CONSTANT PURPOSES IN USING E-WALLET AMONG MALAYSIAN DURING NATIONAL RECOVERY PLAN

PRISSILLA JOYCE PAUL

BACHELORS OF INTERNATIONAL BUSINESS (HONOURS)

UNIVERSITI TUNKU ABDUL RAHMAN

FACULTY OF ACCOUNTANCY AND MANAGEMENT
DEPARTMENT OF INTERNATIONAL BUSINESS

APRIL 2022

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BY

PRISSILLA JOYCE PAUL

A final year project submitted in the partial fulfilment of the requirement for the degree of

BACHELOR OF INTERNATIONAL BUSINESS (HONOURS)

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DECLARATION

I hereby declare that:

(1) This undergraduate FYP is the end result of my own work and that due acknowledgement has been given in the references to ALL sources of information be they printed, electronic, or personal.

(2) No portion of this FYP has been submitted in support of any application for any other degree or qualification of this or any other university, or other institutes of learning.

(3) Sole contribution has been made by me in completing the FYP.

(4) The word count of this research report is 13600.

Name of student:	Student ID:	Signature:
Prissilla Joyce Paul	1801206	

Date: 25th April 2022

ACKNOWLEDGMENT

Throughout the entire journey of this research, several individuals have extended their assistance to me which greatly aided in the successful completion of this research. Hence, seizing this golden opportunity, I aim to express my sincerest appreciation to all those involved in assisting me.

First and foremost, I intend to convey my heartfelt gratitude to my final year project supervisor, Dr. Seah Choon Sen, for his continuous encouragement, patient guidance, as well as helpful and constructive criticism and advice to further refine my research outcome.

Moreover, I would also like to extend my gratitude to my second examiner, Encik Khairul Anuar for his suggestions on further enhancing my thesis.

Additionally, I would like to express my appreciation to all respondents who willingly spent their time to participate in my questionnaires as it played a vital role in the gathering of information for my research project.

Lastly, I am eager to convey my love and gratitude to all my friends and family for their relentless love, and support in sharing the questionnaires around to gain swift response from respondents, without which, I would have faced many difficulties in completing this research.

DEDICATION

As an appreciation purpose, this research paper will be dedicated to my supervisor Dr. Seah Choon Sen, who guided me throughout this entire journey. I was inspired by his proper enlightenment. Thus, any sort of success will also be shared with him.

I want to dedicate this research paper to two individuals, they are none other than my parents, Mr. Paul Ramanaidoo and Ms. Grace Devi who have been tirelessly and continuously providing me with good mental health and living, as a comfortable space is vital to do a proper research without external distractions.

Finally, I would also dedicate this research paper to my close friends who helped me emotionally and mentally with their ceaseless encouragement.

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LIST OF ABBREVIATIONS

ATM	Automated Teller Machine
BNM	Bank Negara Malaysia
COG	Cognitive Model
ECM	Expectation Confirmation Model
GDP	Gross Domestic Product
ICTF	Interoperable Credit Transfer Framework
MLR	Multiple Linear Regression
NRP	National Recovery Plan
PEOU	Perceived Ease of Use
PU	Perceived Usefulness
SME	Small Medium-Sized Enterprises
SPSS	Statistical Packages for Social Science
TAM	Technology Acceptance Model
TCT	Technology Continues Theory
WHO	World Health Organization

PREFACE

A Bachelor of International Business student completes the research project unit UKMZ3016 Research Project to complete her degree program. The research program is titled “The Constant Purposes in Using E-Wallet Among Malaysians During The National Recovery Plan.”

The primary objective of this research paper is to investigate the constant purposes of Malaysians using e-wallet as well as the factors that influence those purposes during the National Recovery Plan of Covid-19. Additionally, this research paper also aims to discuss why Malaysians prefer e-wallet over other cashless payments and how it was affected by the National Recovery Plan.

Perceived usefulness and ease of use, privacy and security, discount and incentives, along with trust are the factors that are taken into account when studying the significance of the relationship between the independent variables and the dependent variable.

To conclude, it is hoped that this research study will provide a comprehensive understanding on the entire scope of this topic.

ABSTRACT

This research paper's main objective is to study the factor that affects user's constant purposes in using e-wallet. As for time being, Malaysia is still a country where its adapting to change into a cashless society. People in Malaysia are still comfortable with traditional transaction method instead of digital payment. However, during the Covid-19 pandemic, many businesses had to switch to online business where they started adapting on online transactions as well.

This brought an inclination toward cashless payment in Malaysia. Moreover, the government of Malaysia took some initiatives on providing incentives to Malaysians to claim through e-wallet in order to widen the utilization of e-wallet in Malaysia. Their aim did achieve as 80% of the population were aware of e-wallet, nonetheless only 8% of them were continuously using e-wallet in their daily life.

Researcher identified the constant purposes of using e-wallet is influenced by perceive ease of use, perceive usefulness, privacy and security, discounts and incentives and trust. These independent variables does have a significant influence to the dependent variable based on past studies.

For the purpose of this research, 200 response from Malaysians are collected through a questionnaire to further analyze the data using descriptive analysis, reliability test, and inferential analysis. Those results were obtained by using SPSS version 25. Finally, in the final chapter further discussion on objectives, implications, limitations and recommendations for future research are discussed.

CHAPTER 1: INTRODUCTION

1.0 Introduction

This research paper will discuss on the factors of why Malaysians are choosing to use E-wallet over other cashless payment. Besides that, this research is conducted to find out how did the factors changed during the National Recovery Plan of Covid-19. This chapter will be covering the research background, and problem statement. Next discussing on research objectives, research questions, hypothesis development and the significance of research.

1.1 Research Background

Digital economy has taken a rapid development over these years and changed the method involving in transactions between businesses. The payment method used in business transaction has been advanced from barter trading systems, to paper cash, then into visa cards has been seen globally (Yap et al., 2019). Now, the conventional payment technique has been replacing by e-payment systems all over the world, with the rising level of internet intelligence. Bank Negara Malaysia (BNM) expressed that the utilization of bank cheque has decreased to RM120 million from RM250 million a year on 2018 (Yun, T.Z, 2018). This explains that Malaysians are starting to believe the concept of digital transaction in daily businesses (freemalaysiatoday, 2017).

Interoperable Credit Transfer Framework (ICTF) implies a new digital transaction method which is more productive and imaginative (Bank Negara Malaysia, 2021). This means encouraging the transactions among e-wallets between peers, e-wallet to bank or vice versa. These endeavors drove Malaysia to form a cashless society. The revolution of e-wallet in Malaysia has significantly impacted the method of business, monetary business sectors, and transaction method. As opposed to money or card installment, making payment digitally is quicker and safer as contactless availability can be more proficient (Kasavana, 2008). Since small medium-sized enterprises (SME) adapted e-

wallet, it helped and gave a large amount of contribution to the country's income in Malaysia. It also further developed locally and universally in the term of competitiveness in helping the digital economy to grow in Malaysia (Bernama, 2020; Chern et al., 2018).

On 2020, a worldwide pandemic as known as COVID-19 began to show up in Malaysia around the same time and the nearby cases expanded definitely step by step. The dread of Covid-19 has constrained an emotional change in how individuals function and connect. All those business models were transferring from offline to online based business and elevating contactless transaction in order to prevent the spreading of virus. Subsequently, the attention to digital payment method and the usage of e-wallet had huge development due to the pandemic (Bavel et al., 2020; The Star, 2020b). Then again at one point, the government came with an initiative which is e-Penjana during the national recovery plan of covid-19. The purpose behind this initiative was to help the society in Malaysia with consumer spending. This execution again has driven the usage of E-wallet in Malaysia (Birruntha, May 2020). In this effort under the Penjana Economic Recovery Plan, Malaysians will get RM50 worth of credit to their e-wallet accounts. Malaysians with verified identity such as 18 years and above and with the identity card will be given this money. This is to stimulate contactless payment which is safer during the pandemic. Head administrator Tan Sri Muhyiddin Yassin claimed that this RM750 million worth initiative would help around 15 million Malaysians, beginning one month from now. According to this new normal, many Malaysians will slowly switch to digital payment (New Strait Times, 2020). This efforts would be counted as the milestones to move towards a cashless society.

However, government initiatives shouldn't be the only purpose of Malaysians using E-wallet. Hence, the main objective of this research would be to find further on the purpose of Malaysians influence on the usage e-wallet during the national recovery period. As it can be many other factors, that bring benefits to consumers from digital payments and this research paper will discuss further on this.

1.2 Problem Statement

Information technology is rapidly developing and that helps with the particular attributes to the advancement of payment system. It is mentioned, that payments made by the usage of e-wallet saves quite some time and money, hence its way more advantageous and quicker than traditional financial system. (Blockchains, 2018). The issues behind Malaysians of fully not utilizing e-wallet can be discussed on the chance to foster more proficient and easy to use E-wallet system. Besides that, there's not much research on Malaysian's opinion on the E-wallet system and whether they are interested to use it often. Above all that, in order to limit the spread of Covid-19, the advance technology of financial services has played a significant part in preventive measures and maintaining the safety. The world health organization (WHO) also suggested globally to start using digital money whenever the situation allows (Brown, 2020). Due to this, the pandemic prompted a change in buyer inclinations towards payment methods digitally, for example, e-wallets, rather than conventional payment using physical cash (Jonker.N, 2020).

Meanwhile, during the National Recovery Plan, the Malaysian government has started few initiatives such as e-tunai and e-penjana as a factor to encourage Malaysians use e-wallet. One of the incentive plan called e-tunai benefited 15 million Malaysians and at least infused around Rm450 million which is equal to under 0.1% of the gross domestic product (GDP) into the economy (Cindy Yeap, 2020). However, the whole aim of this inniative was to start and widen the utilization of the cashless payment among Malaysians. The awareness of mobile or cashless payment was over the rate of 88% in the country, but only eight percent of the population uses e-wallets continuously (Nieslen, 2019). In this case, the constant purposes are important as that's the factors which influences users to keep on using a system non-stop. This issue will be further discussed in the research paper, to understand the factors that influence user's constant purpose, so that Malaysia government and industrial can implement a better program for the future, focusing in user's interest.

1.3 Research Questions

The research will be answering the following questions obtained from the associated problem statement:

i. What are the constant purposes of Malaysians in using E-wallet?

ii. What are the factors that influenced Malaysians use of E-wallet during The National Recovery Plan?

iii. What research model could be developed to determine the factors for consumers' continued purpose of an E-wallet?

iv. How does the influence of National Recovery Plan affect the constant purposes of Malaysians in using E-wallet?

1.4 Research Objectives

1.4.1 General Objective

The main objective of this research is to study the constant purposes of Malaysians in using E-wallet and the factors that influence those purposes during the National Recovery Plan.

1.4.2 Specific Objectives

The study will accomplish the following objectives according to the questions mentioned:

i. To study the constant purposes of Malaysians in using E-wallet.

ii. To study the factors that influenced Malaysians use of E-wallet during the National Recovery Plan.

iii. To develop a research model that could determine the factors for consumers' continued purpose of an E-wallet.

iv. To analyze the factors used in the proposed research model.

1.5 Scope of Study

The scope of the research is mentioned, to act as a guidance on within where this study will be performed. First and for most, the e-wallet mentioned in this research will be the license e-wallets that has been approved by Bank Negara Malaysia. This study will talk generally on all the e-wallets and specify some type in certain chapters by mentioning them.

This study will be conducted on Malaysians only as the initiative that has been done by the government during the National Recovery Plan was only allowed to be claimed by Malaysians. Every money that was given was only be able to claim after verifying the user's profile with their identity card. This research also will be conducted on those who has claimed e-tunai or e-penjana to meet the purpose of the research. The research method used be will be quantitative research method. A set of online survey will be given to a number of 200 Malaysians.

1.6 Significant of Study

This research contributed few sectors. It's important to research more on the constant purpose of using E-wallet and how this helps to the community. Firstly, the society themselves. By understanding the true meaning of e-wallet and how much convenient

it is, we can help Malaysia to turn into cashless society. The rapid development of e-commerce in the world has open many opportunities in the recent years , numerous parts of life is impacted by online business, particularly the progression in how individuals oversee themselves monetarily and non-monetarily in different payment methods. This has prompted the significance of the expense saving or decrease in cost for associations and customers. Besides that, e-payment is very convenient. According to Chauhan, consumer's information can always be stored or saved in the e-wallet system for simple recovery for purchases through online. Furthermore, this system also helps to ease the process of online shopping for consumers, as all the transaction details is saved (Monika,2006).

Next, by society utilizing e-payment, it can contribute to the economic growth. Study shows, that the future of the finance system and the business model of a country is greatly affected by the payment techniques utilized by customers. The reason why mobile payment is encourages to replace cash and be the only transaction in the near future, is because this will increase the growth of economic of a certain country (OECD, 2012; Cocosila & Trabelsi, 2016). For instance, by cutting down paper cash, you can save cost in the production and that resources can be used elsewhere in the economy.

Next, E-wallet payments, by scanning QR code or transferring cash peer-to-peer, is the most environmental friendly payment method so far. QR code installments don't need costly chips as utilized for Near Field Communication installments with some versatile wallets, restricting specialized prerequisites. Organizations that empower clients to create their own internet based exchange QR codes would require a scanner, thus diminishing the natural investment funds from Point of Sale hardware; yet this would possibly keep up with client experience on a standard with contactless card installment (S. Rochemont, 2018).

Lastly, this research paper will conclude the factors that influence the user's constant purpose of using an e-wallet. This is to portray the importance of the continuous

purpose on using a particular system. Through the factors government can come out with better initiatives or plan to encourage the users on using e-wallet.

1.7 Chapter Layout

Chapter 1.0: Research Overview

The first chapter of the research will be touching on the introduction, research background and the problems statement. Next, followed by the research questions that has been raised from the problem statement, and followed by the research objectives which to be achieved. Then, the scope of study, significance, chapter layout and the summary will be included as well.

Chapter 2.0: Literature Review

The second chapter of the research will be covering all the key words of the topic. This topic will also be analyzing the proposed research model. Next, the hypothesis developed will be discussed accordingly.

Chapter 3.0: Methodology

This chapter includes research design, design instrument, data collection, data sampling, data processing, data analysis and pilot test. A questionnaire survey will also be conducted and the results will be analyses on the next chapter for the study purpose.

Chapter 4.0: Data Analysis

The results from the questionnaire survey will be further collected and analyzed in this chapter by using graphs, tables and pie charts. Hypothesis will be finalized.

Chapter 5.0: Discussion & Conclusion

The last chapter of the research, discussed further on the analyzed data, and provided recommendation.

1.8 Summary

This chapter gives a brief background on how did Malaysians evolve into cashless community and started using digital transactions by using e-wallet or QR pay. Before this development, older generations were used to debit and credit cards as their cashless transactions. However, that system stills contribute to the ideas of paper cash, as we can withdraw from the ATM. In other hand, e-wallet payments, are truly cashless the moment we transferred a certain amount of money in the system. Government has been putting their imitative to encourage the society to use e-wallet often in order to increase the economic growth. Since the covid-19 pandemic, many businesses started to encourage cashless transactions to control the spread of covid-19 and this has affected the constant purpose of Malaysians using e-wallet. Not only that, there's also a study being mentioned that e-wallet usage has been increased during the pandemic. Hence, this study would like to further research one what is the purpose that influenced Malaysians to use e-wallet before and during the national recover plan of Covid-19. This research will further analyze a research model to find out the factors influenced on Malaysians to use e-wallet.

CHAPTER 2: LITERATURE REVIEW

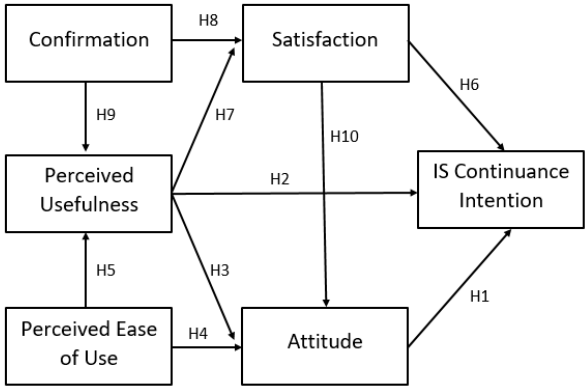
2.0 Introduction

In this second chapter, the research further discuses about the model theory Technology Continuous Theory (TCT) that has been used to analyze the continuous purpose of using E-wallet among Malaysians. The variables of this study will be also be reviewed, followed by the hypothesis of the research.

2.1 Technology Continuous Theory (TCT)

This theory called Technology Continuous Theory (TCT) was developed by Liao et al., 2009, to foresee and clarify data framework acknowledgment and user's constant intention or purpose. There are three well knows I.S models: Technology Acceptance Model (TAM), Expectation Confirmation Model (ECM), and Cognitive Model (COG) incorporated into the TCT model (Davis, F.D., Bhattacherjee, Oliver, R.L., 1980). In order to study the acceptance of technology, TAM model only proposed perceived ease of us and perceived usefulness as the main variable (Hubert, M. et al., 2019). Meanwhile, ECM model's main parameter to determine the user's constant intention to utilize technology is satisfaction (Foroughi, B., 2019). COG relies on attitudes and satisfaction to analyse the continuous behavioral intention (Oliver, R.L, 1980).

Figure 2.0 Technology Continuous Theory (TCT) model



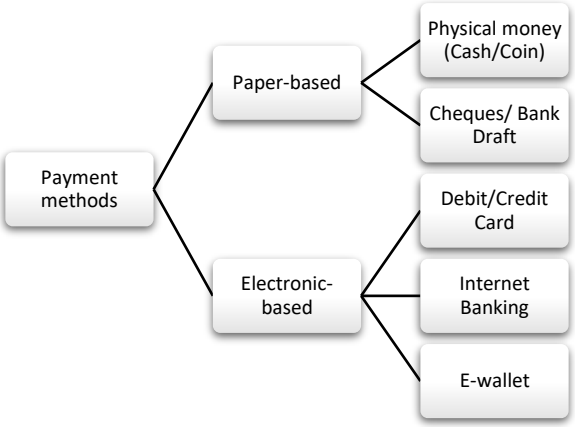
Source: Liao, C., Palvia, P., Chen, J.-L.: Information technology adoption behavior life cycle: toward a technology continuance theory (TCT). Int. J. Inf. Manage. **29**, 309–320 (2009)

As indicated by Liao et al., TCT gives a strong establishment to evaluating the constant purposes of users in utilizing technology. The blend of attitude and satisfaction in one mode, plays a crucial commitment to the TCT, which is relatable to the dependent variable which is constant purpose. TCT is addressed as a central improvement over TAM, ECM, and COM. The model likewise shows prevalence over the recently referenced models because of its materialness in various life cycles such as the beginning, short term and long term adoption (Liao, C, 2009). A few researches have utilized TCT to decide the continuous intention on utilizing banking and payment systems. According to, Foroughi and Iranmanesh, 2019, TCT have great exploratory force in clarifying customer's perceived usefulness that influences their constant purposed on banking. According to research, augmented TAM has also been used by the attitude of internet banking users to estimate their intentions on using online banking (Pikkarainen et al., 2004).The research include factors such as usefulness, ease of use, enjoyment, information, privacy and security on online payment, plus the quality of Wi-Fi or internet connection. The study findings shows that the online payment method acceptance is influenced by information and perceived usefulness on the platform used, hence, further research are made on trust issues, privacy and security are needed.

2.2 Cashless Society

Cashless, can basically be explained as any transaction payment by using debit or credit cards, along with electronic frameworks instead of physical transactions using bank notes and coins (Ejiofor, 2012). A cashless system can also be mentioned as a way or a route to abolishing physical cash society towards a structure where all the transactions has to be processed digitally (David, J, 2018). A huge group of individuals who lives together in a coordinated manner is called society, where they settle on choices regarding how to get things done (Cambridge Advanced Learner's Dictionary, 2018). Other than that, people in a nation or country are also preferred to be called as society. Hence, a cashless society means when this group of people convert their transaction method completely digital instead of trading notes concerning people (Cambridge Advanced Learner's Dictionary, 2018). Currently, with the latest technology edge, majority of the Malaysians chose to use both online and cash transactions. Our former sports Minister, Khairy Jamaluddin claimed that, Malaysia is on its way to cashless society (Albakri, D,et al.,2018). These endeavors have come about in numerous installments which were customarily made with money and checks, being made electronically with plastic cards or through electronic channels. This is justified by the growth in the number of electronics payment made per capita to 169.9 transactions in 2020, compared to 56 in 2012, which is an increment of approximately 67% over 8 years.

Figure 2.1 Payment methodologies in Malaysia



Source: Kadar, H. H., Sameon, S. S., Din, M., & Abdul Rafee, P. A. (2019). Malaysia Towards Cashless Society. SYMINTECH, 34-42.

According to figure 1.1 the general payment method which we have gotten used to is paper based which is basically using physical cash and coins. Cash was comfortable back then for its transparency and it was visible to our eye. However, electronic-based payment has slowly changed the game. Even though credit and debit card are cashless, they were still options to withdraw physical cash from atm machines, but with e-wallet that option is lesser. We only have maximum possibilities to transfer the value of money to other platforms, but it's harder to convert them to physical cash, hence it's less transparent. Besides this difference which make no change to the value of money, younger generation believes that electronic-based is more convenient as we don't need to carry small change or exact amount around. The technology will do the justice.

Figure 2.2 Malaysia's Payment Statistics from Bank Negara Malaysia

	2017	2018	2019	2020	2021
Population (million)	32.1	32.4	32.5	32.6	32.7
GDP (RM million)	1,353,381	1,429,842	1,513,158	1,416,605	1,544,213
Cash in circulation (CIC) (RM million)	92,387.6	94,307.2	100,158.8	117,687.0	136,520.7
Transaction Volume Per Capita (unit):					
Cheque[1]	**3.7**	**3.1**	**2.6**	**1.8**	**1.5**
E-payments:	**110.6**	**124.6**	**150.3**	**170.3**	**221.2**
Credit card	12.7	13.8	15.7	15.0	17.0
Charge card	0.1	0.2	0.2	0.1	0.1
Debit card	5.1	7.6	11.4	15.3	22.6
E-money	58.1	59.3	64.3	56.3	64.5
Other cashless instruments[2]	0.9	0.2	0.2	0.1	...
Interbank GIRO	6.1	6.4	6.2	8.1	10.8
Instant Transfer[3]	4.1	7.4	13.7	22.3	34.8
Interbank direct debit	0.1	0.1	0.1	0.2	0.3
ATM[4]	1.3	1.1	1.0	0.5	0.3
Internet banking[5]	15.9	19.0	23.1	30.6	40.7
Mobile banking[5]	2.7	5.9	10.1	17.8	25.3
Mobile payment[6]	0.01	0.04	0.2	0.4	1.2
RENTAS - Third party transactions[7]	0.1	0.1	0.1	0.1	0.1
Intrabank direct debit and standing instructions	3.4	3.6	3.9	3.6	3.6

Source: Malaysia's Payment Statistics. (n.d). *Bank Negara Malaysia*. Retrieved from https://www.bnm.gov.my/documents/20124/57659/01_Basic+Payments+Indicator.pdf

Figure 1.2 shows the evidence of increment in transaction volume per capita from year 2016-2021 for e-payments, especially e-money by Bank Negara Malaysia. The best or straightforward way to coordinate with cash related exchanges is to go advanced. Cashless transactions have minimal central focuses, which follow never realistic through the regular component of portion, some of which are; incredible trade

efficiency, decency, assurance, comparability, sufficiency, convenience, transportability, danger, low mystery money related (J. Keck. 2011).

2.2.1 E-Wallet

E-wallets or electronic wallets are utilized to store information, Visa numbers, money, the proprietor's name, shipping or billing information which contains their contact details, address and different information that is utilized on web based business locales at the hour of checkout. By means of e-wallets, clients need to enter the information once, and it very well may be utilized for transactions on different platforms. The utilization of e-wallets would likewise build adequacy in the store. Today, a few organizations have fabricated e-wallets and give them, including enormous ones like Microsoft and Yahoo (Junadi, and Sfenrianto, 2015). The origins of E-wallets would be from Visas and charge cards. E-wallet is more practical since client validation isn't needed. The quantity of amounts of cash utilized is the equilibrium of the e-cash card recently put away by the client. Furthermore, in order to make a transaction through e-wallet, customers don’t need to associate with the server, create their signature or a PIN. According to Nanggala, 2020, the expense is lower since correspondence costs, for example, Mastercards, are superfluous. Figure 2.4 is the few type of common e-wallets that have been used in Malaysia.

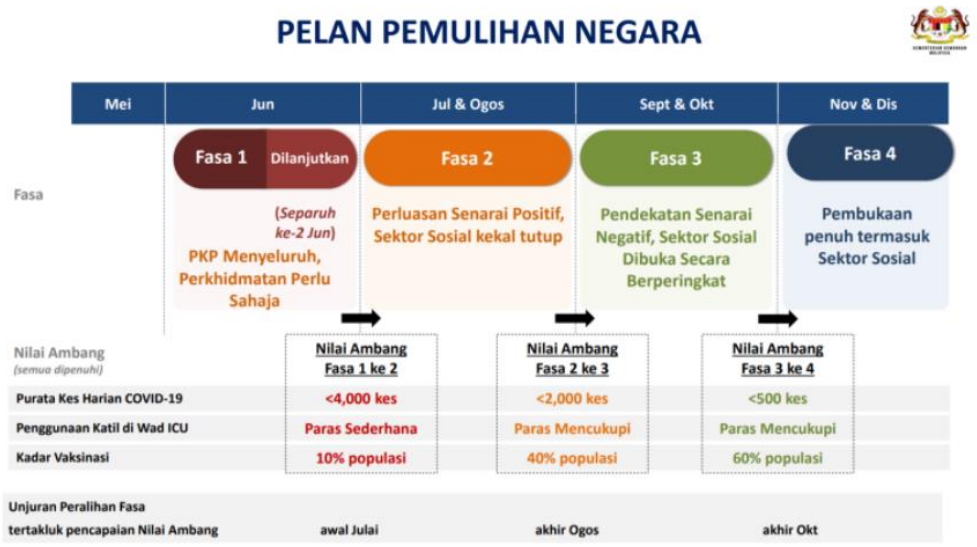
Figure 2.3 Common types of e-wallet used in Malaysia

Source: Sabli, N., Supian, K., Azmi, F.N., Solihin, N. A. (2021). The Acceptance of E-Wallet In Malaysia. SELANGOR BUSINESS REVIEW, 1-14.

2.2.2 National Recovery Plan

National Recovery Plan was implemented by the government as an exit strategy during the Covid-19 pandemic. The National Recovery Plan was strategize according to the quantity of Covid-19 cases and transmission, the capability of public healthcare system, and the percentage of herd immunity. This recovery plan has 4 phases, where the standard of procedures differ for each stage according to the critical factor of the cases (theedgemarkets, 2021). According to the figure 2.5, the 4 phases was from June 2021 to December 2021. During this first two phases of the period many changes occurred such as lockdown, where every organizations, education and stores had to stop functioning in order to control the spread. While adapting the change, society developed and change into online classes, work from home and online business. Hence, this period did allow to society to be even more digitalized as they used to.

Figure 2.4 Four phases of National Recovery Plan



Source: Highlights of the National Recovery Plan (June 15, 2021). *Theedgemarkets.* Retrieved from https://www.theedgemarkets.com/article/highlights-national-recovery-plan

2.3 Review of Variables

2.3.1 Perceived Usefulness

According to the viewpoint of the TCT model, the meaning of PU is the degree of an individual conviction on the utilization of a particular application will upgrade his presentation experience (Redzuan et al., 2016). To explain further, users would utilize it repeatedly and their loyalty stays to that payment method, when a platform or application have a serious extend of PU among the users (Aristovnik et al., 2016). When a system has high PU, its believed by the customers that the app have a positive use of performance. PU is additionally characterized as the expansion in work execution is influencing by the imminent users abstract likelihood that utilizing a particular application framework inside an association setting (Davis et al., 1989).

2.3.2 Perceived Ease of Use

Perceived Ease of Use is a term used to define the range of using a specific system or platform will be effort free (Davis, 1989). PEOU gives a significant and positive influence on user's behavioral intention to utilize technology (Jackson, Chow & Leitch, 1997). According to, Venkatesh et al. (2002) both PEOU and behavioral intention is associated significantly and positively. Similar to that, constant intention or purpose to use technology based systems is estimated by Perceived Ease of Use (Eze, Ten & Poong , 2011). Besides that, TCT models also confirms that both perceive ease of use and behavioral intention has a significant association (Venkatesh, et al., 2000)

2.3.3 Privacy & Security

Privacy defines when a person has the ability to control all their personal information (Cliquet *et al*., 2015). Privacy of information is characterized as people, organizations or groups decide, when and how extend of information is shared with others (Westine, 1967). Other than that, security is also seen as how much a user checks on the security while using a specific platform or system (Pantano et al., 2012). As per Ahmad et al. (2010), the development of innovation on progression smartphones might impact the users on sharing their financial information such as visa card details over the internet, as they have no much experience or trust with the latest technology. That is why privacy and security is a great concern among new users for online transaction.

2.3.4 Discounts Received/ Incentives

The basic definition of discounts are the reduction in price for purchasing goods, given by the seller. This becomes an advantage to the buyer as it reduces the payable amount towards the cost of products bought or benefits burned-through. Discounts and incentives are quite common for business, as offline business we see sales every season. Meanwhile for online business, or services, customer's gets to experience, discounts, vouchers or rewards when they utilize a certain application more. According to ECM model, good online services with a reasonable amount of incentives can satisfy their users to stay loyal to their platform which measures their constant purpose of using it.

2.3.5 Trust

Trust defines an expression of a user's expectation on their future behavior based on many type of cases and their past interactions. Trust has been inspected from many perspectives such as psychology, online banking and especially e-commerce. From the social analyst viewpoint, trust is explained as an assumption and eagerness of trusting the party you're engaging with for the

transaction. As customers don't really have direct command or control over the work of the sellers in online platform, trust plays crucial factor for them. Absence of trust of online organizations is one of the primary purposes behind clients from not participating in online transactions over the internet (Hoffman et al., 1999; Lee and Turban, 2002; Pavlou, 2003). Hence, the customer's decision of trust on an online platform is significant to find out their purpose or intentions on using the service continuously.

2.3.6 Constant Purposes in using E-wallet

The most widely recognized variable will be continuous intention, where it's characterized as a person's aim to keep on utilizing the technology (Bhattacherjee et al., 2000). Another word this study introduce is the constant purpose, with a similar meaning where the likelihood that the customer organization will hold its current supplier (Burnham et al., 2003; Oliver, 1997). It is basic to know user's constant purpose to keep up with the supportability of E-wallet utilization. This variable also explain user's behavioral intention toward advanced and new technologies (Davis, 1989).

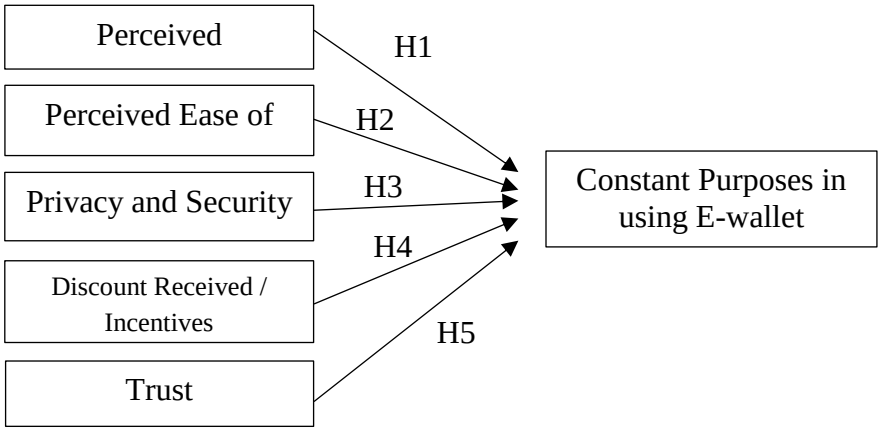
There are studies that use behavioral intention of users towards technologies or services as their findings of relationship between the dependent and independent variables. For instance, the discoveries tracked down that the goal to utilize specific advancements have emphatically affected by the COG factors (Ahmed, 2017; Venkatesh et al., 2000; Barry et al., 2018). Hence, the constant purpose is the dependent variable in this study to determine how the independent variables are playing an influence to it.

2.4 Proposed Research Framework

This research framework is extracted and modified from Norhaila Sabli et al., 2021 and Wong Chi Ying et al., 202. The factors that are influencing the constant purpose in using e-wallet will be perceived usefulness, perceived ease of use, privacy and security,

discount received and trust. This research also measures the changes of this factors during the national recovery plan of covid-19.

Figure 2.5 Research framework for the constant purposes in using E-wallet



Source: Developed for research

2.5 Hypothesis of the study

The moment users perceive their expectation were met while utilizing those e-wallet applications, they will be satisfied (Rahi, S et al., 2019). Also, due to their affirmation, the customer's perceived usefulness will increase. For instance, perceived usefulness will likely be irrelevant or insignificant at the initial phases of any adaption of innovation. However, their experience can make changes to their perception towards the system as clients realize that their beginning insight were ridiculously low (WHO, 2020).

As similar to what C.C. and Prathap's, 2020 study claimed, and upheld by Humbani and Wiese's, 2019, point of view, that client's perspective is changeable, based on their experience of the first usage of a specific service. Besides that, numerous past investigations have utilized the TAM model to anticipate the expectation of a user to utilize an innovated service. Those analysts likewise observed that there is a critical connection among perceived usefulness and constant purpose in using specific technology system like self-administration advances, e-wallets, and online banking

(Chen et al., 2009; Jin et al., 2020; Ahmed, 2017). Therefore, this research will develop the relationship between perceived usefulness and constant purpose in using the E-wallet system. The following hypothesis is proposed:

H1: There is a relationship between Perceived Usefulness and the Constant Purposes in using E-wallet.

In light of TAM, which address the foundation of TCT, the essential predecessors of behavioral with regards to information system adoption is perceived ease of use and perceived usefulness (Davis, F.D, 1989). PU and PEU were found to altogether impact members' perspectives and aims. Different investigations likewise showed comparable outcomes (Lazim, C.S.L.M et al., 2021). With regards to this review, PEU addresses customers' conviction that utilizing versatile wallets requires less exertion (Vijayasarathy, L.R., 2004). PEU is viewed as a huge indicator of buyers' mentalities with respect to web based shopping.

Past studies or thesis likewise showed the constructive outcome of perceived ease of use towards the utilization of online banking systems (Shaikh, A.A. et al., 2015). In light of these past investigations, it is shown that have solid proof demonstrates that PEOU is one of the persuasive elements in clarifying the expectation of E-wallet utilization among clients. Therefore, this research will develop the relationship between perceived ease of use and constant purpose in using the E-wallet system. The following hypothesis is proposed:

H2: There is a relationship between Perceived Ease of Use and the Constant Purposes in using E-wallet.

There were past findings of security did by Bagla and Sancheti, 2018 and Amoroso and Watanabe, 2012 that demonstrate security as a positive impact on user’s constant intention to utilize and believe mobile banking services. The results of their research, showed the positive characteristics about the latest innovation security. Previous

studies have proposed that e-payment might be useful in certain situations, and this study will serve to broaden those findings. Md Wasiul Karim et al., 2020, claimed that due to no related knowledge or experience about the latest technology concerning to the privacy and security, is causing them to worry about the latest ones.

Therefore, privacy and security has become a major issue with the respect of transactions made on the smart device has turned into the high advancement speed. Besides that, another case was found by Ahmad, Khan, and Jan, 2010, that user's concern on privacy and security has changed lately and sped up quickly, as they were comfortable to reveal their personal information such as debit or credit card matters over the internet, especially the e-commerce platforms. Finally, a finding by by Barry and Jan (2018), the purchaser might decide to utilize their e-wallet for all installments without either more privacy or security. Hence, this research will further do the findings of relationship between privacy and security and constant purpose in using the E-wallet system. The following hypothesis is proposed:

H3: There is a relationship between Privacy and Security and the Constant Purposes in using E-wallet.

As we all know, e-wallets are ordinarily held by users and can be utilized for e-commerce platforms online. Plus, online banking services guaranteed the money saving advantage as a singular choice to acquire the most advantages with the smallest expense brought about for their choice (Lin, Wang, & Huang, 2018). Customer's nature are always comparing their unavoidable expenses after a decision had made with the worth of services they could get prior to presenting new innovation. Assuming that customers are accepting mobile payments because they don't need to waste much time, can save money and it's more comfortable. They will consider to continue the application or system with the expense apparent which will affect the user's worth to think about utilizing these e-wallet systems. Furthermore, electronic payments are less expensive compare to cash payment, as more people has started using online payment methods, due to the high speed of transaction.

Besides the benefits which save cost, e-wallet platforms also come with variety of vouchers and incentives to their users. For example, government offered RM50 incentives called e-tunai for everyone as an encouragement to use cashless payment. During the National Recovery Plan of Covid-19, government introduce two more incentives called e-penjana and e-belia. Customers might be interested or even signed up an account in order to claim those incentives. Hence, this research will further do the findings of relationship between discount received / incentives and constant purpose in using the E-wallet system. The following hypothesis is proposed:

H4: There is a relationship between Discount Received / Incentives and the Constant Purposes in using E-wallet.

While making a transaction, trust is a fundamental component that should be viewed, on both offline and online transactions as it involves money. It's challenging for online sellers to build a strong trust with customers over the internet, as they don't really know each other. Trust is utilized as a medium by shoppers when they attempt to lessen the vulnerability of transactions or payments. Technology that fulfils the requirement of trust and satisfy the responsibility and are dependable and stable would beneficially have users on the acceptance of e-wallet (Kalinic, Marinkovic, Molinillo, and Liébana-Cabanillas, 2019). Hillman and Neustaedter (2017), claimed that users believed that it's important and possible to use e-wallet services on daily basis, as experiences impacted customer's trust in the utilization of e-wallet.

Trust is viewed as one of the primary elements to be examined in an e-wallet. From the e-wallet point of view, it is vital to analyze trust by ruminating on the importance of trust and the uncertain outcomes in e-wallet (Abd Malik and Annuar, 2018). Plus, the Cao, Dang, and Nguyen, 2016 made a study where they researched on few factors affecting the user's constant purpose in using e-wallets. The factors were perceived trust, enjoyment, ease of use, usefulness and behavioral control. Hence, this research

will further do the findings of relationship between trust and constant purpose in using the E-wallet system. The following hypothesis is proposed:

H5: There is a relationship between Trust and the Constant Purposes in using E-wallet.

2.7 Summary

As for this chapter, the research is going develop a research based on Technology Continuous Theory (TCT) model which is made up of Technology Extended Model (TAM), Expectation Confirmation Model (ECG) and Cognitive Model (COG). TAM proposed perceived use and perceived ease of use as the main variables for finding. ECG proposed satisfaction of users on constant intention which reflects privacy and security, trust and discount received variables. Customers will be satisfied when e-wallet systems fulfils those factors. Lastly, COG proposed findings on satisfaction and attitude. This can be referred as the constant purpose of users using the E-wallet system. This chapter also explains further on the definition of cashless society, by showing statistics on how the e-payment has been growing in Malaysia. As for e-payment, this study scopes down to e-wallet systems and the types of e-wallet used has been showed. Besides that, each variable will be reviewed and explained on what type of findings they have been used before. This chapter also consisted of the research framework, where the independent variables are perceived usefulness, perceived ease of use, privacy and security, discount received/ incentives and trust and the dependent variable is the constant purpose of using E-wallet system. Finally, as the study propose the findings of the utilization of e-wallet system before and after the national recovery plan of Covid-19, that will be the mediator variable influencing the factors and the dependent variable.

CHAPTER 3: RESEARCH METHODOGY

3.0 Introduction

This chapter consists of the procedures of collecting data for the analysis purpose. It will be elaborated into few sections which is the research design, data collection method, sampling design, research instrument, construct measurement and scale of measurement. Following will be data processing and data analysis tools that used to interpret those results.

3.1 Research Design

The research design defines the overall method that is taken to incorporate the various parts of the research in a rational and legitimate manner. Consequently, to make sure that the researcher can address the research problem by establishing the blueprint of the respondents, measurement the data analysis (De Vaus, D. A., 2006).

As for this research it's a quantitative research which envelops a scope of strategies concerned about the systematic examination of the social phenomena, utilizing numerical or statistical data. In this manner, quantitative research includes measurement and the phenomenal situation under the research is expected to be measured. It decides to break down information for relationships and trends for the verification of the measurements made (Watson R, 2015).

3.2 Data Collection Method

3.2.1 Primary Data Collection

Primary data is basically the data that has been created by the researched through interviews, surveys, and experiments, exceptionally intended for comprehension and finding the solution for the research problem (Sulbha Wagh, 2020).

As for this research, the primary data collection will be from questionnaire. That questionnaire has been developed by google form and it has been distributed among Malaysians.

3.3 Sampling Design

3.3.1 Target Population

Target population is a group of people where the intercession plans to lead research in and make inferences from (Gail, M. & Benichou, J., 2000). As for this research, the target population is Malaysians. That's basically those who are the citizen of Malaysia and have a Malaysian identity card.

3.3.2 Sampling Frame and Sampling Location

Sampling frame is a specific list of names from the entire target population of a research (Agresti A., 1990). It states the specific names used for the particular research. However, for this research paper there's no sampling frame provided as the questionnaire is distributed to a large number of people.

Sampling Location refers to a specific location or area where the research is conducted on. As for this research paper, there's no any specific location due to the wide target population. The questionnaire can be answered by Malaysians from any location or area in Malaysia.

3.3.3 Sampling Element

Sampling element refers to a technique which includes each unit such as individuals, group, association or organization to have an equal possibility of being chosen to do the research. As for this research, questionnaire will be distributed to individuals, hence the sampling element are Malaysians who use e-wallet.

3.3.4 Sampling Technique

There are two main sampling technique which will be used for research purposes, which are the probability sampling and non-probability sampling methods. As mentioned above this research does not have a specific sample frame or element, hence the probability sampling is impossible to be done and non-probability sampling is preferred.

In accordance with the non-probability sampling method, the research paper used voluntary response sampling to obtain data. A questionnaire survey has been sent out to all the individuals randomly over the internet.

3.3.5 Sampling Size

A good sampling size varies from 150 to 200 respondents (Guilford, 1954). Thus the sampling size of this research is 200. The questionnaire has been distributed to 200 Malaysians.

3.4 Research Instrument

3.4.1 Questionnaire Design

Questionnaire is one of the most efficient way to collect data from the targeted respondents. In addition, the questionnaire now are done online by using google form and will be distributed to participants all over the internet by just sharing a link. Questionnaires also helps to collect data that are generally simple to organize or score, and the subsequent information are not difficult to investigate particularly assuming the surveys fundamentally contain things with decisions to be checked. Furthermore, questionnaires can be answered anonymously where their responses are encouraged to be more honest (Mildred L. Patten, 2017).

For the type of questions which is usually used in questionnaires are closed questions and open questions. Closed questions are basically when the choices of answers are already given and open questions are then the respondents have to think and write their opinions of their own. For the research questionnaire all of the questions are closed questions, so that it will be easier to record the data and interpret it later.

The questionnaire for the research has been distributed among 200 participants who are Malaysians. The questionnaire cover page has been attached with the personal data protection statement of the university, to notify their acknowledgement of their privacy is safe. The questionnaire was divided into three sections. Firstly, section A, the demographic section consist of 4 questions such as age, gender, employment status and their nationality to make sure only Malaysians are the respondents for the research purpose. Next was section B, the general section which consist of 6 questions. In this section, general question regarding e-wallet was stated such as the type of e-wallet participants' use, how often they use and how much they are willing to spend in their e-wallet. The scale that has been used for this two sections were nominal and ordinal scale. The last part is section C, the construct measurement, this section was to collect respondents on the dependent and independent variable. Hence total 24 questions on perceived usefulness, perceived ease of use, privacy and security, discount receives and incentives, and trust has been asked. Lastly, 5 questions on the constant purposes of using an e-wallet which is the independent variable. The measurement scale for section C was 5 point-Likert scale.

3.4.2 Pilot Test

A pilot test is done in research as a procedure used the questionnaire survey utilizing a more modest example contrasted with the arranged example size. In this period of leading a review, the questionnaire is managed to a level of the complete example populace, or in more casual cases just to an accommodation

test (Sarah M. Sincero, n.d). The purpose of doing a pilot test for the questions is to ensure that the questions are valid and answerable by the respondents. This test concludes if there's any need to eliminate weak or vague questions.

The sample size for the pilot test was 30 respondents. All the data collected has been analyzed and interpreted the reliability using Statistical Package for the Social Sciences (SPSS) version 26. The pilot test results is showed in table 1.1.

Table 3.0 Pilot results of the research questionnaire

Variables	**Cronbach's Alpha**	**Number of Items**	**Range**	**Internal Consistency**
Perceived Usefulness	0.820	5	$0.9 > \alpha \geq 0.8$	Good
Perceived Ease of Use	0.826	5	$0.9 > \alpha \geq 0.8$	Good
Privacy and Security	0.953	5	$\alpha \geq 0.9$	Excellent
Discounts and Incentives	0.896	5	$0.9 > \alpha \geq 0.8$	Good
Trust	0.833	5	$0.9 > \alpha \geq 0.8$	Good
Constant purposes of using an e-wallet	0.808	5	$0.9 > \alpha \geq 0.8$	Good

Source: Developed for research

3.5 Construct Measurement

3.5.1 Origin and Measure of the Construct

Table 3.1 Origin of the construct

Construct	Measurement Item	Source
Constant purpose to use e-wallet	1. I pursue the E-wallet account because it's easy to use in the sense of making payments. 2. I pursue the E-wallet account because I find contactless payment useful and efficient. 3. I pursue the E-wallet account since I need to exploit cashback/reward focuses and limits. 4. I pursue the E-wallet account because I trust the security of the E-wallet payment gateways. 5. I pursue the E-wallet account to claim the incentives by government (for example RM 30 e-Tunai Rakyat; RM50 e-Penjana) during the National Recovery Period.	(Wong Chi Ying, 2021)
Perceived Usefulness	1. By utlizing e-wallet I'm able to manage my performance in personal payment. 2. By utilizing e-wallet I save time while making payment. 3. E-wallet has help me in times to purchase certain things. 4. E-wallet has a very efficient system where it can keep track of our expenditures. 5. Overall, e-wallet is very useful in doing transactions effectively.	(Daragmeh, A, et al, 2021)
Perceived Ease of Use	1. E-wallet is easy to use. 2. E-wallet system has very clear instructions and easy to understand.	(Daragmeh, A, et al, 2021)

	3. I prefer using e-wallet instead of carrying cash around. 4. Payment by e-wallet is faster and trouble-free. 5. I don't experience the trouble to find for a small change anymore.	
Privacy & Security	1. I believe that my transaction details in the system are safe. 2. E-wallet is a safe transaction. 3. I believe there are no harmful activities such as scam are undergoing while using e-wallet. 4. E-wallet keeps my payment credentials secure. 5. I am satisfied with the security system of e-wallets.	(Norhaila Sabli, et Al, 2021)
Discounts Received/ Incentives	1. E-wallet users able to obtain a great deal of discounts and incentives. 2. E-wallet system offers rewards and cashbacks for the users. 3. E-wallet system provides discounts that's enough to influence user's constant purpose. 4. E-wallet system frequently offers a promotion and vouchers for their users to redeem in the future. 5. I will recommend to a friend to sign up for e-wallet to enjoy their discounts and incentives.	(Norhaila Sabli, et Al, 2021)
Trust	1. I believe that technology related errors are quite rare 2. The system is backed by Money-back Guarantee 3. I believe e-wallet platform system is trustworthy 4. E-wallet platform services are reliable way to pay 5. I believe e-wallet platform services providers will do everything to secure the transactions for users.	(Norhaila Sabli, et Al, 2021)

Source: Developed for research

3.5.2 Scale of Measurement

3.5.2.1 Nominal Scale

Nominal scale is a measurement which characterizes the personality property of information. This scale has specific attributes, yet doesn't have any type of mathematical importance (UNSW Sydney, 2020). In the research questionnaire, Section A consist of nominal scale questions such as gender, nationality and employment status.

3.5.2.2 Ratio Scale

Ratio scales includes a true zero into their scale similar to the attributes of interval scales, which alludes to finish nonappearance of the characteristic measurement (Lee, Jo Ann, 2016). Ratio scale was used in Section A of the research questionnaire, which is age. Next, the scale was used in Section B, general question on the average amount of money spent on the e-wallet monthly.

3.5.2.3 Ordinal Scale

Ordinal scale is a measurement which includes an order or attributes arranged in ranking. Those attribute could be any characteristics of the survey purpose or interest (Joe Celko, 2010). For example, questions with ranking from 1- Strongly Disagree, 2- Disagree, 3-Neutral, 4-Agree and 5- Strongly Agree are called 5-likert scales which is ordinal scale. As for the research questionnaire, 5-likert scale questions are used for the entire Section C which is the dependent and independent variables.

3.6 Data Processing

Data processing is basically a process where all the data gathered from the questionnaire will be checked, edited, coded, and transcribed in order to analyze and interpret the results. First will be data checking. Data checking is done to eliminate any invalid response from the respondents. This is to make the quality of the respondents better. Next, data editing is done to remove unbiased response to improve the data accuracy. Moreover, data coding alludes to the method involved with changing gathered data or perceptions to a bunch of significant, strong classifications (Allen, M., 2017). For example, coding 1 as male and 2 as female for gender. Finally, data transcribing is basically transforming the form of coded data into the statistical software used which is SPSS in this research, to analyze and interpret the results.

3.7 Proposed Data Analysis Tools

Data analysis is the most common process of collecting, displaying and analyzing data to extricate data insights in order to support the decision making in a research. (Bernardita Calzon, 2021).

For this research, a statistical software was used to analyze and interpret those data which is the Statistical Packages for Social Science (SPSS) software version 26. The data from the questionnaire respondents will begin with descriptive analysis which is processing the data, next is reliability test which is testing the validity of the data and lastly the inferential analysis which helps to test the hypothesis of the research.

3.7.1. Descriptive Analysis

Descriptive Analysis is the kind of examination of information that portrays, show or sum up elements in a useful manner to such an extent that examples could arise that satisfy each state of the information (Ayush Singh Rawat, 2021). As for the type of descriptive analysis we have the frequency, central

tendency and dispersion used in this research. Central tendency is interpreted with mean, median and mode while dispersion is range, standard deviation, and coefficient of variation, and the shape with skewness. As for this research, data from Section A and B will be interpreted using frequency and central tendency method while Section C will be interpreted by dispersion.

3.7.2. Reliability Test

Reliability test alludes to the degree to which a test measures without mistake. It is profoundly connected with test legitimacy. Reliability test can be considered accuracy; the degree to which measurement happens without blunder (Franzen M.D., 2011). For this research, the reliability test used is Cronbach's Alpha. Alpha was created by Lee Cronbach in 1951 to give a proportion of the inward consistency of a test or scale; it is communicated as a number somewhere in the range of 0 and 1. The range of the Cronbach's Alpha is showed in table 1.3 below.

Table 3.2 Range of the Cronbach's Alpha

Cronbach's Alpha	**Internal Consistency**
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

Source: Nunnally J, Bernstein L. Psychometric theory. New York: McGraw-Hill Higher, INC; 1994.

3.7.3. Pearson Correlation Analysis

Pearson's correlation coefficient is the test insights that measures the relationship of statistics between two continuous variables. This test is known as the best technique as it is based on the strategy of covariance in measuring the relationship between those two variables (Allen, M., 2017). As a result, table 1.4 below displays the Range of Correlation Coefficient.

Table 3.3 Range of Correlation Coefficient

Correlation Coefficient	Degree of Correlation
± 0.91 to ± 1.00	Perfect
± 0.71 to ± 0.90	High Degree
± 0.41 to ± 0.70	Moderate Degree
± 0.21 to ± 0.40	Low Degree
± 0.00 to ± 0.20	No Correlation

Source: Hair, J. F., Money, A. H., Samouel, P., & Page, M. (2007). Research methods for business.

3.7.4 Multiple Regression Analysis

Multiple linear regression (MLR), is known as a statistical method that utilizes a few logical variables to anticipate the result of a response variable. The main objective of using multiple regression analysis is to display the linear relationship between the explanatory and response variable, which is basically the independent and dependent variables (Hayes.A., 2022). Below is the equation of the multiple linear regression:

$$Y = a + b_1X_1 + b_2X_2 + \cdots + b_nX_n$$

Where,

"Y" is the dependent variable

"a" is the regression constant term

"X" is the independent variable

"b" is the beta coefficient

As for this research, the dependent variable will be substituted by the constant purpose in using e-wallet and the independent variable will be substituted by perceived usefulness, perceived ease of use, privacy and security, discount received, and trust to form the equation. By utilizing the multiple liner regression, researchers are able to understand and find the most significant independent variable as the user's constant purpose of using e-wallet. Below is the MLR equation for the research:

Constant Purpose = a + b1 Perceived Usefulness + b2 Perceived Ease of Use + b3 Privacy and Security + b4 Discount Received + b5 Trust

3.8 Conclusion

In short, this chapter has covered the methodology sections and the pilot test results is included. The following chapter will be on data interpretation from the research questionnaire response.

CHAPTER 4: DATA ANALYSIS

4.0 Introduction

In this chapter, the analysis and interpretation of data collected from the 200 respondents from the questionnaires will be explained. This analysis is done by utilizing SPSS software to generate those desired results. All the results will be illustrated and explained further by graphic through figures, pie charts and tables for a better understanding. This chapter will consist of descriptive analysis of demographic and general respondents, Cronbach's Alpha of reliability analysis, Pearson Correlation Analysis and Multiple Regression analysis.

4.1 Descriptive Analysis

Descriptive analysis is used to interpret the 200 respondents collected for the demographic which is Section A and general which is section B from the questionnaire. This statistics determines the mean, median, mode, standard deviation and variance of the data.

4.1.1 Respondent Demographic Profile and General Information

4.1.1.1 Gender

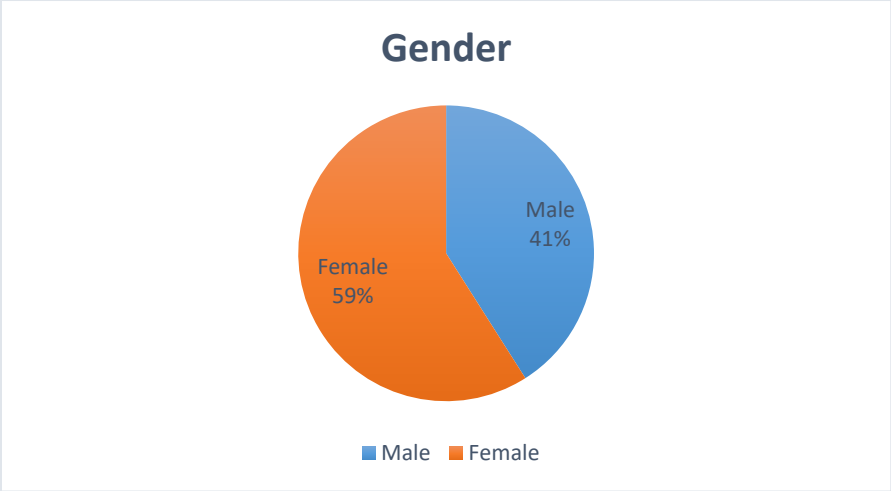
As illustrated in table 4.1 and figure 4.1, the total number of respondents are 200. 118 of them were female, while 82 of them were male. In percentage wise, 59% of them were female and left with 41% of male answering the questionnaire. More number of females has participated in the survey compare to male.

Table 4.1 Gender

	Frequency	Percentage
Female	118	59.0
Male	82	41.0
Total	200	100

Source: Developed for research

Figure 4.1 Gender



Source: Developed for research

4.1.1.2 Age

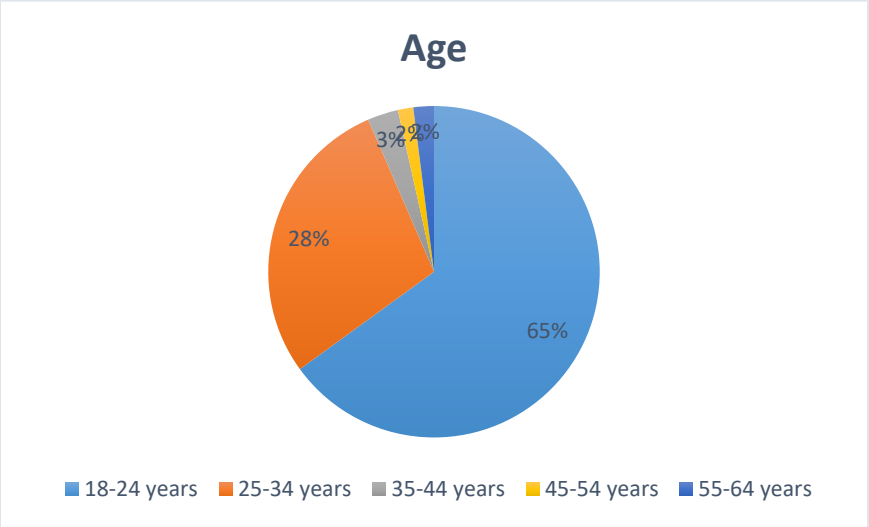
As illustrated in table 4.2 and figure 4.2, 130 of them were in the age of 18-24 years, while 57 of them were 25-34 years, 6 of them were 35-44 year, 3 of them were in the age range of 45-54 years and lastly 4 of them in the age range of 55-64 years. Hence, 18-24 years is the highest age range of respondents, followed by 25-34 years old.

Table 4.2 Age

	Frequency	Percentage
18-24 years	130	65.0
25-34 years	57	28.5
35-44 years	6	3.0
45-54 years	3	1.5
55-64 years	4	2.0
Total	200	100

Source: Developed for research

Figure 4.2 Age



Source: Developed for research

4.1.1.3 Nationality

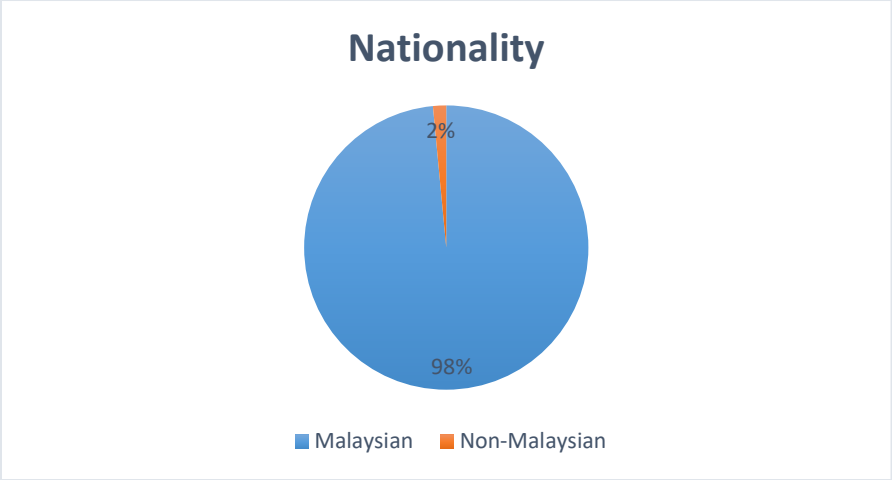
As illustrated in table 4.3 and figure 4.3, the total number of respondents are 200. 197 of them were Malaysians, while 3 of them were non-Malaysians. In percentage wise, 98.5% of them were Malaysians, and left with 1.5% of non-Malaysians answering the questionnaire. Malaysians were the majority number of respondents as they are the target population of the research.

Table 4.3

	Frequency	Percent
Malaysian	197	98.5
Non-Malaysian	3	1.5
Total	200	100

Source: Developed for research

Figure 4.3 Nationality



Source: Developed for research

4.1.1.4 Employment Status

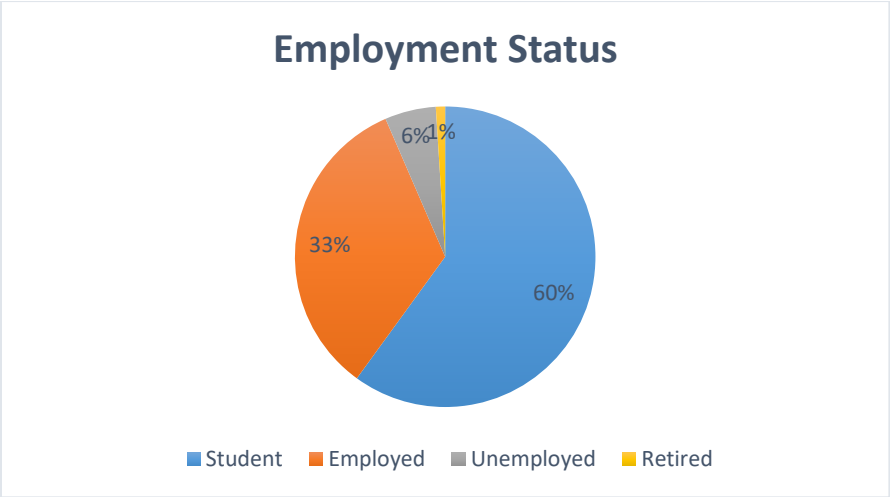
As illustrated in table 4.4 and figure 4.4, the total number of respondents are 200. 120 of them were student which is 60%, 67 of them were employed which is 33.5%, 11 of them unemployed which is 5.5% and 2 of them retired which is 1.0%. Students were the majority number of respondents, followed my employed respondents.

Table 4.4 Employment Status

	Frequency	Percent
Student	120	60.0
Employed	67	33.5
Unemployed	11	5.5
Retired	2	1.0
Total	200	100

Source: Developed for research

Figure 4.4 Employment Status



Source: Developed for research

4.1.1.5 Have you ever heard about e-wallet payment method before?

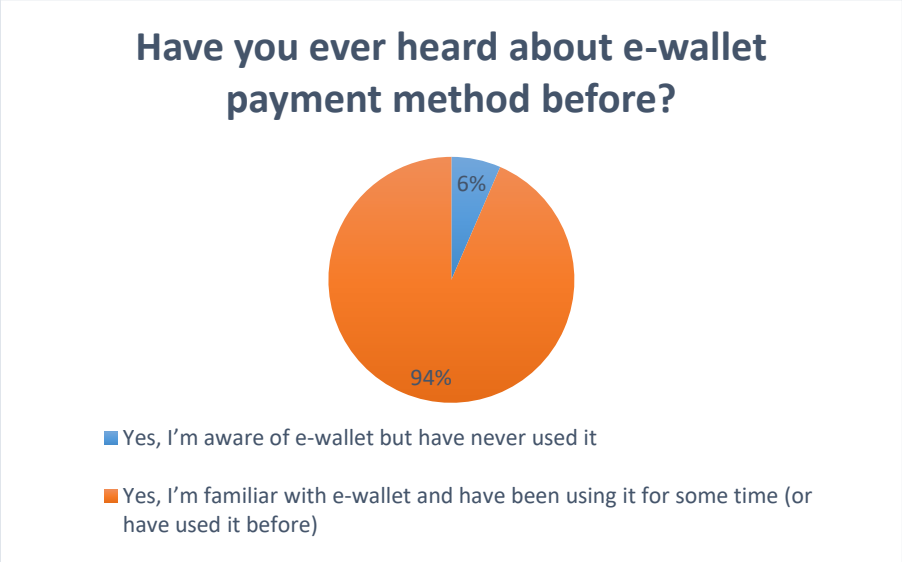
As illustrated in table 4.5 and figure 4.5, 13 of them were aware of e-wallet but have never used it which is 6.5%, and 187 of them were familiar with e-wallet and have been using it for some time which is 93.5%. Those who are familiar with e-wallet are the majority number of respondents which is needed for the research.

Table 4.5 Have you ever heard about e-wallet payment method before?

	Frequency	Percent
Yes, I'm aware of e-wallet but have never used it	13	6.5
Yes, I'm familiar with e-wallet and have been using it for some time (or have used it before)	187	93.5
Total	200	100

Source: Developed for research

Figure 4.5 Have you ever heard about e-wallet payment method before?



Source; Developed for research

4.1.1.6 What is the type of e-wallet you use? You are allowed to choose more than ONE answer.

As illustrated in table 4.6 and figure 4.6, total number 200 of respondents was allowed to choose more than one answer for the choice of e-wallet used. Touch'n Go eWallet was chose for 192 times which is

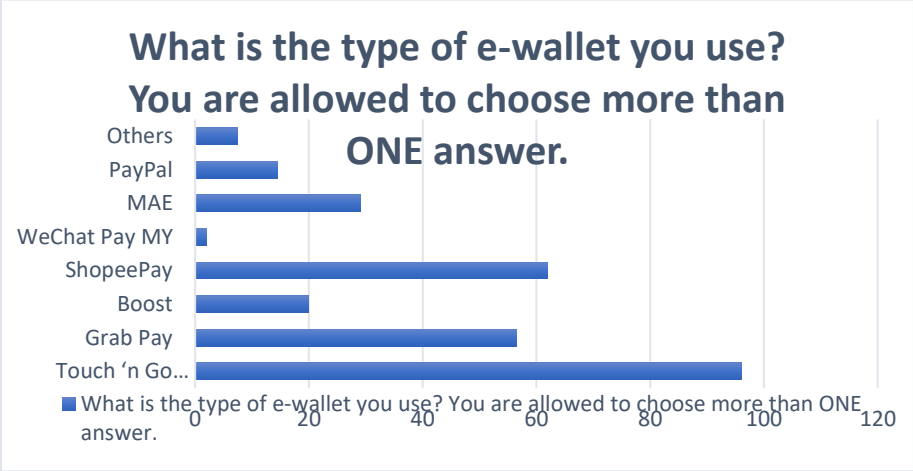
96%, Grab Pay was chose for 113 times which 56.5%, Boost was chose for 40 times which is 20%, ShopeePay was chose for 124 times which is 62%, WeChat Pay MY was chose for 4 times which is 2%, MAE was chose for 58 times which is 29%, PayPas was chose for 29 times which is 14.5% and lastly they were respondents chose Others for 15 times which is 7.5%. Others is defined as e-wallets besides the ones mentioned in the choices. The highest number of e-wallet used is Touch'nGo eWallet and lowest is WeChat Pay MY.

Table 4.6 What is the type of e-wallet you use?

	Frequency	**Percentage**
Touch 'n Go eWallet	192	96.0
Grab Pay	113	56.5
Boost	40	20.0
ShopeePay	124	62.0
WeChat Pay MY	4	2.0
MAE	58	29
PayPal	29	14.5
Others	15	7.5

Source: Developed for research

Figure 4.6 What is the type of e-wallet you use?



Source: Developed for research

4.1.1.7 What's the average amount of money you spend every month in your e-wallet?

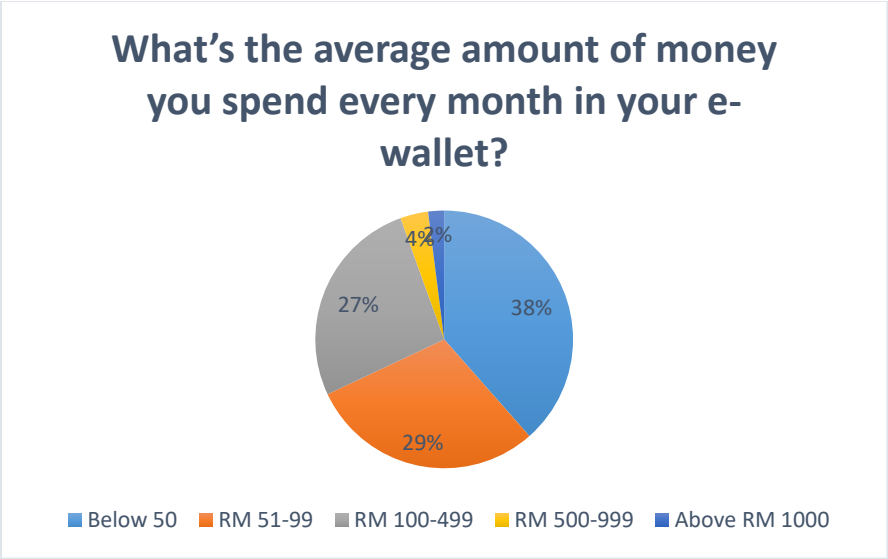
As illustrated in table 4.7 and figure 4.7, 77 of them spends below RM50 which is 38.5%, 59 of them spends RM51-99 which is 29.5%, 53 of them spends RM100-499 which is 26.5%, 7 of them spends RM500-999 which is 3.5% and 4 of them spends above RM1000 which is 2%. Hence, most of the respondents has spent below RM50 monthly in their e-wallet.

Table 4.7 What's the average amount of money you spend every month in your e-wallet?

	Frequency	Percentage
Below 50	77	38.5
RM 51-99	59	29.5
RM 100-499	53	26.5
RM 500-999	7	3.5
Above RM 1000	4	2.0
Total	200	100

Source: Developed for research

Figure 4.7 What's the average amount of money you spend every month in your e-wallet?



Source: Developed for research

4.1.1.8 How frequent did you use e-wallet during the Covid-19 pandemic?

As illustrated in table 4.8 and figure 4.8, 51 of them uses e-wallet once every month which is 25.5%, 74 of them uses e-wallet 2-4 times each month which is 37%, 27 of them uses e-wallet 6-10 times each month which is 13.5%, 48 of them uses e-wallet more than 10 times a month which is 24%. Hence, the majority number of respondents uses e-wallet 2-5 times each month during the Covid-19 pandemic.

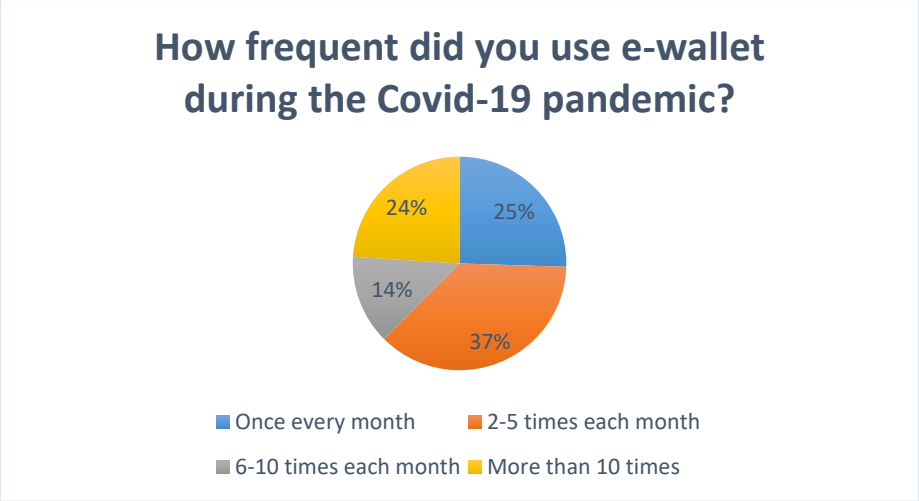
Table 4.8 How frequent did you use e-wallet during the Covid-19 pandemic?

	Frequency	Percent
Once every month	51	25.5
2-5 times each month	74	37.0
6-10 times each month	27	13.5

More than 10 times	48	24.0
Total	200	100

Source: Developed for research

Figure 4.8 How frequent did you use e-wallet during the Covid-19 pandemic?



Source: Developed for research

4.1.1.9 Have you ever claimed the e-wallet incentives given by the government?

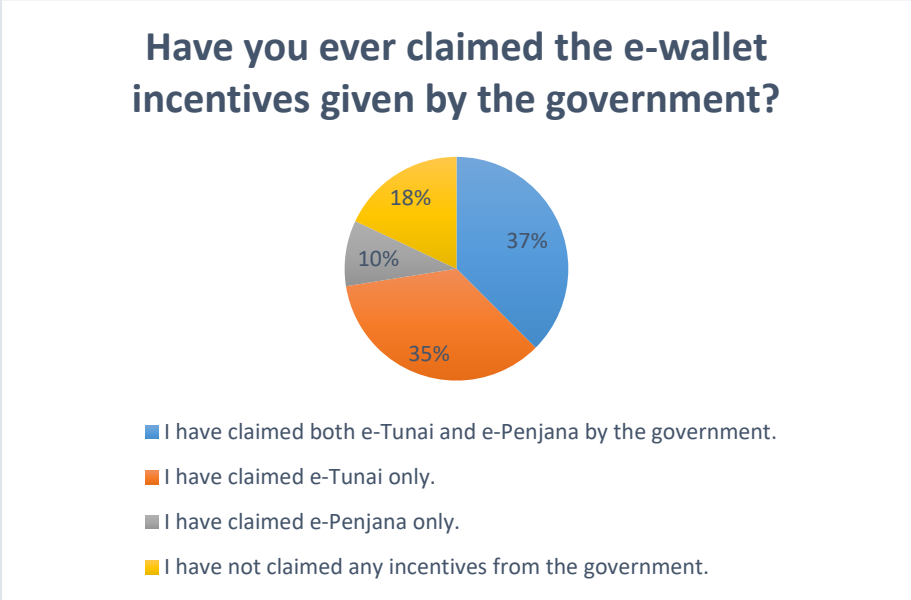
As illustrated in table 4.9 and figure 4.9, 75 of them have claimed both e-Tunai and e-Penjana by the government which is 37.5%, 70 of them have claimed e-Tunai only which is 35%, 19 of them have claimed e-Penjana only which is 9.5% and 36 of them have not claimed any incentives from the government which is 18%. Hence, most of the number of respondents has claimed both e-Tunai and e-Penjana incentives.

Table 4.9 Have you ever claimed the e-wallet incentives given by the government?

	Frequency	Percent
I have claimed both e-Tunai and e-Penjana by the government.	75	37.5
I have claimed e-Tunai only.	70	35.0
I have claimed e-Penjana only.	19	9.5
I have not claimed any incentives from the government.	36	18.0
Total	200	100

Source: Developed for research

Figure 4.9 Have you ever claimed the e-wallet incentives given by the government?



Source: Developed for research

4.1.1.10 How frequent did you use e-wallet nowadays?

As illustrated in table 4.10 and figure 4.10, 62 of them uses e-wallet once every month which is 31%, 68 of them uses e-wallet 2-4 times

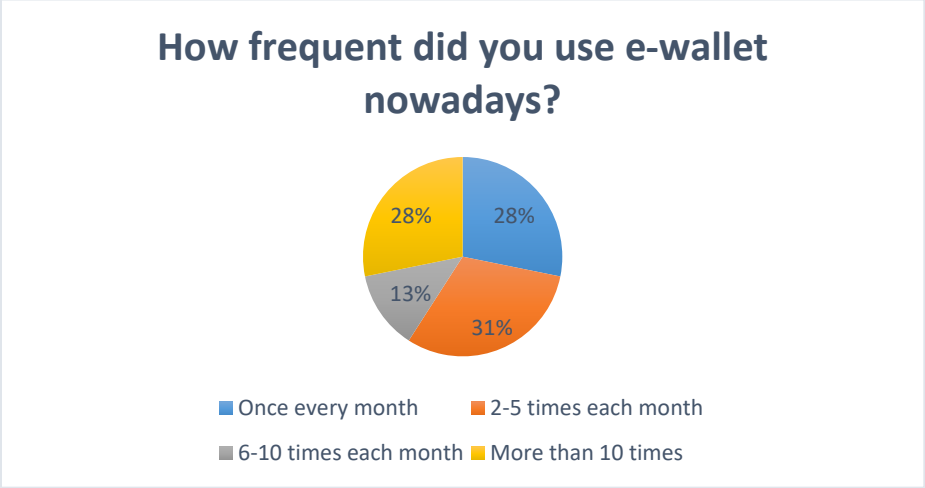
each month which is 34%, 28 of them uses e-wallet 6-10 times each month which is 14%, 42 of them uses e-wallet more than 10 times a month which is 21%. Hence, the majority number of respondents uses e-wallet 2-5 times each month nowadays.

Table 4.10 How frequent did you use e-wallet nowadays?

	Frequency	Percentage
Once every month	62	31.0
2-5 times each month	68	34.0
6-10 times each month	28	14.0
More than 10 times	42	31.0
Total	200	100

Source: Developed for research

Figure 4.10 How frequent did you use e-wallet nowadays?



Source: Developed for research

4.1.2 Central Tendencies Measurement of Construct

Table 4.11 shows the descriptive statistics of perceived usefulness, perceived ease of use, privacy & security, discounts & incentives received, trust and constant purposes in using e-wallet. Perceived ease of use has the highest mean of 4.4170, followed by perceived usefulness with the mean on 4.1570. Next, it's followed by constant purposes in using e-wallet, discount and incentives received and privacy and security with the mean of 4.1390, 4.0960, and 4.0660. Lastly, trust has the lowest mean which is 3.9870. This results indicated that perceives ease of use has the highest influence on the constant purposes in using e-wallet, while trust has the lowest influence.

Furthermore, standard deviation demonstrates how discrete the information is from the mean. According to table 4.11, privacy and security has the highest standard deviation which is 0.80828. Followed by discounts & incentives received, perceived ease of use, trust and perceived usefulness which are 0.77394, 0.68311, 0.66803 and 0.66676. Lastly, the lowest is constant purposes in using E-wallet with the standard deviation of 0.62452

Table 4.11 Descriptive Statistics on Variables

	Mean	**Standard Deviation**	**N**
Perceived Usefulness	4.1570	0.66676	200
Perceived Ease of Use	4.4170	0.68311	200
Privacy & Security	4.0660	0.80828	200
Discounts & Incentives Received	4.0960	0.77394	200
Trust	3.9870	0.66803	200
Constant purposes in using E-wallet	4.1390	0.62452	200

Source: Developed for research

4.2 Reliability Analysis

Based on Table 4.12, all the variables had Cronbach's Alphas that more than 0.6, which mean all variables are considered as acceptable. Firstly, Constant purposes in using E-wallet (0.750) falls under an acceptable range of reliability. The table is shown that Trust (0.854) and Perceived Usefulness (0.814), and Perceived Ease of Use (0.867) fell under a good range of reliability. Moreover, the other two variables of Discounts & Incentives Received (0.906) and Privacy & Security (0.917) are fall under an excellent range of reliability.

Table 4.12 Result of Reliability Test

	Cronbach's Alpha	Number of Items
Perceived Usefulness	0.814	5
Perceived Ease of Use	0.867	5
Privacy & Security	0.917	5
Discounts & Incentives Received	0.906	5
Trust	0.854	5
Constant purposes in using E-wallet	0.750	5

Source: Developed for research

4.3 Pearson Correlation Analysis

Table 4.13 shows the Pearson correlation analysis where the major correlation supports all fulfillment. Since the significant levels are 0.000, all variables are positively correlated. The higher the value, the better the relationship between those independent variables which are perceived usefulness, perceived ease of use, privacy & security, discounts & incentives received, and trust with the dependent variable which is the constant purposes in using e-wallet.

Table 4.13 Pearson Correlation

		Perceived Usefulness	Perceived Ease of Use	Privacy & Security	Discounts & Incentives Received	Trust
Constant purposes in using E-wallet	Pearson Correlation	0.551	0.600	0.657	0.654	0.700
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000
	N	200	200	200	200	200
	Degree of Correlation	Moderate Degree	Moderate Degree	Moderate Degree	Moderate Degree	Moderate Degree

Source: Developed for research

4.4 Multiple Regression Analysis

Based on Table 4.14, R value is 0.811; R Square is 0.658; and Adjusted R Square is 0.649. From the outcome of R Square, 65.8% of variation in the dependent variable (constant purposes in using e-wallet) is influenced by the independent variables (perceived usefulness, perceived ease of use, privacy & security, discounts & incentives received, and trust). Despite the 65.8% explained, there are another 34.2% remain uninfluenced. Regardless, the independent variables in this research will still give an impact to the dependent variable.

Table 4.14 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.811	0.658	0.649	0.37016

a. Predictors: (Constant), Perceived Usefulness , Perceived Ease of Use , Privacy & Security, Discounts & Incentives Received, Trust

Source: Developed for research

Table 4.15 shows the F value is 74.491 at 0.000 significant level, so appropriateness for the model is affirmed, and that implies that the independent variables are significant in explaining the dependent variable in this research.

Table 4.15 ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig
1	Regression	51.034	5	10.207	74.491	0.000^b
	Residual	26.582	194	0.137		
	Total	77.616	199			

a. Dependent Variable: Constant purposes in using E-wallet

b. Predictors: (Constant), Perceived Usefulness , Perceived Ease of Use , Privacy & Security, Discounts & Incentives Received, Trust

Source: Developed for research

Based on table 4.16 the completed multiple regression as below: Constant purposes in using E-wallet = (0.509) + Perceived Usefulness (0.066) + Perceived Ease of Use (0.177) + Privacy & Security (0.101) + Discounts & Incentives Received (0.249) + Trust (0.287)

Table 4.16 shows the coefficient value of this research. The B Value in Unstandardized Coefficient indicates every 1-unit value increased in independent variables, then the

dependent variable will be increased according to B value while others remain constant. Trust has the greatest value among the independent variables which is 0.287 and followed by discounts & incentives received, perceived ease of use, privacy & security, and perceived usefulness. For standardized coefficient, the higher the Beta Value signifies higher impacts of such independent variables to dependent variables. Discounts & incentives received consists of the highest value which is 0.308 rather than other independent variables. It is followed by trust, perceived ease of use, privacy & security, and perceived usefulness.

Table 4.16 Coefficients

Model		Unstandard-ized B	Coefficients Std. Error	Standardized Coefficients Beta	t	Sig
1	(Constant)	0.509	0.202		2.517	0.013
	Perceived Usefulness	0.066	0.054	0.070	1.234	0.219
	Perceived Ease of Use	0.177	0.052	0.193	3.378	0.001
	Privacy & Security	0.101	0.052	0.131	1.954	0.052
	Discounts & Incentives Received	0.249	0.042	0.308	5.907	0.000
	Trust	0.287	0.061	0.307	4.676	0.000

a. Dependent Variable: Constant purposes in using E-wallet

Source: Developed for research

4.5 Hypothesis Testing

Hypothesis 1

H1: There is a positive relationship between perceived usefulness and constant purposes in using e-wallet.
Accept H1 if $p<0.05$

According to Table 4.16, the unstandardized β value is 0.066 and the p-value for perceived usefulness is 0.219 as it is more than the p-value of 0.05. Therefore, H1 is rejected. Hence, there is no significant relationship between perceived usefulness and constant purposes in using e-wallet.

Hypothesis 2

H2: There is a positive relationship between perceived ease of use and constant purposes in using e-wallet.
Accept H2 if $p<0.05$

According to Table 4.16, the unstandardized β value is 0.177 and the p-value for perceived ease of use is 0.001 as it is less than the p-value of 0.05. Therefore, H2 is accepted. Hence, there is a significant relationship between perceived ease of use and constant purposes in using e-wallet.

Hypothesis 3

H3: There is a positive relationship between privacy & security and constant purposes in using e-wallet.
Accept H3 if $p<0.05$

According to Table 4.16, the unstandardized β value is 0.101and the p-value privacy & security is 0.052 as it is more than the p-value of 0.05. Therefore, H3 is rejected. Hence,

there is no significant relationship between privacy & security and constant purposes in using e-wallet.

Hypothesis 4

H4: There is a positive relationship between discounts & incentives received and constant purposes in using e-wallet.

Accept H4 if $p<0.05$

According to Table 4.16, the unstandardized β value is 0.249 and the p-value discounts & incentives received is 0.000 as it is less than the p-value of 0.05. Therefore, H4 is accepted. Hence, there is significant relationship between discounts & incentives received and constant purposes in using e-wallet.

Hypothesis 5

H5: There is a positive relationship between trust and constant purposes in using e-wallet.

Accept H5 if $p<0.05$

According to Table 4.16, the unstandardized β value is 0.287 and the p-value trust is 0.000 as it is less than the p-value of 0.05. Therefore, H5 is accepted. Hence, there is significant relationship between trust and constant purposes in using e-wallet.

4.6 Discussion of Major Findings

Table 4.17 Summary of Major Finding

Hypothesis	Significant Level	Accepted/ Rejected
H1: There is a positive relationship between perceived usefulness and constant purposes in using e-wallet.	β = 0.066 p= 0.219>0.05	Rejected
H2: There is a positive relationship between perceived ease of use and constant purposes in using e-wallet.	β = 0.177 p= 0.01<0.05	Accepted
H3: There is a positive relationship between privacy & security and constant purposes in using e-wallet.	β = 0.101 p= 0.052>0.05	Rejected
H4: There is a positive relationship between discounts & incentives received and constant purposes in using e-wallet.	β = 0.249 p= 0.000<0.05	Accepted
H5: There is a positive relationship between trust and constant purposes in using e-wallet.	β = 0.287 p= 0.000<0.05	Accepted

Source: Developed for research

4.6.1 Perceived usefulness and constant purposes in using e-wallet

H1: There is a positive relationship between perceived usefulness and constant purposes in using e-wallet.

According to the multiple regression analysis, perceive usefulness has no significant relationship with the constant purposes in using e-wallet as p is 0.219 more than 0.05, and t-value is 1.234. Therefore, H1 is rejected. In short, it's concluded that perceive usefulness has no any influence in the constant purposes in using e-wallet among Malaysians. The outcomes are reliable with the previous study (Liao et al., 2009).There are indeed two or three reasons

behind such an outcome. In the first place, the respondents of this research has already know about the elements of e-wallet applications, which will make their lives more straightforward and increment work execution. That is because there is no creation that will trouble clients, rather, it decreases bother and facilitates the interaction. Hence, user's constant purpose of using e-wallet are not impacted (Halim, N .A., et al, 2021).

4.6.2 Perceived ease of use and constant purposes in using e-wallet

H2: There is a positive relationship between perceived ease of use and constant purposes in using e-wallet.

According to the multiple regression analysis, perceived ease of use has significant relationship with the constant purposes in using e-wallet as p is 0.01 less than 0.05, and t-value is 3.378. Therefore, H2 is accepted. In short, it's concluded that perceived ease of use has influence in the constant purposes in using e-wallet among Malaysians. The results of hypothesis 2 is constant with previous studies by Amin (2009); Chin & Ahmad (2015); Trivedi (2016); Campbell & Singh (2017); Nguyen & Huynh (2018); Jin *et al*. (2020); Karim *et al*. (2020) which has shown that PEOU has significant influence on the constant purposes. This made sense of that when buyers found that E-wallet easy to utilize, they will have the aim to keep on utilizing the E-wallet. Nonetheless, the result goes against the previous research by Barry and Jan (2018) which tracked down that PEOU had no significant influence on the behavioral intention to use m-commerce.

4.6.3 Privacy & security and constant purposes in using e-wallet

H3: There is a positive relationship between privacy & security and constant purposes in using e-wallet.

According to the multiple regression analysis, privacy & security has no significant relationship with the constant purposes in using e-wallet as p is 0.052 more than 0.05, and t-value is 1.954. Therefore, H3 is rejected. In short, it's concluded that privacy & security has no influence in the constant purposes in using e-wallet among Malaysians. This results is consistent with several previous research by Jin *et al*., 2020; Trivedi, 2016; Chern *et al*., 2018, observed that there is PS has no significant relationship on users continuous purpose to utilize specific technologies and services.

4.6.4 Discounts & incentives received and constant purposes in using e-wallet

H4: There is a positive relationship between discounts & incentives received and constant purposes in using e-wallet.

According to the multiple regression analysis, discounts & incentives received has significant relationship with the constant purposes in using e-wallet as p is 0.000 less than 0.05, and t-value is 5.907. Therefore, H4 is accepted. In short, it's concluded that discounts & incentives received has influence in the constant purposes in using e-wallet among Malaysians. This results is consistent with a previous research by Sabli, N., Supian, K., Azmi, F.N., & Solihin, N. A. (2021). Jun, Yoo, and Choi, (2018) said that shopper likes to utilize e-wallet assuming they got extra advantages including limits, cashback moves, coupons, and other special sorts.

4.6.5 Trust and constant purposes in using e-wallet

H5: There is a positive relationship between trust and constant purposes in using e-wallet.

According to the multiple regression analysis, trust has significant relationship with the constant purposes in using e-wallet as p is 0.000 less than 0.05, and t-

value is 4.676. Therefore, H5 is accepted. In short, it's concluded that trust has influence in the constant purposes in using e-wallet among Malaysians. This results is consistent with a previous research by Sabli, N., Supian, K., Azmi, F.N., & Solihin, N. A. (2021). According to Abd Malik and Annuar (2020), a serious level of trust would prompt more noteworthy customer acknowledgment of this arising installment for innovation. In general, all things considered, clients will more often than not pick a protected discussion to make installments due to expected dangers and extortion.

4.7 Conclusion

In conclusion, all the data from the questionnaire has been analyzed further into descriptive analysis, reliability test, Pearson correlation analysis and multiple regression analysis. The findings of the hypothesis test was also included in this chapter. At last, further discussion, conclusion, and implications will be shrouded in the next chapter.

CHAPTER 5: DISCUSSION AND CONCLUSION

5.0 Introduction

This chapter starts with the discussions on findings that were sanctioned in Chapter 4 to address the research questions and targets; trailed by the implications, the limitations and the recommendation for future researchers.

5.1 Discussion on the first objective

The first objective of this research is to study the constant purposes of Malaysians in using E-wallet. In order to do that, the research is looking into the demographic profile and also general factors which is the gender, age, awareness, most used type e-wallet and changes in using e-wallet.

According to the demographic profile, 41% of the respondents are male 59% of them are female. This outcome is consistent with a previous study by Indarwati, T. A., Paramita R. A. S., 2019. This makes sense of that an elevated degree of confidence in female users of free application focuses on service payable to function admirably guaranteed, and which can keep up with the security of users. Next, when comes to the age, 65% of them are from 18-24 years old, 28.5% of them are 25-34, 3% of them are 35-44, 1.5% of them are 45-54 and 2% of them are 55-64. This outcome can be explained that older generations are a still skeptical about online transactions and they do not understand thoroughly of its functions and benefits. Meanwhile, younger generations are more exposed to technology and familiar with the use of e-wallet. For the employment status, 60% of them are students, 33.5% of them are employed, 5.5% of them are unemployed, and 1.0% of them are retired. This outcome explains that the most of the e-wallet users were students, and that might be because of the influence of peers or university. Regardless it might also be bias, as students use social media the most, and the questionnaire was distributed in that platform the most.

Next, for the general profile, 93.5% of them are familiar with e-wallet and have been using it for some time and 6.4% of them are aware of e-wallet but have never used it. This shows that most of my respondents have been using e-wallet for some time and have experience it before. For the type of e-wallet used, 96% of them uses Touch'n Go eWallet, 56.5% of them uses Grab Pay, 20% of them uses Boost, 62% of them uses ShopeePay, 2.0% of them uses WeChat Pay MY, 29% of them uses MAE, 14.5% of them uses PayPal (14.5%) and 7,5% them uses e-wallet system besides those mentioned. Hence, the most used e-wallet by the users are Touch'n Go eWallet. Next, 38.5% of them spends below RM50, 29.5% of them spends around RM51-99, 26.5% of them spends RM100-499, 3.5% of them spends around RM500-999 and 2.0% of them spends above RM1000 in their e-wallet monthly. Most of the users spends below RM50, but there's also an average percentage of users who spend from RM51-99. This also influence how much a person uses an e-wallet monthly, if they spend below RM50, which means they use e-wallet quite less as well for their expenses.

25.5% of them uses e-wallet once every month, 37% of them used 2-5 times each month, 13.5% of them 6-10 times each month, 24% of them uses e-wallet more than 10 times a month during the Covid-19 pandemic. Meanwhile 31% of them uses e-wallet once every month, 34% of them used 2-5 times each month, 14% of them 6-10 times each month, 21% of them uses e-wallet more than 10 times a month nowadays. During Covid-19 pandemic explains the duration during the National Recovery Plan which is from June to September 2021 and nowadays will be recent days from January to March 2022. From the outcome, there's a slight decrease in the percentage of use after the National Recovery Plan ended. The reason behind it could be because of loose procedures, where people start going out a lot and did not use e-wallet often as they used for online shopping.

Lastly, 37.5% of them have claimed both e-Tunai and e-Penjana, 35% of them claimed e-Tunai only, 9.5% of them have claimed e-Penjana only and 18% of them have not claimed any incentives from the government. Most of them had claimed the incentives from the government and there's also a quite a percentage which is 18% that did not

claim any incentives. That 18% might not be so familiar with using e-wallet compare to other or wasn't interested to verify their account to claim the incentives.

5.2 Discussion on the second objective

The second objective of the research is to study the factors that influenced Malaysians use of E-wallet during The National Recovery Plan. According to chapter 2, the model used for this research is Technology Continuous Theory (TCT) which incorporated of Technology Acceptance Model (TAM), Expectation Confirmation Model (ECM) and Cognitive Model (COG). There are 7 independent variables than can be extracted from this model, which has been used for previous studies. Those variables are perceived usefulness, perceives ease of use, satisfaction, attitude, perceived enjoyment, privacy and security, and trust. These will be the factors that influences user's constant purpose in using E-wallet.

5.3 Discussion on the third objective

The third objective of the research is to develop a research model that could determine the factors for consumers' continued purpose of an E-wallet. In order to develop a new research model, 4 independent variables was extracted from Technology Continuous Theory (TCT) model which are perceived usefulness, perceives ease of use, privacy and security, trust. Discount and incentives given was an extra independent variable added to study the influence of government incentives on the constant purposes of using an e-wallet. The developed research model can be seen further explained in chapter 2.

5.4 Discussion on the fourth objective

The fourth objective of the research is to analyze the factors used in the proposed research model. From the outcome of the results, the research concluded that only three factors influenced the constant purposes of using an e-wallet. Those factors are perceives ease of use, discount and incentives given and trust. The discussion of this results has been discussed further in chapter 4.

5.5 Implications of the Study

In the context of the study, this research's outcome helps to find out which factors can help with the society improvement towards digital payment. For instance, perceived ease of use has significant to the constant purposes of using an e-wallet. This is because users finds e-wallet easier than carrying cash around. Perhaps, e-wallet systems can focus more on how to design e-wallets with simple and easy instruction to attract users and ease the process of payment for users.

Next, this research also determines results that perceives usefulness does not have any significant to the constant purposes of using an e-wallet. This is because by now almost all the respondents has idea of how useful it is to utilize e-wallet in the sense of environment, economic or society. For example, society continuing to shift to digital payment like e-wallets will lower down the usage of paper cash, which leads to a better environment for the future, in addition with reducing cost of production to make those cash which leads to a better economy management.

Furthermore, the results also supports the fact that e-wallet payments are the most environment friendly method, by only scanning the QR code or transferring cash to one and another online. Since, discount & incentives received has significant to the constant purposes of using an e-wallet, e-wallet can implement more discounts or vouchers indeed by collaborating with the famous brands in Malaysia. This method will be a motivating key to use e-wallet often since they shop from the certain brands.

Lastly, the factor trust has significant to the constant purposes of using an e-wallet. This explains that society focuses on the importance and the safety of doing a transaction with e-wallet. Government could take an initiative on gaining the user's trust in order to use e-wallet often. This might be my providing money back guarantee function. Government can also imply this via advertisement by showing how black money could not be transacted through digital payments to proof the trustworthiness of e-payment.

5.6 Limitations of the Study

From the overall research progress, there are few limitation that could be encountered. For starters, the Covid-19 pandemic places significant constraints on this research study. Due to the movement control order, the questionnaire was distributed online in every social media and groups to reach to the respondents.

Secondly, the parameter of independent variable is limited in this research. The independent variable tested are perceived usefulness, perceived ease of use, privacy & security, discounts & incentives received, and trust.

Lastly, the proposed sampling method which is voluntary sampling is not suitable for a short period of time which leaded to limited excess of range of people who are using e-wallet. This explains why the number of students are the most among the respondents.

5.7 Recommendations for Future Research

First of all, if the period of research is not under bad covid-19 pandemic circumstances, perhaps, the distribution of questionnaire can be given equally to all age groups. As for this research, age 18 to 24 represents the most among the respondents due to the distribution within social media pages.

Next, the future research will perhaps find out the significance of perceived ease of use on perceived usefulness. This may be suggested of researched uses TAM model, as according to the model PEOU is an antecedent of PU. They could also add a mediator variable. Besides that, independent variable such as perceived enjoyment and perceived risk could be added.

Finally, the research could be carried out as a longitudinal study. In a longitudinal study, researchers are able to inspect similar people to identify any progressions that could happen throughout some undefined time frame. For instance, if the respondents has high percentage of students, researchers could see the pattern of their response once they graduate as well, to come out with a better discussion.

5.8 Conclusions

Taking everything into account, this research effectively tended to the research objective of looking at the connection between perceived usefulness, perceived ease of use, privacy & security, discounts & incentives received, and trust and constant purposes in using e-wallet.

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APPENDIX I: QUESTIONNAIRE

Dear respondents,

I am Prissilla Joyce Paul, student ID 1801206. I am currently pursuing my undergraduate in Bachelor of International Business (Hons) from Universiti Tunku Abdul Rahman (UTAR) Sungai Long. I am conducting my final year project (FYP) on the "Constant purposes in using E-Wallet among Malaysian during National Recovery Plan"

I hope you could spend approximately 15 minutes to complete this questionnaire survey. This questionnaire survey consists of 3 sections including, Section A: Demographic, Section B: General and Section C: Construct Measurement.
Please answer all the questions as honestly as possible in each section. Your participation will contribute to the success of this survey. All your information will be private and confidential. Your responses are important to complete this research. Thank you for your willingness to participate in this survey. I truly appreciate your time and cooperation.
Thank you for your time to complete this questionnaire survey.

Section A: Demographic

Please choose the most relevant option, each question should only have ONE answer.

1. Gender
   - □ Male
   - □ Female

2. Age
   - □ 18-24 years
   - □ 25-34 years

- 35-44 years
- 45-54 years
- 55-64 years

3. Nationality
   - Malaysian
   - Non-Malaysian

4. Employment Status
   - Student
   - Employed
   - Unemployed
   - Retired

Section B: General

Please choose the most relevant option, each question should only have ONE answer.

5. Have you ever heard about e-wallet payment method before?
   - Yes, I'm familiar with e-wallet and have been using it for some time (or have used it before)
   - Yes, I'm aware of e-wallet but have never used it.

6. What is the type of e-wallet you use? You are allowed to choose more than ONE answer.
   - Touch 'n Go eWallet
   - GrabPay
   - Boost
   - ShopeePay

- WeChat Pay MY
- MAE
- PayPal
- Others

7. What's the average amount of money you top up every month in your e-wallet?
   - Below RM 50
   - RM 51 - 99
   - RM 100 - 499
   - RM 500 - 999
   - Above RM 1000

8. How frequent did you use e-wallet during the covid-19 pandemic? (Duration: June to September 2021)
   - Once every month
   - 2 to 5 times each month
   - 6 to 10 times each month
   - More than 10 times

9. Have you every claimed the e-wallet initiatives given by the government?
   - I have claimed both e-Tunai and e-Penjana by the government.
   - I have claimed e-Tunai only.
   - I have claimed e-Penjana only.
   - I have not claimed any incentives from the government.

10. How frequent did you use e-wallet nowadays? (Duration: January to March 2022)
    - Once every month
    - 2 to 5 times each month

- 6 to 10 times each month
- More than 10 times

Section B: Construct Measurement (5 point Likert scale)

Please rate the questions below and answer them by putting a tick (√) for each part. (5 – Strongly Agree; 4 - Slightly Agree; 3 – Neither Agree nor Disagree; 2 – Slightly Disagree; 1 – Strongly Disagree)

Independent Variable:

Perceived Usefulness

Statements	1	2	3	4	5
1. By utilizing e-wallet I'm able to manage my finance in personal payment.					
2. By utilizing e-wallet I save time while making payment.					
3. I frequently use e-wallet in purchasing certain things.					
4. E-wallet has a very efficient system where it can keep track of our expenditures.					
5. Overall, e-wallet is very useful in doing transactions effectively.					

Perceived Ease of Use

Statements	1	2	3	4	5
1. E-wallet is easy to use.					
2. E-wallet system has very clear instructions and easy to understand.					
3. I prefer using e-wallet instead of carrying cash around.					
4. Payment by e-wallet is faster and trouble-free.					
5. I don’t experience the trouble to find for a small change anymore.					

Privacy & Security

Statements	1	2	3	4	5
1. I believe that my transaction details in the system are safe.					
2. E-wallet is a safe transaction.					
3. I believe there are no harmful activities such as scam are undergoing while using e-wallet					
4. E-wallet keeps my payment credentials secure.					
5. I am satisfied with the security system of e-wallets.					

Discounts Received/ Incentives

Statements	1	2	3	4	5
1. E-wallet users able to obtain a great deal of discounts and incentives.					
2. E-wallet system offers rewards and cashbacks for the users.					
3. E-wallet system provides discounts that's enough to influence user's constant purpose.					
4. E-wallet system frequently offers a promotion and vouchers for their users to redeem in the future.					
5. I will recommend to a friend to sign up for e-wallet to enjoy their discounts and incentives.					

Trust

Statements	1	2	3	4	5
1. I believe that technology related errors are quite rare.					
2. The system is secured by Bank Negara Malaysia.					
3. I believe e-wallet platform system is trustworthy					
4. E-wallet platform services are reliable way to pay					
5. I believe e-wallet platform services providers will do everything to secure the transactions for users.					

Dependent Variable:

Constant purpose of using an e-wallet account.

Statements	1	2	3	4	5
1. I pursue the E-wallet account because it's easy to use in the sense of making payments.					
2. I pursue the E-wallet account because I find contactless payment useful and efficient.					
3. I pursue the E-wallet account since I need to exploit cashback/reward focuses and limits.					
4. I pursue the E-wallet account because I trust the security of the E-wallet payment gateways.					
5. I pursue the E-wallet account to claim the incentives by government (for example RM 30 e-Tunai Rakyat; RM50 e-Penjana) during the National Recovery Period.					

APPENDIX II: SPSS OUTPUT

Reliability Test [Pilot Test]

Reliability

Scale: Perceived Usefulness

Case Processing Summary

		N	%
Cases	Valid	31	100.0
	Excluded[a]	0	.0
	Total	31	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.820	.833	5

Reliability

Scale: Perceived Ease of Use

Case Processing Summary

		N	%
Cases	Valid	31	100.0
	Excluded[a]	0	.0
	Total	31	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.826	.850	5

Reliability

Scale: Privacy & Security

Case Processing Summary

		N	%
Cases	Valid	31	100.0
	Excluded[a]	0	.0
	Total	31	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.953	.959	5

Reliability

Scale: Discounts/Incentives

Case Processing Summary

		N	%
Cases	Valid	31	100.0
	Excluded[a]	0	.0
	Total	31	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.896	.900	5

Reliability

Scale: Constant purposes of using an E-wallet

Case Processing Summary

		N	%
Cases	Valid	31	100.0
	Excluded[a]	0	.0
	Total	31	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.808	.827	5

Descriptive Analysis

Statistics

1. Gender

N	Valid	200
	Missing	0

1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	118	59.0	59.0	59.0
	Male	82	41.0	41.0	100.0
	Total	200	100.0	100.0	

Statistics

2. Age

N	Valid	200
	Missing	0

2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24 years	130	65.0	65.0	65.0
	25-34 years	57	28.5	28.5	93.5
	35-44 years	6	3.0	3.0	96.5
	45-54 years	3	1.5	1.5	98.0
	55-64 years	4	2.0	2.0	100.0
	Total	200	100.0	100.0	

Statistics

3. Nationality

N	Valid	200
	Missing	0

3. Nationality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malaysian	197	98.5	98.5	98.5
	Non-Malaysian	3	1.5	1.5	100.0
	Total	200	100.0	100.0	

Statistics

4. Employment Status

N	Valid	200
	Missing	0

4. Employment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed	67	33.5	33.5	33.5
	Retired	2	1.0	1.0	34.5
	Student	120	60.0	60.0	94.5
	Unemployed	11	5.5	5.5	100.0
	Total	200	100.0	100.0	

Statistics

1. Have you ever heard about e-wallet payment method before?

N	Valid	200
	Missing	0

1. Have you ever heard about e-wallet payment method before?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I'm aware of e-wallet but have never used it.	13	6.5	6.5	6.5
	Yes, I'm familiar with e-wallet and have been using it for some time (or have used it before)	187	93.5	93.5	100.0
	Total	200	100.0	100.0	

Frequency Table

Touch 'n Go eWallet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	192	96.0	96.0	96.0
	No	8	4.0	4.0	100.0
	Total	200	100.0	100.0	

Grab Pay

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	113	56.5	56.5	56.5
	No	87	43.5	43.5	100.0
	Total	200	100.0	100.0	

Boost

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	20.0	20.0	20.0
	No	160	80.0	80.0	100.0
	Total	200	100.0	100.0	

ShopeePay

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	124	62.0	62.0	62.0
	No	76	38.0	38.0	100.0
	Total	200	100.0	100.0	

WeChat Pay MY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.0	2.0	2.0
	No	196	98.0	98.0	100.0
	Total	200	100.0	100.0	

MAE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	29.0	29.0	29.0
	No	142	71.0	71.0	100.0
	Total	200	100.0	100.0	

PayPal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	14.5	14.5	14.5
	No	171	85.5	85.5	100.0
	Total	200	100.0	100.0	

Others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	7.5	7.5	7.5
	No	185	92.5	92.5	100.0
	Total	200	100.0	100.0	

Statistics

3. What's the average amount of money you spend every month in your e-wallet?

N	Valid	200
	Missing	0

3. What's the average amount of money you spend every month in your e-wallet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Above RM 1000	4	2.0	2.0	2.0
	Below RM 50	77	38.5	38.5	40.5
	RM 100 - 499	53	26.5	26.5	67.0
	RM 500 - 999	7	3.5	3.5	70.5
	RM 51 - 99	59	29.5	29.5	100.0
	Total	200	100.0	100.0	

Statistics

4. How frequent did you use e-wallet during the Covid-19 pandemic?

N	Valid	200
	Missing	0

4. How frequent did you use e-wallet during the Covid-19 pandemic?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 to 5 times each month	74	37.0	37.0	37.0
	6 to 10 times each month	27	13.5	13.5	50.5
	More than 10 times	48	24.0	24.0	74.5
	Once every month	51	25.5	25.5	100.0
	Total	200	100.0	100.0	

Statistics

5. Have you ever claimed the e-wallet incentives given by the government?

N	Valid	200
	Missing	0

5. Have you ever claimed the e-wallet incentives given by the government?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have claimed both e-Tunai and e-Penjana by the government.	75	37.5	37.5	37.5
	I have claimed e-Penjana only.	19	9.5	9.5	47.0
	I have claimed e-Tunai only.	70	35.0	35.0	82.0
	I have not claimed any incentives from the government.	36	18.0	18.0	100.0
	Total	200	100.0	100.0	

Statistics

6. How frequent did you use e-wallet nowadays?

N	Valid	200
	Missing	0

6. How frequent did you use e-wallet nowadays?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 to 5 times each month	68	34.0	34.0	34.0
	6 to 10 times each month	28	14.0	14.0	48.0
	More than 10 times	42	21.0	21.0	69.0
	Once every month	62	31.0	31.0	100.0
	Total	200	100.0	100.0	

Central Tendencies Measurement of Construct

Frequencies

```
[DataSet1] C:\Users\User\OneDrive - Student Ambassadors\Desktop\Untitled2.sav
```

Statistics

		PU_Mean	PEOU_Mean	PS_Mean	DI_Mean	T_Mean	DV_Mean
N	Valid	200	200	200	200	200	200
	Missing	0	0	0	0	0	0
Mean		4.1570	4.4170	4.0660	4.0960	3.9870	4.1390
Median		4.2000	4.6000	4.2000	4.2000	4.0000	4.2000
Std. Deviation		.66676	.68311	.80828	.77394	.66803	.62452
Minimum		1.00	1.00	2.00	1.60	2.20	2.20
Maximum		5.00	5.00	5.00	5.00	5.00	5.00

Reliability Analysis

Reliability

Scale: Perceived Usefulness

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.814	.820	5

Reliability

Scale: Perceived Ease of Use

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.867	.876	5

Reliability

Scale: Privacy & Security

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.917	.923	5

Reliability

Scale: Discount & Incentives

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.906	.906	5

Reliability

Scale: Trust

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.854	.859	5

Reliability

Scale: DV: Constant purpose

Case Processing Summary

		N	%
Cases	Valid	200	100.0
	Excluded[a]	0	.0
	Total	200	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.750	.770	5

Pearson Correlation Analysis

Correlations

Correlations

		PU_Mean	DV_Mean
PU_Mean	Pearson Correlation	1	.551**
	Sig. (2-tailed)		.000
	N	200	200
DV_Mean	Pearson Correlation	.551**	1
	Sig. (2-tailed)	.000	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Correlations

		PEOU_Mean	DV_Mean
PEOU_Mean	Pearson Correlation	1	.600**
	Sig. (2-tailed)		.000
	N	200	200
DV_Mean	Pearson Correlation	.600**	1
	Sig. (2-tailed)	.000	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Correlations

		PS_Mean	DV_Mean
PS_Mean	Pearson Correlation	1	.657**
	Sig. (2-tailed)		.000
	N	200	200
DV_Mean	Pearson Correlation	.657**	1
	Sig. (2-tailed)	.000	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Correlations

		DI_Mean	DV_Mean
DI_Mean	Pearson Correlation	1	.654**
	Sig. (2-tailed)		.000
	N	200	200
DV_Mean	Pearson Correlation	.654**	1
	Sig. (2-tailed)	.000	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Correlations

		T_Mean	DV_Mean
T_Mean	Pearson Correlation	1	.700**
	Sig. (2-tailed)		.000
	N	200	200
DV_Mean	Pearson Correlation	.700**	1
	Sig. (2-tailed)	.000	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

Multiple Regression Analysis

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.811[a]	.658	.649	.37016	.658	74.491	5	194	.000

a. Predictors: (Constant), T_Mean, PU_Mean, DI_Mean, PEOU_Mean, PS_Mean

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.034	5	10.207	74.491	.000[b]
	Residual	26.582	194	.137		
	Total	77.616	199			

a. Dependent Variable: DV_Mean

b. Predictors: (Constant), T_Mean, PU_Mean, DI_Mean, PEOU_Mean, PS_Mean

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.509	.202		2.517	.013
	PU_Mean	.066	.054	.070	1.234	.219
	PEOU_Mean	.177	.052	.193	3.378	.001
	PS_Mean	.101	.052	.131	1.954	.052
	DI_Mean	.249	.042	.308	5.907	.000
	T_Mean	.287	.061	.307	4.676	.000

a. Dependent Variable: DV_Mean