

Determinants of Mobile Banking and Its Implication for Intention to use

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Abstract

The purpose of this study is to investigate and analyze the determinants of using digital payment platforms, as well as their implications for behavior and intention to use for some people who used mobile payment in Jakarta, Indonesia. This study uses primary data obtained by distributing online questionnaires to applicants who adopted and implemented the mobile payment platforms. Performance expectancy (PE), hedonic motivation (HM), facility condition (FC), social influence (SI), price value (PV), and perceived technical security (PTS). Platform trust in platforms (TP) as an intervening variable, plus behavior intention to use (BI) as a dependent variable. To conduct all the data, a multi-regression linear approach is used, along with some hypothesis tests. A total of 210 respondents as a target were reached through Google Drive forms questionnaires. The empirical findings revealed that PE and HM have significant effects on platform trust. While FC, SI, PV, and PTS do not influence TP. Further, SI, HM, and TP have a significant effect on the variable BI. Likewise, PE, FC, PV, and PTS have no effect on the dependent variable of BI. Eventually, Trust in Platforms is the intervening construct of SI, HM, and PTS on Behavior Intention to use. Meanwhile, the others, like PE, FC, SI, and PV, don't have any influence on BI through TP. The study contributes to the literature by documenting the determinants of Trust in Platforms as well as the implementation of BI. It is expected to make a significant contribution since similar research is rarely conducted in Indonesia's context. It mitigates the frontier literacy by providing the empirical evidence and recommending that the topic needs more exploration and development on the platforms of mobile payments. To provide a recommendation to accelerate the growth of mobile devices. The findings could be appreciated from divergent perspectives. From a government perspective, it might be insightful to explore the utilization of developing convenient discretion of trust using a platform more professionally and responsibly to offer an acceptable device. The results might be used by the companies' CEOs who want to compile future policies that focus on digital payments that have been rapidly spreading in recent years. This study has some limitations. First, we considered only the 210 respondents. Second, additional variables such as biographic factors are needed to obtain deeper results. Third, expand the research area to get more diverse respondents who carry out many digital devices.

Keywords

Performance Expectancy, Hedonic Motivation, Facility Condition, Social Influence, Price Value, Perceive Technical Security, Trust in Platform, Behavior Intention to use.

1. Introduction

The presence of mobile payment platforms can make it easier for someone to conduct business transactions comfortably and safely. Users can transfer money using the platform by using various devices. In Indonesia, the potential for growth and development is very open. It can be seen from the increasing number of applicants. According to the Digital Indonesia 2021 Report, it reaches 345.3 million. In addition, the number of active internet users in Indonesia reaches 202.6 million, indicating that 73.7% of Indonesia's population currently accesses the internet. This number is expected to increase every year (Digital in 2021). In a study by Heikki Karjaluo (2003), it indicates that while the diffusion of electronic delivery channels has been rapid, the management of digital customer relationships has become an important key. Ziqy Liao et al. (2002) concluded that how banks enhance their services through internet

platforms that focus on a specific market. In research by Adel Aladwany (2001), investigated determinants of assessing the performance of digital banking services by presenting the benefits either from the bank's side or the customer's point of view. Because of its rapid growth in recent years, mobile commerce is expected to account for approximately 80% of total e-commerce transaction value by 2025. China will be the market leader in terms of the number of users of proximity mobile payments, with 87% of mobile internet users paying via mobile in 2021, followed by South Korea and the USA. Hong Kong Meanwhile, in 2020, the leading countries, namely Hong Kong, China, and Singapore, were the top three market leaders worldwide in mobile wallet adoption, with penetration of 85%, 84, and 71% (GMPM, 2021). Digital services ranging from financial technology, electronic money, and digital wallets have been a part of people's lifestyles. This is in line with the development of online shopping, which is a favorite among the public. They believe this will achieve a safer and faster way of conducting financial transactions. The presence of digital payments can affect the behavior of people buying and selling products and services. It is due to the prompt growth of internet usage to support the various online services, including the information of digital payment applications that have become more popular (Sheetal JU, et al. 2019). There would be a great potential to change people's lifestyles in developing countries by using digital services without having bank accounts (Patil PP. et al., 2017). In Indonesia, the average growth rate of electronic money is 65.98% in 2015–2020. It does not include transactions using ATMs (BI. 2021).

While mobile commerce was expected to grow rapidly and widely in recent years, it now forces people to conduct all financial transactions digitally. Of course, this is affected by the presence of technology and digitalization, which can change people's habits in using payment instruments from cash to non-cash. As a new business model that has become widespread worldwide, some companies are offering advantages by creating various conveniences and expectations compared to the conventional payment system. Presumably, mobile banking will eliminate most people's use of cash (Pham & Ho, 2015). Therefore, the presence of devices that are supported by technological development has been growing promptly (Teo CC. et al., 2015). In Indonesia, using mobile banking as a non-cash payment has been supported by Bank Indonesia (the Central Bank) since 2009. According to Arner et al. (2015), the digital platform has created a new market combined with finance and technology. In research by Ross B. et al. (2021), it was found that there is a significant influence between perceived usefulness and ease of use on attitudes towards mobile payments. This study also found that attitudes have a significant influence on the intention to use mobile payments. Hence, it is necessary to conduct research on why people trust the platform and are willing to use it. Adoption is the process of acceptance of innovation by someone. It will be more focused on the individual recipients or adopters. Diffusion is disseminating innovation with more emphasis on the activities of the senders of innovations (renewal agents). Roblyer M.D. et al. (2010) mention that adoption is the application of a tool. The process of diffusion and adoption can be described as a communication process that begins with the delivery of innovative attitude alteration.

Many previous studies on digital payments can be categorized into several traits. In a study by Michael Musyaffi et al. (2021), it shows that performance expectancy has a significant effect on behavioral intention. However, this is different from Bao Wei et al. (2021) which revealed that performance expectancy has no significant effect on behavioral intention. In research by Gusti Bagus et al. (2020), it was concluded that hedonic motivation has a significant influence on the intention to use mobile payment. Fiddin et al. (2013) concluded that the facilitating conditions are creating someone's trust. This gives the users trust in a platform for mobile payment that is supported by organized infrastructure and technology. In a study by Hapiza et al. (2020), it was revealed that social influence has a significant effect on behavioral intention. This is in accordance with Farzin et al. (2021) and Acharya et al. (2019) that revealed social influence significantly influences behavioral intention. But, consistent with research conducted by Teo CC et al. (2015) and Michael Musyaffi et al (2021), they said that social influence doesn't have significant effects on behavioral intention. The variable price value has a significant positive effect on using the mobile payment application (I Gusti Bagus et al. 2020). Further, the study by Yuniarta G. & Purnamawati (2021) revealed the effect of technology security when using mobile payments. Similarly, Hadikusuma (2019) concludes that there is the effect of technology security on mobile payment adoption.

In light of the explanation, this study examines the determinants of trust in mobile payment platforms and the implications for behavior and intent to use them. It is compatible and acceptable for most of their activities, such as bill payments and fund transfers, driven by the encouragement of the growing use of mobile payments in Indonesia. Hence, this research investigates determinants of trust in platform mobile payment based on the Technology Acceptance Model theory, as an information system model accepts and uses technology. Application: the actual

system is the end-point where people use the platform technology. However, it is limited to examining some of the factors that can influence platform trust and the implications of using digital payment.

The remainder of the paper is organized as follows: the next section is preparing some kinds of literaturhasat have been prepared, the next section discussesdiscuss research design and method, followed by analysis and reand thets, and conclusion in the homestretch.

1.1 Objectives

Regarding the previous explanation, this study addresses the determinants of trust in platforms and the implications for behavior in using digital payment services, as well as dissects some potential barriers. In addition, to investigate the users' traits and barriers to accessing and using the application. We conduct the assessment of several characteristic statistics and other activity concentrations.

This study also performed hypothesis tests to search if there were any effects of each exogenous variable on platform trust and presented the implications for use.

- H1: Performance Expectation affects Trust in Platform
- H2: Hedonic Motivation affects Trust in Platform
- H3: Facility Condition affects Trust in Platform
- H4: Social Influence affects Trust in Platform
- H5: Price Value affects Trust in Platform
- H6: Perceive Technical Security affects Trust in Platform
- H7: Performance Expectation affects Behavior Intention to use
- H8: Hedonic Motivation affects Behavior Intention to use
- H9: Facility Condition affects Behavior Intention to use
- H10: Social Influence affects BehaviorIntention to use
- H11: Price Value affects Behavior to Intention to use
- H12: Perceive Technical Security affects Behavior Intention to use
- H13: Trust in Platform affects Behavior Intention to use

2. Literacy review.

As known presently, digital payments are the leading financial service to transfer physical money via digital transactions because they are safer and faster. It is an instrument used to perform payment transactions through an agent issuer directly (Veitzhal Rivai, 2001). According to the Bank for International Settlements (BIS, 2006), the notion of e-money as a provisioned value in accordance with the value of a consumer's fund or savings. There are several advantages to using this platform, like its practicality or ease of transaction. The platform of digital payments can be applied to buying and selling products online, which has been growing significantly. Turban et al. (2002) concluded that it has a significant impact on businesses, professions, and other people's behaviors. But the problem is that there are still various limitations in the open market global system like authentication, non-repudiation, trust, and safety to execute. The internet provides the facility to make quick decisions in business activities like advertising, auctions, negotiation, ordering, paying for merchandise, and sourcing (Hsiao-ChengYu, et al. 2002). Digital payment refers to the set of rules and regulations, procedures, methods, mediums (i.e., mobile phones, computers, laptops, etc.), processes, and interbank fund transfer systems that accelerate the circulation of money in the country or currency area (Kokkola T, et al. 2010).

There are many determinants on the platform that make users more inclined to use them. Recognizing the acceptance of the platforms as social networks has a significant effect on the attitudes of users interested in building trust in accordance with the intention of use (Caroline Miltgen et al., 2013). Perceived risk may affect the customer's perception of losing funds (Harisson McKnight et al., 2002). The performance expectancy is a simple individual's perception of how to use the device if they got simplicity and convenience. Then, the price value is an exchange between the components of benefits and sacrifices as perceived in the market (Valery Zeithaml, 1988). According to Ceren Sayar and Wolfe (2007), security and privacy must give a person confidence that they can use a system without fear of fraud. Those users can make payments more enjoyable by utilizing technology to reduce their risks in making digital payments (David Salisbury, 2001). Likewise, security and privacy are the most important issues for customers related to mobile banking (Chung & Paynter, 2002). Then, hedonic motivation is the basic thing that describes the

pleasure of entertainment or hedonic belonging to someone. Therefore, this factor has a direct influence on behavioral intention (Viswanath Venkatesh et al. 2012). It has an important influence on behavioral intentions. Yangi Park & Chen (2007) reveal that perceived usefulness and ease of use positively influence the intention to use mobile banking. The study by Liang et al. (2007) examined how determinants for the successful adoption of mobile technology by organizations can enable customers to save time by using the Transaction Authentication Number. Laukkanen & Lauronen (2005) interviewed and found that customers perceived location-free access to get valuable services, efficiency, and convenience.

According to the Theory of Planning Behavior (TPB), a person's behavior can be predicted from intent and attitudes toward behavior, subjective norms, and perceived behavioral control (Icek Ajzen, 1991). Behavioral intention is a factor that leads people to use technology. (Davis & Fred, 1986). If policymakers, electronic money publishers, and traders can devise strategies to increase the use of electronic money. This theory is used to investigate people's intentions to use electronic money. According to Icek Ajzen (2011), the strategy to change behavior can be carried out with individual approaches, such as counseling or therapy sessions, and group campaigns through mass media or public service advertisements. According to the findings of Sevgi-Zkan et al. (2010), the perceived importance of critical factors was related to security, trust, perceived advantage, assurance seals, perceived risk, and usability. Three of the critical factors were necessary (security, advantage, web assurance seals), and were relatively sufficient (perceived risk, trust, and usability) through customer intentions to adopt an e-payment system. The other result revealed that electronic payment influences consumers' purchase decisions and spending growth. In Nigeria, government policy can leverage electronic payments to increase saving or spending, improve aggregate demand, stimulate investment and economic growth. (Abdulkareem et al. 2010). Camille Jeremy B et al. (2021) discovered that the constructs perceived risk, trust, security, use of web assurance seals, perceived usefulness, and perceived advantage are insufficient to predict behavior intention to adopt e-payment systems. There are not only drivers that would influence customers' decisions. This study indicates the variable attitude to behavior as well as control of perceptive behavior has a positive effect on the intention used for electronic money. According to Ya Yue Shih, et al. (2004), perceived behavior control has no effect on the intention to use internet banking. People who live in rural areas do not have enough information and experience, hence perceiving the use of electronic money as not something easy and simple. The study by Trinugroho et al. (2017) mentions that people's readiness is influenced by the availability of infrastructure, education level, and income level. The study by Muhamad Aboelmaged & Gebba (2013) suggests that perceived behavioral control has no effect on the intention of adopting mobile banking. The other study revealed that there is a significant causal link between behavioral intention and targeted behavior (Sheppard et al., 1988).

Behavioral intention is a consumer's desire to get something they want to have. Some can accumulate experience by using a product or service. (John C & Minor, 2002). It measures how much satisfaction should be obtained (Jogiyanto, 2007). Basically, the person's intention arises from within and the environment (Rahman & Dewantara, 2017). Viswanath Venkatesh et al. (2012) say the indicator of behavioral intention is related to the present and the future.

Trust is a fundamental requirement for the intention to use mobile payments (Tossy, 2014). Nguyen & Lu (2018) claim that trust is very important in the early stages of introducing new technologies. This is very important in reducing the uncertainty of conditions (Lu et al., 2011). When consumers lose confidence, it only adds to the uncertainty. The study by Humbani & Wiese (2018) shows that the success of mobile payments depends on consumers' trust. Based on a study conducted by Widyanto et al. (2020), it is explained that perceived trust greatly influences behavioral intention. This study, in accordance with Al-Saedi et al. (2020), found that perceived trust has a significant effect on behavioral intention.

An expectation effort is the extent to which a perceived level of ease in using a technology is present (Venkatesh et al. 2003). Someone prefers to adopt a technology system that does not require complicated effort to use. People can achieve convenience and benefits by using a platform for mobile payment, which makes it more comfortable. According to research by D. Davis (1989), people who wanted to use a device wanted it to be more flexible, easy to master and use of the platforms. It can encourage more people to adopt the technology.

According to Morgan T. (2006), expectancy is an emotion that arises when an individual focuses on a positive and significant effort. The theory of hope is a wish and belief in an individual's life that can make the quality of life better and encourage them to achieve that hope (Singh N. et al. 2020). Society and individuals can access mobile payment services via the ubiquitous use of mobile phones (Slade et al., 2015). The economic usage will be more convenient and satisfying when the application drives the expectancy of adoption. Many previous studies on digital payments can

be categorized into several traits. The study by Michael Musyaffi et al. (2021) shows that performance expectancy has a significant effect on behavioral intention. Farzin et al. (2021); Kim & Yoo, (2020) and Teo et al. (2015) revealed that performance expectancy has a significant influence on behavioral intention. However, these studies differ from those of Wei et al. (2021) and Putri & Suardikha (2020), that performance expectancy has no significant effect on behavioral intention.

The hedonic motivation of someone using financial technology will be able to provide pleasure and satisfaction when somebody uses abtechnology. So it's increasing someone's hedonic motivation that will generate interest in using higher mobile payments.

The hedonic motivation variable has a significant positive effect on student interest in using mobile payment (Pertiwi & Ariyanto, 2017), in which the use of electronic money can be influenced by hedonic motivation. So if there is an increase in one's hedonic motivation for a technology, it will have an effect on the interest in using electronic money, which is getting higher. In research by I Gusti Bagus et al. (2020), it was concluded that HM has a significant influence on the intention to use mobile payment.

The facility is a part of the marketing services and is very important or urgent (Amalia, R.D. & Purwantini 2021). Individuals' recognition of the resources and support available to perform a specific task is referred to as the "facility condition" (Venkatesh et al., 2012). According to Agus Sulastiyono (2006), the facility is the provision of physical equipment for the convenience of the guests. The facility anything that could be done to make consumers get satisfaction more easily. Indeed, there is something necessary that must be considered. According to Fiddin et al. (2013), the facilitating conditions are someone's trust. The technical and non-technical infrastructure can be boosted by the quality of the operating system, encouraging users to use the devices. This makes the users trust the platform of a mobile payment that is supported by organized infrastructure and technology (Jogiyanto. 2007).

Viswanath Venkatesh et al. (2003) define social influence as an individual's perception influence in adopting a technological system that is affected by the suggestions of friends and family who consider the importance of utilizing a technological system. This is related to the impression of the social environment when deciding to use mobile payments. It can encourage someone to take advantage of it and exist everywhere in human society. Obedience, conformity, persuasion, social loafing, facilitation, deindividuation, bystander effects, and age-related stress are all examples of social influence. It is almost as broad as the field of social psychology in every change, motion, thought, and traits that result from the physical presence of real or imaginary things. Social influence consists of the processes in which people directly or indirectly affect the thoughts, feelings, and actions of others. In a study by Hapiza et al. (2020) revealed that social influence has a significant effect on behavioral intention. This is in accordance with the results by Farzin et al. (2021) and Acharya et al. (2019). Social influence strongly influences behavioral intention. But, consistent with research conducted by Teo et al. (2015) and Michael Musyaffi et al. (2021), social influence don't have the significant effects on behavioral intention.

Nagle et al. (2006) mention the price value is to develop the value communication as the biggest challenge for marketers because of the variety of products and means of communication. It must be adapted to customer purchases. Gabriel Steinhardt (2019) states the price is a specification of what the seller wants in exchange for granting ownership or use of a product. Product pricing becomes one of the company's strategic decisions because the price will determine sales and will affect the company's income. The variable price value has a significant positive effect on student interest using the mobile payment application, (I Gusti Bagus, et al. 2020).

Technology security is the application of knowledge and innovation to most hardware and software systems (Sarno, R., & Iffano. (2009). Security is one of the absolute things that must be owned by a company. The usefulness of the technology is to protect the existing systems of the company or agency that could be hacked potentially, such as cyber-crime and unpredictable hazards. Christofer (2018) stated that information technology system security must be conducted to protect the system from all potential threats, both physical and non-physical.

3. Research Method

This study uses qualitative methods, collected the required data through the distribution of some questionnaires to respondents who used various mobile payments by giving a set of questions to be answered. The questionnaires were distributed using a Google-powered form. A total of 210 respondents who have been using mobile payments services

in their financial transactions and are domiciled in Jakarta, Indonesia, were surveyed. This study covers some obstacles to using the device and tries to reveal the unique traits of users as respondents. All data was analyzed sequentially, including a validity test to determine whether the questions were valid and a reliability test to determine whether the instruments were stable (Ghozali, 2011). The descriptive statistic is then determined using multiple linear regression, followed by a hypothetic partial test, and an intervening examination. This research uses some construct variables, namely performance expectancy, hedonic motivation, facility condition, social influence, price value, perceived technology security, trust in the platform, and behavior intention to use it. They were employed in five Likert scales: strongly agree (1), agree (2), disagree (3), and strongly disagree (4). It does not use a neutral choice, so all respondents can express their agreement or disagreement regarding the statements submitted. (Santoso, 2018)

3.1 Research framework and variables

The research model aims to investigate some of the factors that influence trust in platforms and behavior intention to use them. (Figure 1)

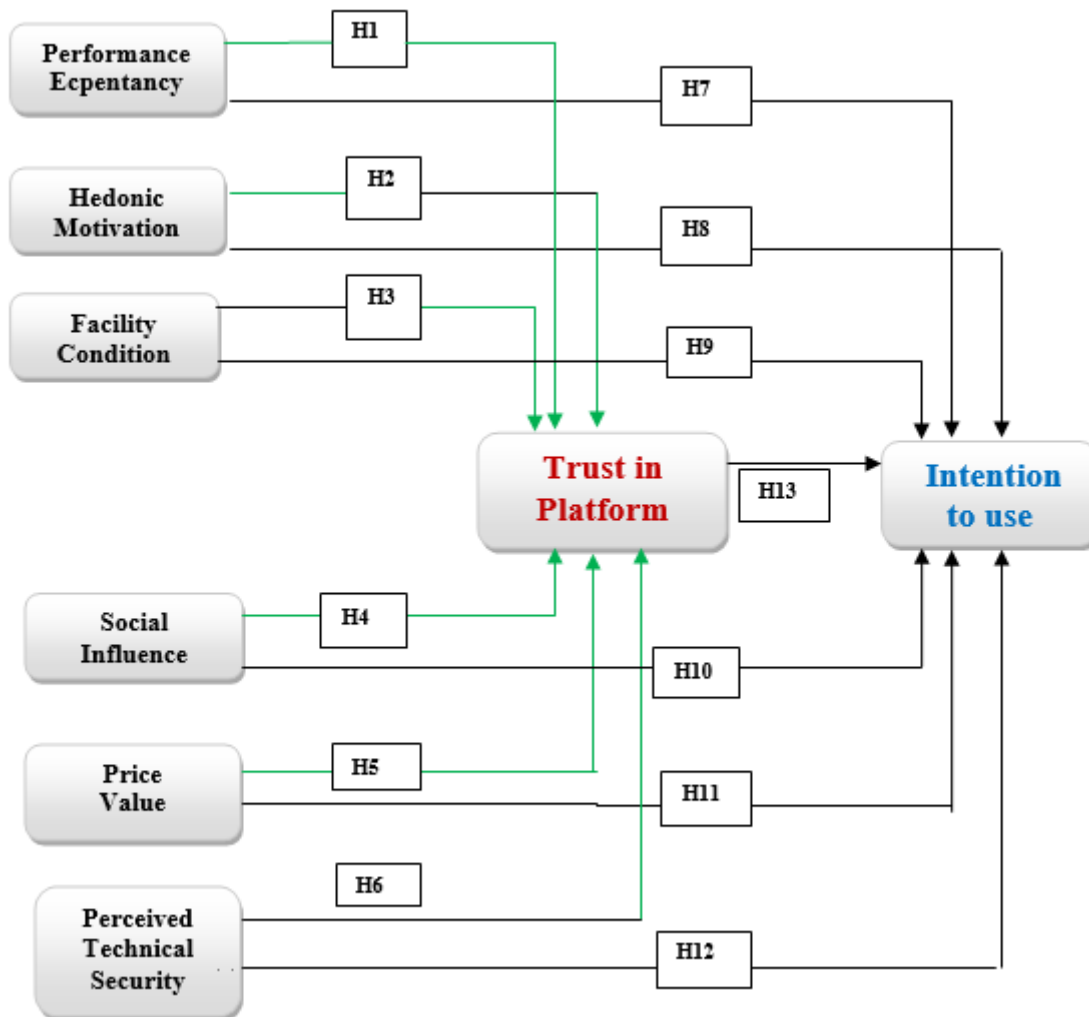


Figure 1: Research Framework

4. Data Collection

Data for this study was collected by distributing questionnaires via Microsoft Forms online to 210 people in Jakarta, Indonesia, who used mobile payment. Those questions distributed are closed, meaning respondents would be given several possible answers to each question and need only choose the one which is most appropriate. The answer to each question is scaled into five levels, namely: 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, and 5 strongly agree.

The scale is not used as a neutral choice, so all respondents can express their agreement or disagreement regarding the statements submitted.

The demographic is divided into five sections, including: gender, age, marital status, length of use, transaction value per month, and utilization of mobile payments. Table 1 provides the summary of demographic profiles of overall respondents. The gender factor is dominated by females with 53.34%, with marital status not married at 55.23%. It can be assumed that the younger female gender prefers and trusts using mobile payments. The age distribution is almost the same at every level. Further, the duration of use within 1–3 years was 37.62%. Most transactions are less than IDR 200.000 per month, which indicates a relatively small value. The highest utilization of mobile payment for online shopping is 43.81%.

Table 1: Demographic of Respondents

1. Gender	Frequency	Composition
Male	98	56.66%
Female	112	53.34%
2. Age		
Less than 20 years	26	13.33%
21 – 25	48	22.85%
26 – 30	52	24.76%
30 – 35	47	22.38%
More than 35 years	35	16.66%
3. Marital status		
Not married	116	55.23%
Married	94	44.77%
4. Duration		
Less than 1 year	70	33.33%
1 - 3	79	37.62%
3 - 5	48	22.86%
More than 5 years	13	6.19%
5. Transaction value per-month (IDR)		
Less than 200.000	70	33.33%
200.000 – 500.000	54	25.71%
500.000 – 1.000.000	49	23.33%
More than 1.000.000	37	16.62%
6. Utilization		
On the spot shopping	48	22.86%
Online shopping	92	43.81%
Transportation	29	13.81%
Financial transaction	26	12.38%
Others	15	7.14%

5. Results and Discussion.

A good test should be reliable and valid relating to standards, including qualification, confidentiality, and prevention of the misuse of tests and results.

5.1. Measuring validity and reliability

A reliable test is to measure all items that are free from error and provide information about examinees that can be trusted as reliable. Any factor will increase reliability and reduce measurement error. Cronbach's Alpha coefficient is used to measure the reliability and internal consistency. (Hair et al., 2009). Therefore, a good test should be reliable and valid relating to standards, including qualification, confidentiality, and prevention of the misuse of tests and results. The value must be greater than 0.7 to be reasonably reliable. A higher alpha coefficient level may indicate that the items in the construct are highly correlated. According to Table 2, the composite reliability of 8 construct items is currently greater than 0.7. Hence, each variable is reliable. This is crucial as it is presumed to boost data quality and accuracy. The conclusion is that all the research variables are reliable. Those answers in the questionnaire are consistent. Further, in a validity test, the most important issue is in selecting the characteristic items that refer to the examined results. These characteristics are measured in relation to job qualifications and requirements. A validity test is useful for predicting a characteristic in a specified situation. The values of Average Variance Extracted (AVE) are above the Item Correlation. It can be concluded that 26 items of the instruments are valid and further data analysis can be conducted.

Table 2 Summarizes the measurement validity and reliability tests (n = 210).

Constructs	Cronbach's Alpha	Composite Reliability	Items Correlation	Average Variance Extracted (AVE)
Performance	0.609	0.817	0.381	0.517
Hedonic	0.562	0.818	0.356	0.306
Facility Condition	0.534	0.963	0.511	0.510
Social Influence	0.566	0.809	0.392	0.383
Price Value	0.529	0.992	0.553	0.468
Perceived	0.639	0.768	0.438	0.417
Trust in Platform	0.553	0.718	0.473	0.276
Intention to use	0.787	0.877	0.307	0.394

5.2 Analysis of R-Square

Table 3: Determinant test.

Variable	R Square (R ²)
Revenues Value	0,56

Table 3 reveals an R-Square of 0.56 (56%). This means all the variables' performance expectancy, hedonic motivation, facility condition, social influence, price value, technology security, perceived expectance, and trust in the platform of mobile payments can explain the behavior intention to use at 56%. Meanwhile, the remaining 44% could be explained outside of this study.

5.3 Hypothesis Tests

1. Factors influencing trust in platforms (Model -1)

Table 4 is preparing the result by examining the influence of independent factors on trust in mobile payment platforms. The findings of P-value are that hedonic motivation 0.004, social influence 0.032, and perceived technological security 0.015 are less than 0.05. It reveals that these variables have a significant impact on trust in platforms. While the performance expectation is 0.641, the facility condition is 0.072, and the price value is 0.187, all of these values are greater than 0.05. The conclusion is that all these factors don't have any influence on trust in platforms.

Table 4: T-tests of independent variables on Trust in Platform (Model 1)

Hypothesis	Paths	Coefficient	P Values	T-Statistic	Description
H1	PE → TP	0.135	0.641	-0.468	Positive not significant
H2	HM → TP	0.247	0.004	2.936	Positive significant
H3	FC → TP	0.110	0.072	1.824	Positive not significant
H4	SI → TP	0.171	0.032	0,086	Positive significant
H5	PV → TP	0.140	0.187	1.330	Positive not significant
H6	PTS → TP	0.154	0.015	1.448	Positive Significant

a. Dependent Variable: TP

2. Factors influencing of Behavior intention to use (Model-2)

Table 5 presents the results of examining the influence of independent constructs, including trust in platforms, on behavioral intention to use. The significant findings are that performance expectance is 0.971, facility condition is 0.319, price value is 0.143, and perceived technology security is 0.245. This revealed that all independent variables have no significant impacts on intention to use. That is different from hedonic motivation of 0.048, social influence of 0.020, and trust in the platform of mobile payments of 0.048. These values conclude that the independent variables have significantly impacted on the intention to use.

Table 5: T-tests of independent variables is Behavior Intention to use (Model-2)

Hypothesis	Paths	Coefficient	P Values	T-Statistic	Description
H7	PE → BI	0.030	0.971	-0.037	Positive not significant
H8	HM → BI	0.205	0.048	2.006	Positive significant
H9	FC → BI	-0.105	0.319	-1.003	Negative not significant
H10	SI → BI	0.185	0.020	1.835	Positive significant
H11	PV → BI	0.167	0.143	1.477	Positive not significant
H12	PTS → BI	0.118	0.245	1.171	Positive not Significant
H13	TP → BI	0.117	0.048	-0.046	Positive Significant

a. Dependent Variable: BI

5.4 Discussion.

1. Hypothesis Analysis of Determinant on Trust in Platform.

Table 4 displays the significant value of individual hypothesis tests of Model-1 Trust in Platform as a dependent variable. There will be an analysis of each of the examined results. There will be analysis as follows:

- a. Hedonic Motivation, Social Influence, and Perceived Technology Security have each a probability value of less than 0.05. As a result, each independent variable has a significant effect on trust in mobile payment.

According to Arnold & Reynolds (2003), hedonic motivation is a buying activity driven by behavior related to some fantasies and emotions about a device. In shopping, this is a person's desire to get pleasure and trust, which can be fulfilled by visiting a quality shopping platform that provides the required products. When someone uses financial technology, it will be able to provide pleasure and satisfaction. Motivation is building to make significant use of mobile payments. This result supports Pertiwi & Ariyanto (2017) that revealed hedonic motivation has a significant positive increase in using mobile payment. Likewise, research by Gusti Bagus et al. (2020) concluded that it has a significant influence on the intention to use mobile payment.

As is known, social influence is an individual's perception of influences in adopting a technological system. The social environment suggests using a platform for mobile banking. It should be considered the importance of utilizing technology. This is related to the impression of the social environment to make a decision to have the advantages of the platform related to the various forms of obedience, conformity, persuasion, social loafing, facilitation, deindividuation, bystander effects, and stress by the similarity ages. This study, in accordance with Nowak A.K. et al. (2019), revealed that social influence is almost as broad as the field of social psychology in every change, motion, thought, and traits that result from the physical presence of real or imaginary things in trust to use a platform for mobile payment. However, research by Teo et al. (2015) and Michael Musyaffi et al. (2021), shows that social influence doesn't have significant effects on behavioral intention.

Perceived technology security is one of the absolute things that must be provided by a server to ensure safety. Protect the existing systems of the company or agency that could be hacked potentially, such as cyber-crime and unpredictable hazards that can be created on the platform. The security of information technology systems must be carried out in order to protect the system from all possible threats, both physical and non-physical.

- b. Performance Expectance, Facilitating Conditions, and Price Value each have a separate value of more than 0.05. Hence, there is no significant effect of each independent construct on trust in the platform.

Performance expectancy is not only an individual's perception of how to use the device if they get simplicity and convenience, although some benefits offered by certain platform services are not expected. They believe using a particular system will be effortless and not expend much time and energy. It will also be easy and secure. In fact, they are accustomed to benefiting. There are several advantages to using this platform, like its practicality or the ease of making a transaction more comfortable. They preferred to adopt a technology system because it required complicated effort to learn to use it.

Regarding the facilitating conditions, users have self-conviction and sufficient acknowledgement of platform or mobile wallet applications. In reality, the younger population has more literacy compared to older people. Hence, the facilities cannot be affected by their trust to use the mobile services steadily. Similarly, this factor indicates that users cannot be influenced by the suggestions and opinions of family and friends, but they only believe in their own literacy and thoughts to use a certain platform. Personal data is not the main factor in determining the preference of mobile payments, although it can pose a risk when submitting noteworthy personal data to access the platform of mobile payments. According to Fiddin et al. (2013), the facilitating conditions can create someone's trust. Either technical or non-technical infrastructure can boost the quality of the operating system, encouraging users to use the devices. This gives the users trust in a platform for mobile payment that is supported by organized infrastructure and technology (Jogiyanto, 2007).

Price has no significant effect on trust in the platform because it is not only about spending money. The primary goal is to obtain the desired goods or services. It is not an important thing to consider when choosing a mobile payment application. In the end, security is not a major factor in determining the preference of mobile payments, although it can pose a risk when submitting noteworthy personal data to access the platform of mobile payments. Because there are so many different types of platforms available, each with their own set of unique and proven quality guarantees, perceived technical security cannot influence their trust in the platform.

2. Hypothesis Analysis of Determinants on Behavior intention to use.

Due to the above hypothesis t-test in Table 5, it will be explained as follows:

- a. Hedonic Motivation, Social Influence, and Trust in Platforms have significant values less than 0.05. Hence, there is a significant effect of each independent variable on the dependent variable's behavior intention to use.

Hedonic motivation has a significant impact on behavioral intention to use. When using a digital payment, users will find a variety of features making it comfortable, entertaining, and satisfying to operate, so their intention to continue using it will be increased. The hedonic motivation of someone while using a financial technology will be able to provide pleasure and satisfaction when a person uses a technology. So it's increasing someone's hedonic motivation that will generate the intention to use mobile payments. This is supported by the research by Pertiwi & Aryanto (2017),

who revealed that the hedonic motivation variable has a significant positive effect on using a mobile payment. In research by Gusti Bagus et al. (2020), they also found a significant influence on the intention to use mobile payment.

Social influence has a significant effect on behavioral intention to use, which is not in line with previous influence on trust in the platform. It indicates that users can be affected by advice from their social environment, including family, even though it is a belief on their way to determining and using a certain platform. The processes by which people directly or indirectly influence the thoughts, feelings, and actions of others are referred to as social influence E.H. Telzer (2018). This study supports Hapiza et al. (2020) that mentioned social influence has a significant effect on behavioral intention. Likewise, Farzin et al. (2021) and Acharya et al. (2019) concluded that social influence strongly influences behavioral intention. But, consistent with research conducted by Teo et al. (2015) and Michael Musyaffi et al. (2021), social influence doesn't have significant effects on behavioral intention.

As mentioned, the price value is to develop the value communication as the biggest challenge for marketers because of the variety of products and means of communication that have to be adapted to the customer's purchases. The price is also a specification of what the seller wants in exchange for granting ownership or use of a product. Product pricing becomes one of the company's strategic decisions because the price will determine sales and will affect the company's income. This result is in accordance with I Gusti Bagus Irvan Prasetya & I Gusti Ayu Purnamawati (2020), who said price value has a significant positive effect on interest using a mobile payment application.

Regarding the device system, business practitioners have to improve the features and services to create a pleasant transaction experience. For example, by adding animation features and other information regarding transactions and finances. Although Rousseau et al., 1998 (Parvez, 2009) believe that trust is very important in building and maintaining long-term relationships, they also believe that there is an important issue role in influencing commitment to using a device (Morgan et al., 1994). The more popular the online shopping application, the more customers will trust the online shopping application

b. The Performance Expectancy, Facility Condition, Price Value, and Perceived Technical Security have significant values greater than 0.05. Therefore, there is no significant effect of each independent variable on the behavior of intention to use.

The performance platform offered did not affect the intention to apply the device, wherein this illustrates that users are not only getting the benefits of mobile payment systems periodically. As for the effect on trust in the platform, which was previously discussed, the expectation does not affect the intention to use it. All customers believe that having sufficient knowledge will increase their trust and intention to use an application that will allow them to enjoy their lifestyle in activities. The theory of hope is a wish and belief in an individual's life that can make the quality of life better and encourage them to achieve that hope (Singh N. et al. 2020). This is not similar to Michael Musyaffi et al. (2021), who revealed that performance expectancy has a significant effect on behavioral intention. Farzin et al. (2021); Kim & Yoo, 2020; and Teo et al. (2015) all found that performance expectancy has a significant influence on behavioral intention. However, these studies differ from those of Wei et al. (2021) and Putri & Suardikha (2020), which found that performance expectancy has no significant effect on behavioral intention.

As explained, facility conditions are a part of the marketing services and are very important or urgent. This refers to individuals' recognition of the resources and supporting them in order to perform a certain task (Venkatesh et al., 2012). In Agus Sulastiyono (2006), the facility is the provision of physical equipment to provide the guests' convenience. However, the facility could not influence consumers to get enough satisfaction. There is one critical point to consider.

Price value has no significant effect on the intention to use because it is not a prominent reason for making financial transactions. The main purpose is to achieve the desired goods or services. Although consumers have been submitting their personal data when making an application, convinced that their data will be gated, perceived technology security is not a primary issue for prescribing a digital payment. When using a digital payment, they will find a variety of features making it comfortable, entertaining, and satisfying to operate, so they intend to continue using it. Although security is very important to building and maintaining long-term relationships, it does not play an important role in influencing commitment to use the effect of each independent variable on the dependent variable's intention to use. As mentioned, the usefulness of a device is to protect the existing systems of a company or agency that could be

hacked potentially. Information technology system security must be implemented to protect the system from all potential threats.

5.5 Intervening analysis.

An intervening variable is a hypothetical variable to explain causal links between exogenous and endogenous variables that cannot be observed in an experiment but can be observed by conducting a hypothetical test. For this study, there is an association between being this exogenous variable and trust in the platform. Just because something has been identified as a predictor (independent) variable does not imply that it will influence behavioral intention to use. The other hypothetical variables are used to explain the phenomenon. In this study, the intervening variable is trust in the platform. A bootstrapping test was performed to find out the indirect and indirect effects of exogenous variables on endogenous constructs. Examining a mediating factor can be conducted by multiplying the beta value of independent variables. Then, the multiplication results are compared with the value of each coefficient's direct effect on the intention to use factor. If the indirect beta value is greater than the direct beta value, it can be concluded that there is an indirect effect of the independent variable through the mediating variable on the intention to use, and vice versa. The findings are summarized in Table 6.

Table 6: Result of Mediating test.

Variables	Coefficients Model 1	Indirect effect (Model 1 x BI)	Coefficient Model 2 (Direct)	Concludes
Performance Expectancy	0.135	-0.004	0.030	PE is not indirect mediating
Hedonic Motivation	0.247	0.028	0.205	HM is no indirect mediating
Facility Condition	0.110	0.013	-0.105	FC is an indirect mediating
Social Influence	0.171	0.020	0.185	SI is not indirect mediating
Price Value	0.140	0.016	0.167	PV is not indirect mediating
Perceived Technology Security	0.154	0.018	0.118	PTS is not indirect mediating
Intention to use	0.117			

Trust in the platform is not the intervening variable for almost all independent constructs, including PE, HM, SI, PV, and PTS on Intention to use mobile payments. All these factors can be boosted to help them use the application of choice as desired and will help them get some advantages. The benefits offered do not affect the intention to apply the device, wherein this illustrates that users are not only getting that continually. Customers also believe that having enough adequate guarantees for the quality of the application should give them strong confidence in using a device. However, only FC has an indirect influence on the intention to use it. It is becoming a major consideration in making a decision to use a platform with a similar impressive quality. The condition of mobile payment services must have infrastructure that is capable of being paid through mobile transactions anytime and wherever to maximize the utilization of the devices and ensure mobility and accessibility in boosting the user's benefits.

6. Conclusion

Mobile payment services were provided and developed exclusively into mobile platform services due to the rapid growth of customer behavior and the need for convenient payment methods for each financial service. In particular, it provides simplicity to the online store that sells the goods. However, although there is much research conducted on using mobile payments, there is a lack of studies in Indonesia that summarize determinants of trust in platforms of mobile payment, like security requirements, by comparatively analyzing mobile payments. It is acceptable because the buying activity is driven by behavior related to some fantasies and emotions sensed on a device applied to get pleasure.

As was explained, these results imply that they might be used by third parties like governments and the companies' CEOs who want to compile future policies that focus on digital payments that have been rapidly spread in recent years. This study suggests that mobile payments be investigated further in order to have better understand and develop that platforms related to they are believe that all devices have a similar quality and give a magnitude impression to use that platform. They will be more familiar and trust in digital platforms include usabilities. Embraced and bounced e-business into a number online preponderant in making financial transactions. Indeed, the study examined the determinants of using platforms to address challenges that may arise in the future when developing devices to be secure and convenient. This research expected to make a significant contribution since similar research is rarely conducted in Indonesia's context. Mitigate the frontier literacy by providing the empirical evidence and recommending that the topic needs more exploration and development on the platforms of mobile payments. As a result, all applicants must be able to enable or prepare for existing transactions. In addition, provide a recommendation to accelerate the growth of mobile devices. The findings could be appreciated from divergent perspectives. For a government perspective might be insightful to explore the utilization of developing convenient discretion of trust using a platform more professionally and responsibly of an acceptable device. For CEOs who want to compile future policies that focus on digital payments that have been rapidly spreading in recent years. This study has some limitations. First, we considered only the 210 respondents. Second, additional variables such as biographic factors are needed to obtain deeper results. Third, expand the research area to get more diverse respondents who carry out many digital devices. Hence, for the future study can be explored the larger determinant on devices regarding the mobile payment platforms environment and investigate the related settlement constructs in which financial technology more simply and growing significantly.

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Acknowledgements:

The Authors would like to thank IEOM conference committee for guidance the point of this work and giving the opportunity to present this article for the upcoming conference in 2022. This article is the original results of research conducted by Authors. A lot of thanks to all respondents for the availability to answer all the questions needed. We hope this article is useful for various related parties.

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