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AN EXPECTATION-CONFIRMATION MODEL OF CONTINUANCE INTENTION TO ENHANCE E-WALLET

[1]CITRA NOVIYASARI, [2]HUDA IBRAHIM. [3]MOHD KASIRAN

[1]Department of Information Systems, Faculty of Engineering and Computer Science, Universitas Komputer Indonesia, 40132, Bandung, Indonesia

[23]School of Computing, College of Arts and Sciences, Universiti Utara Malaysia, 06010 Sintok, Malaysia

E-mail: [1]citra.noviyasari@email.unikom.ac.id, [2]huda753@uum.edu.my, [3]mkasiran@uum.edu.my

ABSTRACT

During this pandemic era, innovation such as e-wallet should be useful to help the society to reduce the risk by reducing direct contact while doing their business transaction. However, a slow pace of continuance usage especially in Indonesia has attract this study to be carried out. The base framework used is The Expectation-Confirmation Model (ECM) together with trust, hopefully can shed new understanding about the phenomena. Quantitative approach through questionnaire as a tool has gather the data to be processed using Smart PLS. Out of 6 hypotheses listed in this study, only one is being rejected which related to relation of perceived usefulness to continuance of usage. The data collected manage to support the other five hypotheses in which these findings are in line with current knowledge. However, the study has a limitation due to the biased sampling method toward urban population and urban area.

Keywords: *e-Wallet, Continuance Intention, trust. PLS-SEM, pandemic*

1. INTRODUCTION

Various model of electronic payment technology is available nowadays. While the world is struggling to fight the Covid-19 pandemic, life needs to continue and a new-norms supported by new innovation have been introduced. One of the new-norms is in the area of payment process where transactions need to be completed with a minimum contact with each other i.e using e-wallet technology. However, this technology is facing a lot of challenges when people are reluctant to embrace the usage. Therefore, this paper is trying to look closely on the reason why e-wallet technology is not being widely used by general public in Indonesia. In addition, the study is expected to increase a limited number of studies available on the continuance intention to use on e-wallet application. The Expectation-Confirmation Model (ECM) is being used in this study since the interest is more on the continuance of the usage rather than the initial adoption of a certain technology. The element of confirmation, usefulness and satisfaction will be the core in this paper and the element of trust will be added accordingly especially when the e-wallet technology is trying to replace the function of hard cash in a transaction process. This is due the fact that when money is the concern, it is a sensitive issue, and people need trust to use e-wallet services.

2. LITERATURE REVIEW

2.1 E-Wallet

An E-wallet is a payment scheme that uses the internet as an online platform to perform an economic transaction. An e-wallet, or sometimes known as a digital wallet, can be described as a physical wallet that contains money and several cards, such as membership cards, debit cards or credit cards, but all these are in digital form [1]. This payment system does not only transform the payment method from traditional to the electronic method but also involves the government and technological capability. The government, as the executive power, manages and regulates the procedures and legal matters related to the e-wallet. Technology links the user to the provider via a secure connection using the internet [2]. Chatterjee and Bolar [3] emphasized that during e-wallet transactions, there is a software application embedded inside the smartphone, which nowadays functions as banking. Based on the above discussion, it is clear that e-wallets have undergone a long transformation process, both in terms of purpose and form.

In terms of purposes of e-wallets, the initial use was to replace the function of cash [4], especially for daily transactions of daily product

which less [4]. In earlier, e-wallet was categorized as smart card payment [1][5], with one of the initial reasons for e-wallet usage is the difficulty finding the lowest value of money for exact change during a transaction. The development of a card-based e-wallet was not encouraging, because of the conflicting functions between the e-wallet and debit card. Both use the same mechanism, whereby users must have some funds in their bank account before they can be used for transactions. The difference is in the transaction limits between both methods because e-wallets are micropayment transactions [3], while the debit card transaction is limited by the amount of money that users have in their bank account. According to Hoove [6], users prefer to use debit cards more than e-wallets even though they already have an e-wallet card. Nowadays, e-wallet cards are still used because of the ease that e-wallets offer during transactions. Users simply swipe or tap the card at the cash register without the need to verify personal data, such as using a Personal Identification Number (PIN) or signature [7]. This is possible because of the nominal limitations on e-wallet based-cards under the applicable banking regulations.

With the increasing internet penetration and the use of smartphones, e-wallets technology is an application that is now installed in smartphones. As an innovation in non-traditional payment methods, the e-wallet is one of the mobile payment schemes which uses a mobile device to initiate, authorise and confirm the exchange of financial value for goods or services [8]. One challenge of the usage of the e-wallet is trust. People must be convinced that the value of money at the time of the transaction will be the same as the real value of the currency used, and the value of the currency is the same for all [9]. Besides, trust is a must for financial transactions, especially when using a wireless network [10]. Sum up, building the users' trust in e-wallet is very important to encourage sustainable use behaviour, apart from that the initial trust is only temporary [11].

There are two forms of e-wallet, namely card-based and server-based or application-based. A card-based e-wallet is a form of e-wallet that was first introduced to the public and is categorised as a smart card payment. The initial intention of e-wallets was to replace cash [12], following which, it was to replace the use of debit cards [6]. During its development, card-based e-wallets did not experience significant success. A greater number of people were using debit cards compared to e-wallet smart cards, although using e-wallets is easier without requiring PIN verification or signature [4].

In line with the increase in smartphone owners, the use of application-based e-wallets was encouraged. In the early stages, the main obstacle was the lack of public trust associated with the use of its technology. The e-wallet application uses a wireless network, and so, the questions that are often raised are: Is this network stable so that users can complete transactions safely, and there will be no network disturbances that will harm the user? [13]; and Is the network secure, so that all transaction data and personal data of users do not fall to third parties? [4][14]. Unlike the card-based e-wallet which is managed by banks, the e-wallet application is not managed only by the banks but also by telecommunications agencies [15], as well as other business entities [16][17].

The use of e-wallets is increasing, supported by the increase in e-commerce because payments using e-wallets are an alternative form of payment for e-commerce [17]. The non-cash movement has begun to be used in several countries. Another issue related to trust currently is people's fear of the coronavirus pandemic. It has been reported that the coronavirus can live for some time on card or paper media [18]. This not only has led to increased use of e-wallets but also an increased number of e-wallet users. In some countries, government policies can trigger e-wallet usage, for example, during the demonetization policy in India [15] [17].

2.2 Trust

Winning customer trust is very important for e-wallet providers. Some studies have attempted to provide an in-depth picture of how consumers' trust has evolved. Trust is a characteristic of the trustee, or object of belief. Trust is generally considered a psychological state [3], which is defined as a customer's willingness to depend on and be vulnerable to a service provider in an uncertain situation [7]. There are three key elements to the concept of trust: trust involves the belief that the provider will act in the user's interest; there is a will and intention based on that belief; and trust requires certainty.

Huff [7], in his study, stated that there are three stages of trust, namely the beginning stage, the middle stage and the ending stage. In the beginning stage, individuals actively look for three types of specific knowledge about e-wallet: service provider's reputation, word-of-mouth recommendation, and previous experiences. In the

middle stage, a further cycle of determination of trust occurs by evaluating the results of the previous stages, thus causing trust to a mature. The ending stage is the opposite of the two previous stages, when the service provider starts to provide services below the tolerance threshold of the user, when the value of benefits provided by the service provider has significantly reduced, and users start looking for other alternatives.

Chiu, Chiu and Mansumitrchai [19] divided the period of trust into five stages, namely the introductionary trust, exploratory trust, knowledge-based trust, ongoing trust and reliance trust stages. In the introductionary trust stage, users do not have knowledge or experience about e-wallets, and after that stage, users will explore the use of e-wallets. For the exploration stage, users will use e-wallets because they already have sufficient knowledge about e-wallets. Based on the experience of using e-wallets, users will enter a continuous stage of trust [7]. In the end, consumers are no longer actively looking for knowledge about e-wallets because they are already regularly using e-wallets [20].

However, the majority of studyers have agreed that the initial trust stage is the most important because at this stage, customers' trust is crucial for service providers. After customers have the experience of using e-wallets, service providers require customers' commitment to continue using e-wallets.

3. THEORETICAL FRAMEWORK

The Innovation Diffusion Theory (IDT) is a theory regarding the decision to accept the use of technological innovation [21] [22]. This acceptance usually depends on the user's perception of the attributes of the technology [8]. Diffusion itself is defined as the process by which innovation is communicated through certain channels to members of the social system [23]. The benefit of using e-wallet lies in its ability to make payments without time and space limits, for any kind payment [24].

According to Roger [21], there are several stages of accepting an innovation. These stages are understanding, persuasion, implementation, decision and confirmation [25]. It is easy to distinguish between early users, early majority users, late majority users and laggards [25]. In accordance with the stages in IDT, the next stage after innovation is the stage for accepting the technology. Acceptance of technology itself is not always easy because people need to believe that the technology used has utility values, safety mechanisms and convenience [26]. People who more easily believe in the use of technology and have used it, will become early users, while people who use technology because of the influence of their social environment, will be the late majority users and the laggards are users who belong to the last group to use the technology.

From the users' point of view, people will use technology if they are sure the technology is stable, as posited by Fishbein and Ajzen [27] under the Theory of Reasoned Action. This theory evaluates the attitude of individuals towards an object and its attributes, and this evaluation will produce behaviour as a result of intention. Furthermore, Davis [28] modified this theory and proposed a new model, namely the User Acceptance Model of Technology or information systems.

After people have the intent to use technology and have at least used it once, the next question is whether the person will continue to use the technology or will stop using that technology. Bhattacherjee [29] described the situation after the adoption of the technology. The Post-Acceptance Model (PAM) describes a line of thought that begins with the initial expectations of people who have used a technology. After they have experienced using the technology, their perceptions of performance will be formed, followed by their assessment of the perceived usefulness. This assessment is then met with initial expectations and will confirm their satisfaction with the technology. Satisfied users will continue to use the technology, while dissatisfied users will have no intention of reusing it [29]. This forms the basis of the depiction of the ECM.

The ECM is a modified Expectation Confirmation Theory model by Bhattacherjee [29]. According to the ECT, users' initial expectation is formed before their actual buying behaviour. After a purchase is made and users start using the service or product, they will gradually gain a perception of the performance of the product or service. Then, they make comparisons with their initial expectations to determine the extent to which their expectations are met [29]. The ECM itself is a model that focuses on post-acceptance variables, because ECM assumes that the effects of the pre-acceptance variables have been interpreted in the constructs of confirmation and satisfaction [30]. This fact has led some studyers to assume that this model is a model that shows user satisfaction. According to Bhattacherjee [29], customer

satisfaction is one of the factors that will cause customers to continue using the technology. This finding is important for product/service providers because getting new customers is more difficult than maintaining existing customers [29].

The ECM consists of four variables, namely confirmation, perceived usefulness, satisfaction and continuance intention. Perceived usefulness and satisfaction represent the crucial concepts of the individual and have been widely used in information systems study; whereas confirmation, according to Roger [21], is an evaluation stage of the decision to adopt the technology [30].

4. HYPOTHESIS

The ECM is a model that uses constructs to answer questions related to the continued usage of technology. The confirmation construct describes the pre-acceptance of technology, assuming that expectations can change time-after-time [31]. This change also leads to the level of users' satisfaction. The perceived usefulness construct represents post-consumption expectations. The addition of trust describes a person's determination to use the technology for the first time [19]. Hence, it is necessary to know whether or not trust remains a major factor for someone to reuse e-wallets, apart from satisfaction and perceived usefulness.

4.1 Confirmation

Confirmation is defined as the users' perception of the suitability of the expectations of a mobile application with its actual performance [30]. The confirmation construct describes the pre-acceptance of technology, assuming that expectations can change time-after-time [25]. This change also leads to the level of users' satisfaction. Several scholars have stated that confirmation positively affects satisfaction toward sustainable use [25]. For that, we hypothesize:

H1: Confirmation has a significant influence on satisfaction

The ECM states that users' initial expectations will change after actual use, and post-adoption expectations are formed based on the perceived benefits [31]. For that, we hypothesize:

H2: Confirmation has a significant influence on Perceived Usefulness

In addition to the ECM, users' post-adoption expectations are built on their perceptions of usability. However, users' expectations are not solely influenced by perceptions, but also by other factors, and one of them is trust [32]. For that, we hypothesize:

H3: Confirmation has a significant influence on Trusts

4.2 Satisfaction

According to Oliver [33], satisfaction reflects the cumulative feelings developed in interactions with service providers. Some studyers have found that satisfaction is a strong determinant of continued use [34]. For that, we hypothesize:

H4: Satisfaction has a significant influence on Continuance Intention

4.3 Perceived Usefulness

The perceived usefulness construct represents post-consumption expectations. According to Davis [28], perceived usefulness can be defined as the extent to which users believe that the use of a system will enhance their job performance. In addition, Bhattacherjee [29] stated that perceived usefulness is one of the early determinants of information technology acceptance. Hence, it can be assumed that perceived usefulness tends to have a long-term effect and persists in sustainable intention to use technology [34], and thus, is relevant for study on sustainable IT use. In the context of e-wallets, one of the reasons people use e-wallets is because they find the system is useful for their transactions and also saves their time [35]. For that, we hypothesize:

H5: Perceived Usefulness significant influence on Continuance Intention

4.4 Trust

The addition of trust describes a person's determination to use the technology for the first time [19]. Hence, it is necessary to know whether or not trust remains a major factor for someone to reuse e-wallets, apart from satisfaction and perceived usefulness.

Trust in mobile payments is the focal point because the financial issue is a sensitive issue for the majority of people. Susceptible mobile networks will increase the uncertainty for e-wallet transactions. This situation will affect users' continued usage intention. To resolve this uncertain situation, users must build trust [36], Trust in mobile payments assures users of a stable relationship with service providers [22], and guarantees that users will get results as expected in the future [37]. For that, we hypothesize:

H6: Trust has a significant influence Continuance Intention

4.5 Study Model

The purposed study model is shown in Figure-1.

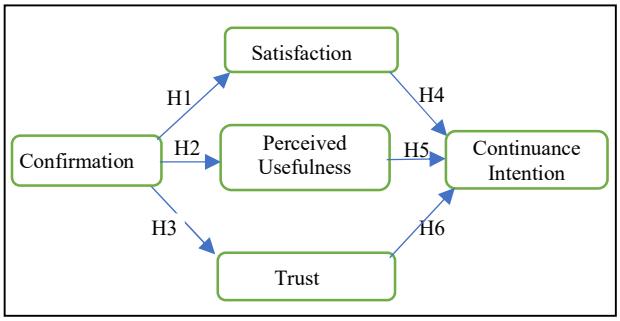

Figure 1: Proposed Model

5. METHODOLOGY STUDY

This study aims to determine whether or not people who have used e-wallets will continue to use it or will have no intention to make transactions using e-wallets after using it for the first time. This study used the original ECM model with its constructs according to previous study with the addition of the trust construct. This study used a questionnaire with answers on a five-point Likert scale to collect data for each construct of the study model. All items were adapted from previous literature, namely Bhattacherjee [29], Chandra, Srivastava, and Theng [38], Shaw [39], and Susanto, Chang, and Ha [32], and modified to measure continuance intention, as well as to accommodate the situation in Indonesia.

5.1 Data Collection

The first part of the questionnaire includes profile demographics questions on gender, age, education, occupation, monthly income, monthly expenses, frequencies and initial usage. The first five variables become moderator variables. The following section is containing 38 items measuring five variables.

The distribution of this questionnaire was limited to the city of Bandung, using the convenience sampling method because it is easy to use and can provide primary data about the sample [4]. The studyer attempted to ensure the sample was an accurate representation of the larger group or population by including participants from the working group, as well as students.

Online data collection was used because it is easier to measure and categorise data [4]. The questionnaire was distributed through the WhatsApp application because respondents can fill in the questionnaire at any time within the specified deadline. The procedure to access the questionnaire link was by clicking on the URL sent via the WhatsApp application. The respondents are individuals who have experience using e-wallets. This limitation is stipulated at the beginning of the questionnaire as an initial criterion for selecting respondents. The additional assumption used is that the respondents have a smartphone because e-wallet transactions are private and confidential as it involves personal data that must not be revealed to other parties. If there were respondents who have never used an e-wallet, the data was deleted, and 188 questionnaires were valid for statistical analysis.

5.2 Demographic Profile

The demographic profile obtained is that 61.7% are male respondents and 38.3% are female respondents. The age range with the largest percentage is between 21 to 30 years, equivalent to 43.62%, followed by 41-50 years at 19.15%, 15-20 years at 17.02%, 31-40 years at 15.43% and over 50 years old at 4.79%. Based on occupation, student group is at 44.15%, while the working group can be divided into two parts, namely, employees at 29.79% and entrepreneurs (self-employed) at 11.70%, besides the miscellaneous group.

Table 1: Demographics of the respondents.

Demographics	Count	Percentage
Gender		
Male	116	61.7%
Female	72	38.3%
Age		
< 15 yo	0	0.0%
15 - 20 yo	32	17.0%
21 - 30 yo	82	43.6%
31 - 40 yo	29	15.4%
41 - 50 yo	36	19.1%
> 50 yo	9	4.8%
Education		
High School	12	6.4%
Bachelor/Diploma	134	71.3%
Post-graduate	42	22.3%
Occupation		
Student	83	44.1%
Employee	56	29.8%

	Entrepreneur	22	11.7%
	Other	27	14.4%
Monthly income			
	> 7.500.000	40	21.3%
	5.000.001 - 7.500.000	27	14.4%
	1.500.001 - 5.000.000	65	34.6%
	< 1.500.000	56	29.8%
Monthly expenses			
	> 7.500.000	28	14.9%
	5.000.001 - 7.500.000	21	11.2%
	1.500.001 - 5.000.000	70	37.2%
	< 1.500.000	69	36.7%
Weekly frequent			
	1 - 3 times	130	69.1%
	4 - 6 times	39	20.7%
	> 6 times	19	10.1%
Initial Usage			
	3 - 6 months	41	21.8%
	7 - 12 months	26	13.8%
	> 12 months	121	64.4%

As for the level of education, the highest percentage is for the Bachelor/Diploma group at 71.28%, graduate level is 22.34% and school-age group at 6.38%. The majority of respondents are not fully using e-wallet for their daily financial transactions, as can be seen from their monthly expenses and e-wallet transactions. A total of 69.15% made transactions 1-3 times a week; 4-6 e-wallet transactions a week were carried out by 20.74% of respondents and 10.11% made transactions more than six times a week. About 39.9% of respondents said they would use e-wallets if they had insufficient cash. The majority of respondents at 64.36%, have known and used e-wallets for over a year, which indicates that respondents are quite consistent in using e-wallets. This justifies more study on the sustainable use of e-wallets. About 21.81% of respondents have just tried using e-wallets due to the covid-19 pandemic.

5.3 PLS Path Model

This study uses Partial Least Squares as a statistical analysis tool because it is an effective method for measuring construct reliability and validity [40], 2003) and PLS-SEM to measure and analyze the structural model. This method was chosen because this study is exploratory. PLS-SEM has two stages, namely outer measurement and inner measurement. The outer measurement stage ensures that the model used has met the validity and reliability requirement, and the inner model to test the hypothesis. This model uses 38 reflective measurement items for five variables and six hypothesis testing.

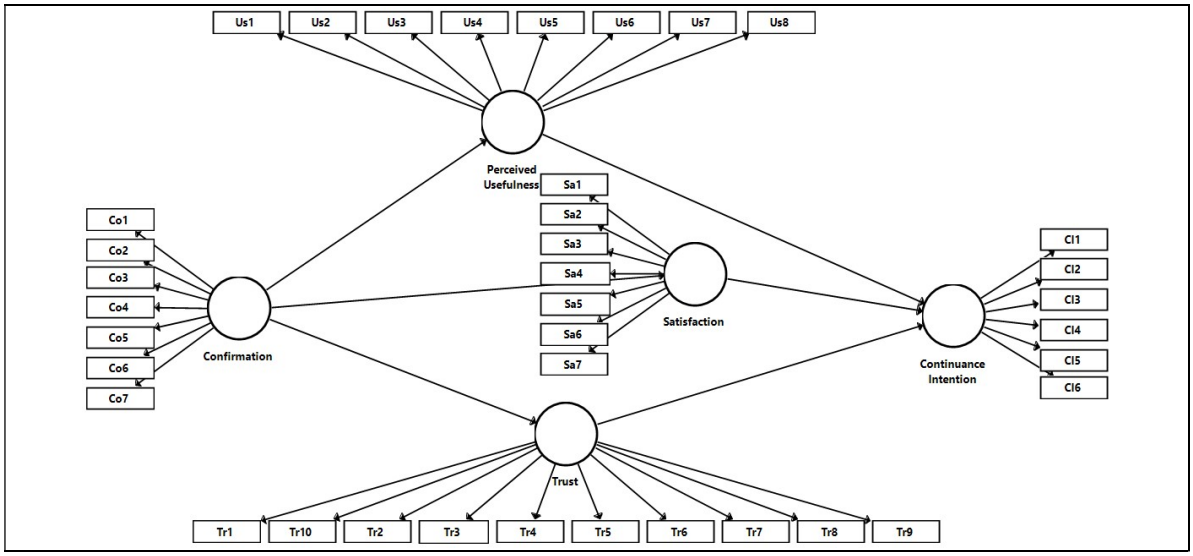

Figure 2: PLS Path Model Designed

5.4 Reliability and Validity Testing

This study carried out reliability and validity testing. Validity testing is used to evaluate whether or not the proposed model correlates with latent constructs and indicator statements. Validity testing includes convergent validity and

discriminant validity. Tan, Lee, Lin, and Ooi stated that convergent validity is an indicator of the association between assessment actions and other related actions [41]. Convergent validity value is the resultant Average Variance Extracted (AVE) or the extracted mean-variance with a value higher than 0.5 [42]. According to Cao, Yu, Liu, Gong, & Adeel (2018), convergent validity determines whether the questionnaire items can effectively reflect the appropriate factors by checking whether the items loading on the respective constructs are high enough, and the AVE value is higher than 0.5 [43].

The first procedure to test reliability was to calculate the outer loading value. Hair, Matthews, Matthews, & Sarstedt (2017) recommended a minimum of 0.708 for outer loadings, whilst lower scores should be considered for removal to improve composite reliability (CR) [44]. Reliability testing includes testing Composite Reliability and Cronbach's alpha; both of these values will provide the value for the level of internal consistency in a model. In simple terms, Cronbach's alpha provides reliability estimates based on the relationship between items. According to Hair, Risher, Sarstedt, and Ringle [45], the Cronbach's alpha value describes the lower limit value of internal consistency, while Composite Reliability reflects the upper limit value [45]. According to Hair, Howard, and Nitzl [46], Composite Reliability values must be 0.7 to 0.95 for reliability [46]. Hair, Sarstedt, Hopkins, and Kuppelwieser [47] concluded that some studyers consider Composite Reliability to be a more appropriate measure than Cronbach's alpha [44]. In this study, the Cronbach's alpha values are higher than 0.7, and for Composite Reliability, it is higher than 0.8. This can be seen in the Table 2.

Table 2: Convergent Validity.

	Item		Cronbach's Alpha	CR	AVE
CI	CI1	0.780	0.881	0.910	0.628
	CI2	0.795			
	CI3	0.781			
	CI4	0.833			
	CI5	0.864			
	CI6	0.691			
Co	Co1	0.665	0.906	0.926	0.642
	Co2	0.802			
	Co3	0.802			
	Co4	0.832			
	Co5	0.864			
	Co6	0.801			
	Co7	0.826			
Sa	Sa1	0.803	0.839	0.886	0.610
	Sa2	0.823			
	Sa3	0.825			
	Sa6	0.722			
	Sa7	0.726			
Tr	Tr1	0.841	0.947	0.955	0.701
	Tr10	0.838			
	Tr2	0.818			
	Tr4	0.826			
	Tr5	0.863			
	Tr6	0.873			
	Tr7	0.779			
	Tr8	0.840			
	Tr9	0.855			
Us	Us1	0.741	0.912	0.930	0.626
	Us2	0.833			
	Us3	0.792			
	Us4	0.878			
	Us5	0.770			
	Us6	0.883			
	Us7	0.575			
	Us8	0.816			

*Co = Confirmation; CI = Continuance Intention; PU = Perceived Usefulness; Sa = Satisfaction; Tr = Trust.

The next step was to test discriminant validity, which refers to the extent to which one construct differs from another [44]. There are three strategies to obtain discriminant validity values, namely by using the Fornell-Lacker criterion, checking cross-loadings between items and indicators, and the latest is HTMT (Heterotrait Monotrait Ratio). Henseler, Ringle, and Sarstedt proposed a heterotrait-monotrait (HTMT) ratio as new discriminant validity assessment. Their study show that the Fornell-Larcker criterion does not perform well [48], particularly when the indicator loadings on a construct differ only slightly, for the indicator loadings that laying between 0.65 and 0.85 [45]. In the Table 3, all diagonal matrix values have a higher value than the matrix values in the same column.

Table 3. Discriminant Validity: HTMT.

	Co	CI	Us	Sa	Tr
Co					

CI	0.591			
Us	0.796	0.559		
Sa	0.805	0.811	0.804	
Tr	0.735	0.717	0.636	0.820

Note: HTMT 0.85
*Co = Confirmation; CI = Continuance Intention; PU = Perceived Usefulness; Sa = Satisfaction; Tr = Trust.

5.5 PLS Path Model Result

Based on the results of validity and reliability testing that have met the predetermined standard criteria, it can be said that the existing model is reliable and valid.

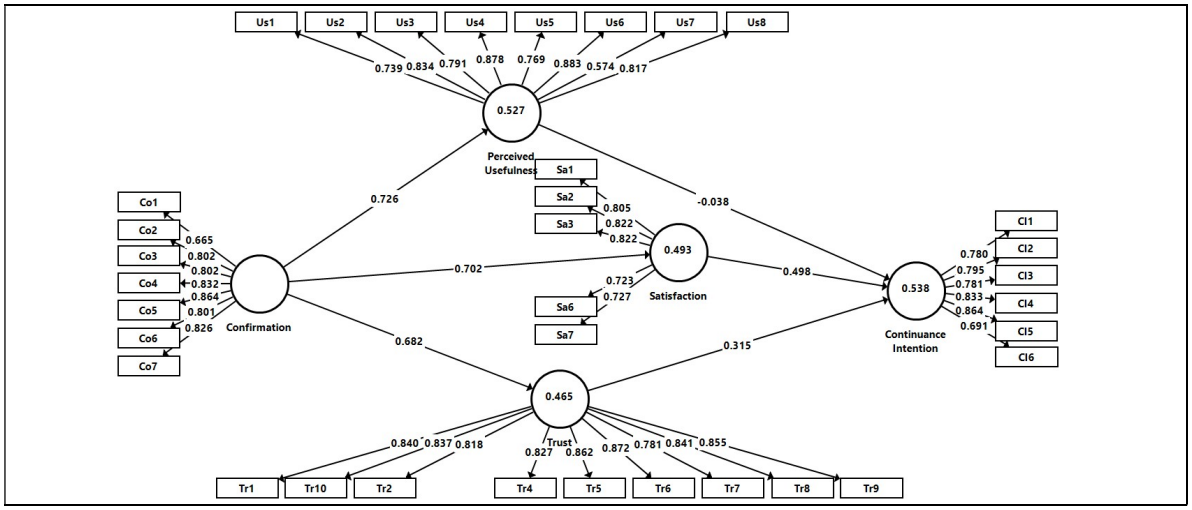

Figure 3: PLS Path Model Modified

Looking at the results of the path coefficient test, we could proceed to the stage of examining the structural model to test the proposed hypothesis. When examining the structural model, several steps can be taken; the first is to see the value of the effect of exogenous variables on the endogenous variables; then, to see the direction of the influence, so that from these results, we can determine whether the hypotheses can be accepted or rejected. Finally, it is to see whether or not the model is acceptable.

5.6 Hypotheses Testing

Hypotheses testing can be seen from the t-statistic values by performing the bootstrapping procedure. The resulting t-statistic values means that all pathways have a significant effect because they have a statistical value above 1.65 [49]. This provision is based on study conducted by Hair, Hult, Ringle and Sarstedt [49], that the threshold for the t-statistic value is 1.65 at the 95% significance level.

Table 4: Nilai t-statistic.

Hypotheses	Path	Std. Beta	Std. Error	T-Value	Decision
H1	Confirmation → Satisfaction	0.702	0.038	18.250	Supported
H2	Confirmation → Perceived Usefulness	0.726	0.042	17.197	Supported
H3	Confirmation → Trust	0.682	0.038	18.057	Supported
H4	Satisfaction → Continuance Intention	0.498	0.090	5.516	Supported
H5	Perceived Usefulness → Continuance Intention	-0.038	0.086	0.443	Not Supported
H6	Trust → Continuance Intention	0.315	0.098	3.215	Supported

Note: $p<0.05$

Based on the results of hypothesis testing, it can be seen that out of the six proposed study hypotheses, the results indicate that five hypotheses are supported, and one is not supported. Confirmation is the strongest construct in ECM because confirmation is the user's expectation of a

product or service after going through his experience using the product or service [29]. Therefore, confirmation will give a positive value to satisfaction, perceived usefulness, and trust. At H1, (β = 0.726, $p<0.05$), there was a significant effect on perceived usefulness, this is in line with Bhattacherjee's study (2001). This relationship means that positive expectations are formed after users benefit from using e-wallet. A similar result on hypothesis H2 (β = 0.702, $p<0.05$), users feel satisfied after using e-wallet. Last, in hypothesis H3 (β = 0.682, $p<0.05$), users trust to use e-wallet in their transactions.

The positive value from confirmation to satisfaction also strengthens the effect of satisfaction on continuance intention (β = 0.498, $p<0.05$). The relationship between satisfaction and continuance intention can be interpreted that satisfaction being one of the factors that causes someone to continue to use e-wallet. This finding is in line with the findings of Phonthanukitithaworn (2015). It also applies to hypothesis H6 (β = 0.315, $p<0.05$), the positive value of confirmation to trust affects the relationship between trust and continuance intention, this is consistent with Kumar's study (2018).

In this study, a different result for hypothesis H5 is that the perceived benefit does not affect the intention to continue. The results of this study contradict the study of Bhattacherjee (2001), which states that the benefits perceived by users will be one of the reasons they reuse the product or service. The majority of studies that use the relationship between perceived usefulness and continuance intention also produce a positive influence between the two, such as the study conducted by Warningsih (2021), Kumar (2018) and Trivedi (2016) regarding the use of e-wallet. The rejection of this hypothesis is in line with study conducted by Phonthanukitithaworn (2015), Luqman (2016), and Humbani (2018). Phonthanukitithaworn's (2015) study on e-wallet in Thailand states that perceived usefulness does not affect continuance intention because of the dominance of traditional payment methods that are easy for Thai people to do [50]. This view is not much different from that expressed by Luqman (2018), who examined m-commerce activities, which stated that the low significance of the relationship between perceived usefulness and continuance intention was caused by the low frequency of m-commerce activities among people in Malaysia [51]. Campbell's (2017) statement that although people feel the benefits of e-wallet, it does not mean they intend to use it regularly in the future because other payment scheme options are more accessible and more common [52]. Furthermore, Humbani (2018) reports that consumers are not motivated by past benefits, regardless of the form of the payment system [51].

Even though perceived usefulness did not affect continuance intention, these studyers agree that the relationship between perceived usefulness and continuance intention can be modified by transforming it into an indirect effect through satisfaction or trust.

There are several studies that explore the reuse of a technology, both in study on e-wallet or other fields.

Table 5: Prior Study of post-adoption

Author	Context	Theory	Constructs	Result
MN., Nuryasman, & Warningsih, S. (2021) [52]	e-wallet		Perceived usefulness, perceived risk, trust, usage intention	Strongest predictor is trust
Daragmeh, A., Sági, J., & Zéman, Z. (2021) [53]	e-wallet	Integrate HBM and TCT, and other variables.	Perceived severity, perceived susceptibility, self-efficacy, confirmation, perceived ease of use, perceived usefulness, satisfaction, attitude and continuous intention	The strongest predictor is perceived usefulness
Humbani, M., & Wiese, M. (2019) [51]	Mobile payment	Integrate TRI and EECM-IT	Optimism, Innovativeness, convenience, compatibility, discomfort, insecurity, cost, risk, perceived ease of use, perceived usefulness	The strongest is satisfaction

			satisfaction, continuance intention.	
Chawla, D., & Joshi, H. (2019) [54]	e-wallet	Modified TAM and UTAUT	Perceived ease of use, perceived usefulness, trust, security, facilitating condition, life compatibility, attitude, intention	The strongest predictor is perceived usefulness.
Kumar, A., Adlakaha, A., & Mukherjee, K. (2018) [55]	e-wallet	Modified ECM with other constructs	Perceived usefulness, perceived ease of use, perceived security, grievance redresses, trust, satisfaction, continuance intention	The strongest is perceived usefulness
Cao, X., Yu, L., Liu, Z., Gong, M., & Adeel, L. (2018) [55]	Mobile payment	Trust transfer model.	Trust in online payment, perceived similarity, perceived entitativity, trust in mobile payment, Satisfaction, continuance intention	The strongest is satisfaction
Campbell, D., & Singh, C. B. (2017) [56]	Mobile wallet	Integrate TAM with customer innovativeness	Perceived ease of use, perceived usefulness, customer innovativeness, behavioural intention	The strongest is perceived ease of use
Luqman, A., Razak, R. C., Ismail, M., & Alwi, M. A. M. (2016) [57]	M-commerce	Combine ECM with construct Personal Innovativeness	Confirmation, satisfaction, personal innovativeness, perceived usefulness, continuance intention	The strongest is satisfaction
Phonthanukitithaworn, C., Sellitto, C., & Fong, M. W. L. (2015) [50]	e-wallet	Modified TAM with other constructs.	Subjective norms, perceived usefulness, perceived ease of use, compatibility, perceived risk, perceived trust, perceived cost. behavioural intention to adopt	The strongest is compatibility
Kim, B., Kang, M., & Jo, H. (2014) [58]	Mobile communication application	Dual-model in post-adoption behaviour.	Confirmation, perceived usefulness, perceived enjoyment, user satisfaction, perceived switching cost, recommendation intention, habit, learning, continuance intention	The strongest is satisfaction

Study on sustainability technology not only use the post-adoption model. Some studyers also combine the acceptance model with other models to describe user's will to use technology again. Such as a study conducted by Humbani (2019), which uses a technology readiness index (TRI) with the extended expectation-confirmation model in the context of information technology (E-ECM-IT) [51]. Alternatively, Daragmeh's (2021) idea combines the Health Belief Model (HBM) theory with the Technology Continuous Theory (TCT) because his study focuses on using e-wallet during a pandemic [53]. The acceptance models widely used in study on technology reuse are the Technology Acceptance Model (TAM) and the Unified Theory of Acceptance and Use of Technology (UTAUT). Several studies integrate the acceptance model and post-adoption models, such as Chawla (2019), Phonthanukitithaworn (2015), and Campbell (2017). Furthermore, other studyers add trust as a construct because of the understanding that financial problems are sensitive issues, so it requires trust from the public to be willing to use an e-wallet—this study occupied by Kumar (2018) and Warningsih (2021).

The majority of post-adoption study found that satisfaction is the strongest predictor. This

statement is lieu with Bhattarcerjee's study (2001), which states that ECM is a model that describes user satisfaction. It can be interpreted that to maintain users to continue using e-wallet, the fintech must be considered to raise users' satisfaction as one of continuance intention's predictors [30]. However, this does not rule out the possibility of studyers adding other predictors to enhance e-wallet usage. In this study, the construct is trust.

6. CONCLUSION

Based on hypothesis testing, H1, H2 and H3 support the theory that confirmation affects perceived usefulness, satisfaction and trust. This hypothesis means that after having the first experience of using an e-wallet, users think that the performance of the e-wallet is beyond their initial expectations. In the next stage, even though users have experienced the benefits of using e-wallets, it does not make perceived usefulness a factor that influences their continued use of e-wallets. This study found that perceived usefulness has no impact on continuance intention to use e-wallet. The finding is contrary to the original purpose of the ECM, which states that perceived usefulness is a predictor of continuance intention. It might happen because of the low of user's frequencies usage of e-wallet. The majority of respondents' frequencies usage is below three times a week; it means e-wallet has not been used as a daily payment, whereas most Indonesian e-wallet users use e-wallet to pay for e-hailing and food orders.

The majority of post-adoption study found that satisfaction is the strongest predictor. This statement is in line with this study and Bhattarcerjee's study (2001). Bhattarcerjee (2001) states that ECM is a model that describes user satisfaction. This statement can be interpreted that to maintain users to continue using e-wallet, the fintech must be considered to raise users' satisfaction as one of continuance intention's predictors.

Besides that, the addition of trust as a predictor of sustainable use of e-wallets shows that trust affects it positively; so, it can be concluded that trust can be used as an alternative to one of the antecedents of continuance intention. Furthermore, when we examined whether or not trust affects satisfaction or satisfaction affects trust in the continuance intention usage, it was found that the effect of satisfaction on trust is stronger than the effect of trust on satisfaction.

Last, based on a calculation using the PLS algorithm, the result shows that the continuance intention construct has an R-squared value of 53.8%, indicating that perceived usefulness, satisfaction and trust explain continuance intention at 53.8%, and 46.2% of this is explained by factors that are not used in this study. Such as perceived cost, compatibility, or perceived ease of use or other constructs.

7. RECOMMENDATION

The study tested the effect of trust in the ECM model to enhance e-wallet in Indonesia. Regardless of the valuable findings of this study, there are limitations that need to be acknowledged. First, the sample size was limited compared to the Indonesian's population. Second, there is a possibility to add factors that have not been included in this study, incorporating other relevant variables based on literature suggestions and data collection from e-wallet users.

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