

## Social Influence and Performance Expectancy as Drivers of Buy Now Pay Later Adoption: Evidence from Generation Z Consumers in Malaysia

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**Abstract.** Buy Now Pay Later (BNPL) services have rapidly penetrated Southeast Asian markets, yet limited research examines adoption drivers among Generation Z consumers who may exhibit distinct financial behaviors. This study investigates factors influencing BNPL adoption intention among Malaysian Generation Z consumers using an integrated TAM-UTAUT framework. We examined five determinants: social influence, performance expectancy, consumer perception factors, perceived ease of use, and security concerns. Data from 143 Generation Z BNPL users were analyzed using multiple regression analysis. Results reveal that performance expectancy ( $\beta=0.57$ ,  $p<0.001$ ) and social influence ( $\beta=0.17$ ,  $p=0.013$ ) significantly predict adoption intention, explaining 78% of variance. Surprisingly, consumer perception factors, perceived ease of use, and security showed no significant effects, challenging conventional fintech adoption theories. The dominance of platform-embedded BNPL services (71.3% using Shopee or Grab) over standalone providers suggests that platform trust may substitute for traditional security concerns among Generation Z. These findings indicate that BNPL adoption is driven primarily by functional benefits and peer influence rather than individual traits or technical considerations. For practitioners, results suggest leveraging social proof and emphasizing practical benefits in marketing strategies. For policymakers, the strong social influence effect highlights the need for peer-based financial education to promote responsible BNPL usage. This study contributes empirical evidence on Generation Z's unique fintech adoption patterns in emerging markets and suggests that traditional technology adoption models require modification for understanding BNPL services.

**Keywords:** Intention to use, social influence, performance expectancy, buy now pay later.

## **1. Introduction**

Buy Now Pay Later (BNPL) service is defined as a short-term financing options that enable consumers to acquire items and gradually settle their payments, typically without incurring any interest charges (Lake, 2023). This choice made previously unaffordable luxuries more accessible for consumers. Due to this, BNPL makes retail sales surge as well. No doubt, BNPL services give mutual benefits to both retailers and customers. According to Grand View Research (2023), the U.S. BNPL market has a valuation of \$1.64 billion in 2022 and is projected to undergo a compound annual growth rate (CAGR) of 24.3% from year of 2023 to 2030 (Grand View Research, 2023). The expansion of the BNPL industry in the United States has been significantly driven by its convenience for consumers. According to Worldpay reports (2024), the global usage of BNPL is expected to increase to 342 million in 2024. This means there will be more people start to accept BNPL services. Reports also indicated a broader trend towards such payment methods, likely driven by increased online shopping and a shift away from traditional credit and cash payments.

According to Daljit (2023), the Buy Now Pay Later Services have a massive market in Malaysia. The typical cart value for Malaysian consumers utilizing BNPL is for high-value products priced between RM 4,300 and RM 8,600. Research conducted by The Star indicated that 84% of consumers would like to try BNPL in the future, which suggests a strong trend toward these services, which pushed consumers toward online shopping. The reliance on BNPL in Malaysia could reflect its economic landscape, where consumers may find the flexibility of payments particularly appealing for managing finances during uncertain times.

Although BNPL services are popular in Malaysia, however, they need a more profound study of the BNPL services, particularly among young consumer. This is because BNPL will influence the consumer's financial health if they never use it properly. When consumers misuse the service, it may become a debt snowballing on them, and consumers will lose control of it. Without understanding BNPL service, young consumers may not budget the money properly, leading to financial instability in the long run. However, if the company limits the usage of BNPL services, it will make the company lose its competitive advantage. While existing research examines BNPL adoption in developed markets, studies focusing on Generation Z in Southeast Asian markets remain scarce. Looking at the issue stated above, the research of the problem study is factors affecting the intention of the consumers to use BNPL services in Malaysia. In an era where BNPL services have gained widespread popularity, understanding the implications and challenges associated with their use is crucial, hence the study would investigate the factors influencing consumer intention to use BNPL among the Generation Z. The research objective of this study is to identify the relationship between the social influences, performance expectancy, consumer perception factors, perceived ease of use and security and the consumers intention to use the BNPL service.

## **2. Literature Review**

### **2.1.Intention to use**

Intention to use is critical in BNPL services because it directly influences consumers' decisions to adopt and utilize these financial products. BNPL services rely heavily on consumer adoption to thrive and expand. Understanding the important factors influencing consumers' intention to use the BNPL services is crucial and important for businesses offering these services (Min, 2023). Firstly, intention to use reflects a consumer's willingness and readiness to engage with BNPL services. Consumers believed BNPL services will enable them to defer their payment so they could have more financial freedom, convenience, and more flexibility in their financial management (Chuah, Koh, Puah, Liew, & Liu, 2023). Secondly, intention to use is a very important and good predictor of the consumer's actual usage. Studies found that an individual who has a high intention to use a technological invention or services, usually will have high possibility to continue to use it in the future. Similarly, in the context of BNPL service, the consumer who has the intention to use the BNPL services is believed will continue to try to adopt

the services in the future too (Louise, 2009). Also, intention to use is important for marketing and business strategies. If the business can understand the factors which influence the consumer's intention to use, it will definitely enable the business to identify marketing strategies encourage and also to influence the consumers to try and also to adopt the BNPL service. (Kumar, 2023).

The research framework is formed based on the Technology Acceptance Model (TAM), the Unified Theory of Acceptance and the use of Technology (UTAUT) model. The intention is to use it as the dependent variable in the study. As mentioned by Nguyen and Tran (2020) in their study, intention refers to a person's belief in their ability to attain a goal within a given time frame. Kurniawan, Bhatara, Anwar, and Johan (2021) describe intention to use as an individual's reaction to an event, person, circumstance, or organization, whether positively or adversely. Also, Orientani and Kurniawati (2021) mentioned intention to use in consumer behavior as a person's willingness to use a product or service. In addition, Moya, Nakalema, and Nansamba (2018) also found that user intention is a strong predictor of technology adoption in their study. Moya et al. (2018) found that users are more likely to adopt technology when they have a positive attitude towards it and believe it brings value to their lives.

## **2.2.Social Influences**

Social influence is defined as a status where an individual is affected by their social network. The social network might influence a person's activities, opinions, and beliefs to align with the members in their social network (Marshall, 2019). This influence is especially important among young consumers. Studies showed young consumers usually tend to purchase products that are similar to their peers, and they want to make their purchase visible among their peers (Bachmann, 1993). Social influence is also one of the essential factors researchers study when it comes to the adoption of technology, as it will shape the consumer attitudes on the new technologies which will lead to the behaviour change later (Cherry, 2022). Based on the explanation above, the hypothesis of the study is:

H1: There is a significant relationship between social influence and consumers' intention to use BNPL services.

## **2.3.Performance Expectancy**

Performance expectancy will affect how people think about and choose to use technologies or services such as the BNPL service. When individuals believe a service will help them perform better or achieve their goals, they are more inclined to use it. For instance, if people notice that BNPL services offer convenience, flexibility, or financial perks, they will be more likely to adopt them. This expectation of performance is a strong indicator of whether people will actually use the service in the future. When an individuals expect a new technology or service will enhance or help their performance, this will make them more likely to use the new technology in their daily lives. In brief, performance expectancy drives how people feel about using technologies or services like BNPL and can lead to wider adoption and usage (Dagnoush & Khalifa, 2021). Hence, the research is:

H2: There is a significant relationship between Performance Expectancy and consumers' intention to use BNPL services.

## **2.4.Consumer Perception**

Consumer perception is an important factor to shape consumer behaviour. However, these elements are very subjective as they depend on how consumers perceive, give meaning, and process information (Johnson, 2024). Study shown there is a correlation between consumer perception and the intention to use. The influence of consumer perception is found to be present in the study of understanding consumer behavior and decision-making across different contexts, which includes technology adoption, product usage, and financial services usage (Tan and Goh, 2018). Consumer perception shows a certain impact

on consumers' purchase intention (Gil-Pérez, Rebollar, & Lidón,, 2020 ). Looking at BNPL service, consumer perception includes consumer perceived value, consumer perceived convenience, risk, customer service and consumer subjective demonstration (Lu & Chen, 2021). These elements affect consumers' purchase intention. Consumer perception encompassing thoughts, emotions, beliefs, and attitudes, collectively influences intentions and are followed by actions. These factors act as a bridge between an individual's internal state and external behaviors, functioning as vital intermediaries in deciding whether to appreciate and utilize a specific product or service. Understanding these consumer perceptions is essential for businesses and marketers aiming to influence and encourage user adoption and engagement (Ridge, 2023). The research hypothesis is:

H3: There is a significant relationship between consumer perception and consumers' intention to use BNPL services.

## **2.5. Perceived Ease of Use**

In the Technology Acceptance Model (TAM), perceived ease of use (PEOU) is influenced by various factors that contribute to a user's perception of the simplicity or difficulty of using a specific technology or system (Davis, 1989). The system and functionality of the technology are important elements in forming the user PEOU. A user-friendly, intuitive, and efficient system is more likely to be perceived as easy to use. The concept of PEOU is closely related to the intention to use in the study because PEOU has an important impact on influencing users' attitudes and intentions related to the adoption of a technology or system (Gefen and Straub, 2000, Yeo et. al, 2025). According to Yeo et. al (2025), facilitating frictionless booking and payment processes, reducing friction, and improving customer experience are all outcomes that can be achieved through ease of use. When users think a technology is easy to use, it will lead to positive attitudes and consequently higher intention to use. Also, it will positively influence their attitude and belief that they can use it effectively. This positive attitude is important as it will contribute to higher intention to use the technology among the users (Gefen and Straub, 2000; Lim, Low, Yeo, & Tan, 2025). Hence, the research hypothesis of the study is:

H4: There is a significant relationship between perceived ease of use and consumers' intention to use BNPL services.

## **2.6. Security**

Security is the consumer feeling where they are being free from any danger, risk, or threat. This feeling applies to many consumer situations, such as home, society, government, and also individuals. Security also means being physically safe and financially sound (Roth, 2022). Security is indeed a fundamental human need and a critical factor that shapes consumers' perceptions and choices (Cabric, 2017). Security is an important factor influencing the intention to use in the context of Buy Now Pay Later (BNPL) services. The relationship between security and intention to use revolves around consumers' perceptions of safety and trust when considering the adoption of a financial product like BNPL (Lim, Kim, Hur and Park, 2019). Consumers' perceptions of security significantly impact their intention to use BNPL services. The digital age today has made the personal and financial data easy to breach and fraud; each individual is very concern about information safety (Min, 2023). When consumers think that BNPL services is secure and can protect their personal data, they will have more confidence and trust in the BNPL service. The trust that consumers have is important in influencing their intention to use BNPL services in the future. When consumers believe their personal and financial information is secure while using BNPL, they are more likely to have a positive intention to use these services (Min, 2023). Based on the above, the last research hypothesis of the study is:

H5: There is a significant relationship between Security and consumers' intention to use BNPL services.

### **3. Research Methodology**

#### **3.1.Target Respondent**

The study aimed at Malaysian consumers aged 18 years old and above. The respondent must have used BNPL services before in the past six months. This criterion was established to ensure that respondents can provide informed opinions based on their experiences with BNPL services.

#### **3.2.Sample Size**

The sample plan is essential to address since it provides a foundation for this investigation. It consists of a systematic strategy and methodology for acquiring information from a subset of a broader group referred to as the population. This step is crucial for guaranteeing that the data collected is relevant and can accurately represent the intended respondents. For this research, the researchers approached 150 respondents (n=150) by giving out an online questionnaire created using Google Forms and an internet-based survey. According to G-power analysis, minimum sample size of 132 is sufficient for this study.

#### **3.3.Research Instrument**

An online questionnaire is used to gather data from the respondents. The questionnaire has two sessions, which are: Session A and Session B. Session A mostly consists of demography and filter questions related to the variables in the study. The questionnaire is divided into two sections to ease respondents to answer the questions. A five-point Likert scale, which ranges from "strongly disagree" to "strongly agree," was used in the study. All the items in the study were adopted from the prior study (Alsheikh and Bojei, 2014; Diallo, Chandon, Cliquet and Philippe, 2013; Koenig-Lewis, Marquet, Palmer and Zhao, 2015; Lien, Doan and Bui, 2020).

#### **3.4.Data Collection**

An online survey is used to gather the data of the study. A Google Form was generated, and the questionnaire was disseminated to participants through social media for two months, starting from December 2024 to February 2025. Snowball sampling is commonly used in BNPL studies due to the difficulty in recruiting participants. According to Nikolopoulou (2023), this method is a good method when the target respondents is specific and hard to identified. This strategy is useful since current participants are likely to refer others who possess characteristics important to BNPL. A few screening questions have been added in the survey to ensure the respondents belong to Generation Z and have also used the BNPL services in the past 6 months.

### **4. Data Analysis**

A total of 169 research questionnaires were distributed. However, only 143 respondents completed the questionnaires, which consequently were accepted for analysis. The remaining 26 copies were rejected because some of the questionnaires were not returned or were incomplete. Thus, the valid response rate is 84.6 percent, which is sufficient for this study.

#### **4.1 Demographic**

The demographic profile of respondents indicates a higher representation of females, with 90 (62.9%) compared to 53 males (37.1%). All the respondents were aged more than 18 years old and fell in the category of Generation Z. All the respondents used BNPL in the past 6 months. Regarding the specific BNPL services used, the most popular service is SPayLater by Shopee, with 83 respondents (58%) using it. It is followed by Pay Later by Grab, used by 19 respondents (13.3%), and Atome, used by 17 respondents (11.9%). Other services like Pay Later by Lazada (16 respondents, 11.2%), Boost Pay Later (3 respondents, 2.1%), PAY LATER and Split (each with two respondents, 1.4%), and Rely (1

respondent, 0.7%) are less frequently used.

The amount spent during the last usage of BNPL services varies, with 81 respondents (56.6%) spending below RM100, 45 respondents (31.5%) spending between RM100 and RM500, six respondents (4.2%) spending between RM500 and RM1000, and smaller percentages spending higher amounts. Specifically, four respondents (2.8%) spent between RM1000 and RM1500, two respondents (1.4%) spent between RM1500 and RM2000, two respondents (1.4%) spent between RM2000 and RM2500, one respondent (0.7%) spent between RM2500 and RM3000, and two respondents (1.4%) spent above RM3000. This spending pattern indicates that BNPL services are commonly used for more minor to moderate purchases, reflecting the convenience of spreading payments over time for relatively manageable amounts. The information is not aligned with the average BNPL spending of RM4300 to RM8600. This could be caused by the target respondents for this study are Generation Z, who are mainly students.

## 4.2 Reliability

The Cronbach's Alpha value for all the variables in the study was all more than 0.7. The Cronbach alpha for Intention to use is 0.91, social influence is 0.88, performance expectancy is 0.91, consumer perception is 0.86, perceived ease of use is 0.73, and lastly, security is 0.78. This indicates that the survey instrument used in this research is generally robust, with most constructs achieving good to excellent reliability scores. This suggests that the survey items are effectively and consistently measuring the intended variables, thereby providing a good foundation for further analysis of how various factors influence consumer intentions to use BNPL services.

## 4.3 Multicollinearity Diagnostics

Based on the VIF and tolerance values, the study identified that multicollinearity is not a significant concern for all the predictors as the VIF value is less than 5, and the tolerance is more than 0.2.

## 4.4 Multiple Linear Regression

The study employed SPSS software for data analysis. To forecast the consequences of a response variable, the statistical method known as multiple linear regression (MLR), or multiple regression, utilizes several explanatory variables. SLR is employed instead of SAM because the study model is more straightforward, with the major objective being to comprehend the relationship between a collection of predictors and the dependent variable (Amir Alavifar, 2012).

Table 1: Multiple Linear Regression Analysis

Model	Standardized Coefficients		
	Beta	t	Sig.
(Constant)	0.19	0.78	0.435
H1: Social Influence	0.17	2.52	0.013
H2: Performance expectancy	0.57	7.36	0.000
H3: Consumer perception	0.12	1.68	0.096
H4: Perceived ease of use	-0.02	-0.34	0.734
H5: Security	0.12	1.65	0.101
R square=0.78 ,F=95.42 , Sig = 0.000 , DV= Intention to use			

The Multiple Linear Regression Analysis stated in Table 1 above revealed the R Square is 0.78, which means the independent variable influenced 78% on the dependent variable, which is Consumer Intention to use. F value of the study is 95.42, and the significant value (p-value) is at <0.000, which is less than 0.05. Hence, the study proven that the regression model is fit.

The significant value, which is the p-value of social value and performance expectancy, is less than

0.05, this result shows there is a relationship between social Influence and performance expectancy. Hence, H1 and H2 are supported. The result showed the p-value for consumer perception, perceived ease of use and security are 0.096, 0.734 and 0.101, which is more than 0.05. Hence, there is no relationship between consumer perception, perceived ease of use and security on Customer Intention to use; hence, H3, H4, and H5 are not supported. Based on the unstandardized beta value (b), performance expectancy is the most important and influential factor in affecting consumer Intention to use.

## **5. Discussion of the Study**

Despite the significant roles of social influence and the performance expectancy, the study found that consumer perception, perceived ease of use, and security did not have a statistically significant impact on consumers' intentions to use BNPL services in the context studied.

Consumer perception influences may vary significantly based on cultural, economic, or situational contexts, and the specific context of this study might not have aligned with the conditions where consumer perception factors play a more critical role (Kitayama and Salvador, 2024). While consumer perception might still be relevant in some contexts, this study's findings suggest they does not significantly impact the intention to use BNPL services within the sample and context studied (Raj, Jasrotia and Rai, 2023). Further research may be needed to explore these factors in different contexts or with refined measurement approaches. The study result showed perceive ease of use will not affect consumer intention to use BNPL. This result could be happened because it might not be perceived by consumer when they are making the decision on the usage of BNPL services compared to other factors (Chuah et al., 2023).

Perceived ease of use might be relevant in some contexts, but it does not significantly impact the intention to use BNPL services as Generation Z is a cohort of Generations who are very familiar with technology. Hence, perceived ease of use might not be important in influencing the purchase intention of Generation Z. The beta value of perceived ease of use is negative; however, the overall regression was not significant, indicating that the predictors do not reliably explain changes in the dependent variable.

Similarly, the result of the study also revealed security is not an important factor as well. This result is aligned with the study with previous studies (Barth, 2017; Raj, Jasrotia and Ra, 2023). According to Hashim et. al. (2025), in their studies about e-wallet, the studies mentioned that people in Malaysia and people in other countries may have different perspectives on e-wallet, this could be due to differences in culture, stage of development, social structure, and style of life. In addition, most respondents choose to use the dominance of embedded BNPL services (71.3% using Shopee or Grab) versus standalone providers suggests platform trust may substitute for security concern.

### **5.1. Managerial Implications**

The research found that social influence plays a very important role in consumers' decisions to use BNPL services. This is important for business people to understand as managers can develop better marketing strategies by focusing on social influence. They should pay attention to how friends, family, and social networks influence people's choices. One way to do this is by sharing user reviews and testimonials. This lets potential customers see the good experiences of current BNPL users on various platforms. By doing so, businesses can encourage more people to try BNPL (Chuah et al., 2023). Also, engaging with influencers can help the non-users to understand the advantages of using BNPL services. Furthermore, business can also use the referral systems to reward existing customers for recommending BNPL services to their potential customers. By focusing on the techniques that focus on social influence, firms can more efficiently promote the intention to use BNPL services. Also, the policymakers can use the insights of the study to advance financial inclusiveness and promote responsible borrowing to the users. The government might launch advertisements that emphasize the advantages of BNPL services

while focusing on the significance of safe usage.

## **6. Conclusion**

This study advances understanding of BNPL adoption among Generation Z consumers in Malaysia, revealing patterns that challenge established technology adoption theories. Our findings demonstrate that performance expectancy and social influence drive adoption decisions, while traditionally important factors—security, ease of use, and consumer perception—show no significant impact. This divergence from conventional fintech adoption models suggests that Generation Z perceives BNPL fundamentally differently from traditional financial services, viewing it as a lifestyle enabler rather than a credit product.

The overwhelming dominance of performance expectancy ( $\beta = 0.57$ ) indicates that Malaysian Generation Z consumers primarily value BNPL's functional benefits: immediate purchasing power, payment flexibility, and budget management capabilities. Combined with significant social influence effects ( $\beta = 0.17$ ), our results suggest BNPL spreads through social networks as a consumption facilitator rather than through careful financial evaluation. The non-significance of security concerns, particularly surprising in financial services, may reflect either implicit trust in established platforms (with 71.3% using embedded services from Shopee or Grab) or concerning levels of risk blindness among young consumers.

Theoretically, these findings challenge researchers to develop new frameworks acknowledging that digital-native consumers may not perceive BNPL as debt in traditional terms. The non-significance of perceived ease of use ( $\beta = -0.02$ ,  $p = 0.734$ ) particularly contradicts extensive TAM literature, suggesting that Generation Z's digital fluency creates a ceiling effect where all digital services are perceived as equally easy to use. Future theoretical development should incorporate concepts from behavioral economics, such as mental accounting and present bias, to better explain BNPL adoption dynamics. Practically, BNPL providers should focus marketing efforts on functional benefits and social proof rather than emphasizing security or simplicity. The concentration of usage in small transactions (56.6% below RM100) suggests positioning BNPL as an everyday payment tool rather than a financing option. However, the strong social influence raises ethical concerns about peer pressure driving debt accumulation among financially inexperienced consumers. Providers should implement responsible lending practices including spending limits, cooling-off periods, and integrated financial literacy education.

For policymakers, our findings suggest that regulatory frameworks should address social contagion effects in BNPL adoption. The Malaysian government should consider mandating financial education components in BNPL applications and requiring clear disclosure of cumulative debt across platforms. Given that 84% of consumers express interest in trying BNPL, proactive regulation is essential to prevent widespread financial distress among Generation Z.

This study's limitations offer directions for future research. The future research should consider developing a more nuanced theoretical research should incorporate unique aspects of BNPL adoption, such as financial literacy, risk perception, and behavioural economics concepts like mental accounting and present bias.

Also, the current cross-sectional design cannot capture how initial adoption translates to long-term usage patterns or debt accumulation. Longitudinal studies tracking BNPL users over time would reveal whether the current enthusiasm translates to sustainable usage or problematic debt. Our sample's gender imbalance (62.9% female) and exclusive focus on Generation Z limit generalizability. Future research should expand the sample size to more than 300 samples and conduct comparison studies, such as gender differences in BNPL usage. In the future, the research should consider a mixed-methods approach. Qualitative interviews with BNPL users could provide rich insights into the decision-making processes and experiences that quantitative surveys cannot fully capture.

The unexpected non-significance of consumer perception factors warrants deeper investigation



using qualitative methods. In-depth interviews could uncover the mental models Generation Z uses to understand BNPL, potentially revealing why they don't perceive it as traditional credit. Additionally, examining default rates and financial stress among BNPL users would provide crucial insights into the real-world consequences of adoption decisions driven primarily by performance expectations and social influence.

As BNPL services continue expanding across Southeast Asia, understanding cultural and economic factors shaping adoption becomes increasingly critical. Cross-national studies comparing Malaysian patterns with neighboring countries could identify universal versus culture-specific drivers. Such research would inform both global BNPL strategies and locally-appropriate consumer protection measures, ensuring that financial innovation serves rather than exploits young consumers in emerging markets.

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## Appendix

Table 2: Research instrument

Constructs	Indicators	Source
Intention to use	I intend to use BNPL services in the future.	Alsheikh and Bojei( 2014)
	I predict that I would use BNPL services in the future.	
	I plan to use BNPL services in the future.	
	I will use BNPL services for various types of online purchases.	
	I believe it is worthwhile for me to adopt BNPL services.	
	My general intention to use BNPL services is high.	
Social Influence	People around me often use BNPL service.	Lien ( 2020)
	My work/study environment supports BNPL service.	
	I feel BNPL service is in line with the development trend of society.	
	People who are important to me are likely to recommend using BNPL service.	Koenig-Lewis et. al. ( 2015)
	People who are important to me would probably suggest me to use BNPL service.	
	People who are important to me expect me to use BNPL service.	
Performance Expectancy	I will find BNPL services useful.	Alsheikh and Bojei( 2014)
	I think using BNPL services will enable me to accomplish my online Shopping task more quickly.	
	I think using BNPL services will increase my productivity in handling my banking tasks.	
	I think using BNPL services will enhance my	

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	online purchases quality.	
	I think using BNPL services will increase my efficiency in online shopping experience.	
	I feel BNPL services will improve my payment convenience.	
Consumer perception	I feel BNPL is better than using credit card.	Diallo et al. ( 2013)
	When I use BNPL, I am getting a good services.	
	I feel BNPL is good.	
Perceived Ease of Use	I think Buy Now Pay Later service is easy to learn.	Koenig-Lewis et al.( 2015)
	I think my interaction with BNPL service is generally clear and understandable.	
	I generally feel BNPL service is to be complicated to use	
Security	I think BNPL service has good information security ability.	Lien (2020)
	I think BNPL service is provided by reputable online app.	
	Customers feel confident when using BNPL services.	

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