

## Exploring the Factors Influencing E-Wallet Adoption in Indonesia: An Extended Technology Acceptance Model Approach

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**Abstract.** This study investigates the factors influencing users' attitudes and intentions towards e-wallet adoption in Indonesia with a broader version of the Technology Acceptance Model (TAM). The research model incorporates perceived risk as a moderating variable, along with thought to be beneficial. In SmartPLS, data were gathered from 650 Indonesian users of e-wallets and subjected to structural equation modeling, or SEM. The findings show that user attitudes and perceived usefulness, ease of use and intention to use, perceived usefulness and attitude, and user attitudes and intentions are all significantly positively correlated. It was discovered that the association between attitude and intention to use was adversely mediated by perceived danger. The study advances knowledge about e-wallet adoption in Indonesia and provides useful advice to e-wallet operators on how to improve user uptake and acceptance. The results underline how crucial it is to address users' perceptions of danger and emphasize how beneficial and simple e-wallets are thought to be in order to encourage uptake.

**Keywords:** e-Wallet, Mobile Payment, Intention to Use, Technology Acceptance Model (TAM), Perceived Risk

## 1. Introduction

Modern electronic payment systems such as e-wallets can quickly identify user interests, making transactions more convenient and effective. The main purpose of e-wallets is to replace traditional wallets that can reveal our personal information to others (Hassan & Shukur, 2022). Therefore, using an e-wallet provides an exclusive and unique experience that is difficult to replicate.

Digital payment systems reduce the need for face-to-face interactions while offering fast, secure, and easy payment services, although research on digital payments in Indonesia is still limited (Kresnha Reza & Susanti, 2022). According to Lukito & Perdhana, (2021), to determine whether a business will succeed in its digital transition, some academics use digital maturity as a predictor. The success of implementing these technologies varies. Although the literature on the benefits of mobile apps continues to grow, little is known about how rogue apps affect customer acceptance (Daniel Lukito, Suharnomo, & Perdhana, 2022).

According to Hassan & Shukur (2022), an e-wallet can only be used on one device at a time if it uses IMEI, thus in line with the characteristics of physical wallets. Moreover, the system is also able to address risks, making e-wallet applications more reliable in the long run. Sassi et al. (2022) emphasized the importance of trust in the context of risk perception and structural assurance when implementing mobile payments. The findings of the analysis show that structural security and risk perception have a positive impact on mobile trust and the propensity to adopt mobile payments.

By 2020, the global trend towards cashless payment solutions is expected to drive the growth of digital payments, e-commerce, mobile payments, and e-wallets, in line with physical distance norms (Hamzah, 2023; Susanti & Reza, 2022). E-wallets in Indonesia have a significant impact on various businesses. For users of e-commerce applications, e-wallets are one of the most important platforms for purchases and payments (Agustin, 2023).

Perceived ease of use (PE) and intention to utilize (IU). Perceived utility and simplicity of use have a significant impact on consumers' opinions and intentions about e-wallets, whereas perceived danger has the opposite effect, according to research by Li et al., (2019). This study is innovative in that it uses risk perception as a moderating variable that influences attitudes, perceived utility (PU), and perceived ease of use (PE) in an indirect manner.

The research aims to identify and analyze the factors that influence Indonesian consumers' propensity to adopt e-wallet services using an extended Technology Acceptance Model (TAM) that includes perceived risk as a moderating variable. The specific goals include:

1. To examine the relationships between perceived ease of use, perceived usefulness, attitudes, and intentions to use e-wallets.
2. To investigate the impact of perceived risk on the intention to use e-wallets.
3. To provide insights for e-wallet operators and policymakers on improving user uptake and acceptance by addressing security concerns and enhancing perceived usefulness and ease of use.

These objectives are aimed at filling the research gap related to the moderating role of perceived risk in technology acceptance models, particularly in the context of e-wallet adoption in Indonesia.

## 2. Literature Review and Research Model

The technology acceptance model (TAM) was created by Davis et al. (1989) based on the idea of reasoned action. TAM uses the cause-and-effect link between behavior and mentality to forecast and explain why potential customers would adopt new technologies. Perceived utility and perceived simplicity of use are two crucial elements that TAM introduced (Marangunic & Granic, 2014; Persadha et al., 2023).

Perceived usefulness is the extent to which an individual feels that using a certain technology would enhance their performance at work, whereas perceived ease of use is the extent to which an individual thinks using the technology will be simple. Intention, in this paradigm, represents people's quantifiable willingness to participate in a particular behavior, while their subjective sentiments when utilizing the system are represented by attitude (Muk & Chung, 2014).

TAM identifies three distinct concepts to predict a user's adoption of technology:

1. Behavioral intention, influenced by disposition and perceived usefulness, determines whether they adopt a technical system.
2. Perceived usefulness, influenced by external factors as well as perceived usability, determines attitude.
3. As stated by Persico et al., (2013), external factors have an impact on thought to be user-friendly, which determines attitude along with perceived utility.

Mobile payment methods like e-wallets are becoming increasingly popular in Indonesia and are considered cutting-edge electronic payment solutions. TAM has been extensively used in studies on user behavior of various information technologies because of its simplicity, high efficiency, and interpretability. For instance, Agustin (2023) uses TAM theory to examine perceived usefulness, perceived usability, attitudes behavioral intention to use, attitude toward use, and actual use. Hiew et al., (2022) dan Ojo et al., (2022) integrated TAM with the Health Belief Model (HBM) to understand the relationship between perceived vulnerability to viruses and government support in the adoption of e-wallets. Ward (2017) added subjective norms and self-efficacy to TAM to examine users' E-learning behavior.

In summary, previous theoretical studies have demonstrated TAM as a popular and significant theoretical model for predicting and interpreting IT adoption behavior. Studies indicate that TAM significantly affects user attitudes, and thorough verification of the scale design's validity and dependability has been conducted (Ayeh, 2018).

Wijaya (2023) includes trust, risk perception, perceived usefulness, perceived ease of use, and developer reputation in the TAM. These factors influence a user's behavioral intention to adopt e-wallet applications, particularly those offering cashback schemes. The developer's reputation is crucial in earning user trust, which drives their intention to use the e-wallet application.

In order to ascertain perceived utility (PU) and ease of use (PEOU), Zamil et al., (2022) used the TAM model framework. Tang, (2022) expanded TAM by combining PEOU, usefulness, and perceived danger. Jameel, (2022) followed TAM for model creation.

We utilize TAM to examine the deployment of mobile payment technologies by Indonesian consumers. Over the last few years, e-wallets have become prominent in Indonesia as a cutting-edge electronic payment solution. With more than 80% of users, e-wallets have emerged as a significant platform in the market (Naura, 2023). Consequently, we focused our research on e-wallets and proposed the following hypotheses:

- H1: Perceived usefulness and ease of use are positively correlated.
- H2: User attitudes are positively correlated with perceived ease of use.
- H3: Ease of use is positively correlated with Intention to use.
- H4: Perceived usefulness correlates with usage attitudes.
- H5: Perceived usefulness correlates with Intention To Use.
- H6: User attitude has a positive correlation with Intention to Use.
- H7: User risk perception moderates the negative relationship between attitude and intention to use.
- H8: User risk perception is negatively related to Intention to Use.

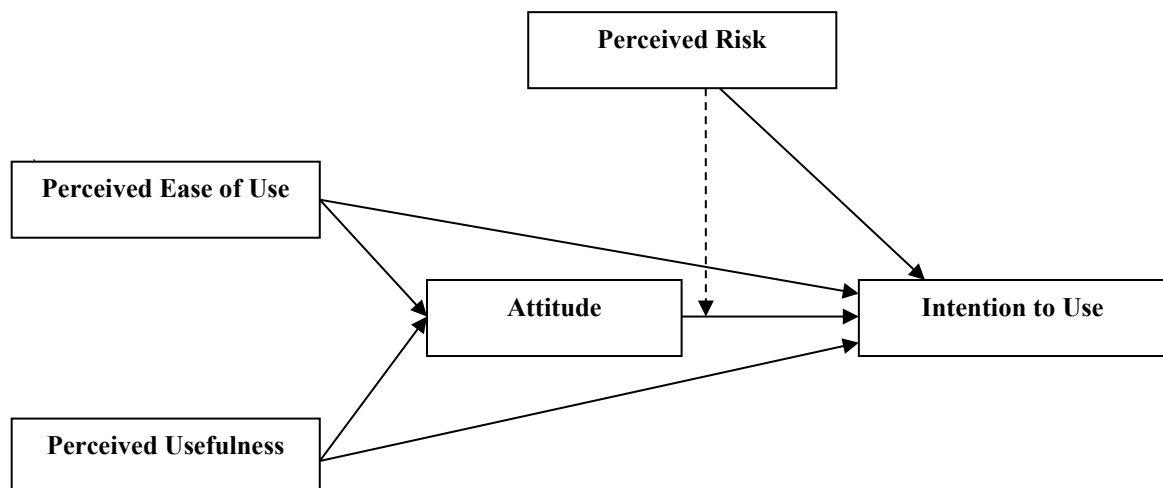


Figure 1. Research Framework

Incorporating appropriate impact factors is crucial for the logical interpretation of models in various research scenarios (Nikou & Economides, 2018). Interactivity, danger, visual appeal, subjective norms, happiness, and enjoyment are factors that affect how satisfied and happy users feel themselves to be when using e-wallets. (Lee et al., 2023; Rosli et al., 2023; Santoso et al., 2023). Perceived risk does not significantly impact satisfaction but positively correlates with attitude toward e-wallets (Ming & Jais, 2022; Lim, 2023; Wong, 2022; Wijaya, 2023).

This study adds risk perception to improve the interpretability of the model in e-wallet adoption scenarios. Risk perception is crucial in determining new technology uptake and utilization (Zhong, Wu, Chen, Huang, & Hu, 2018). Consumer perception of risk significantly influences their attitudes and willingness to adopt new technology products Alalwan et al., (2016). Therefore, in order to investigate user adoption of mobile payment technologies, this study offers risk perception and creates an extended TAM model.

### 3. Methodology

#### 3.1 Questionnaire Development

##### Questionnaire Design;

This study used a questionnaire survey method for data collection. Therefore, questionnaire development is a crucial step. The measurement variable items are the main components of this questionnaire.

##### Source and Adaptation of Measurement Items;

To fit the current research setting, all measurement items utilized in this study were modified from earlier investigations. The main sources of measurement items include studies from Akman & Mishra (2015), K. Lee et al. (2011), and Wang et al. (2018).

##### Measurement Item Development Process;

The measurement item development process was conducted in two stages:

**Stage 1:** Referring to previous research to design the initial measurement items. The research team then modified some items to better fit the current research context.

**Stage 2:** Carried out a pilot study survey to assess the questionnaire's scientific validity. The measurement items were modified in light of the respondents' responses up until the final variable measurement items were obtained.

##### Variable Operationalization;

**Risk Perception:** Measured by three statements, such as "I am worried that information about my account will be exposed," "I am worried that someone will reveal my personal information," and "I am worried that third-party software will steal my payment information." The primary sources for this item are Chen & Lu, (2016), See-To et al., (2014), Tan et al., (2014), and Y. Wang et al., (2018).

**Ease of Use:** Measured by four statements, such as "It was easy for me to install the eWallet on my phone," "It was easy to learn how to use the eWallet," "I should not have any problems using the eWallet," and "Using the eWallet does not require much mental effort." The primary sources for this item are Baptista & Oliveira (2015), Alalwan et al. (2018), Tam et al. (2018), Yoon (2018).

**Perceived Benefits:** Measured by four statements, such as "Paying with eWallet can save a lot of time," "Paying with eWallet can make my life more convenient," "Paying with eWallet can promote the development of e-commerce," and "Using eWallet will increase my effectiveness in daily work."

**Attitude towards eWallet Usage:** Measured by three statements, such as "We recommend using an eWallet when paying," "When making payments, using an eWallet is recommended," and "Using an eWallet is a wise decision when making payments."

**Intention to Use eWallet:** Measured by three statements, such as "I want to pay with eWallet," "When I pay, I want to use eWallet," and "When I pay, I like to use eWallet."

##### 3.3 Measurement Scale;

The sampling method used in this research is purposive sampling, where respondents are selected based on certain criteria relevant to the research objectives. This technique allows researchers to focus on subjects who have knowledge or experience related to the use of e-wallets, so that the information collected is richer and more relevant. The criteria for selecting respondents in this study are as follows:

1. Active e-Wallet Users: Respondents must be active users of e-wallets in daily transactions. This ensures that respondents have sufficient experience and knowledge about using e-wallets.
2. Domiciled in Indonesia: Respondents must be domiciled in Indonesia. This is important to examine the factors that influence e-wallet adoption in the Indonesian cultural and economic context.
3. Age: Respondents must be at least 18 years old. This age is considered an age where individuals already have full control over their financial decisions and can provide appropriate views on e-wallet usage.
4. Internet Access: Respondents must have sufficient access to the internet, as the use of e-wallets is highly dependent on internet connectivity.
5. Gender and Employment Status: Diverse backgrounds of respondents (gender and employment status) are considered to get more comprehensive and representative data about e-wallet users in Indonesia.

All measurement items use a Likert scale of five points, ranging from "strongly disagree" to "strongly agree."

Table 1. Respondent Demographic Information

Variable	Category	(N = 650)	
		Frequency	%
Gender	Female	390	60
	Male	260	40
Age	16 - 25	94	14
	26 - 35	179	28
	36 - 45	172	26
	46 - 55	155	24
	Larger than 55	50	8
Education Level	Junior school and below	150	23
	High School or junior college	280	43
	Bachelor degree	220	34
Work status	Student/Students	116	18
	Businessman	16	3
	Government employees	183	28
	Private	112	17
	Employee	68	10
	Housewife	15	2
	Another	140	22
Monthly household income (IDR)	Less than 1.500.000	103	16
	1.500.000 - 2.500.000	76	12
	2.500.000 - 5.000.000	200	30
	5.000.000 - 7.500.000	108	17
	7.500.000 -. 10.000.000	69	11
	More than 10.000.000	94	14

### 3.2 Data Collection Procedure

#### Survey Implementation:

The survey was conducted online with the help of an experienced survey organization. The questionnaire was distributed through a WhatsApp Group with an invitation to respond.

#### Respondents:

The survey successfully collected 698 registered respondents. After removing 48 invalid and incomplete surveys, data analysis was conducted with 650 valid questionnaires.

#### Data Analysis:

Partial Least Squares Structural Equation Modeling (PLS-SEM) is the tool used in this study, involving complex structural models with many latent variables. The reasons for choosing this tool are; ability to overcome model complexity, analysis with Non-Normal data, exploratory Nature and Prediction-Oriented Approach, Ability to Test Models with Moderation, ease of Use and Interpretation.

## 4. Results and Discussion

### 4.1 Analysis of Validity and Reliability

In this study, several statistical tests were conducted using Smart-PLS to ensure the validity and reliability of the measurement and structural models. The following is a detailed explanation of the statistical tests carried out:

**1. Construct Validity Test;** Construct validity ensures that the measuring instrument actually measures the intended concept. There are two main types of construct validity tested in Smart-PLS:

**a. Convergent Validity;** Convergent validity indicates the extent to which indicators of a construct are highly correlated with each other. Convergent validity is tested using:

**Factor Loading;** Individual factor loadings must be greater than 0.7 to be considered valid. A high factor loading indicates that the indicators are strongly correlated with the construct they measure.

**Average Variance Extracted (AVE):** AVE should be greater than 0.5, which means that more than 50% of the indicator variance is explained by the construct in question.

**b. Discriminant Validity;** Discriminant validity ensures that different constructs are truly different from each other. Discriminant validity is tested using:

**Fornell-Larcker Criterion:** The AVE of each construct should be greater than the squared correlation between that construct and the other constructs.

**Cross Loadings:** Indicators should have higher loadings on the construct they measure than loadings on other constructs.

**Heterotrait-Monotrait Ratio (HTMT):** HTMT is the ratio of the average heterotrait-heteromethod correlation to the average monotrait-heteromethod correlation. HTMT values smaller than 0.90 indicate good discriminant validity.

Table 2. Outer-Loadings Values, And Convergent Validity and Reliability Scores

Variable	Indicator	Outer-Loadings Values	EVE
Attitude	AT1	0.829	0.746
	AT2	0.878	
	AT3	0.892	
Intention to Use	IU1	0.939	0.758
	IU2	0.934	
	IU3	0.720	
Perceived Ease of Use	PE1	0.875	0.746
	PE2	0.851	
	PE3	0.859	
	PE4	0.870	
Perceived Risk	PR1	0.799	0.628
	PR2	0.730	
	PR3	0.845	
	PU1	0.871	
	PU2	0.831	

Perceived Usefulness	PU3	0.903	0.780
	PU4	0.925	

Source: The outcomes of Smart PLS 4

### 2. Construct Reliability Test

Construct reliability ensures the internal consistency of the indicators that measure the construct. Reliability is tested using Composite Reliability (CR) and Cronbach's Alpha.

Table 3. Reliability

Variable	Cronbach's Alpha	Composite Reliability
Attitude	0.834	0.900
Intention to Use	0.838	0.903
Perceived Ease of Use	0.888	0.922
Perceived Risk	0.709	0.835
Perceived Usefulness	0.906	0.934

Source: The outcomes of Smart PLS V.3.2.9

Table 3 above demonstrates that all research variables have a composite reliability value larger than 0.7 and that Cronbach Alpha is greater than 0.7. Based on these findings, it is feasible to conclude that every variable has a high degree of reliability, which show that each variable has satisfied composite reliability and Cronbach alpha. Thus, additional analysis can be performed by assessing the inner model in order to determine whether the model fits well.

### 3. Structural Model Test

After ensuring the validity and reliability of the measurement model, the next step is to test the structural model to assess the relationship between constructs: Path Coefficients, Coefficient of Determination ( $R^2$ ),  $R^2$  measures the proportion of variance in endogenous constructs explained by exogenous constructs. A higher  $R^2$  value indicates a better model in explaining the variance of the endogenous constructs. In general, an  $R^2$  value of 0.25 is considered weak, 0.50 is considered moderate, and 0.75 is considered substantial, Effect Size ( $f^2$ ), Predictive Relevance ( $Q^2$ ).

Table 4. R Square Test Results

Variable	R-Square	R-Square Adjusted
Attitude	0.658	0.657
Intention to Use	0.641	0.639
Perceived Usefulness	0.740	0.739

Source: The outcomes of Smart PLS V.3.2.9

The attitude variable's R-Square value, which is 0.658 in The aforementioned table indicates that the independent variable may account for 65.8% of the variance in attitude, with factors beyond the scope of this study accounting for the remaining 34.2%. The variable's intended use's R-Square value is 0.641 which indicates that 64.1% of the variable's explanation can be attributed to the independent variable and that the remaining 35.9% can be attributed to factors not examined in this study. In the meantime, the R-Square Perceived Usefulness value is 0.740, proving that the independent variable can explain 74.0 % of the variance in the Perceived Usefulness variable and that factors not included in this study can account for the remaining 26.0 % of the variance.

Table 5. Nilai Fornell-Larcker Criterion

Variable	Attitude	Intention to Use	Perceived Ease of Use	Perceived Risk	Perceived Usefulness
Attitude	<b>0.867</b>				
Intention to Use	0.743	<b>0.871</b>			

Perceived Ease of Use	0.783	0.717	<b>0.864</b>		
Perceived Risk	0.410	0.477	0.385	<b>0.793</b>	
Perceived Usefulness	0.781	0.729	0.860	0.441	<b>0.883</b>

Source: The outcomes of Smart PLS V.3.2.9

Table 6. HTMT indicators

Variable	Attitude	Intention to Use	Perceived Ease of Use	Perceived Risk	Perceived Usefulness
Attitude					
Intention to Use	0.870				
Perceived Ease of Use	0.900	0.791			
Perceived Risk	0.536	0.595	0.473		
Perceived Usefulness	0.898	0.806	0.941	0.560	

Source: The outcomes of Smart PLS V.3.2.9

#### 4.2 Structural Model (Inner Model)

After testing the exterior model, the interior model is tested next. In order to find the relationship between the constructions, significant values, and the research model's R-square, the inner or structural model is tested. The R-square for each dependent latent variable should be examined as the initial step in assessing the PLS structural model. The outcome of R-square estimate with PLS is shown in Table 6.

Table 7. VIF scores

Variable	Item	VIF
Attitude	AT1	1.633
	AT2	2.253
	AT3	2.300
Intention to Use	IU1	3.620
	IU2	3.552
	IU3	1.437
Perceived Ease of Use	PE1	4.029
	PE2	3.698
	PE3	2.302
	PE4	2.358
Perceived Risk	PR1	1.409
	PR2	1.355
	PR3	1.395
Perceived Usefulness	PU1	2.908
	PU2	2.127
	PU3	3.148
	PU4	3.804

Source: The outcomes of Smart PLS V.3.2.9

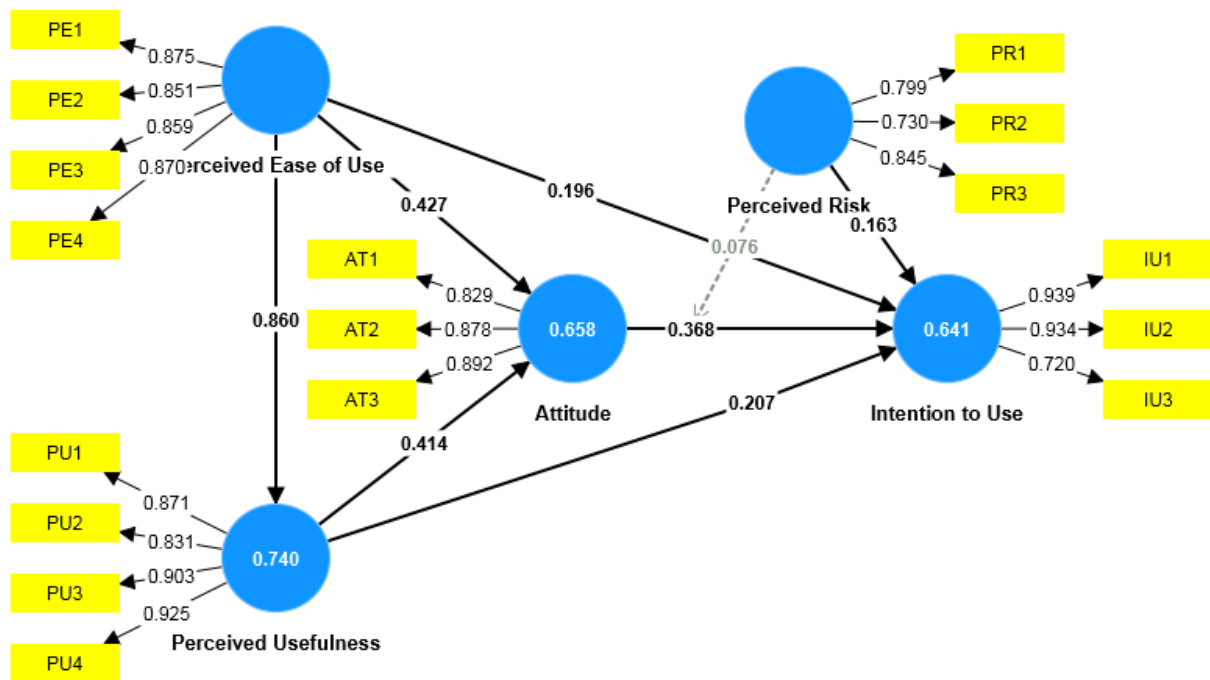


Figure 2. Structural Model  
Source: The outcomes of Smart PLS V.3.2.9

### 4.3 Hypotheses Testing Analysis

This study aims to provide a thorough understanding of the factors influencing the adoption of e-wallets in Indonesia and offers useful advice to boost the uptake of this technology by matching the hypothesis with the research objectives. The resulting table displays the findings of the hypothesis;

Table 8. Path coefficient values

Variable	Sampel Asli (O)	T Statistik (  O/STDEV  )	P Values
Perceived Ease of Use -> Perceived Usefulness	0.860	80.101	0.000
Perceived Ease of Use -> Attitude	0.427	9.355	0.000
Perceived Ease of Use -> Intention to Use	0.196	3.440	0.001
Perceived Usefulness -> Attitude	0.414	8.995	0.000
Perceived Usefulness -> Intention to Use	0.207	3.755	0.000
Attitude -> Intention to Use	0.368	8.117	0.000
Perceived Risk x Attitude -> Intention to Use	0.076	3.017	0.003
Perceived Risk -> Intention to Use	0.163	6.909	0.000

Source: The outcomes of Smart PLS V.3.2.9

The p-value of the path coefficients determines whether the study's hypothesis is accepted or rejected. For the hypothesis to be accepted, its p-value needs to be less than 0.05 (Henseler, Ringle, & Sarstedt, 2015). Table 8 presents the acceptance of all study hypotheses with p-values that are below 0.05. Consequently, every hypothesis is approved.

### 4.3 Discussion

The study's findings identify several important factors that influence Indonesian consumers' inclinations to use electronic wallets. The study's findings showed that user attitudes regarding e-wallets are positively impacted by their perceived usefulness and convenience of use, and that these attitudes also

positively influence users' intents to use these digital payment systems. This is in line with the Technology Acceptance Model (TAM), which maintains that perceived usefulness and ease of use have a significant impact on users' acceptance of technology.

The study also found that perceived risk had a negative effect on e-wallet intention. Consumers are less inclined to use e-wallets if they believe there are greater hazards involved. This research emphasizes how crucial it is to allay potential customers' worries about security and foster their trust in order to increase e-wallet service use. According to the role that perceived risk plays as a moderating factor between attitude and intention to use, individuals may still be discouraged from using e-wallets despite having a favorable opinion toward them.

It's interesting to note that the study found that attitude and perceived utility of the product both indirectly and directly influence users' intentions to use, as does perceived ease of use. This suggests that user adoption of e-wallets may benefit from efforts to make them more user-friendly. For example, making sure that the transaction processes are smooth and the user interface is easy to use can improve users' opinions of e-wallets' general usefulness and simplicity of use.

The results also highlight how important perceived utility is in influencing the attitudes and intentions of users. If users think that e-wallets would improve the convenience and efficiency of their transactions, they are more inclined to use them. Thus, emphasizing in marketing campaigns the useful advantages and value added of e-wallets might be a good way to increase user acceptance.

In general, the research advances knowledge about the behavioral and psychological aspects that motivate e-wallet usage in Indonesia. It gives lawmakers and e-wallet providers important information about how to create and carry out plans that solve user issues, increase benefits that users perceive, and better the overall user experience. Future studies should examine other factors like individual variances, social norms, and cultural impacts to further improve our understanding of the dynamics of e-wallet uptake in various contexts.

## **5. Conclusion**

This study's objective is to develop a Technology Acceptance Model (TAM) that incorporates the technological risk component of the product in order to ascertain customers' attitudes toward utilizing e-wallets as well as their opinions regarding advantages, dangers, and convenient use. Partial least squares PLS-SEM (structural equation modeling) using Smart PLS V.3.2.9 was used to analyze the data. According to the data, there was a positive association between perceived utility and usability, ease of using and desire to utilize, attitude and user intention, and perceived practicality and usability. The perceived danger of users acted as a moderating element in the inverse association between attitude as well as the plan to use. There is a negative correlation between users' sense of danger and their intention to utilize. In Indonesia, the desire to utilize e-Wallets is motivated by factors such as perceived risk, utility, and ease of use.

### **Theoretical Contribution**

This study builds a new research paradigm based on the assessment of previous studies. TAM theory is used as the basis for this study. The proposed model consists of components of Usability, Convenience, Attitude, and Risk indicators. In addition, not much attention has been paid to how to encourage individual behavioral intentions in using digital services such as e-Wallets that can facilitate transactions. This research is one of the first to examine the elements that encourage Indonesian customers to use e-Wallet services. This research adds to the increasing amount of studies regarding the continued use of e-wallets. The proposed research framework will be beneficial to researchers and academics to facilitate future retrieved from on the use of Customers' use of e-Wallet services in Indonesia.

### **Limitations and Future Research**

This study various restrictions on this study, variables not included in this study may be added in future studies. Another limitation is that the research sample is limited to individual consumers; larger groups such as Small and Medium Enterprises (SMEs) among e-Wallet users should be included in future research. Finally, although this study limits the use of e-Wallets

to transactional purposes, mobile payments and other mobile-based services remain a popular method of payment.

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## Appendix A

Constructs	Item (UK)	Code	Source
<b>Perceived Ease of Use</b>	It was very easy for me to learn how to use eWallet'	PEOU1	(Alalwan et al., 2018)
	It's very convenient for me to install eWallet on my phone'	PEOU2	
	If I use eWallet, there should be no problem'	PEOU3	
	Using eWallet makes handling payments easier.	PEOU4	
<b>Perceived Usefulness</b>	Using eWallet for payments can save a lot of time	PU1	(Alalwan et al., 2016)
	Using eWallet for payments can make my life more convenient	PU2	
	Using eWallets for payments can encourage the development of electronic commerce	PU3	
	Using eWallet will increase my effectiveness in my daily work.	PU4	
<b>Attitude</b>	We recommend using an ewaller when paying'	A1	(Mu et al., 2017)
	It is recommended to use an ewaller when paying	A2	
	It is a good choice to use an ewaller when paying	A3	
<b>Perceived Risk</b>	I'm worried that my account information will be exposed	R1	Tan et al., (2014)
	I'm worried that my personal information will be shared."	R2	
	I'm worried that my payment information will be stolen by third-party software."	R3	
<b>Intention to Use</b>	I am willing to use ewaller when paying	ITU1	(Mu et al., 2017)
	I plan to use ewaller when paying	ITU2	
	I want to use ewaller when paying	ITU3	