

THE ACCEPTANCE OF INTERNATIONAL MOBILE
WALLET AMONG GENERATION Y IN KLANG
VALLEY

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BY

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DECLARATION

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- (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) Equal contribution has been made by each group member in completing the FYP.
- (4) The word count of this research report is 11655.

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DEDICATION

This work is dedicated to:

Ms. Chin Wai Yin, my research project supervisor,

My family members and friends,

and

All the respondents.

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LIST OF ABBREVIATIONS

TRA	Theory of Reasoned Action
TAM	Technological Acceptance Theory
IMW	Acceptance of international Mobile Wallet
PEOU	Perceived Ease of Use
PU	Perceived Usefulness
PR	Perceived Risk
PS	Perceived Security
SPSS	Statistical Package for Social Science

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PREFACE

This research aims to identify the Acceptance of International Mobile Wallet among Generation Y in Klang Valley. We have selected this research topic as mobile wallet is a new and trending payment mode in Malaysia. In Malaysia, there are numerous local mobile wallets made available for consumers such as Boost, Touch 'n Go eWallet, Grab Pay and etc. Furthermore, there is an arising urge for merchants to enable international mobile wallet specially to encourage tourist to spend in their stores. Thus, our research focus will be on the international mobile wallet such as WeChat Pay, AliPay and Samsung Pay.

This research identify how perceived ease of use, perceived usefulness, perceived security and perceived risk affects the Acceptance of International Mobile Wallet among Generation Y in Klang Valley. Thus, this research is able to provide knowledge and insights for mobile wallet providers, policy makers, merchants, future researchers and readers.

ABSTRACT

The purpose of this research is to study the factors affecting the Acceptance of International Mobile Wallet among Generation Y in Klang valley.

This study determines the factors affecting the Acceptance of International Mobile Wallet among Generation Y in Klang valley by using quantitative approach where questionnaire was distributed to 203 respondents aged between 19-39. This study focuses on how perceived ease of use, perceived usefulness, perceived risk and perceived security affects the Acceptance of International Mobile Wallet among Generation Y in Klang valley.

In our findings, perceived ease of use and perceived usefulness significantly affects the Acceptance of International Mobile Wallet whereas, perceived risk and perceived security do not have significant relationship with the Acceptance of International Mobile Wallet. Moreover, we found out that perceived usefulness has the greatest influence on the Acceptance of International Mobile Wallet among Generation Y in Klang valley.

This study will be useful for mobile wallet providers, policy makers, merchants, future researchers and readers as Malaysia is still in infant stage when it comes to mobile wallet industry.

CHAPTER 1: RESEARCH OVERVIEW

1.0 Introduction

The aim of this research is to determine the factors that influence the acceptance of international mobile wallet among Generation Y in Klang Valley. This chapter outlines an overview of this research, appropriately organized by research background, research problem, research objectives, research questions, the hypothesis of the study, and the significance of the study.

1.1 Research Background

1.1.1 E-payment in Malaysia

Electronic payment (e-payment) can be defined as making payments for goods/services purchased online using the internet (Roy & Sinha, 2014). The 4 main category of e-payment are online credit card payment, electronic cash, electronic cheques and small payments (Hsiao-Cheng, Kuo-Hua & Pei-Jen, 2002). Besides this, in today's world payment system, E-payment has brought upon improved efficiency, innovativeness and fraud reduction thus facilitating the growth of e-commerce where electronic businesses (e-business) relied on (Oladeji, 2014).

From figure 1.1, the unit of cheques used by Malaysian has been decreasing from 5.8 units in 2014 to 3.1 unit in 2018. Besides, the number of users using e-payment has been increasing from 70.9 units in 2014 to 124.6 unit in 2018. Thus, we can conclude that E-payment is growing in Malaysia (Bank Negara Malaysia, 2019).

Figure 1.1: Malaysia's Basic Payment Indicator

	2014	2015	2016	2017	2018
Population (million)	30.7	31.2	31.6	32.1	32.4
GDP (RM million)	1,106,442	1,158,513	1,231,021	1,353,381	1,429,842
Cash in circulation (CIC) (RM million)	68,029.4	76,687.4	85,479.6	92,387.6	94,307.2
Transaction Volume Per Capita (unit):					
Cheque¹	5.8	4.7	4.2	3.7	3.1
E-payments:	70.9	82.6	97.5	110.6	124.6
Credit card	11.3	11.5	12.1	12.7	13.8
Charge card	0.1	0.1	0.1	0.1	0.2
Debit card	2.2	2.9	3.4	5.1	7.6
E-money	38.3	44.4	52.6	58.1	59.3
Other cashless instruments ²	1.0	1.1	1.6	0.9	0.2
Interbank GIRO	3.7	4.8	5.5	6.1	6.4
Instant Transfer	0.9	1.5	2.6	4.1	7.4
Interbank direct debit	...	0.1	0.1	0.1	0.1
ATM ³	1.1	1.5	1.4	1.3	1.1
Internet banking ⁴	8.6	10.7	13.2	15.9	19.0
Mobile banking ⁴	0.7	0.9	1.5	2.7	5.9
Mobile payment ⁵	-	-	-	0.01	0.04
RENTAS - Third party transactions ⁶	0.1	0.1	0.1	0.1	0.1
Intrabank direct debit and standing instructions	2.9	3.1	3.2	3.4	3.6

Source: Bank Negara Malaysia. (2019). Basic Payments Indicator.

1.1.2 Mobile Payment

Mobile payment is the transaction done via a mobile device without any direct contact with the merchant's physical point of sale system. The mobile payment relies on the technology which requires secured authentication such as short message service (SMS), to secure mobile browser and also the mobile application (Alliance, 2011).

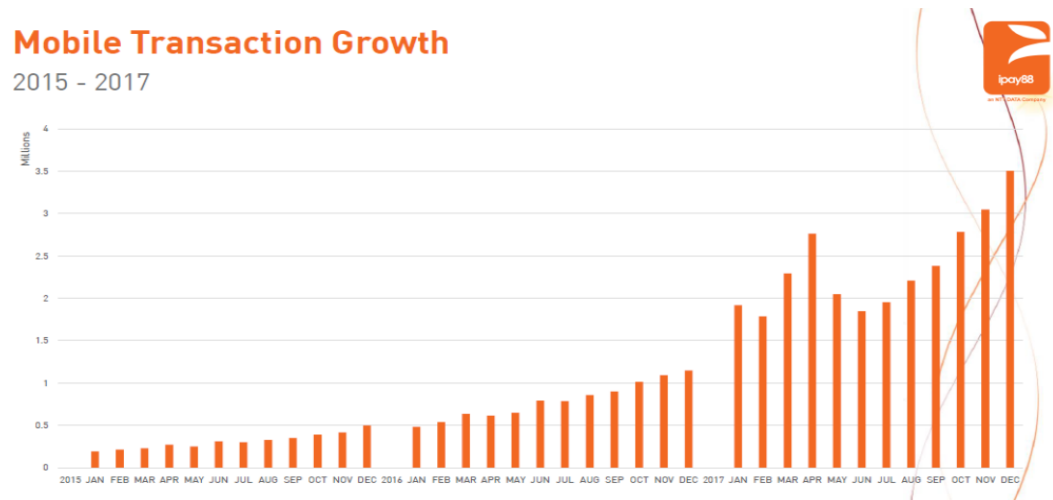
Contactless mobile payment requires the consumer is to be present at the point of sale to make payment using mobile devices. The mobile payment requires a physical contact between the user's mobile device and the merchant's payment terminal. Near Field Communication (NFC) is required in a contactless mobile payment. NFC facilitates two-way interactions between electronic devices.

1.1.3 Mobile Wallet in Malaysia

A mobile wallet is described as a mobile phone application that stores virtual money, payment cards, personal identity and sensitive information such as credit card information, account information and booking details (Olsen, Hedman, & Vatrapu, 2011). The mobile wallet is a revolution of mobile payment. It is a mobile application which enables an individual to perform fundamental payment transactions, membership and loyalty program, share information, access services, ticket transactions as well as other mobile transactions (Shin, 2009).

According to Shin (2009), a consumer can perform a variety of transactions to consumer (C2C), business (C2B), machine and online with a mobile wallet. A mobile wallet facilitates and enhances the speed of the point of sale (POS) transaction and reduces the necessity of paper money and coin. In addition, the seller can directly interact and provide information to the buyer. By doing so, the seller is able to build a strong and immediate relationship with the buyer. According to Au and Kauffman (2007), the mobile wallet has the potential to grow and develop due to the rapid innovation of technology and increasing volume of mobile phone users.

Figure 1.2: Malaysia's Mobile Transaction Growth



Source: Fong, V. (2018). iPay88: Malaysia's Cashless Ambition on Track.

Based on figure 1.2, Fong (2018) stated ipay88 statistic has shown a drastic increase in the mobile transaction from 2015 to 2017. Malaysians are given a huge selection of mobile wallet apps to choose, ranging from international mobile wallet such as Alipay, WeChat Pay, and Samsung Pay. And also, local wallets such as ipay88, Kiple Pay, Razer Pay, Boost, Favipay, Grab pay, Maybank wallet, Touch n Go pay, Mcash, Vcash, Big pay, and Lazada e-wallet.

International is something involving more than one country ("International meaning, Cambridge English Dictionary", 2019). Researchers composed a definition for international mobile wallet with the above definition. An international mobile wallet is defined as a mobile wallet application which is developed in a foreign country and owned by other nationality. From table 1.1, the existing international mobile wallets in Malaysia are WeChat pay, Alipay and Samsung pay. WeChat Pay and Alipay are both established in China. Whereas, Samsung Pay is established in Korea (Gazi, 2018).

Table 1.1: Comparison of International Mobile Wallet

International e-wallet	WeChat Pay	Alipay	Samsung Pay
Owned by	Tencent, China	Alibaba, China	Samsung, Korea
How to use	Pin only	Pin / biometrics - fingerprint / face	Pin / biometrics - fingerprint, iris
Payment method	QR code	QR code	Magnetic field transfer
Remarks	Available for all Smartphone users.	Available for all Smartphone users.	Only for Samsung users.

Source: Gazi, F. (2018). Most Popular E-Wallet Comparison.

1.1.4 Generation Y

In this research project, the target respondents are Generation Y in Klang Valley. According to Goh (2017), Generation Y is born between the early 1980s and the early 2000s. A basic part of Generation Y's life in Malaysia can be justified by the possession of Smartphone as they have integrated it into their daily lives (Abdullah, 2004). Based on the research done by Qader & Omar (2015), the study shows that most Generation Y in Malaysia stay connected and engaged due to the high usage of Smartphone. According to the Central Intelligence Agency (2019), the population of Malaysia is 31,809,660. In addition, Generation Y holds the largest percentage of age group, which is 40% of the population in Malaysia. Muda, Mohd & Hassan (2016) mentioned that Generation Y tends to spent more online or mobile due to the technological-savvy environment they're bornt to.

1.2 Research Problem

The trend of using mobile wallet has been increasing in Malaysia. It is supported by (Bank Negara Malaysia, 2019) that the number of e-payment users is increasing. Based on Visa study, Malaysians accepted the fact that mobile payment will replace traditional payment such as cash and bank card in the near future. The study further stated the high Smartphone penetration rate of 71% in Malaysia (Visa, 2017). Generation Y are most exposed towards new technology and gadget. However there is insufficient research on the acceptance of international wallet among Generation Y. Therefore, this research is conducted to examine the acceptance of international mobile wallet among Generation Y in Klang Valley.

Next, the arising numbers of mobile wallet available in Malaysia leads to dilemma among mobile wallet users. In Malaysia, there are numerous option of mobile wallet for Smartphone user to choose such as Boost, Favepay, Touch n go e-wallet and many more. These local wallets have gained favor and popularity among Malaysians due to promotional activities launched to promote the wallet. These promotions have attracted many locals thus increases the usage rate of the wallet. Mageswari (2018) stated Boost has more than 30 thousand merchants and 2.7 million users across Malaysia. Furthermore, Boost is expecting an increase of merchants to 100 thousand at the end of 2018. Based on PwC research and analysis, promotion such as cash back is the top reason for Malaysians to use e-wallet (PwC, 2018).

In addition, the Visa study shows a statistic of 83% of Malaysians are aware of digital payment, nevertheless only 34% of Malaysian is using it. This shows a high awareness, but low adoption of digital payment among the Malaysians. The main reason for Malaysians to avoid digital payment is security and risk issues. Security plays an important role for Malaysian to consider using contactless methods to make payment. The research also shows that 89% of Malaysians prioritize security more than the ease of use of contactless payment Malaysia (Visa, 2017).

1.3 Research Objectives & Research Question

1.3.1 General Objectives

The main objective is to study the factors that influence the acceptance of international mobile wallet among Generation Y in Klang Valley. In the research, researchers will examine and prove whether is there any influence between the factors (1) perceived ease of use, (2) perceived usefulness, (3) perceived risk, (4) perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.

1.3.2 Specific Objectives

1. To identify and prove the relationship of (1) perceived ease of use, (2) perceived usefulness, (3) perceived risk, and (4) perceived security toward the acceptance of international mobile wallet among Generation Y in Klang Valley.
2. To determine the impact of (1) perceived ease of use, (2) perceived usefulness, (3) perceived risk, and (4) perceived security toward the acceptance of international mobile wallet among Generation Y in Klang Valley.

1.3.3 Research Question

1. How does (1) perceived ease of use, (2) perceived usefulness, (3) perceived risk, and (4) perceived security influence the acceptance of international mobile wallet among Generation Y in Klang Valley?
2. Which factors influence the acceptance of international mobile wallet among Generation Y in Klang Valley the most?

1.4 Hypothesis

H1: There is a positive influence between perceived ease of use and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H2: There is a positive influence between perceived usefulness and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H3: There is a negative influence between perceived risk and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H4: There is a positive influence between perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.

1.5 Research Significance

The significance of the research is to identify the factors that influence the acceptance of international mobile wallet among Generation Y in Klang Valley. Researchers are urged to conduct this research due to the advancement of technology and the adoption of mobile wallet in Malaysia. Malaysia's adoption of mobile wallet is still incomplete as cash has not been replaced completely in the marketplace.

By doing this research, marketers are able to increase their understanding of consumers' payment behaviour. This research is able to help readers to recognize the current market trend and understand consumers' mobile wallet choices in order to attract potential customers and retain current customers. Besides that, this study will reveal users' concern towards security of mobile wallet in Malaysia. Thus, we will be identifying the issues and problems regarding safety faced by the users of mobile wallet.

In 2017, China's tourist is spending over 115 billion USD during their trips (Chen & Deng, 2018). Marketers begin to sense the need for international mobile wallet to cope with the high demand from tourist which uses their foreign wallet to purchase goods and services in Malaysia. However, the existence and usage of local wallets have far exceeded the international wallet. This research aims to identify consumer's choice of mobile wallet.

By understanding the factors that influence the acceptance of international mobile wallet the most, the researchers can capture the needs, wants and demand for Generation Y in Klang Valley accurately. Lastly, this research will act as a strong gust to propel and benefit future researchers as the e-wallet industry is still in infancy stage and the market is still greatly fragmented with players fighting for market share (PwC, 2018).

1.6 Chapter Layout

There is a total of five chapters in this research project. Each chapter consists of an analysis based on the research study topic. The first chapter is the introduction of the research project, which includes the background of the study, problem statement, objectives of research, and significance of the research. In chapter two, researchers will provide a literature review based on the topic research. Definition and description will be taken from previous researchers for reference purposes. The theoretical framework will be shown and the hypothesis of the research will be listed out.

Follow by chapter three, the researchers will set the research methodology to analyse the problem statement of the research. The researchers will justify how to solve the problem and how to conduct the analysis. Chapter four discusses the analysis of data collected from the questionnaires. Data analysis will be illustrated in tables, diagrams, and charts. Last but not least, chapter five is the findings of the researchers. In this chapter, the researchers will include the implication of the study and their recommendation for future researchers.

1.7 Conclusion

As a conclusion, chapter one discussed on the introduction of the research project and the background of research regarding the topic chosen. After understanding the research background, researchers established the research objectives and research questions simultaneously. Next, the hypothesis of the study is developed to test the correlations between the variables that affect the acceptance of international mobile wallet among Generation Y in Klang Valley.

CHAPTER 2: LITERATURE REVIEW

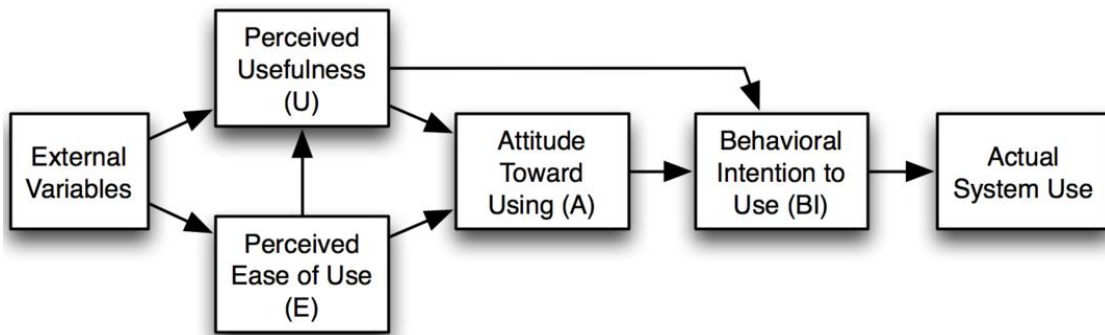
2.0 Introduction

This chapter consists of literature review. Researchers will begin with the literature reviews of dependent variables, followed by the independent variable. In this chapter, researchers will further discuss the relationship between the independent variables and dependent variables. A conceptual framework will be presented and the hypotheses will be developed and examined for the association between the independent variables and dependent variable.

2.1 Underlying theories

According to Davis (1989), technological acceptance model consists of two construct as primary elements in creating attitude towards technology acceptance which are perceived usefulness and perceived ease of use. Perceived usefulness can be explained where a person thinks that by using the particular system, it will show a positive impact in his or her life. Whereas the perceived ease of use is where a person thinks that a particular system would be easy to use or handle. This model has been used and validated by researchers as this model is able to explain the significant factors affecting technology usage (Kim, Lee, Mun & Johnson, 2017).

Figure 2.1: Technological Acceptance Theory



Source: Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS quarterly*, 319-340.

Next, perceived risk theory interprets the negative risk and uncertainty faced by user and how they react and behave towards it (Bauer, 1960). Besides this, a sense of unreliability related to the negativeness of a service or product can be explained by perceived risk (Featherman & Pavlou, 2003). Base on previous research conducted by Salisbury, Pearson, Pearson & Miller (2001), credit card information that were required by some of the e-wallets may unconsciously cause perceive risk among consumer as these information are sensitive and private.

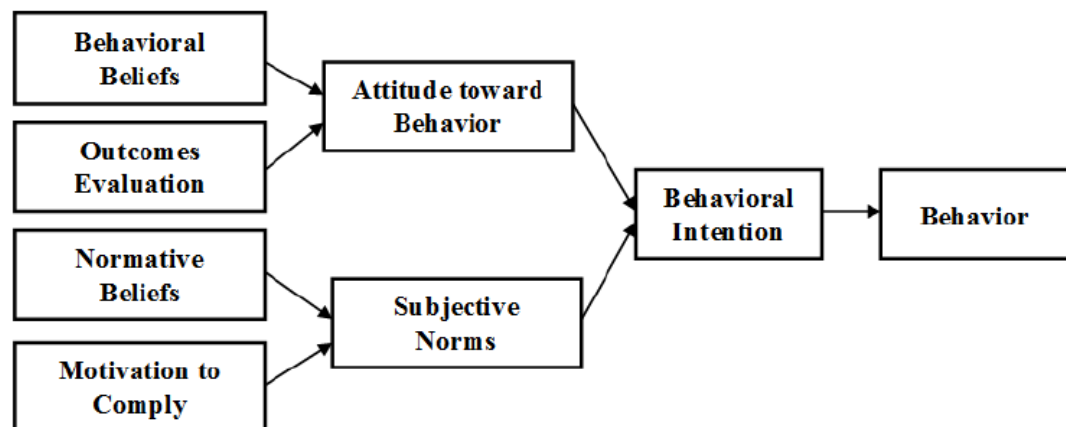
Lastly, security variable has become a crucial element in the study of acceptance of international mobile wallet because it will affect both the intention and adoption of it (Kurnia & Benjamin, 2007). The requirements and sensitivity of consumers towards the security of cashless transactions is high because personal information is involved in the cashless payment method (Cotteleer, Cotteleer, & Prochnow, 2007).

2.2 Review of Variables

2.2.1 Dependent Variable - Acceptance

Fishbein & Ajzen (1975) explained theory of reasoned action (TRA) where the attitude toward behaviour and subjective norms leads toward behavioral intention of a user. Researchers described subjective norms as individuals who will significantly affect the perception of the subject. In addition, behavioral intention is the degree to which an individual intends to perform an action. Fishbein & Ajzen have proved an association between attitude, behavior and human action. They further proposed that high behavioral intention will increase an individual's effort to work on an action.

Figure 2.2: Theory of Reasoned Action



Source: Fishbein, M., & Ajzen, I. (1975). *Belief, attitude. Intention and Behavior: An Introduction to Theory and Research*.

Theory of reasoned action is the foundation of technology acceptance model theory (TAM). Technology acceptance model was proposed by Davis in 1989. Most researches related to technology acceptance will adapt and modify the theory from Davis. Davis (1989) stated behavioral intention is a good predictor to a user's technology consumption. Whereas, perceived ease of use and perceived usefulness are the factors that would affect a user's attitude and intention which draws to the user's actual usage of a technology.

Mobile wallet is still a new payment mode in Malaysia. According to Davies (2017), the younger the generation the greater the acceptance towards cashless payment, because younger generations are more willing to try and adopt new technologies that are out in the market. According to Kumari & Khanna (2017), consumers will only switch from cash to cashless payment if they perceived it to be convenient, easy and safe to use. Furthermore, a technology will be perceived to be ease of use if it's more user friendly and will encourage change especially among the older generations to adopt and reap the benefits from latest technologies (Legris, Ingham & Collette, 2003).

2.2.2 Independent Variable - Perceived Ease of Use (PEOU)

Perceived ease of use is defined as the extent where an individual believes that using a particular technology would be effortless. In TAM, perceived ease of use influence particularly in the early stages when user experienced a technology or system (Davis, 1989). According to Tahaem, Sharma, and Goswami (2016), the ability of digital wallets that transacts with greater efficiency compared to other forms of payment is identified as perceived ease of use. In order for consumers to adapt to the mobile wallet system, perceived ease of use is a significant factor and it can be evaluated as the degree which a person finds using a technology fairly easy (Anckar & Walden, 2003). Besides this, users' adoption of mobile wallet is greatly affected by perceived ease of use, and thus perceived ease of use plays an important role (Padashetty & Kishore, 2013).

Furthermore, customer's intention to make payment online is also affected by perceived ease of use (Grefen, Karahanna & Straub, 2003). A research done by Arvidsson (2014) also proved that ease of use is the most important and critical factor in determining the intention of consumers adopting a new technology. The majority users of mobile wallet got started because of its ease of use, cash back promotions or the great security provided to the whole platform thus eliminating the risk of doing transactions through mobile phones.

Kim, Mirusmonov & Lee (2010) state the greater consumers perceived ease of use of the mobile payment, the greater the willingness to implement it. Chen, Gillenson, & Sherrell (2002) found the user's perceived ease of use positively affects their acceptance towards the virtual transaction. It further supported by Pousttchi & Wiedemann (2007) that perceived ease of use have a positive relationship with user's behavioral intention towards mobile wallet.

2.2.3 Independent Variable - Perceived Usefulness (PU)

Perceived usefulness refers to the user's evaluation of the benefit gained by using new technology in a specific context. In TAM, perceived usefulness is specified as task-related productivity, performance, and effectiveness. Perceived usefulness and perceived ease of use are both different but closely linked variables. In determining behavioural intentions toward information technology, perceived usefulness is the main influencer and perceived ease of use is a secondary influencer (David, 1989).

Rogers (2003) have proposed in the diffusion theory that a person is willing to accept change and innovation when the change is able to add value to them. Wong & Hiew (2005) proved that the usefulness of mobile devices will directly affect the usage of mobile commerce. Wong & Hiew further explained usefulness of mobile devices includes the function of customization, having omnipresence in the market, suit the local culture, timeliness in a transaction, and a broad line of networks.

Teoh, Chong, Lin & Chua (2013) stated perceived usefulness as the measure an individual assumes that the application of mobile payment will enhance their daily productivity by increasing their efficiency and effectiveness. They further proposed that perceived usefulness is the most essential factor to forecast consumers' intention towards mobile payment usage. According to Pikkarainen, Pikkarainen, Karjaluoto, Pahnala (2004), the fundamental factor for users to accept mobile wallet is perceived usefulness. The statement is supported by Carlsson, Carlsson, Hyvonen, Puhakainen & Walden (2006) that perceived usefulness have a strong positive influence toward user's intention to use mobile services.

2.2.4 Independent Variable - Perceived Risk (PR)

Perceived risk is defined as the anticipated drawbacks derived from the purchase and usage of a particular item. Perceived risk is a sense of unreliability which happens naturally such as anxiety, concern, discomfort and uncertainty due to the possible downside or negativity related to the product or service (Bauer, 1960). Furthermore, special attention was given by Cheah, Teo, Sim, Oon & Tan (2011) in their research, which determined the importance of perceived risk especially financial risk.

Huang, Chang, Li & Lin (2004) have proposed several types of perceived risk. Financial risk is related to money, where the user faced the monetary loss resulting from a purchase. Performance risk is the comparison between actual performance and expected performance. Physical risk is the safety-related problems, mainly on health and security issues. Psychological risk is the consistency of product with the user's self-image. Social risk is a significant individual's perception towards the products or services. Convenience risk is the inconveniences resulting the purchase of products or services.

Jarvenpaa, Tractinsky, & Vitale (2000) found perceived risk have a negative impact on user's intention to engage in online transactions. The hypothesis is supported by Nguyen & Huynh (2018) that perceived risk is negatively affecting the acceptance of mobile wallet due to the various uncertainty faced by users.

2.2.5 Independent Variable - Perceived Security (PS)

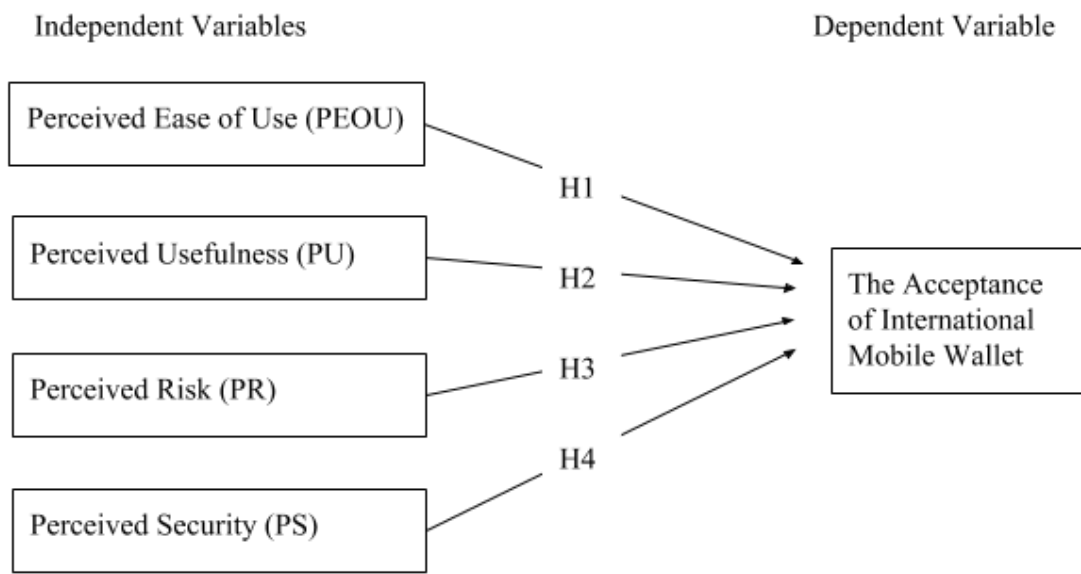
According to Miyazaki & Fernandez (2001), perceived security is a threat to which a user's data is destructed, disclosed, modified, scammed, unused, or abused. Flavián & Guinalú (2006) defined perceived security as a user's trust towards the security where their financial information is not visible, not deposited, and not used by unauthorized parties.

Bart, Shankar, Sultan, & Urban (2005) stated one of the main issue consumer concerns is the security risk engaged in online transaction. Carlos, José & José (2009) found good perceived security will enhance consumers' trust and consequently increase their likeliness to utilize online services especially when the financial information is convenient to them. Lu, Wang & Hayes (2012) said strong security is able to enhance consumers' willingness give new technology an attempt and reduces doubtfulness towards it. Security will act as a driver to change the perception of consumers towards the mobile wallet (Rai, Ashok, Chakraborty, Arolker & Gajera, 2012). According to Meharia (2012), it is confirmed that perceived security towards mobile wallet greatly affects consumer's intention to use it.

Security has a significant relationship upon consumer's intention to adopt cashless system (Lai, 2016). According to Taheam, Sharma, & Goswami (2016) security plays a significant purpose to clear out any doubts and fear among consumers towards mobile wallet, thus removing barriers previously obstructing the adoption of mobile wallets. From the research of Heng (2004), perceived security has a substantial influence on changing the perception of consumers to try out or even switch to cashless system. A secured online payment or banking gateway will build confidence among consumers as their private information and transaction are safeguarded by a strong firewall that prevents data stealing or leakage to third parties (Adesuyi, Oluwafemi, Oludare, Victor & Rick, 2013).

2.3 Proposed theoretical / conceptual framework

Figure 2.3: Research Framework



Source: Developed for the research

2.4 Hypothesis Development

H1: There is a positive influence between perceived ease of use and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H2: There is a positive influence between perceived usefulness and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H3: There is a negative influence between perceived risk and the acceptance of international mobile wallet among Generation Y in Klang Valley.

H4: There is a positive influence between perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.

2.5 Conclusion

To conclude chapter two, researchers have elaborated and discussed the variables used in the research. Following, researchers explained the relationship and influence of the independent variables towards the dependent variable. A conceptual framework is formed with the adaptation of the theoretical framework. Lastly, the hypothesis is proposed and explained with the support of previous researchers.

CHAPTER 3: METHODOLOGY

3.0 Introduction

This chapter focuses on the methodology used to gather data and information throughout the research. In this chapter the research design, data collection methods, sampling design, research instrument and construct measurements and analysis of data and statistic will be shown.

3.1 Research Design

The most significant part in research is research design. Research design comprised of research methods and steps, the collection and analyzing of data as well as knowing the essential information for the research (Zikmund, Babin, Carr & Griffin, 2013).

3.1.1 Quantitative Approach

The quantitative approach is applied to answer the research question and test the hypothesis by collecting numerical figures and analyzing the statistics of data (Sekaran & Bougie, 2013). Based on Wisdom & Creswell (2013), quantitative approach summarizes a population by testing a representative part of it. Types of quantitative methods are interviews, questionnaires, surveys, and others. The main objective of the quantitative approach in this research is to examine the factors that influence the acceptance of international mobile wallet among Generation Y in Klang Valley. Therefore, researchers distributed 203 questionnaires to randomly selected target respondents in Klang Valley.

3.2 Sampling Design

3.2.1 Target Population

In this research, Generation Y in Klang Valley has been chosen as the target population to determine the factors influencing the acceptance of international mobile wallets due to insufficient research being done previously. There are no restriction on consumers' ethnic, sex, educational level, income level, marital status and occupations.

3.2.2 Sampling Location

Sampling location defined as the area where the sample population is positioned (Zikmund et al., 2013). In this research we have chosen Klang Valley as our specific location for data collection to reduce the cost of conducting this research.

3.2.3 Sampling Elements

The Sampling Elements of this research are Generation Y respondents that are staying in Klang Valley. Generation Y is chosen due to their better understanding and prior experience to mobile wallet payment (Qadar & Omar, 2015). The researchers will send out Google forms to respondents that fall in this Generation to collect the required information.

3.2.4 Sampling Techniques

The two sampling technique which are commonly used are probability sampling and non-probability sampling technique. In this research, the researchers will use non-probability sampling because it is cheap, common and does not require a large sample population. The type of non-probability sampling method used is convenience sampling technique.

3.2.4.1 Convenience Sampling

Convenience sampling was used by the researchers to obtain information and data for this study. In the words of Zikmund et al. (2013), convenience sampling is said to be collecting data and information from the most convenient available respondents. According to Etikan, Musa & Alkassim (2016), Convenience sampling is where respondents are easily accessible, available at a given time and willing to participate to the researchers. During the researchers' data collection process, questionnaires in the form of Google forms are created and shared via Facebook and Whatsapp because respondents are easily accessible, available at that given time and are willing to complete our questionnaire.

3.2.5 Sampling Size

According to Roscoe's rule of thumb for samples determination, it requires more than 30 and less than 500 respondents to suffice a research. Thus, the researchers decided to collect data from 203 respondents.

3.3 Data Collection Methods

3.3.1 Primary data

According to Curtis (2008), data that can be gathered via surveys, focus group or experiments are classified as primary data. Primary data are collected from respondents that are categorized as Generation Y in Klang valley. Structured Questionnaires in Google forms were shared by the researchers on social media platforms such as Facebook and Whatsapp because of convenience and the abundance of respondents. The researchers aim to collect 203 complete questionnaires in this research study.

3.3.2 Secondary data

Information collected from existing sources such as journal article, government database and other dependable sources from the internet refers to secondary data. Secondary data are more economical and easier to obtain compared to primary data. However, information gathered need to be studied thoroughly as not every information will be useful to our research. The secondary data used in this research were journal articles from Emerald Insight, Google Scholar, Utar OPAC, Science direct and etc.

3.4 Proposed Analysis Tool

3.4.1 Questionnaire Design

Respondents will be asked about their age to make sure that they are Generation Y before attempting the questionnaire. They are requested to select from the options or choose an appropriate scale point provided in the survey instrument. In this study, a structured questionnaire with 2 sections, Section A and Section B was designed.

In Section A, respondents will be asked briefly about their respective background where their gender, age group, educational qualification, employment status, income level, and some general questions regarding to international mobile wallet.

In Section B, there will be 5 options on each question that scales from strongly disagree, disagree, neutral, agree, to strongly agree and respondents will be asked to tick the option that is most viable to them. Respondent will be asked about the perceived ease of use, perceived usefulness, perceived risk, perceived security and the acceptance of international mobile wallet which are the dependent variable and independent variable of this study.

3.4.2 Pilot Study

Pilot test is a trial run conducted before the actual full scale study to assure the validity of any research and test the feasibility of the survey instrument, ensuring clear and easy to understand instruction and questions (Teijlingen & Hundley (2001). To conduct pilot study, the researchers will first distribute 10% of the sample size (20 respondents) to obtain any feedback given during the trial run. After that, 203 questionnaires will be distributed to the target respondents if no error being identified during the pilot test.

Table 3.1: Pilot test result

		N	%
Cases	Valid	20	100.0
	Excluded	0	.0
	Total	20	100.0

Cronbach's Alpha	N of Items
.884	28

Source: Developed for the research

3.5 Construct Measurement

3.5.1 Origin of Construct

The questionnaires were adapted from several previous researchers. Firstly, the variables of Perceived Ease of Use and Perceived Usefulness were adapted from Davis (1989). The questions for Perceived Risk were adapted from Smith, Milberg & Burke (1996) and the questions for Perceived Security were sourced from Yenisey, Ozok & Salvendy (2005).

Table 3.2: Origin of Construct

Construct	Sample Measurement Items	Sources
Perceived Ease of Use (PEOU)	<ol style="list-style-type: none"> 1. I find international mobile wallet easy to use. 2. I hardly get confused when I use international mobile wallet. 3. I hardly make errors when using international mobile wallet. 4. I hardly refer to the user manual when using international mobile wallet. 5. It is easy for me to remember how to perform tasks using international mobile wallet. 6. I don't require much effort to use international mobile wallet. 	Davis (1989)

<p>Perceived Usefulness (PU)</p>	<ol style="list-style-type: none"> 1. Using international mobile wallet makes it easier to do payment. 2. Using international mobile wallet saves me time. 3. Using international mobile wallet increases my productivity. 4. Using international mobile wallet improves my job performance. 5. International mobile wallet enables me to facilitate payment more quickly. 6. Using international mobile wallet enhances my effectiveness/experience on the payment. 	<p>Davis (1989)</p>
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<p>Perceived Risk (PR)</p>	<ol style="list-style-type: none"> 1. It bothers me when international mobile wallet asks me for personal information. 2. I am concerned that international mobile wallet is collecting too much personal information from me. 3. I am concerned that international mobile wallet will use my personal information for other purposes without my authorization. 4. I am concerned my personal information in international mobile wallet 's database is not accurate. 5. I am concerned that unauthorized people (i.e. hackers) have access to my personal information. 6. I am concerned about the security of my personal information during transmission. 	<p>Smith, Milberg & Burke (1996)</p>
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<p>Perceived Security (PS)</p>	<ol style="list-style-type: none"> 1. Any possible unauthorized access into international mobile wallet's database is blocked. 2. The international mobile wallet puts significant emphasis on security. 3. The website has significant budget and funding spent on security. 4. Login and password authentications are used extensively to provide secure transaction environments. 5. The international mobile wallet transaction is made over secure internet communication lines. 6. The site has a strict encryption strategy in online transactions. 	<p>Yenisey, Ozok & Salvendy (2005)</p>
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<p>Acceptance of International Mobile Wallet</p>	<ol style="list-style-type: none"> 1. I plan to use international mobile wallet. 2. I will use international mobile wallet. 3. I will continue to use international mobile wallet rather than other mobile wallet (or other payment method). 4. I will strongly recommend others to use international mobile wallet. 	<p>Trivedi (2017) & Self developed</p>
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Source: Developed for the research

3.5.2 Data scale of measurement

Nominal scale and interval scale were used to collect respondent's information. In section A, a nominal scale is applied to measure respondents' demographic information. According to Zikmund et al. (2013), the nominal scale is the fundamental scale of measurement which classifies the respondent with mutual characteristics into a group. In section B, the interval scale is applied to measure the variables tested in the research. A 5-point Likert scales ranging from strongly disagree to strongly agree is used. Respondents will select the scale that best represents their opinion.

3.6 Data Processing

3.6.1 Questionnaire Checking

In this stage of our research, the questionnaires that were collected will be checked manually in order to ensure all questions has been attempted by respondents. It is important to ensure all questions were answered by the respondents as the accuracy of our research will be tampered if some questions are missed out.

3.6.2 Data Editing

The process of inspecting and scanning the information gathered from the questionnaire to correct errors and omission is called Data Editing (Zikmund et al., 2013). After designing the questionnaire in Google forms, we have decided to make all questions compulsory for respondents to answer. As the result, omission of data can be avoided. Besides this, critical examination such as, minor adjustments on grammar and language to improve the data are done to ensure the quality of the research and further enhancing the usability of the data.

3.6.3 Data Coding

Allocating symbols or number to the categories of questionnaire to simplify the process of conversion of responses to database is called Data coding (Zikmund et al., 2013). By using numerical to represent measurements in the questionnaire instead of alphabets will ease the researchers when tabulation of data in the end of questionnaire collection is conducted. In Section B of our questionnaire encompass 4 independent variables with 5 measurement scales ranging from strongly disagree, disagree, neutral, agree, strongly agree. To ease data conversion in the end of collection period we have decided to use coding to represent the measurement, “1” as strongly disagree, “2” as disagree, “3” neutral, “4” agree, “5” strongly agree.

3.7 Data Analysis

3.7.1 Descriptive Analysis

Descriptive analysis transforms and interprets raw data to create descriptive information for the purpose of explaining the target sample (Zikmund et al., 2013). The analysis measures frequency, central tendency and dispersion of data. Descriptive analysis is used to analyse the respondent's demographic information in section A of the questionnaire.

3.7.2 Scale Measurement

3.7.2.1 Reliability Analysis

The reliability test reflects the stability and consistency of a measure (Zikmund et al., 2013). Cronbach's Alpha reliability analysis is applied to examine the internal consistency of the research. It splits the coefficient half and compares the result with another half. The result ranges between 0 to 1. Based on Manerikar & Manerikar (2015), the higher the coefficient value, the more reliable the result holds. Researchers adopted reliability analysis to measure the reliability and consistency of the variables in section B of the questionnaire.

3.7.2.2 Inferential Analysis

The inferential analysis concludes the population with a sample, by analysing statistics of variables tested and making inferential judgments. In addition, SPSS is utilized to measure the Multiple Regression Analysis in this study.

3.7.2.3 Multiple Regression

Multiple linear regression is used to examine the relationship between the dependent variable and the independent variables. It helps researchers to identify the impact of independent variables toward the dependent variable. In this study, multiple linear regression is used to determine how perceived ease to use, perceived usefulness, perceived risk, perceived security affect acceptance of international mobile wallet among Generation Y in Klang Valley.

The general equation of multiple regression:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \dots + \beta_n X_n$$

Equation developed for this research:

$$IMW = \alpha + \beta_1 PEOU + \beta_2 PU + \beta_3 PR + \beta_4 PS$$

Whereby,

IMW = Acceptance of international Mobile Wallet

α = Constant

β = Slope of Coefficient

PEOU = Perceived Ease of Use

PU = Perceived Usefulness

PR = Perceived Risk

PS = Perceived Security

3.8 Conclusion

In short, researchers planned the methodology of this research in chapter 3. By applying the methodology discussed in this chapter, the results of the analysis will be discussed and presented in the following chapter.

CHAPTER 4: DATA ANALYSIS

4.0 Introduction

Data collection was completed based on the main objectives of the research which is to identify the Acceptance of International Mobile Wallet among Generation Y in Klang Valley. The results are generated using SPSS and presented in this chapter. The descriptive analyses are presented with the aid of frequency tables and figures, whereas the inferential analysis is illustrated based on the measurements and structural models generated by SPSS.

4.1 Descriptive Analysis

Descriptive Analysis is used to briefly summarize the data collected in the study. Questionnaires in Google forms are shared throughout the data collection period. A total of 203 responses were captured and then interpreted with the aid of frequency tables, pie chart and bar charts in this section.

4.1.1 Gender

Table 4.1: Gender

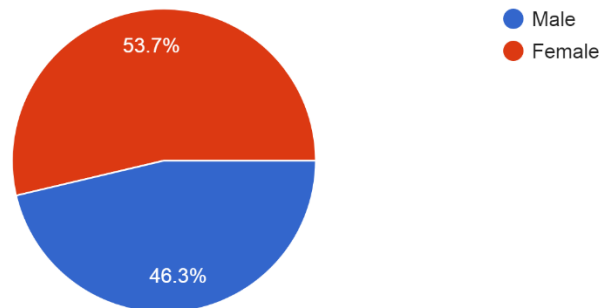
Category	Frequency	Percent	Valid Percent	Cumulative Percent
Female	109	53.7	53.7	53.7
Male	94	46.3	46.3	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.1: Gender

Gender

203 responses



Source: Developed for the research

Based on pie chart 4.1 above, we discovered that the majority of our respondents are female (109 over 203 respondents) which takes over 53.7% of the whole research. In contrast, the male respondents gain a percentage of 46.3% in our research.

4.1.2 Age group

Table 4.2: Age group

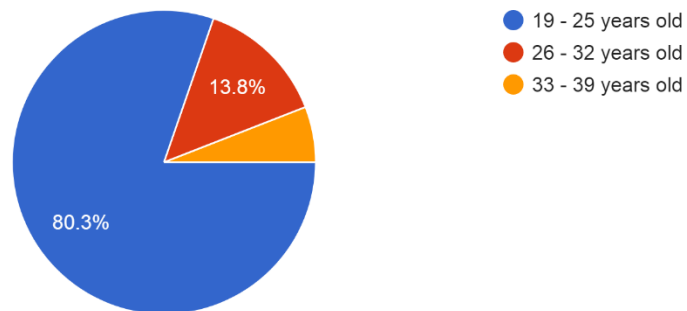
Category	Frequency	Percent	Valid Percent	Cumulative Percent
19 - 25 years old	163	80.3	80.3	80.3
26 - 32 years old	28	13.8	13.88	94.1
33 - 39 years old	12	5.9	5.9	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.2: Age group

Age group

203 responses



Source: Developed for the research

From the pie chart 4.2 above, we found out that the majority of our respondents are aged between 19 to 25 years old which is 80.3% of our respondents, whereas with just 5.9% the minority respondents of our research are aged between 33 to 39 years old.

4.1.3 Educational Qualification

Table 4.3: Educational Qualification

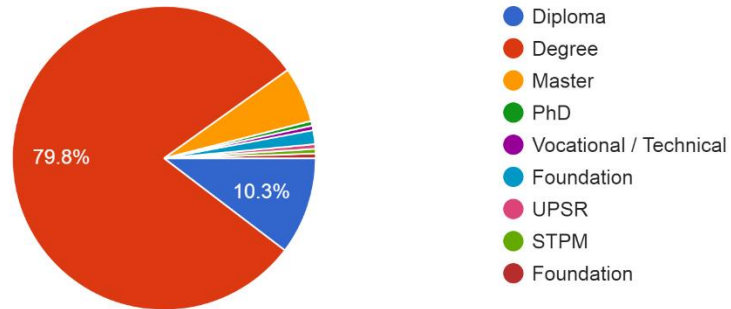
Category	Frequency	Percent	Valid Percent	Cumulative Percent
Degree	162	79.8	79.8	79.8
Diploma	21	10.3	10.3	90.1
Foundation	4	2.0	2.0	92.1
Master	12	5.9	5.9	98.0
PhD	1	.5	.5	98.5
STPM	1	.5	.5	99.0
UPSR	1	.5	.5	99.5
Vocational / Technical	1	.5	.5	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.3: Educational Qualification

Educational Qualification

203 responses



Source: Developed for the research

From the pie chart 4.3 above, the majority of our respondents are Degree holders which comprises 79.8%, whereas respondents with PhD, STPM, UPSR or vocational/ technical each comprises 0.5% out of all our respondents.

4.1.4 Employment status

Table 4.4: Employment status

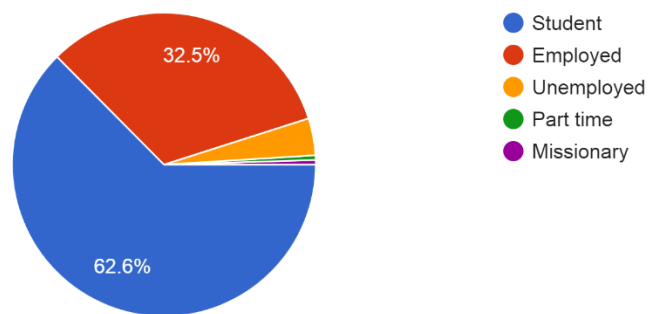
Category	Frequency	Percent	Valid Percent	Cumulative Percent
Employed	66	32.5	32.5	32.5
Missionary	1	.5	.5	33.0
Part time	1	.5	.5	33.5
Student	127	62.6	62.6	96.1
Unemployed	8	3.9	3.9	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.4: Employment status

Employment status

203 responses



Source: Developed for the research

Based on pie chart 4.4, most of our respondents are students which take up 62.6% of our research, whereas only 1% of our respondents are working as a Part-timer or a Missionary.

4.1.5 Income level

Table 4.5: Income level

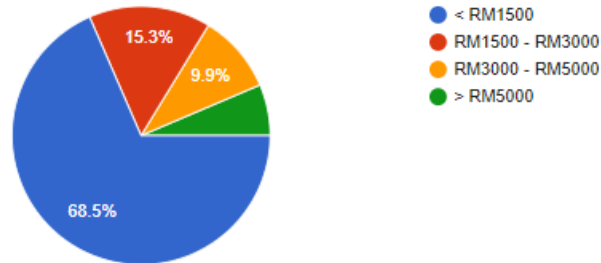
Category	Frequency	Percent	Valid Percent	Cumulative Percent
< RM1500	139	68.5	68.5	68.0\5
> RM5000	13	6.4	6.4	74.9
RM1500 - RM3000	31	15.3	15.3	90.1
RM3000 - RM5000	20	9.9	9.9	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.5: Income level

Income level

203 responses



Source: Developed for the research

From the pie cart 4.5 above, we discovered that 68.5% of our respondents have an income level less than RM1500 per month, whereas only 6.4% of our respondent has income level of more than RM5000 per month.

4.1.6 Have you heard of international mobile wallet

Table 4.6: Have you heard of international mobile wallet

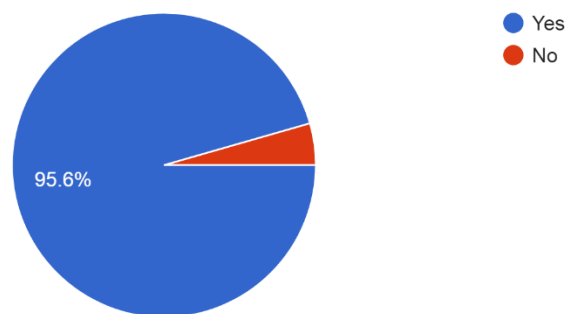
Category	Frequency	Percent	Valid Percent	Cumulative Percent
No	9	4.4	4.4	4.4
Yes	194	95.6	95.6	100.0
Total	203	100.0	100.0	

Source: Developed for the research

Figure 4.6: Have you heard of international mobile wallet

Have you heard of international mobile wallet? (WeChat pay, Alipay, Samsung pay)

203 responses



Source: Developed for the research

From the pie chart 4.6 above, we discovered that the majority of our respondent 194/203 (95.6%) are aware of the presence of international mobile wallet, and only 9 respondents (4.4%) are not aware of the presence of international mobile wallet

4.1.7 Have you used any international mobile wallet before

Table 4.7: Usage of international mobile wallet

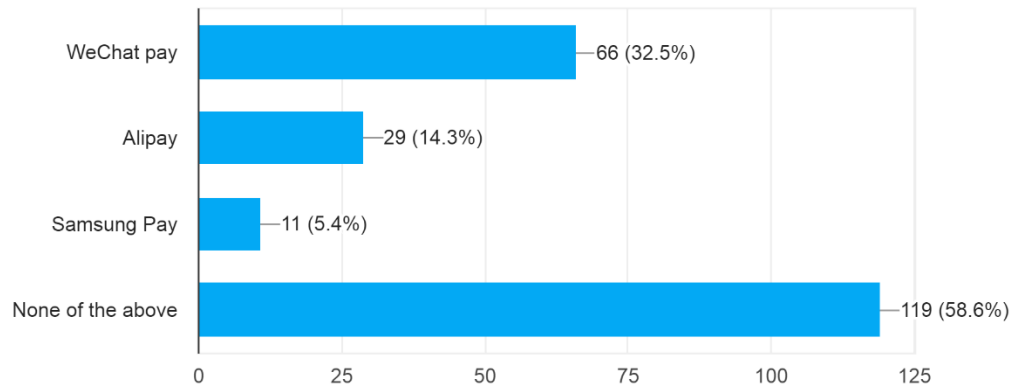
Category	Frequency	Percent	Valid Percent
WeChat Pay	66	32.5	32.5
Alipay	29	14.3	14.3
Samsung Pay	11	5.4	5.4
None of the above	119	58.6	58.6

Source: Developed for the research

Figure 4.7: Usage of international mobile wallet

Have you used any international mobile wallet before? (Answer can be more than one)

203 responses



Source: Developed for the research

From the bar chart 4.7 above, we discovered that the majority of our respondent (58.6%) had never use international mobile wallet before. However, those who used international mobile wallet before tend to choose WeChat Pay (32.5%) instead of Alipay (14.3%) and Samsung pay (5.4%).

4.1.8 Have you used any local mobile wallet before

Table 4.8: Usage of local mobile wallet

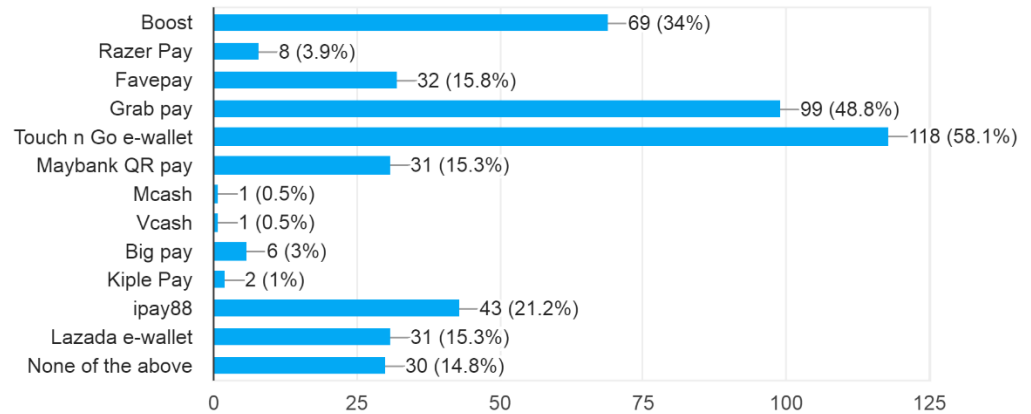
Category	Frequency	Percent	Valid Percent
Boost	69	34.0	34.0
Razer Pay	8	3.9	3.9
FavePay	32	15.8	15.8
Grab Pay	98	49.0	49.0
Touch n GO e-wallet	118	58.1	58.1
Maybank QR Pay	31	15.3	15.3
Mcash	1	0.5	0.5
Vcash	1	0.5	0.5
Big pay	6	3.0	3.0
Kiple Pay	2	1.0	1.0
ipay88	43	21.2	21.2
Lazada e-wallet	31	15.3	15.3
None of the above	30	14.8	14.8

Source: Developed for the research

Figure 4.8: Usage of local mobile wallet

Have you used any local mobile wallet before? (Answer can be more than one)

203 responses



Source: Developed for the research

Based on the bar chart 4.8 above, we discovered that the most favored local mobile wallet among our respondent is Touch n Go e-wallet (58.1%) followed by Grab pay (48.8%) and Boost (34%) whereas, the least favored local mobile wallet are Mcash (0.5%) and Vcash (0.5%).

4.2 Scale Measurement

4.2.1 Central Tendency

Table 4.9: Central tendency on measurement of constructs

Category	Mean	Std. Deviation	N
IMW	3.7094	.80331	203
PEOU	3.6412	.67754	203
PU	3.8637	.73009	203
PR	3.7997	.72598	203
PS	3.6782	.63400	203

Source: Developed for the research

Table 4.9 depicts the summary of dependent variable and independent variables of our research. Firstly, International Mobile Wallet (IMW) is our Dependent variable, it shows a mean of 3.7094 and standard deviation of 0.80331. Secondly, Perceived ease of use (PEOU) is one of our independent variables, it shows a mean of 3.6412 and standard deviation of 0.67754. Thirdly, perceived usefulness (PU), it shows a mean of 3.8637 and a standard deviation of 0.73009. Fourthly, perceived risk (PR) shows a mean of 3.7997 and a standard deviation of 0.72598. Lastly is perceived security (PS), it shows a mean of 3.6782 and a standard deviation of 0.63400.

4.2.2 Reliability Analysis

Table 4.10: Reliability analysis

Variables	Number of Items	Cronbach's Alpha
PEOU	6	.827
PU	6	.902
PR	6	.869
PS	6	.892
IMW	4	.910
Total	28	.931

Source: Developed for the research

Based on table 4.10, the highest value of Cronbach's Alpha is the acceptance of international mobile wallet (0.910), followed by perceived usefulness (0.902), perceived security (0.892), perceived risk (0.869) and lastly perceived ease of use (0.827). The overall result of Cronbach's Alpha for this research is 0.931, which indicates a good internal consistency and reliability. Thus, the reliability analysis for this research is consistent and reliable.

4.3 Inferential Statistics

4.3.1 Multiple Regression Analysis

Table 4.11: R Square model

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.703 ^a	.495	.484	.57680

a. Predictors: (Constant), PS, PR, PEOU, PU

Source: Developed for the research

From table 4.11, the R square of this research is 0.495. The result indicates 49.5% of the variation in the dependent variable is explained by the independent variables and another 50.5 percent is explained by other factors. By concluding the R square result with the rule of thumb of behavioral study, the result indicates a significant relationship between the dependent variable and the independent variables.

Table 4.12: ANOVA test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	64.478	4	16.119	48.451	.000 ^b
	Residual	65.874	198	.333		
	Total	130.352	202			

a. Dependent Variable: IMW, b. Predictors: (Constant), PS, PR, PEOU, PU

Source: Developed for the research

ANOVA test was conducted to determine if the statistics from our independent variables have any significant differences from one another. Furthermore, to determine the equality of means F-test was conducted. From table 4.12, the F-value of our research is 48.451 with a significant value of less than 0.05. Therefore, the study shows that the independent variables of this research significantly explain the acceptance of International Mobile Wallet among Generation Y in Klang Valley.

Table 4.13: Coefficients model

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.413	.325		1.272	.205
	PEOU	.227	.075	.191	3.013	.003
	PU	.578	.072	.525	8.044	.000
	PR	-.061	.058	-.055	-1.059	.291
	PS	.127	.074	.100	1.724	.086

a. Dependent Variable: IMW

Source: Developed for the research

$$\text{Equation: } \mathbf{IMW = \alpha + \beta_1 PEOU + \beta_2 PU + \beta_3 PR + \beta_4 PS}$$

$$\mathbf{IMW = 0.413 + 0.227 PEOU + 0.578 PU - 0.061 PR + 0.127 PS}$$

Whereby,

IMW = Acceptance of international Mobile Wallet

α = Constant

β = Slope of Coefficient

PEOU = Perceived Ease of Use

PU = Perceived Usefulness

PR = Perceived Risk

PS = Perceived Security

From table 4.13, to increase the acceptance of international mobile wallet by 1 unit, the independent variables are required to increase by 0.227 (PEOU), 0.578 (PU), 0.127 (PS) and decrease by 0.061 (PR). With other variables held constant, perceived usefulness ($\beta=0.525$) has the most significant influence towards the acceptance of international mobile wallet. Follow by, perceived ease of use ($\beta=0.191$), perceived security ($\beta=0.100$) and lastly perceived risk ($\beta=-0.055$) with the least influence towards the acceptance of international mobile wallet.

With the standard of ($P<0.05$) for the variable to be significant, perceived ease of use ($P=0.003$) and perceived usefulness ($P=0.000$) have significant influence towards the acceptance of international mobile wallet. In contrast, perceived risk ($P=0.291$) and perceived security ($P=0.086$) is not significant towards the acceptance of international mobile wallet. Table 4.14 shows the summary of hypothesis testing.

4.4 Conclusion

In this chapter, SPSS software was used for data analysis of descriptive statistics, inferential statistics and reliability test. Discussion on the results and recommendation of dependent and independent variables will be further elaborated in the next chapter.

CHAPTER 5: DISCUSSION, CONCLUSION AND IMPLICATIONS

5.0 Introduction

The results from previous chapters along with the limitations will be discussed in this chapter. Recommendations for future research will also be provided in the end of this chapter.

5.1 Summary of statistical analysis

5.1.1 Descriptive Analysis

A total of 203 responses were captured. Based from the result, the majority of our respondents are female which accounts to 53.7 % whereas male respondents are made up of 46.3%. Most of our respondent are aged between 19 to 25 years old which consists of 80.3% and 26 to 32 years old consists of 13.8% and lastly 33 to 39 years old make up the minority of our respondent with only 5.9%. Next, the majority of our respondents are Degree holders which comprises 79.8%, whereas respondents with PhD, STPM, UPSR or vocational/ technical each comprises 0.5% out of all our respondents. Besides this, most of our respondents are students which take up 62.6% of our research, whereas only 1% of our respondents are working as a Part-timer or a Missionary. Thus, the researchers are confident that the result gathered is able

to help them in the research because all of them are Generation Y. Furthermore, 68.5% of our respondents have an income level less than RM1500 per month. Thus, the researchers are confident that the respondents have adequate purchasing power.

5.1.2 Scale Measurement

5.1.2.1 Central Tendency

International Mobile Wallet (IMW) shows a mean of 3.7094 and standard deviation of 0.80331. Perceived ease of use (PEOU) shows a mean of 3.6412 and standard deviation of 0.67754. Perceived usefulness (PU), it shows a mean of 3.8637 and a standard deviation of 0.73009. Perceived risk (PR) shows a mean of 3.7997 and a standard deviation of 0.72598. Lastly is perceived security (PS), it shows a mean of 3.6782 and a standard deviation of 0.63400.

5.1.2.2 Reliability analysis

The highest value of Cronbach's Alpha is the acceptance of international mobile wallet (0.910), followed by perceived usefulness (0.902), perceived security (0.892), perceived risk (0.869) and lastly perceived ease of use (0.827). The overall result of Cronbach's Alpha for this research is 0.931, which shows the result to be consistent and reliable.

5.1.3 Inferential Analysis

5.1.3.1 Multiple Regression Analysis

The R square value of this research is 0.495. The result indicates 49.5% of the variation in the dependent variable is explained by the independent variables and another 50.5 percent is explained by other factors. To conclude, the R square value indicates a significant relationship between the dependent variable and the independent variables. The F-value of our research is 48.451 with a significant value of less than 0.05. Thus, the study shows that the independent variables of this research significantly influence the acceptance of International Mobile Wallet among Generation Y in Klang Valley.

To increase the acceptance of international mobile wallet by 1 unit, the independent variables is required to increase by 0.227 (PEOU), 0.578 (PU), 0.127 (PS) and decrease by 0.061 (PR). With other variables at constant, perceived usefulness ($\beta=0.525$) has the most significant influence towards the acceptance of international mobile wallet. Follow by, perceived ease of use ($\beta=0.191$), perceived security ($\beta=0.100$) and lastly perceived risk ($\beta=-0.055$) with the least influence towards the acceptance of international mobile wallet.

5.2 Discussion of Major Findings

The hypothesis was tested on the relationship between independent variables and dependent variable. With the rule of thumb of ($P < 0.05$) for the variable to be significant, perceived ease of use ($P = 0.003$) and perceived usefulness ($P = 0.000$) have a significant influence towards the acceptance of international mobile wallet. In contrast, perceived risk ($P = 0.291$) and perceived security ($P = 0.086$) is not significant towards the acceptance of international mobile wallet. Below, table 5.1 is the summary of the hypothesis testing.

Table 5.1: Summary of hypothesis testing

Hypothesis	Results	Decision
H1: There is a positive influence between perceived ease of use and the acceptance of international mobile wallet among Generation Y in Klang Valley.	$P = 0.003$	($P < 0.05$) Supported
H2: There is a positive influence between perceived usefulness and the acceptance of international mobile wallet among Generation Y in Klang Valley.	$P = 0.000$	($P < 0.05$) Supported
H3: There is a negative influence between perceived risk and the acceptance of international mobile wallet among Generation Y in Klang Valley.	$P = 0.291$	($P > 0.05$) Not supported
H4: There is a positive influence between perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.	$P = 0.086$	($P > 0.05$) Not supported

Source: Developed for the research

H1: There is a positive influence between perceived ease of use and the acceptance of international mobile wallet among Generation Y in Klang Valley.

The result ($P=0.003$, $\beta=0.191$) show that there is a positive significant influence between perceived ease of use and acceptance of international mobile wallet among Generation Y in Klang Valley. Kim, Mirusmonov & Lee (2010) stated the more useful the consumers considered the mobile payment method the greater the willingness to implement it. In our research, the ease of use includes user's perception on international mobile wallet to be easy to use as well as easy steps to perform task. While using international mobile wallet, respondents agreed that they hardly get confused, make errors and refer to the user manual. Furthermore, respondents agreed that they don't require much effort to use international mobile wallet. The result is significant and consistent to Pousttchi & Wiedemann (2007) that perceived ease of use have a positive relationship with user's behavioral intention towards mobile wallet.

H2: There is a positive influence between perceived usefulness and the acceptance of international mobile wallet among Generation Y in Klang Valley.

The result ($P=0.000$, $\beta=0.525$) show that there is a positive significant influence between perceived usefulness and acceptance of international mobile wallet among Generation Y in Klang Valley. The beta value indicates that perceived usefulness has the most significant influence on the acceptance of international mobile wallet. The result is similar and consistent to Carlsson, Carlsson, Hyvonen, Puhakainen & Walden (2006) that perceived usefulness have a strong positive influence toward users' intention to use mobile services.

Teoh, Chong, Lin & Chua (2013) explained individuals perceive mobile payment usefulness to enhance their daily productivity by increasing their efficiency and effectiveness. The result is consistent with our research that perceived usefulness is the most essential factor to forecast consumers' intention towards mobile payment usage. In our research, respondents agreed that international mobile wallet is useful as it facilitates easier and faster payment, saves time, increases productivity, improves job performance as well as enhance the effectiveness of payment.

H3: There is a negative influence between perceived risk and the acceptance of international mobile wallet among Generation Y in Klang Valley.

The result ($P=0.291$, $\beta=-0.055$) show that there is no significant influence between perceived risk and acceptance of international mobile wallet among Generation Y in Klang Valley. The result is inconsistent with previous studies that there is a negative influence between perceived risk and acceptance of international mobile wallet (Jarvenpaa et al., 2000; Nguyen & Huynh, 2018). According to Teoh et al. (2013), perceived risk is not a significant factor for Malaysians to adopt mobile wallet services. Teoh et al. (2013) further elaborated that Malaysia's users are aware and acknowledged that safety precautions are taken by enforcement parties to solve issues related to risk. Nevertheless, the research shows that respondents perceive risk in the acceptance of international mobile wallet as the respondents are bothered by the volume of personal information collected, unauthorized usage and access of personal information, inaccurate data storage as well as the security of personal information during transactions. Thus, international mobile wallet providers should pay special attention to the safety precautions to reduce the occurrence of risk while using the service. Government authorities and the central bank should also enforce a reminder to international mobile wallet provider to ensure the safety of international mobile wallet transactions.

H4: There is a positive influence between perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.

The result ($P=0.086$, $\beta=0.100$) show that there is no significant influence between perceived security and acceptance of international mobile wallet among Generation Y in Klang Valley. The result is inconsistent with previous studies that there is a positive influence between perceived security and acceptance of international mobile wallet (Heng 2004; Adesuvi et al., 2013; Lai, 2016; Taheam et al., 2016). The result is similar to Teoh et al. (2013) that perceived security is not significant to the acceptance of international mobile wallet. Teoh et al. (2013) explained security is not significant in the acceptance of international mobile wallet as consumers are confident that mobile wallet service providers and responsible parties are providing adequate security system. In addition, our result shows that respondents are confident that the international mobile wallet providers will spend effort and budget on security, block unauthorized database access, and provide strict encryption system. Furthermore, respondents believe that login and password authentications are used extensively to secure transaction and the transactions are made over secure internet communication lines. To conclude, the result is similar to Teoh et al. (2013) that perceived security is not significant to the acceptance of international mobile wallet.

Another reason that the hypothesis for perceived risk and perceived security is not supported is due to the sample element tested in this research. According to Carpenter (2012), Generation Y have the characteristic of searching information as well as uses sources to support their findings. In addition, Generation Y are tech-savvy and highly knowledgeable towards technology, which is supported by Jiang (2018). By knowing and understanding the safety measures adopted by the mobile wallet, users can use it without any fear and hence it is not significant in the acceptance of international mobile wallet.

5.3 Implications of the Study

There are multiple implications acquired from this study that may be of use for the government, business merchants and mobile wallet providers that seek better business opportunities with the growing acceptance of mobile wallets.

The primary motive of this research study is to uncover if perceived ease of use, perceived usefulness, perceived risk and perceived security will affect the acceptance of international mobile wallets. Based on the result, perceived risk has no significant relationship with the acceptance of international mobile wallets however respondents are still bothered by the volume of personal information collected, unauthorized usage and access of personal information, inaccurate data storage as well as the security of personal information during transactions. Besides this, perceived security also has no significant relationship with the acceptance of international mobile wallets. It has come to show that respondents are confident with the safety and security precautions taken by the international mobile wallet providers to refrain third parties from leaking their personal information.

From the result, the researchers concluded that the acceptance of international mobile wallet is strongly influenced by the ease of use and usefulness of the international mobile wallet. International mobile wallets that are less complicated and easy to use will increase the likelihood of acceptance from users. Besides, international mobile wallets that are perceived as useful that brings convenience to one's life will also be easily accepted. Thus, international mobile wallet providers should create mobile wallets that are compatible with the needs of consumers.

In addition, mobile wallet providers and responsible authorities should prioritise the security measures of the mobile wallet as consumers are still bothered by the volume of personal information collected, unauthorized usage and access of personal information, inaccurate data storage as well as the security of personal information during transactions.

Whereas business owners should enrol as merchant to mobile wallets that is easy to use and useful in order to attract growth for their businesses in the future as well as improve the acceptance of international mobile wallets and increases the adoption rate of international mobile wallet in Malaysia.

Lastly, future researchers are also encouraged to collaborate with mobile wallet developers to identify and better analyse the core and additional benefit that can be provided for users besides ensuring an easy to use and useful mobile wallet. Besides that, this research study will hopefully serve as a guideline for future researchers to better understand this topic. Thus, allowing future researchers to conduct a more detailed & comprehensive research on related topics.

5.4 Limitations of the Study

One of limitations for this study is insufficient of past research journals to provide a comprehensive study on the Acceptance of International Mobile Wallet among Generation Y in Klang Valley. As many researches have been done in general terms of mobile payment and mobile wallet acceptance.

Second, the majority of the respondents of this research are aged between 19 to 25 years old, mainly students. Researchers found it difficult to attain responses from respondent aged between 26 to 39 years old where respondent from this age group have higher purchasing power compared to the majority. Although this study met the objectives, this research could be conducted with high reliability and validity that reflect the whole population of Acceptance of International Mobile Wallet among Generation Y in Klang Valley if the researchers are able to engage with respondents classified in Generation Y from other age group.

Furthermore, the researchers found that the benefit and convenience of e-wallets are still a void amidst the older generation and adults in Malaysia. Malaysians are avoiding mobile wallet because of insufficient know-how to operate and use the mobile wallet. This has been proven by Smith (2014), where older generations need more time to adopt mobile wallet payment.

Lastly, the researchers only studied the Acceptance of International Mobile Wallet on Generation Y, thus there is no comparison with other generation group in the same sample location used. The researchers acknowledge the limitations throughout the research but they do not detract from the significance of the findings but merely provide platforms for future research.

5.5 Recommendations for Future Research

There are some improvements that could be done to overcome the limitations mentioned above. Firstly, future researchers are urged to conduct more in-depth research on mobile wallet acceptance as existing researches are insufficient.

Besides this, in order to obtain a more in-depth and clearer picture of the acceptance of international mobile wallet, future researchers are encouraged to target respondents from different generations, age groups and also geographical regions other than Generation Y in Klang Valley. For example, older generations such as Generation X should not be neglected as there are the ones with higher income and greater purchasing power (Woo,2018). By increasing the diversity of respondents, a more conducive and reliable research on the acceptance on International mobile wallet will be produced.

Furthermore, future researchers are encouraged to use a larger sample size to conduct their studies. The larger the sample size the more accurate and reliable the data will be. This is because a larger sample size can bring about better representation of a population (Lenth, 2001). Hence, increasing the sample size can minimize misleading and bias results and thus increases the accuracy of the study.

Lastly, qualitative research approach should be adopted by future researchers as information obtained through interviews is more reliable. By handpicking interviewees beforehand, the researchers will be able to obtain information with greater precision from qualified respondents.

5.6 Conclusion

The research revealed that perceived ease of use and perceived usefulness have a positive significant influence towards the acceptance of international mobile wallet. However, perceived risk and perceived security is not significant towards the acceptance of international mobile wallet. It is further elaborated that respondents are still concerned with the risk of international mobile wallet, however they are acknowledged and confident that mobile wallet service providers and responsible parties are providing adequate security system.

The trend of mobile wallet has been increasing, thus it is important for all parties to understand the consumer behaviour and acceptance specifically towards international mobile wallet. Lastly, the discussions, implications, limitations and recommendations of the study has been stated in this chapter.

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Appendix A: Questionnaire



UNIVERSITI TUNKU ABDUL RAHMAN

Faculty of Accountancy and Management

BACHELOR OF INTERNATIONAL BUSINESS (HONS)

Acceptance of International Mobile Wallet among Generation Y in Klang Valley

Dear respondents,

We are currently conducting a study on “Acceptance of International Mobile Wallet among Generation Y in Klang Valley” for our final year project. The objective of this research is to understand the factors which influence the Acceptance of International Mobile Wallet among Generation Y in Klang Valley. The existing international mobile wallet in Malaysia are **WeChat pay, Alipay and Samsung pay**.

We sincerely hope that you will take about 10 to 20 minutes for this questionnaire. Your responses are essential for us to complete our study. Please take note that this interview is strictly for academic purposes and we would like to assure you that all the information collected will remain **PRIVATE AND CONFIDENTIAL**. We greatly appreciate you for taking the time and efforts in completing this questionnaire. Thank you for your participation.

<u>STUDENT NAME</u>	<u>STUDENT ID</u>
Michelle Chong Jin Yee	1504184
Wong Chao Rong	1501245

Section A: Demographics Information

In this section, you will be asked about your background. For each of the statements given below, kindly **TICK** the box or **SPECIFY** your answer in the line that represents your opinion the most. Your answers will be kept strictly confidential.

1. Gender:

Male

Female

2. Age group:

19 - 25 years old

26 - 32 years old

33 - 39 years old

3. Educational Qualification:

Diploma

Degree

Master

PhD

Vocational / Technical

Others (Please Specify): _____

4. Employment status:

Student

Employed

Unemployed

Others (Please Specify): _____

5. Income level:

< RM1500

RM1500 - RM3000

RM3000 - RM5000

> RM5000

6. Have you heard of international mobile wallet? (WeChat pay, Alipay, Samsung pay)

Yes

No

7. Have you use any mobile wallet before? (Answer can be more than one)

(i) International mobile wallet

WeChat pay

Alipay

Samsung pay

(ii) Local mobile wallet

Boost

Razer Pay

Favepay

Grab pay

ipay88

Mcash

Vcash

Big pay

Kiple Pay

Maybank QR

Lazada e-wallet

Touch n Go e-wallet

(iii) Others

None of the above

Section B

In this section, you will be asked about perceived ease to use, perceived usefulness, perceived risk, perceived security and acceptance of international mobile wallet. For each of the statements given below, kindly **TICK** the box that represents your opinion the most.

Strongly Disagree (SD)	Disagree (D)	Neutral (N)	Agree (A)	Strongly Agree (SA)
-------------------------------	---------------------	--------------------	------------------	----------------------------

Perceived Ease of Use (PEOU)	SD	D	N	A	SA
I find international mobile wallet easy to use.					
I hardly get confused when I use international mobile wallet.					
I hardly make errors when using international mobile wallet.					
I hardly refer to the user manual when using international mobile wallet.					
It is easy for me to remember how to perform tasks using international mobile wallet.					
I don't require much effort to use international mobile wallet.					

Perceived Usefulness (PU)	SD	D	N	A	SA
Using international mobile wallet makes it easier to do payment.					
Using international mobile wallet saves me time.					
Using international mobile wallet increases my productivity.					
Using international mobile wallet improves my job performance.					
International mobile wallet enables me to facilitate payment more quickly.					
Using international mobile wallet enhances my effectiveness/experience on the payment.					

Perceived Risk (PR)	SD	D	N	A	SA
It bothers me when international mobile wallet asks me for personal information.					
I am concerned that international mobile wallet is collecting too much personal information from me.					
I am concerned that international mobile wallet will use my personal information for other purposes without my authorization.					
I am concerned my personal information in international mobile wallet 's database is not accurate.					
I am concerned that unauthorized people (i.e. hackers) have access to my personal information.					
I am concerned about the security of my personal information during transmission.					

Perceived Security (PS)	SD	D	N	A	SA
Any possible unauthorized access into international mobile wallet's database is blocked.					
The international mobile wallet puts significant emphasis on security.					
The international mobile wallet has significant budget and funding spent on security.					
Login and password authentications are used extensively to provide secure transaction environments.					
The international mobile wallet transaction are made over secure internet communication lines.					
The international mobile wallet has a strict encryption strategy in online transactions.					

Acceptance of international mobile wallet	SD	D	N	A	SA
I plan to use international mobile wallet					
I will use international mobile wallet					
I will continue to use international mobile wallet rather than other mobile wallet (or other payment method)					
I will strongly recommend others to use international mobile wallet.					

THE END

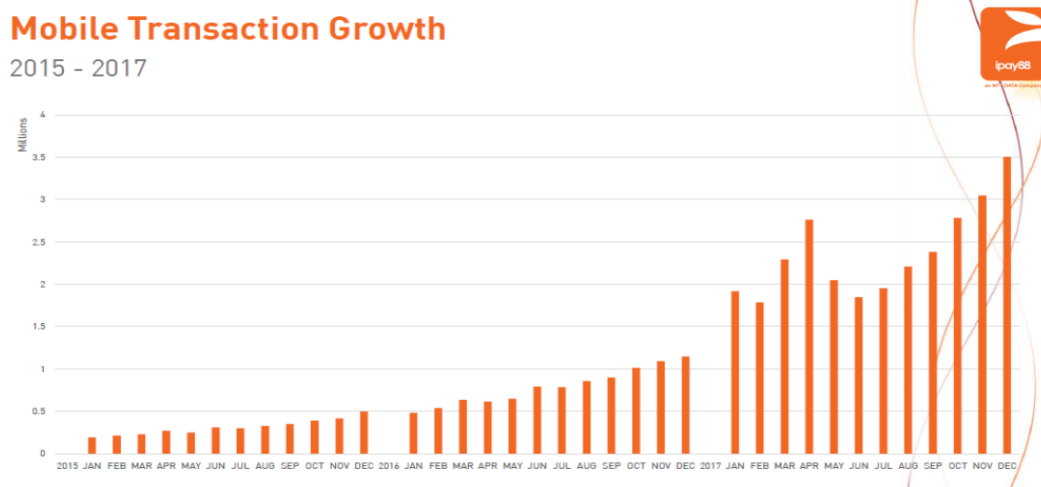
THANK YOU FOR YOUR PARTICIPATION

Appendix B: Tables and Figures

Appendix 1.1: Malaysia's Basic Payment Indicator

	2014	2015	2016	2017	2018
Population (million)	30.7	31.2	31.6	32.1	32.4
GDP (RM million)	1,106,442	1,158,513	1,231,021	1,353,381	1,429,842
Cash in circulation (CIC) (RM million)	68,029.4	76,687.4	85,479.6	92,387.6	94,307.2
Transaction Volume Per Capita (unit):					
Cheque¹	5.8	4.7	4.2	3.7	3.1
E-payments:	70.9	82.6	97.5	110.6	124.6
Credit card	11.3	11.5	12.1	12.7	13.8
Charge card	0.1	0.1	0.1	0.1	0.2
Debit card	2.2	2.9	3.4	5.1	7.6
E-money	38.3	44.4	52.6	58.1	59.3
Other cashless instruments ²	1.0	1.1	1.6	0.9	0.2
Interbank GIRO	3.7	4.8	5.5	6.1	6.4
Instant Transfer	0.9	1.5	2.6	4.1	7.4
Interbank direct debit	...	0.1	0.1	0.1	0.1
ATM ³	1.1	1.5	1.4	1.3	1.1
Internet banking ⁴	8.6	10.7	13.2	15.9	19.0
Mobile banking ⁴	0.7	0.9	1.5	2.7	5.9
Mobile payment ⁵	-	-	-	0.01	0.04
RENTAS - Third party transactions ⁶	0.1	0.1	0.1	0.1	0.1
Intrabank direct debit and standing instructions	2.9	3.1	3.2	3.4	3.6

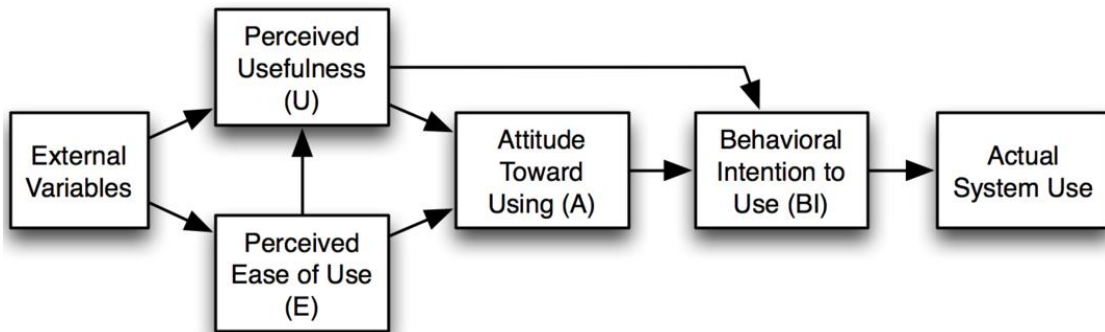
Appendix 1.2: Malaysia's Mobile Transaction Growth



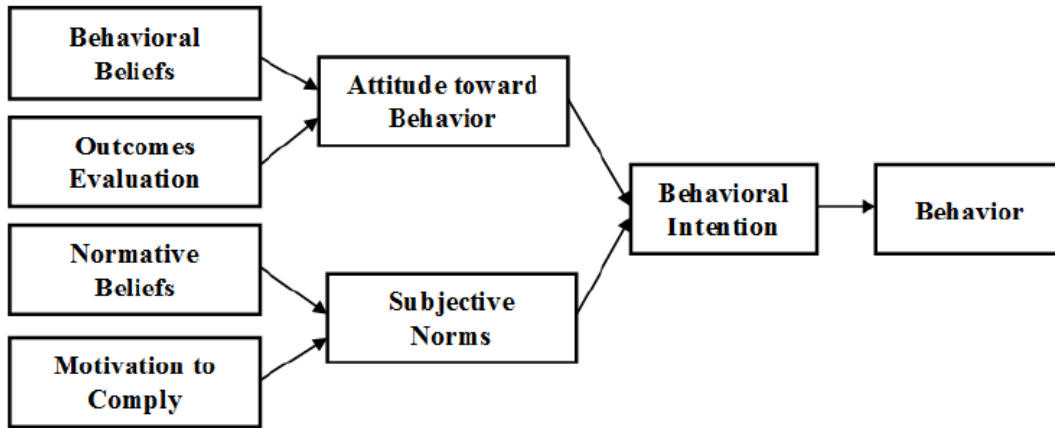
Appendix 1.3: Comparison of International Mobile Wallet

International e-wallet	WeChat Pay	Alipay	Samsung Pay
Owned by	Tencent, China	Alibaba, China	Samsung, Korea
How to use	Pin only	Pin / biometrics - fingerprint / face	Pin / biometrics - fingerprint, iris
Payment method	QR code	QR code	Magnetic field transfer
Remarks	Available for all Smartphone users.	Available for all Smartphone users.	Only for Samsung users.

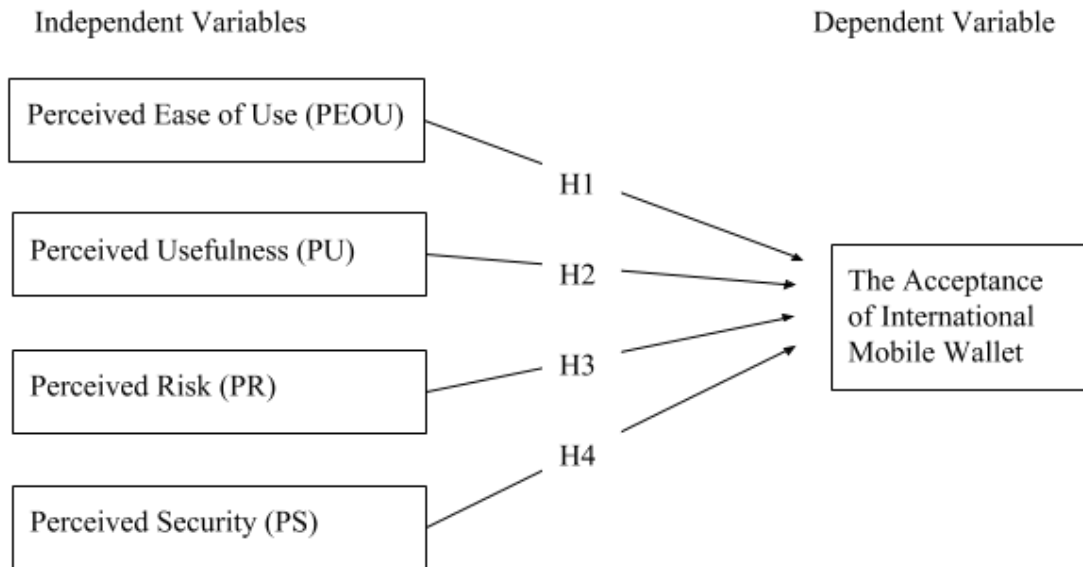
Appendix 2.1: Technological Acceptance Theory



Appendix 2.2: Theory of Reasoned Action



Appendix 2.3: Research Framework



Appendix 3.1: Pilot test result

		N	%
Cases	Valid	20	100.0
	Excluded	0	.0
	Total	20	100.0

Cronbach's Alpha	N of Items
.884	28

Appendix 3.2: Origin of Construct

Construct	Sample Measurement Items	Sources
Perceived Ease of Use (PEOU)	7. I find international mobile wallet easy to use. 8. I hardly get confused when I use international mobile wallet. 9. I hardly make errors when using international mobile wallet. 10. I hardly refer to the user manual when using international mobile wallet. 11. It is easy for me to remember how to perform tasks using international mobile wallet. 12. I don't require much effort to use international mobile wallet.	Davis (1989)

<p>Perceived Usefulness (PU)</p>	<p>7. Using international mobile wallet makes it easier to do payment.</p> <p>8. Using international mobile wallet saves me time.</p> <p>9. Using international mobile wallet increases my productivity.</p> <p>10. Using international mobile wallet improves my job performance.</p> <p>11. International mobile wallet enables me to facilitate payment more quickly.</p> <p>12. Using international mobile wallet enhances my effectiveness/experience on the payment.</p>	<p>Davis (1989)</p>
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<p>Perceived Risk (PR)</p>	<p>7. It bothers me when international mobile wallet asks me for personal information.</p> <p>8. I am concerned that international mobile wallet is collecting too much personal information from me.</p> <p>9. I am concerned that international mobile wallet will use my personal information for other purposes without my authorization.</p> <p>10. I am concerned my personal information in international mobile wallet 's database is not accurate.</p> <p>11. I am concerned that unauthorized people (i.e. hackers) have access to my personal information.</p> <p>12. I am concerned about the security of my personal information during transmission.</p>	<p>Smith, Milberg & Burke (1996)</p>
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<p>Perceived Security (PS)</p>	<p>7. Any possible unauthorized access into international mobile wallet's database is blocked.</p> <p>8. The international mobile wallet puts significant emphasis on security.</p> <p>9. The website has significant budget and funding spent on security.</p> <p>10. Login and password authentications are used extensively to provide secure transaction environments.</p> <p>11. The international mobile wallet transaction is made over secure internet communication lines.</p> <p>12. The site has a strict encryption strategy in online transactions.</p>	<p>Yenisey, Ozok & Salvendy (2005)</p>
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<p>Acceptance of International Mobile Wallet</p>	<p>5. I plan to use international mobile wallet.</p> <p>6. I will use international mobile wallet.</p> <p>7. I will continue to use international mobile wallet rather than other mobile wallet (or other payment method).</p> <p>8. I will strongly recommend others to use international mobile wallet.</p>	<p>Trivedi (2017) & Self developed</p>
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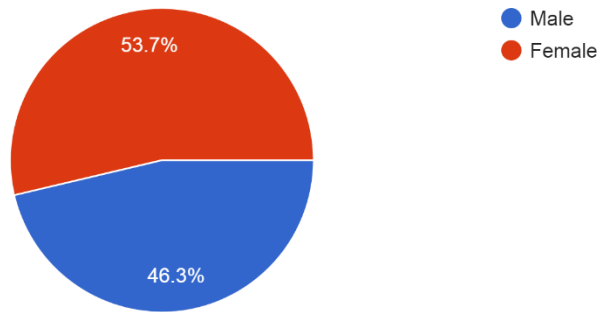
Appendix 4.1: Gender

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Female	109	53.7	53.7	53.7
Male	94	46.3	46.3	100.0
Total	203	100.0	100.0	

Appendix 4.2: Gender

Gender

203 responses



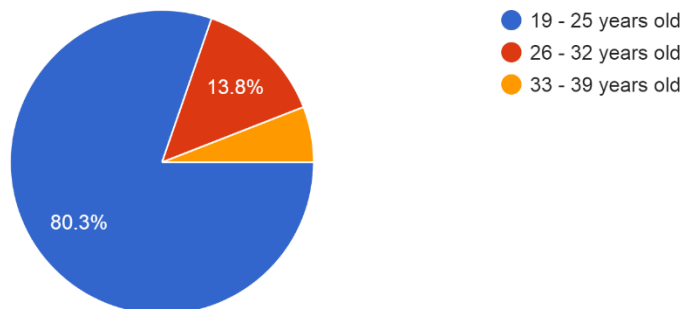
Appendix 4.3: Age group

Category	Frequency	Percent	Valid Percent	Cumulative Percent
19 - 25 years old	163	80.3	80.3	80.3
26 - 32 years old	28	13.8	13.88	94.1
33 - 39 years old	12	5.9	5.9	100.0
Total	203	100.0	100.0	

Appendix 4.4: Age group

Age group

203 responses



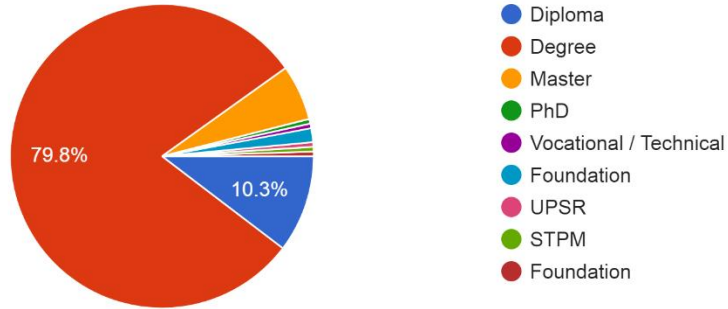
Appendix 4.5: Educational Qualification

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Degree	162	79.8	79.8	79.8
Diploma	21	10.3	10.3	90.1
Foundation	4	2.0	2.0	92.1
Master	12	5.9	5.9	98.0
PhD	1	.5	.5	98.5
STPM	1	.5	.5	99.0
UPSR	1	.5	.5	99.5
Vocational / Technical	1	.5	.5	100.0
Total	203	100.0	100.0	

Appendix 4.6: Educational Qualification

Educational Qualification

203 responses



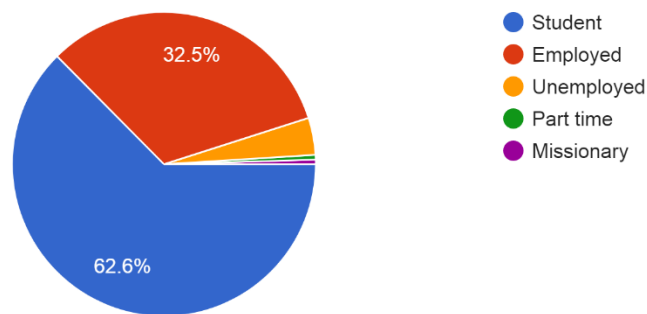
Appendix 4.7: Employment status

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Employed	66	32.5	32.5	32.5
Missionary	1	.5	.5	33.0
Part time	1	.5	.5	33.5
Student	127	62.6	62.6	96.1
Unemployed	8	3.9	3.9	100.0
Total	203	100.0	100.0	

Appendix 4.8: Employment status

Employment status

203 responses



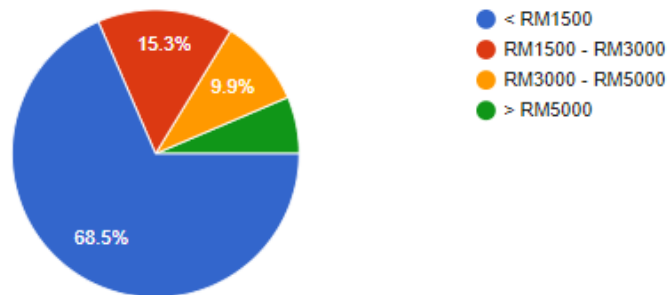
Appendix 4.9: Income level

Category	Frequency	Percent	Valid Percent	Cumulative Percent
< RM1500	139	68.5	68.5	68.0\5
> RM5000	13	6.4	6.4	74.9
RM1500 - RM3000	31	15.3	15.3	90.1
RM3000 - RM5000	20	9.9	9.9	100.0
Total	203	100.0	100.0	

Appendix 4.10: Income level

Income level

203 responses



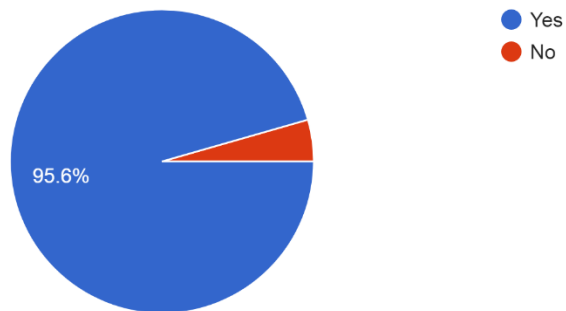
Appendix 4.11: Have you heard of international mobile wallet

Category	Frequency	Percent	Valid Percent	Cumulative Percent
No	9	4.4	4.4	4.4
Yes	194	95.6	95.6	100.0
Total	203	100.0	100.0	

Appendix 4.12: Have you heard of international mobile wallet

Have you heard of international mobile wallet? (WeChat pay, Alipay, Samsung pay)

203 responses



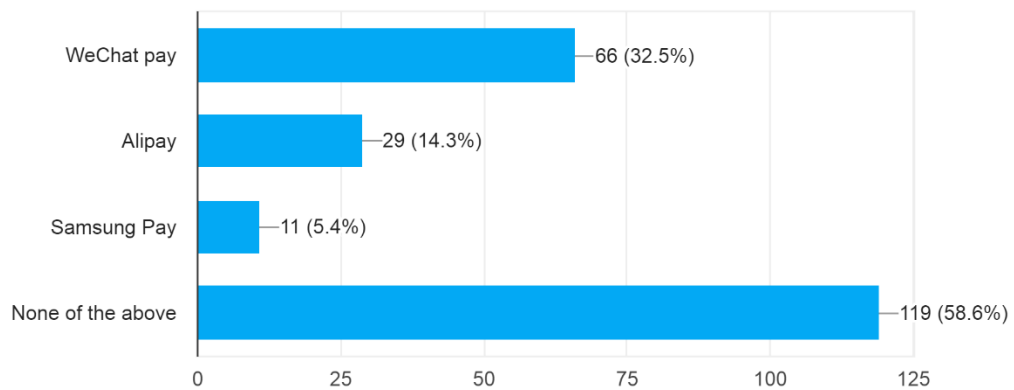
Appendix 4.13: Usage of international mobile wallet

Category	Frequency	Percent	Valid Percent
WeChat Pay	66	32.5	32.5
Alipay	29	14.3	14.3
Samsung Pay	11	5.4	5.4
None of the above	119	58.6	58.6

Appendix 4.14: Usage of international mobile wallet

Have you used any international mobile wallet before? (Answer can be more than one)

203 responses



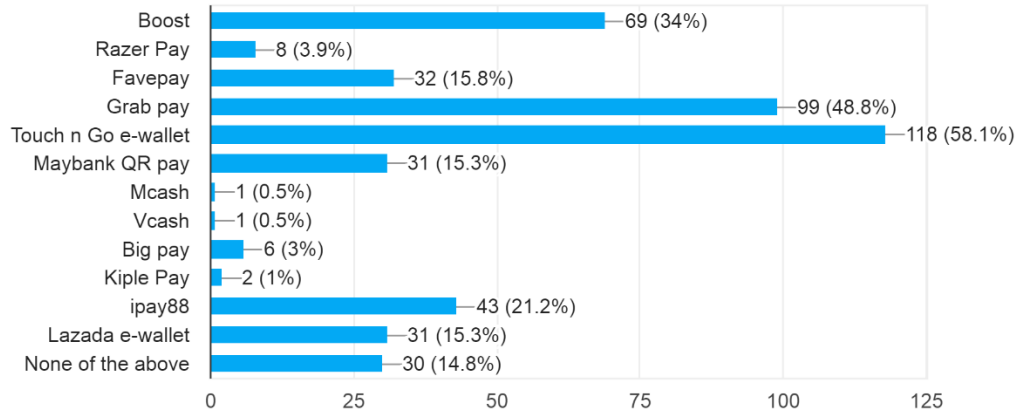
Appendix 4.15: Usage of local mobile wallet

Category	Frequency	Percent	Valid Percent
Boost	69	34.0	34.0
Razer Pay	8	3.9	3.9
FavePay	32	15.8	15.8
Grab Pay	98	49.0	49.0
Touch n GO e-wallet	118	58.1	58.1
Maybank QR Pay	31	15.3	15.3
Mcash	1	0.5	0.5
Vcash	1	0.5	0.5
Big pay	6	3.0	3.0
Kiple Pay	2	1.0	1.0
ipay88	43	21.2	21.2
Lazada e-wallet	31	15.3	15.3
None of the above	30	14.8	14.8

Appendix 4.16: Usage of local mobile wallet

Have you used any local mobile wallet before? (Answer can be more than one)

203 responses



Appendix 4.17: Central tendency on measurement of constructs

Category	Mean	Std. Deviation	N
IMW	3.7094	.80331	203
PEOU	3.6412	.67754	203
PU	3.8637	.73009	203
PR	3.7997	.72598	203
PS	3.6782	.63400	203

Appendix 4.18: Reliability analysis

Variables	Number of Items	Cronbach's Alpha
PEOU	6	.827
PU	6	.902
PR	6	.869
PS	6	.892
IMW	4	.910
Total	28	.931

Appendix 4.19: R Square model

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.703 ^a	.495	.484	.57680

a. Predictors: (Constant), PS, PR, PEOU, PU

Appendix 4.20: ANOVA test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	64.478	4	16.119	48.451	.000 ^b
	Residual	65.874	198	.333		
	Total	130.352	202			

a. Dependent Variable: IMW, b. Predictors: (Constant), PS, PR, PEOU, PU

Appendix 4.21: Coefficients model

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.413	.325		1.272	.205
	PEOU	.227	.075	.191	3.013	.003
	PU	.578	.072	.525	8.044	.000
	PR	-.061	.058	-.055	-1.059	.291
	PS	.127	.074	.100	1.724	.086

a. Dependent Variable: IMW

Appendix 5.1: Summary of hypothesis testing

Hypothesis	Results	Decision
H1: There is a positive influence between perceived ease of use and the acceptance of international mobile wallet among Generation Y in Klang Valley.	P = 0.003	(P < 0.05) Supported
H2: There is a positive influence between perceived usefulness and the acceptance of international mobile wallet among Generation Y in Klang Valley.	P = 0.000	(P < 0.05) Supported
H3: There is a negative influence between perceived risk and the acceptance of international mobile wallet among Generation Y in Klang Valley.	P = 0.291	(P > 0.05) Not supported
H4: There is a positive influence between perceived security and the acceptance of international mobile wallet among Generation Y in Klang Valley.	P = 0.086	(P > 0.05) Not supported