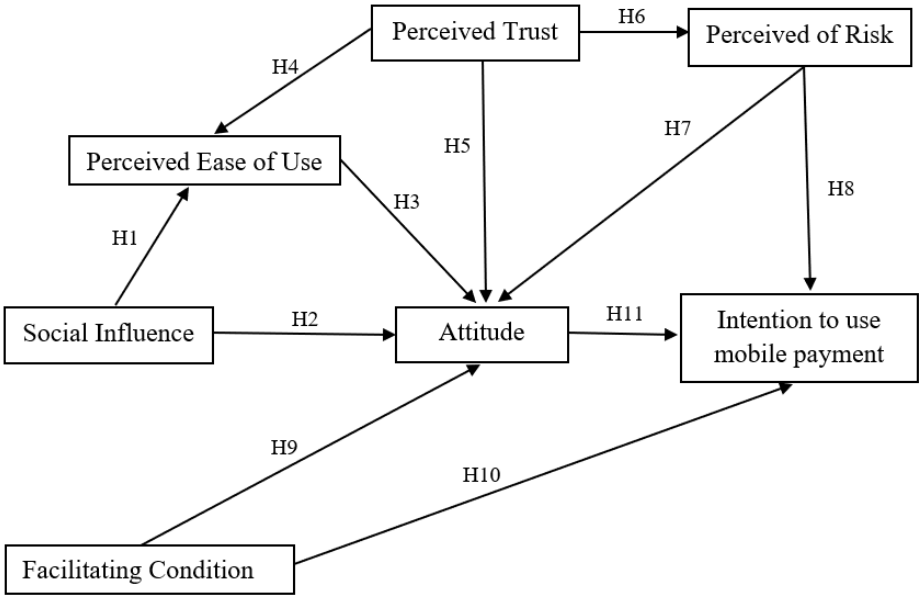

Figure 1. Research Model

Research Method

This research is using quantitative research method whereby this research tests the significance of the hypothesis. The population used in this research is people in Indonesia who ever used any kind of mobile payment services installed in their smartphone. The aimed respondents are people of different ages ranging from 20 years and below to 51 and above. This age range differentiation shows more age variations in respondents' age and is expected to have a bigger view of data and more generic results. The different age ranges will indicate the difference in the generation's attitudes. This age

range 20 to 51 included generations Alpha, gen Z, millennials, gen X, and baby boomers, which are the productive age in this period time of the study. The survey also indicates which is the most used mobile payment app used by Indonesian users. The data collection technique used in this research is through the distribution of questionnaires via Google form, and it distributes online. The questionnaire consists the list of questions that need to be answered by the respondents by giving their opinion scaled with a Likert scale from 1 to 5, from strongly agree to strongly disagree. The proposed research model and hypothesis variables are tested using Partial Least Squares- Structural Equation Modelling (PLS-SEM).

Table 1. Definition Operational Variable

Variable	Definition	References
Social Influence (SI)	Social influence can be defined as consumer's preference that adhering to their belief they should use a particular technology influenced by other users.	(Cabanillas, Leiva, et al., 2016)
Perceived Ease of Use (PEOU)	Perceived Ease of Use is the perception of trust from a person to use a specific system, the better perception of ease of use from a person towards the technology, the more positive attitude to use it.	(Cabanillas, Leiva, et al., 2016)
Perceived Risk (PR)	Perceived risk is described as unanticipated dissatisfaction and regret with user decisions regarding their purchase or payment. Perceived risk is an indication that affects customer behavior because customers are more likely want to avoid or minimize possible failure.	(Cabanillas, Leiva, et al., 2016)
Perceived Trust (TRU)	Trust is a condition when people have consent and are aware of their actions.	(Cabanillas, Leiva, et al., 2016)
Facilitating Condition (FC)	Facilitating condition reflects user perceptions of the availability of resources, infrastructure, and cost toward the usage of the mobile payment transactions.	Khatimah & Halim (2016)
Attitude (ATT)	Attitude is a key antecedent toward intentions to influence a particular behavior.	(Cabanillas, Leiva, et al., 2016)
Intention to use mobile payment (IU)	Intention to use mobile payment is referring to the user's interest to utilize mobile phone electronic banking service to make their money payment transaction.	(Halim & Khatimah, 2016)

Result And Discussion

Using a google form questionnaire that has been distributed to 403 people, a total of 400 questionnaires have been received and can be used. In this study, the target respondents are Indonesian citizens who has used mobile payment such as mobile banking, Ovo, Shopee-Pay, Go-Pay, Link Aja, Dana, and Jenius. Table 2. below shows the characteristics of the respondents based on the distributed data that has been received and tested.

Table 2. Demographic of Respondent

Variable	Characteristic	Frequency	Percentage
Gender	Male	126	31,3%
	Female	276	68,7%
	Total	402	100%
Age	20 years old and below	58	14,4%
	21-30 years old	315	78,4%
	31-40 years old	23	5,7%
	41-50 years old	5	1,2%
	51 above	1	0,2%
	Total	402	100%
Marital Status	Single	369	91,8%
	Married	33	8,2%
	Total	402	100%
Occupation	Full-time student	186	46,3%
	Employed	144	35,8%
	Unemployed	41	10,2%
	Self-employed	27	6,7%
	Housewife	4	1%
	Retiree	0	0%
	Total	402	100%

Based on the data table presented in Table 2. can be seen that 402 people filled out this questionnaire Female respondents are dominating the total survey (68,7%), whereby females are morelikely to do the shopping and more often use mobile payment. The survey result shows that 78,4% of total respondents age between 21 to 30 years old, followed by the less than 20 years age group people total of 14,4%. The majority of mobile payment users are the younger group people, while the older generation is the least group using mobile payment. Mobile payment services can be accessed by smartphone users hence it attracts more younger people. Mobile payment attracts more attention from single people (91,8%) whose marital status is not yet married, rather than married people in Indonesia. Explored through the respondent occupation, there is mostly Full-time students who participated in this survey. In this study, mobile payment applications asked as an option in the questionnaire are the services available in

Indonesia. This survey results show more than 70% of people use Shopee Pay, Mobile banking, and Go-Pay. Other mobile payment applications used by below 70% of the respondents are Ovo, Dana, Link Aja and the least used is Jenius. Based on the survey result, the most favorable app is Mobile banking (65,2%), followed by Shopee Pay, Go-Pay, Dana, Ovo, Link Aja and least favourite is Jenius which is only 3%.

The outer model was measured. This evaluation is to make sure that the research has fulfilled the validity and reliability criteria. Below is the scheme of the proposed model PLS:

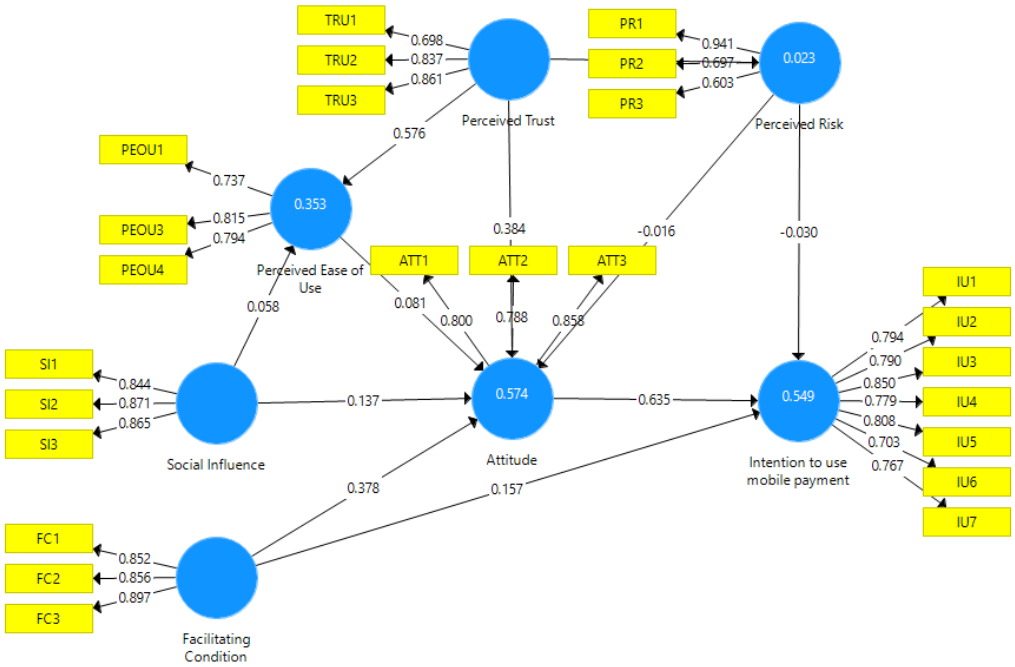

Figure 2. Outer Model

The first is to measure the validity test, this test is carried out as a measurement. The convergent validity test results can be seen from the result of the Average Variance Extracted (AVE) and outer loading value. It is said to be high if it has a correlation > 0,7 with the construct to be measured, meaning that the indicator is valid in measuring the construct made. However, the value > 0,5 is sufficient in the context of the development stage, which means it meets the requirements (Hair et al., 1998). Hence, the requirement of the AVE and outer loading result must be above 0,5. From the results of the outer loading test, it shows that there is 1 question item that is not valid, manifest variable PEOU2 with a loading factor of 0,161 whose value is less than 0,5. Furthermore, for PEOU2 invalid question item is excluded in the next test. The output of the AVE from Smart PLS software can be seen in "Construct Reliability and Validity". Below is the result of the Convergent Validity:

Table 3. AVE Result

	AVE	Conclusion
Attitude	0,665	Valid
Facilitating Condition	0,754	Valid
Intention to use mobile payment	0,617	Valid
Perceived Ease of Use	0,613	Valid
Perceived Risk	0,578	Valid
Perceived Trust	0,643	Valid
Social Influence	0,739	Valid

Based on the above table, shows the Average Variance Extracted (AVE) from all the variables are > 0,5. It means that each of the variables is fulfilling the required criteria of Convergent Validity. Second, the Reliability test is to test how accurate is the respondent's answer consistency for the variable used to show if respondents are consistent in answering research questions. The results of the data Reliability test are listed in Table 5 below:

Tabel 4. Reliability Test Result

Variable	Composite Reliability	Cronbach's Alpha	Conclusion
Attitude	0,856	0,748	Reliable
Facilitating Condition	0,902	0,837	Reliable
Intention to use mobile payment	0,918	0,896	Reliable
Perceived Ease of Use	0,826	0,683	Reliable
Perceived Risk	0,799	0,747	Reliable
Perceived Trust	0,843	0,719	Reliable
Social Influence	0,895	0,824	Reliable

Based on the above table, shows the value of the Reliability Test results from Composite Reliability and Cronbach's Alpha are all above 0,6 for each variable. It means that each of the variables is reliable for further testing. The results of the R Square test (Coefficient of Determination) are presented below:

Table 5. R^2 Test Results (Coefficient of Determination)

	R Square Adjusted	Conclusion
Attitude	0,568	Strong
Intention to use mobile payment	0,545	Strong
Perceived Ease of Use	0,349	Weak
Perceived Risk	0,020	Weak

The criteria of the value of R squares > 0,50 indicates the prediction result in the "Strong" category and the value of R squares < 0.25 indicates the prediction result is "Weak" (Hair et al., 2019). Based on the table above shows the R value of the square for the endogenous variable Attitude is 0,568, which means the variables Social Influence, Perceived Trust and Facilitating condition can explain Attitude variable by as much as 56,8%. While the other 43,2% can be explained by other variables that are not mentioned in this study. Intention to use mobile payment also is a strong category of endogenous variable. While Perceived Ease of Use and Perceived Risk are weak categories, with R square values of only 0,349 and 0,020 respectively.

The output of the structural model analysis has been ready to be analyzed and interpreted through Direct Effects from Path Coefficients and Indirect Effects to answer this research hypothesis test results. The test results reveal that the P-value of job enrichment lower than 0,05 is considered significant (Hair, et al., 2019), and the t statistic higher than 1,96 is significant. The followings are the output of path coefficients and indirect effects based on the data obtained:

Table 6. Evaluation of the Structural Model (Inner Model)

		Original Sample	Sample Mean	Std Devi	T Statistics	P Values	Result
H1	SI -> PEOU	0,058	0,059	0,038	1,537	0,125	Rejected
H2	SI-> ATT -> IU	0,087	0,087	0,022	3,951	0,000	Supported
H3	PEOU-> ATT -> IU	0,052	0,052	0,031	1,669	0,095	Rejected
H4	TRU-> PEOU	0,576	0,579	0,041	13,923	0,000	Supported
H5	TRU -> ATT-> IU	0,244	0,245	0,039	6,330	0,000	Supported
H6	TRU-> PR	0,150	0,155	0,071	2,111	0,035	Supported
H7	PR -> ATT -> IU	-0,010	-0,007	0,026	0,393	0,694	Rejected
H8	PR -> IU	-0,030	-0,025	0,031	0,942	0,346	Rejected
H9	FC -> ATT -> IU	0,240	0,239	0,036	6,639	0,000	Supported
H10	FC -> IU	0,157	0,159	0,054	2,904	0,004	Supported
H11	ATT -> IU	0,635	0,636	0,045	14,120	0,000	Supported

The empirical result of the hypothesis test revealed that hypothesis on the effects of Social influence have significant positive impact on attitude towards mobile payment (p = 0,000; t =3,951), hence hypothesis H2 is supported. This result is supported by the previous study found in the acceptance of technology, a user's attitude is often influenced by other's decisions (Khatimah et al., 2019). The social influence has also proven to effect the individual's belief, confidence, and value of desire to use mobile payment (Halim & Khatimah, 2016). Social presence is able to shape people's expectations, level of trust,

and user intention to use mobile payment (Widyanto et al, 2020). This study was done during the Covid-19 pandemic and the new normal period, where people being more cautious and encouraged to be cashless or use contactless tools, more likely people are using mobile payment.

However, empirical evidence revealed there is the insignificant effect of social influence on the Perceived Ease of use of mobile payment (p = 0,125; t =1,537), hence Hypothesis H1 is rejected. This insignificant result is aligned with the study from Susanto et al. (2020) and Singh et al. (2020). Studies from Susanto et al. (2020), described that apparently, Indonesian millennials are not only tech-savvy they also able to standardize mobile payment services with all the technology-based services. Derived from this reason which led to the insignificant impact to see the results of social influence that is not a statistically influencing factor to explain the behavior intention to mobile payment service utilization. Their studies give the point that the referencial to social insignificantly influences the user's intention of using mobile payment services as they are not a substantial impact on the intention of using mobile payment. Correspondingly with research from Singh et al. (2020), studies show that social influence has a significant but negative effect on mobile payment users being studied in India. They described that the customer with more digital experience and higher awareness will influence their perception, whereas users with lesser digital experience and least awareness will be more influenced by social influence.

In accordance with Perceived Ease of use, there is no empirical result to support the positive effect of Perceived Ease of use influenc the attitude towards mobile payment (p = 0,095; t =1,669). This statistical result has not proven H3, hence H3 is rejected. The result is contrary to most of the results from previous studies from Widiyati & Hasanah (2020), Sholihah & Fatwa (2020), Nookhao & Chaveesuk (2019), Cabanillas, Leiva, et al. (2016) and Cabanillas, et al. (2020). However, in line with the result from studies from Shin & Lee (2020), the Perceived Ease of use is not directly affect the intention to use, but Perceived Ease of use indirectly affects the intention to use mobile payment through the perceived usefulness.

As for the effect of Perceived trust in mobile payment, empirical evidence is found to support the H4, H5, and H6. Perceived trust in mobile payment has positive influences on the Perceived Ease of use of it (p = 0,000; t =13,923), and the user's attitude towards it (p = 0,000; t =6,330). Perceived trust in mobile payment negatively influences the user's Perceived of risk towards it (p = 0,035; t =2,111). There is an empirical study to support this Hypothesis, as shown in the research of Santosa et al. (2021), Cabanillas, et al. (2020), Cabanillas, Leiva, et al. (2016), and Giri et al. (2019).

Regarding the Perceived of risk, the empirical result shows there is an insignificant influence on user's the attitude towards it (p = 0,694; t =0,393) and the user's intention to use mobile payment (p = 0,346; t = 0,942). Based on this result H7 and H8 are rejected. It contradicted by the studies by Donni et al. (2018), Arora & Kaur (2018), Cabanillas, et al. (2020). This study result aligned with the research conducted in previous studies which revealed there is no significant effect from perceived of risk toward intention to use mobile payment (Nustini & Zhafiri, 2020; Islam et al., 2020). The insignificant level indicates the Indonesian people are not much concerned regarding the

risk factor while using the mobile payment service. There might be several reasons behind this result. One of the possible reasons might be due to most of the respondents which is 78,4% of this research respondent is the younger people aged 21-30, younger people tend to underrate risk (Deery, 2000). The other reason is the different perceptions and knowledge of each user on managing their own risk in using mobile payment (Islam et al., 2020).

Furthermore, as for Facilitating Condition, there is empirical result to support the hypothesis H9 and H10. Facilitating condition positively influences the attitude toward mobile payment (p = 0,000; t = 6,639), and positively influences the intention to use mobile payment (p = 0,004; t = 2,904). This result is also confirmed by the studies from Martins et al. (2014), Vinitha & Vasantha (2020), Khatimah & Halim (2016), and Doa et al. (2019). Finally Attitude effect, empirical evidence shows that User's Attitude towards using mobile payment positively influences the intention to use mobile payment H11 is supported (p = 0,000; t = 14,120). This significantly positive result was confirmed by the studies from Halim & Khatimah (2016), Leiva et al. (2016), Widiyati & Hasanah (2020), and Mentari et al. (2019).

Conclusion

This research purpose is to present the empirical result of the factors presented in this study that influencing the intention to use the mobile payment giving a better understanding and source of information regarding the context of Indonesia. The result generated from this research might be useful for academics to understand the problem for future research. This study result could also be beneficial for the investor as their reference to improve the quality of their mobile payment services from the perspective of the factors that influenced the use of mobile payment mentioned in this research. This research tested seven out of eleven Hypotheses are found to be significant and four Hypotheses are insignificant. The insignificant Hypothesis result tested are Social Influence toward Perceived Ease of Use, Perceived ease of use toward attitude, Perceived Risk toward Attitude, and Perceived Risk toward Intention to use mobile payment. Meanwhile, the empirical result of the hypothesis test revealed that the hypothesis on the effects of Social influence, Perceived trust, Facilitating condition, has a significant positive impact on attitude toward mobile payment. Similarly significant result shows that Perceived trust positively influences the Perceived Ease of use and negatively influences the user's Perceived of risk the use of mobile payment. Attitude shows a strong positive significance toward the intention of using mobile payment.

There are several limitations included in this research. First, this research survey is only carried out in one country which is Indonesia; the result might not be generalized to other countries. Second, the data collection method only use a questionnaire where the respondent's concerns and comment do not record hence authors unable to get the reason that reflects the situation and conditions they experience. Third, this research only examines the context of the mobile payment system, future research suggested to use other mobile payment services for intances QR or QRIS. Fourth, the limitation of data

collected from this research only relies on an online survey which is eliminated the respondent without Internet access. Lastly, the study was done during the pandemic which might change over time after the pandemic situations due to different situation, experiences, and improvements in mobile payment technologies.

In regard to future study, it is suggested to extend the studies to other developed or emerging countries as they might have different perspective on user intention to use mobile payment. Data collection for future studies suggested doing the survey by using both traditional or non-internet with a short interview and internet survey method. Future studies also suggested examining the motivations of the users for instance hedonic motivation, and the user's perception of quality from the other payment services. Lastly suggestion from the author, future studies to get generalized results could expand the research to a longitudinal study with a longer data collection period and several countries in Southeast Asia.

Reference

Aji, H. M., Berakon, I., & Riza, A. F. (2020). The effects of subjective norm and knowledge about riba on intention to use e-money in Indonesia. *Journal of Islamic Marketing*, *12*(6), 1180–1196. https://doi.org/10.1108/JIMA-10-2019-0203

Arora, N., Kaur, R., & Kaur, S. (2018). To What Extent Indian Monetary Policy Is Independent from International Key Players?. *Panjab University Rsearch Journal (ARTS), 45(2),* 31-42

Cabanillas, F. L., Japutra, A., Molinillo, S., Singh, N., & Sinha, N. (2020). Assessment of mobile technology use in the emerging market: Analyzing intention to use m-payment services in India. *Journal of Telecommunications Policy*, *44*(9). https://doi.org/10.1016/j.telpol.2020.102009

Cabanillas, F. L., Leiva, F. M., & Climent, Climent, S. (2016). Determinants of intention to use the mobile banking apps: An extension of the classic TAM model. *Spanish Journal of Marketing - ESIC*, *21*(1), 25–38. https://doi.org/10.1016/j.sjme.2016.12.001

Cabanillas, F. L., Maroto, I. G., Leiva, F. M., & Luna, I. R. (2020). Mobile payment adoption in the age of digital transformation: The case of apple pay. *Journal of Sustainability (Switzerland)*, *12*(13), 1–15. https://doi.org/10.3390/su12135443

Doa, N. H., Tham, J., Khatibi, A. A., & Azam, S. M. F. (2019). An empirical analysis of cambodian behavior intention towards mobile payment. *Journal of Management Science Letters*, *9*(12), 1941–1954. https://doi.org/10.5267/j.msl.2019.7.011

Dönni, M., Ingold P., & Lievens, F. (2018). A dual process theory perspective to better understand judgements in assessment centers: the role of initial impressions for dimension ratings and validity. *Journal of Applied Psychology 103(12).* https: //doi:10.1037/apl0000333

Edeh, F. O., Aryani, D. N., Subramaniam, T. A. P., Kee, D. M. H., Samarth, T., Nair, R. K., Kannappan, T. A., Tan, Y. S., & Teh, Y. C. (2021). Impact of COVID-19 pandemic on consumer behavior towards the intention to use e-wallet in Malaysia.

International Journal of Accounting & Finance in Asia Pasific (IJAFAP), *4*(3), 42–59. https://doi.org/10.32535/ijafap.v4i3.1205

Ernst & Young. (2019). Global FinTech Adoption Index 2019. *Ernst & Young*, 1–44. https://www.ey.com/en_gl/ey-global-fintech-adoption-index

Giri, R. R. W., Apriliani, D., & Sofia, A. (2019). Behavioral Intention Analysis on E-Money Services in Indonesia: Using the modified UTAUT model. *Advances in Economics, Business and Management Research*, *65*(Icebef 2018), 73–76. https://doi.org/10.2991/icebef-18.2019.17

Hutomo, B. S., & Slamet, M. R. (2019). The Effect of Usefulness, Ease of Use, Credibility, Social Environment and Supporting Facilities on Millennial Generation Interest Using E-Money. *Atlantis Press*, *377*(Icaess), 57–60. https://doi.org/10.2991/icaess-19.2019.11

Islam, Talat, Rehman, Abid, Ahmer, Salman, M., & Zeshan. (2020). How perceptions about ease of use and risk explain intention to use mobile payment service in Pakistan? The mediating role of perceived trust. *Pakistan Journal of Commerce and Social Sciences*, *14 (1)*, 34–48.

Khatimah, H., & Halim, F. (2016a). The effect of attitude and its decomposed, perceived behavioral control and its decomposed and awareness on intention to use e-money mobile in Indonesia. *Journal of Scientific Research and Development*, *3*(1), 39–50. www.jsrad.org

Khatimah, H., & Halim, F. (2016b). The effect of attitude and its decomposed, subjective norm and it decomposed on intention to use E-money server in Indonesia. *Journal of Scientific Research and Development*, *3*(1), 21–32. www.jsrad.org

Khatimah, H., Susanto, P., & Abdullah, N. L. (2019). Hedonic motivation and social influence on behavioral intention of e-money: The role of payment habit as a mediator. *International Journal of Entrepreneurship*, *23*(1), 1–9.

Martins et al. (2014). Understanding the Internet Banking Adoption: A Unified Theory of Acceptance and Use of Technology and Perceived Risk Application. *International Journal of Information Management*.

Mentari, N. W., Setiawina, I. N. D., Budhi, I. M. K. S., & Sudirman, I. W. (2019). Influence factor of consumers interest on using E-money. *International Journal of Social Sciences and Humanities*, *3*(2), 176–186. https://doi.org/10.29332/ijssh.v3n2.311

Merhi, M., Hone, K., & Tarhini, A. (2019). A cross-cultural study of the intention to use mobile banking between Lebanese and British consumers: Extending UTAUT2 with security, privacy and trust. *Journal of Technology in Society*, *59*(June), 101151. https://doi.org/10.1016/j.techsoc.2019.101151

Nookhao, S., & Chaveesuk, S. (2019). The Consumer Trust Influencing Intention to Use Electronic Wallet in Thailand. *2019 11th International Conference on Information Technology and Electrical Engineering, ICITEE 2019*, *7*, 1–6. https://doi.org/10.1109/ICITEED.2019.8929973

Nuridzul, & Osly, U. (2021). The Effect of Trust Perception, Risk Perception, and Security Perception the Interest in Using E-Money (Electronic Money). *SSRN*

Electronic Journal, 1–19.

Nustini, Y., & Zhafiri, F. (2020). An investigation on factors influencing the intention to use e-money: A case study in Pontianak, Indonesia. *Jurnal Akuntansi & Auditing Indonesia*, *24*(2), 109–118. https://doi.org/10.20885/jaai.vol24.iss2.art4

Ramos, F. L., Ferreira, J. B., De Freitas, A. S., & Rodrigues, J. W. (2018). The effect of trust in the intention to use m-banking. *Brazilian Business Review*, *15*(2), 175–191. https://doi.org/10.15728/bbr.2018.15.2.5

Santosa, A. D., Taufik, N., Prabowo, F. H. E., & Rahmawati, M. (2021). Continuance intention of baby boomer and X generation as new users of digital payment during COVID-19 pandemic using UTAUT2. *Journal of Financial Services Marketing*, *26*(4), 259–273. https://doi.org/10.1057/s41264-021-00104-1

Sholihah, U., & Fatwa, N. (2020). Factors Analysys Of Intention To Use LinAja Syariah In Indonesia. *Ilkogretim Online-Elementary Education Online*, *19*(4), 3461–3467. https://doi.org/10.17051/ilkonline.2020.04.764741

Singh, S., Sahni, M. M., & Kovid, R. K. (2020). What drives FinTech adoption? A multi-method evaluation using an adapted technology acceptance model. *Journal of Management Decision*, *58*(8), 1675–1697. https://doi.org/10.1108/MD-09-2019-1318

Susanto, P., Hoque, M. E., Hashim, N. M. H. N., Shah, N. U., & Alam, M. N. A. (2020). Moderating effects of perceived risk on the determinants–outcome nexus of e-money behavior. *International Journal of Emerging Markets*. https://doi.org/10.1108/IJOEM-05-2019-0382

Vinitha, K., & Vasantha, S. (2020). Determinants of customer intention to use digital payment system. *Journal of Advanced Research in Dynamical and Control Systems*, *12*(2), 168–175. https://doi.org/10.5373/JARDCS/V12I2/S202010019

Widiyati, D., & Hasanah, N. (2020). Factors Affecting the Use of E-Money (Study on E-Money User in City of South Tangerang). *Journal Accountability*, *9*(1), 36. https://doi.org/10.32400/ja.28881.9.1.2020.36-45

Widyanto, H. A., & Kusumawardani, K. A. (2020). Predicting the Behavioral Intention to Use Mobile Payment in an Emerging Country: The Role of Trust as a Mediating Variable. *The 4th International Conference on Family Business and Entrepreneurship*, 139–150.

Widyanto, H. A., Kusumawardani, K. A., & Septyawanda, A. (2020). Encouraging Behavioral Intention To Use Mobile Payment: an Extension of Utaut2. *Jurnal Muara Ilmu Ekonomi Dan Bisnis*, *4*(1), 87. https://doi.org/10.24912/jmieb.v4i1.7584

Zhou, T., Lu, Y., & Wang, B. (2010). Integrating TTF and UTAUT To Explain Mobile Banking User Adoption. *Journal of Computers in Human Behavior, 26*, 760-767. https://doi.org/10.1016/j.chb.2010.01.013