A STUDY ON THE RELATIONSHIP OF INTENTION TO USE FINTECH THE CASE OF DIGITAL PAYMENT AMONG MALAYSIAN USERS

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DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION (ISLAMIC BANKING AND FINANCE) WITH HONORS

2024

A STUDY ON THE RELATIONSHIP OF INTENTION TO USE FINTECH THE CASE OF DIGITAL PAYMENT AMONG MALAYSIAN USERS

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A thesis submitted in fulfillment of the requirements for the degree of Bachelor of Business Administration (Islamic Banking and Finance) with Honors

Faculty of Entrepreneurship and Business

UNIVERSITY MALAYSIA KELANTAN

2024

FACULTY ENTREPRENEURSHIP AND BUSINESS

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Acknowledgment

All praise to Allah for choosing us to continue the road of a student to study and for providing us with long-lasting health to perform and complete the final year research project this year. This Final Year Research Project, AFS4112, would not have been feasible without the participation of all group members and, notably, the intelligent direction and counsel from our supervisor, Dr. Nur Syafiqah Binti A. Samad. We would want to recognize our supervisor since she has offered us many wide ideas, made pertinent remarks, and is a motivator and supporter of excitement in finishing this complete research project with full confidence, competence, skill, and perfection. Thanks also to each member of the group namely Muhammad Irfan Bin Mohd Altifaizal as our group leader, Muhammad Aiman Bin Mohd Sabri, Muhammad Aidiel Anwar Bin Andri and finally Muhamad Shah Ikhwan Bin Shahrum for, for completing this study in the allotted year. We could not have completed this study project on schedule without the passion of our team. Finally, we are extremely grateful to Allah Almighty for providing us with endless inspiration and tenacity to accomplish this research endeavor.

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LIST OF ABBREVIATIONS

Fintech	:	Financial Technology
PU	:	Perceived Usefulness
PRS	:	Perceived Privacy Risk
PS	:	Perceived Security
TAM	:	Technology Acceptance Model
SPSS	:	Statistical Package for the Social Sciences
IV	:	Independent Variable
DV	:	Dependent Variable

LIST OF SYMBOLS

%	:	Percentage
N/n	:	Number
H_1	:	Hypothesis 1
H_2	:	Hypothesis 2
H_3	:	Hypothesis 3
H_4	:	Hypothesis 4
sig	:	Significant
>	:	Greater than
<	:	Less than
p	:	Sample Pearson Correlation Coefficient
α	:	Cronbach Alpha's

ABSTRAK

Fintech dan pembayaran digital telah menjadi cara yang popular dan boleh dicapai untuk membiayai projek di seluruh dunia. Tujuan kajian ini adalah untuk mengenal pasti hubungan antara kepercayaan, persepsi keselamatan, persepsi kegunaan, dan persepsi risiko privasi dan niat pengguna Malaysia untuk menggunakan pembayaran digital. Hubungan kajian adalah reka bentuk berdasarkan Model Penerimaan Teknologi (TAM). 400 sampel daripada pengguna Malaysia telah dikumpul. Dengan menggunakan bantuan analisis korelasi oleh SPSS, kajian mendapati terdapat hubungan positif yang kuat antara kepercayaan, persepsi keselamatan, persepsi kegunaan, dan persepsi risiko privasi dan niat pengguna Malaysia untuk menggunakan pembayaran digital. Hubungan antara persepsi keselamatan dan hasrat pengguna Malaysia untuk menerima pakai pembayaran digital ditunjukkan sebagai yang paling kukuh antara empat hipotesis yang dikaji. Tahap keselamatan yang kukuh diutamakan oleh pengguna Malaysia untuk melindungi data pengguna yang sensitif dan sulit dan mencegah akses tanpa kebenaran, kecurian identiti atau penipuan kewangan.

KATA KUNCI: Teknologi Kewangan (FinTech), Pembayaran Digital, Niat, Amanah, Perceived Security, Perceived Usefulness, Perceived Privacy Risk, Malaysia.

ABSTRACT

Fintech and digital payments have become a popular and achievable means of funding projects worldwide. The purpose of this study is to identify the relationship between trust, perceived security, perceived usefulness, and perceived privacy risk and Malaysian users' intention to use digital payments. The relationships of the study were design based on the Technology Acceptance Model (TAM). 400 sample from Malaysian users was collected. By using correlation analysis aid by SPSS, the study found that there is strong positive relationship between trust, perceived security, perceived usefulness, and perceived privacy risk and Malaysian users' intention to use digital payments. The relationship between perceived security and Malaysian users' intention to adopt digital payments was shown to be the strongest among the four hypotheses examined. A strong level of security is prioritized by Malaysian users to protect sensitive, confidential user data and prevent unauthorized access, identity theft or financial fraud.

KEYWORDS: Financial Technology (FinTech), Digital Payments, Intention, Trust, Perceived Security, Perceived Usefulness, Perceived Privacy Risk, Malaysia.

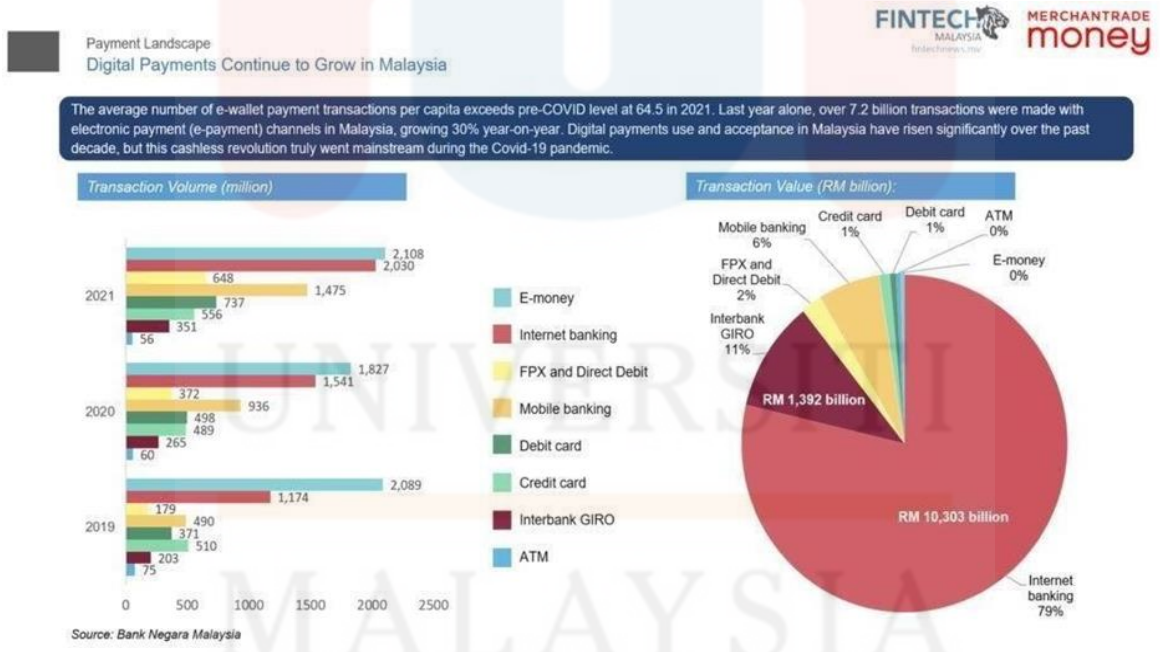
CHAPTER 1: INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Information technology (IT) and existing financial service offerings are combined by a new movement known as financial technology (Fintech) to create innovative approaches to service delivery that are more efficient, safe, and user-friendly. One of the services offered by Fintech is digital payment (Hamzah et al., 2023). The present digital revolution, which is characterized by pervasive internet connectivity and widespread mobile phone use, has greatly increased the potential for payment systems to develop. Digital payments are now very common, and demand is rising rapidly on a global scale (Abdul-Halim et al., 2022). Refer to (Karim et al., 2020), digital payment is a transaction structure that enables users to manage data related to purchases, affiliations, loyalty, and financial information in a single location. Customers intend to use technology that is more effectively, lower-cost, and easier for their daily personal banking transactions, according to study. Despite this, criminals rarely loot bank vaults today because of advancements in technology like digital payments since there is greater wealth in cyberspace. Digital payment agencies react to the current trend of conducting business via electronic means while also taking precautions against cybercrime (Mat et al., 2019). Cybercrime refers to unlawful and criminal acts that make use of global computer networks and other technology (Razak et al., 2021). It is getting worse as cybercriminals take advantage of new technological advancements. Every user of contemporary technology runs the danger of falling victim to cybercrime. Due to the richness of the Theory Acceptance Model (TAM) and the addition of the three variables, Perceived Usefulness (PU), Perceived Security (PS), Perceived Privacy Risk (PPR), and Trust this study is one of the first ones to examine the relationship between intention to use Fintech in the case of digital payment among Malaysian users.

1.1.1 FINANCIAL TECHNOLOGY

Financial technology, or Fintech for short, is the use of modern technology to enhance financial transactions and deliver financial services. (Abdul-Halim et al., 2022). In Malaysia, Fintech has become a buzzword in recent years as the country continues to embrace digital transformation in various sectors (Chan et al., 2022). The usage of Fintech in Malaysia has seen a significant increase over the past few years, with various Fintech startups emerging to cater to the growing demand for digital financial services (Razif et al., 2020). These services range from digital payments, lending and borrowing, investment, insurance, and more. Over 80% of the population owning a smartphone, digital payments have become more accessible, and the convenience it offers has led to its popularity (Abdullah et al., 2023). Figure 1 shows the sharp increase (%) of Fintech usage from 2019-2021 among Malaysians.



Source: Fintech Malaysia Report 2022

Figure 1. 1: Increase (%) of FinTech usage from 2019-2021 among Malaysians

Table 1.1: Fintech's Terms and Definition

Term	Definition
E-money	Digital currency that is stored and used on electronic devices such as smartphones,smart cards, or computers and used for online transactions, and it can also be usedto make purchases at physical stores.
Internet banking	Service provided by banks that allows customers to conduct banking transactions online through the bank's website or mobile app. Customers can access their accounts, view account balances and transaction history, transfer funds, pay bills,and more.
FPX and Direct Debit	Two types of electronic payment methods. FPX (Financial Process Exchange) is asecure online payment system in Malaysia that allows customers to make payments for goods and services using their online banking accounts.
	Debit is a payment method where funds are automatically debited from a customer's bank account to pay for recurring bills such as utilities or insurance premiums.
Mobile Banking	Service provided by banks that enables users to use their cell phones or other mobile devices to make banking transactions. With mobile banking, customers can perform various banking functions such as checking account balances, transferring funds, paying bills, and more, all from their mobile devices.
Debit Card	Payment card that allows you to make purchases using funds from your checkingaccount. When you make a purchase using a debit card, the funds are immediatelydeducted from your account.
Credit Card	Payment card that allows you to borrow money from a lender up to a certain creditlimit. When you make a purchase using a credit card, you are essentially borrowing money that you will need to pay back with interest.
Internet GIRO	Service provided by banks in Malaysia that allows customers to transfer funds between bank accounts online. With Internet GIRO, customers can make one-time or recurring transfers to other accounts within the same bank or to accountsat other banks.

ATM	(Automated Teller Machine) is an electronic device that allows customers to perform basic banking transactions such as withdrawing cash, checking accountbalances, and transferring funds between accounts. ATMs are usually located inbanks, shopping centers, and other public areas.

Based on figure 1, Malaysia has unveiled several legislative efforts and improvements over the past year, opening the path for more development and growth in the Fintech industry. These new innovations build on the productive year 2021, when Fintech innovation dramatically grew in response to rising financing levels, expanding start-up ecosystems, and growing demand for better and more inclusive financial services. Fintech companies in Malaysia raised a record US$117 million in funding in the first three quarters of 2021, breaking the previous high of US$77 million set in 2020, according to data published in November 2021. Malaysia's overall funding for 2021 was largely Big Pay's US$ 100 million funding round. According to BNM data, there were over 7.2 billion electronic payment channel transactions in 2021, a 30% increase from the previous year. Internet banking and mobile banks have become increasingly popular since 2019. Between 2019 and 2021, there were less than 500 million Internet banking transactions and more than 2 billion mobile banking transactions, respectively. Internet banking and mobile banks have become increasingly popular since 2019. Between 2019 and 2021, there were less than 500 million Internet banking transactions and more than 2 billion mobile banking transactions, respectively.

1.1.2 DIGITAL PAYMENT

Digital payment is a crucial component of the Fintech industry in Malaysia and is closely related to the growth and development of the industry (Ajirul et al., 2023). As the number of electronic payment transactions continues to rise, it demonstrates the increasing

intention of digital payment methods by consumers and businesses (Karim et al., 2020). This trend can be attributed to the convenience and accessibility of digital payment methods, which allow for faster and more efficient transactions, as well as greater financial inclusion for underbanked populations. The rise of internet banking and mobile banks also reflects the trend towards digitalization in the financial industry (Hairani et al., 2021). These digital platforms allow customers to access their accounts and perform transactions remotely.

However, the increased use of digital payment methods also comes with potential risks and drawbacks. The rise of Cybercrime are major concerns, as digital transactions are vulnerable to hacking and other malicious activities (Razak et al., 2021). Moreover, not all individuals and businesses may have the necessary infrastructure or knowledge to fully participate in digital payment systems, creating potential disparities in financial inclusion.

The growth of the Fintech industry in Malaysia and the increasing intention of digital payment methods represent a promising opportunity for economic development and financial inclusion (Sabli et al., 2021). However, it matters to carefully consider the possible dangers and drawbacks and address these issues to ensure the sustainable growth and development of the industry.

1.1.3 CYBERCRIME

Cybercrime refers to criminal activities that are committed using the internet, computer systems, or other digital devices (Jamil et al., 2022). In Malaysia, cybercrime has become a growing concern in recent years, as the country continues to advance in technology and digitalization.

Advantages of Cybercrime, Financial Gains for Cybercriminals. Cybercriminals engage in activities such as identity theft, phishing, and hacking to gain access to financial

resources (Hajazi et al., 2021). This can lead to financial gains for the perpetrators, albeit at the expense of victims (Mat et al., 2019). Next, Anonymity. The digital nature of cybercrime provides a level of anonymity for perpetrators. It can be challenging to trace the origin of cyber-attacks, making it difficult to identify and prosecute the criminals involved (Razak et al., 2021).

Disadvantages of Cybercrime, Loss of Trust. Cybercrime incidents can erode trust among users, particularly in the context of Fintech and digital payment systems. If users perceive that their personal and financial information is vulnerable to cyber-attacks, they may be reluctant to intention to use digital payment methods (Kadar et al., 2019). Next, Financial Losses for Individuals and Businesses. Cybercrime can result in substantial financial losses for individuals and businesses. If users fall victim to cyber-attacks, they may lose their funds, suffer from fraudulent transactions, or face unauthorized access to their financial accounts (Alam et al., 2021). Moreover, Increased Security Concerns. Cybercrime raises concerns about the security of digital payment systems. Users may worry about the protection of their Highly sensitive data like credit card numbers and personal identifying information, leading to hesitation in intention to use Fintech solutions (Lee et al., 2022). Furthermore, Regulatory and Compliance Challenges. Cybercrime poses regulatory and compliance challenges for Fintech companies and financial institutions. They must invest in robust security measures and adhere to strict regulations to safeguard user data. This can increase operational costs and administrative burdens (Mat et al., 2019).

1.2 PROBLEM STATEMENT

Cybercrime can erode the trust of users in digital payment platforms, leading to a decrease in intention and usage (Manan et al., 2023). Users are more likely to abandon digital payment platforms if they perceive them as insecure (RAHMAN, 2020) or susceptible to cyber-attacks, leading to a loss of revenue for digital payment providers (Khan et al., 2017).

According to figure 1 below, from 2019 to 2020, there were 99.5% more total media content cybercrime complaint instances. The Malaysian Communications and Multimedia Commission (SKMM) received 20,805 complaints over new media material in 2020, up 99.5% from 10,426 complaints (2019). The number of complaint instances increased across the board with 6,637 complaints, or a spike over 117.6% from the prior year, bogus elements received the most complaints in 2020.

Elements of complaints	2019	2020	YoY (%)
Obscene	850	1,637	92.6
False	3,050	6,637	117.6
Offensive	2,312	4,535	96.2
Indecent	188	373	98.4
Menacing	88	151	71.6
Others (outside the jurisdiction of the CMA 1998)	3,938	7,472	89.7
Total	**10,426**	**20,805**	**99.5**

Source: Malaysian Communications and Multimedia Commission (MCMC)

Figure 1.2.1: Number of new media content complaints received by MCMC, Malaysia, (2019&2020)

Source: Royal Malaysia Police

Figure 1.2.2: Number of commercial crime cases, Malaysia, 2020 and 2021

Table 1.2: Cybercrime's cases and percentage

YEAR	NUMBER OF CYBERCRIME CASES	PERCENTAGE%
2020	283	1.04%
2021	400	1.27%

Table 1.2 shows, the number of commercial crime cases reported to the Royal Malaysian Police in 2021 increased by 15.3 percent to 31,490 cases from a total of 27,323 cases (2020). As for cybercrime cases, there is an increase in reported cases from 2020 with 283 cases (1.04%) while in 2021 with 400 cases (1.27%).

Source: The Star 2022

Figure 1.2.3: The rise of online financial fraud in Malaysia

Referring to figure 1.2.3, a source obtained from The Star reported in 2022 states that the government will lose millions of ringgits due to cybercrime, the data shows the percentage for each industry in Malaysia that faces this cybercrime problem. For financial services involving digital payment, 38% of cybercrime cases have been recorded.

The spike of Fintech uniqueness and the rising reputation of digital payments among Malaysian consumers has raised concerns about potential risks and challenges. Based on the three diagrams above, the data obtained from 2019 to 2022 shows an increase in cybercrime and has indirectly become a serious threat to the use of digital payment because it involves the security and privacy of users' financial data. Therefore, this research paper aims to investigate the relationship between consumers' intentions to use Fintech and their attitudes towards digital payments in Malaysia. This study will examine four variables, Perceived Usefulness (PU), Perceived Security (PS), Perceived Privacy Risk (PPR), and Trust. The findings of this study will give an insight into the relationship of the increase in the use of digital payments among Malaysian users and increase their confidence in the safety and reliability of Fintech services even though cybercrime is increasing from time to time.

1.3 RESEARCH QUESTION

There are four research questions in this study:

i) What is the relation between perceived usefulness and the use of digital payment among Malaysian users?

ii) What is the relation between perceived security using digital payment among Malaysian users?

iii) What is the relation between perceived privacy risk of digital payment among Malaysian users?

iv) What is the relation between trust of digital payment among Malaysian users?

1.4 RESEARCH OBJECTIVE

There are four research objectives in this study:

i) To identify the relation between perceived usefulness and the use of digital payment among Malaysian users.

ii) To determine the relation between perceived security using digital payment among Malaysian users.

iii) To identify the relation between perceived privacy risk of digital payment among Malaysian users.

iv) To identify the relation between trust of digital payment among Malaysian users.

1.5 SCOPE OF THE STUDY

The objective of this research is the relationship between the intention to use Fintech within the case of digital payments among Malaysian users. Therefore, the scope of our study respondents are consumers in Malaysia. Next, the theory we use in this research is the Technology Acceptance Model (TAM). Furthermore, the only area for us to concentrate on studying is Malaysia. The study's scope is limited to Malaysian users specifically.

1.6 SIGNIFICANCE OF STUDY

Our research is about the relationship between intentions to use Fintech in the case of digital payments among Malaysian users. There are four objectives that we want to attach in our study. Our study aims to investigate the relation between perceived usefulness and the use of digital payment for Malaysian users, to determine the relation between perceived security using digital payment among Malaysian users, to identify the relation between perceived privacy risk of digital payment among Malaysian users, and to identify the relation between trust of digital payment among Malaysian users.

Therefore, after we have done a study on the objectives we want in our study such as identifying the relationship between perceived usefulness and the use of digital payment among Malaysian users, to determine the relation between perceived security using digital payment among Malaysian users, to identify the relation between perceived privacy risk of digital payment among Malaysian users, and to identify the relation between trust of digital payment among Malaysian users, there are several effects or importance of this study on users, on finance industry and also on the government.

First, this study brings importance to consumers in Malaysia. This is because digital payments provide an easy and efficient way for Malaysian consumers to make transactions without the need for physical cash or checks (Riza, 2019). When it comes to security, digital payments are superior than traditional payment methods. (Rosli et al., 2022). Transactions made through digital payment methods are often encrypted, protecting users' financial information from possible theft or fraud.

Second, the financial sector also benefits from this study. This is since it can clear up any misunderstandings among users, especially for the older age who may not be aware of it or may not know how to use it. This will basically increase user awareness that these digital payments are available. The financial sector will gradually expand in the future, particularly in Malaysia, when consumers have strong grasp of the idea and advantages of digital payments in general.

Finally, the government also benefits from this study. The exchange of money between users and government entities that accept digital payments could aid the government in promoting economic growth. This is since when users are fully informed about the advantages

of digital payments, they can decide whether to incorporate them into their everyday life, which will lead to continued economic growth on a national level.

1.7 DEFINITION OF TERM

Table 1.7: Definition of terms in study

TERMS	DEFINITION	SOURCES
PERCEIVED SECURITY	Proper management, processing, storage, and use ofpersonal information is referred to as data privacy.	(Sun et al.,2014)
PERCEIVED USEFULLNESS	The benefits of information technology are how beneficialpeople believe it to be for doing their work. The belief in intention a certain system is known as perceived usefulness. As a result, the definition of perceived usefulness may be summarized as the situation in which people think that technology will enable them to achieve their objectives.	(Siagian et al., 2022)
PERCEIVED PRIVACY RISK	Privacy Risk is defined broadly as thoughts about the potential unclear negative repercussions of individual self-disclosure.	(Ernst,2015)
TRUST	In commercial transactions, trust is essential. Significant study has been conducted on trust. However, the introduction of the extended business, with thefragmentation of production and innovation processes, the digitization of exchanges, and growing global market competitiveness, among other reasons, profoundly alters the settings of buyer-supplier relationships.	(Akrout,2019)

1.8 ORGANIZATION OF THE STUDY

The intention of Malaysian users to using digital payments is the main emphasis of this study. A brief introduction, the study's history, and the study's problem are all included in Chapter 1. The research topic, objectives, and importance of the study are then covered. The literature review in Chapter 2 is centred on prior investigations. It discusses Malaysians' intentions to use digital payments, with perceived usefulness, perceived security, perceived privacy risk, and perceived trust serving as independent relationship, one of the dependent variables, it also analyses how frequently Malaysians use digital payments. The methods for collecting data, sampling, population, and questionnaire design are all covered in Chapter 3. The strategies for data analysis are also covered in this chapter. The outcomes of the collected information analysis will be the primary subject of Chapter 4. Covered are descriptive analysis, hypothesis testing, normality testing, reliability testing, and preliminary data.

The study further evaluates the hypotheses using Cronbach's alpha correlation, summarizes the theories, concludes with a synopsis of the chapter. Researchers analyse the topic's introduction, significant findings, and controversy in Chapter 5. Later, the results are more thoroughly reviewed, their implications are discussed, and suggestions are made. The researchers also discuss the connection between the variables that are both dependent and independent in this section. The chapter also looks at the research's importance once it has been finished by the researcher. In addition, the researcher reported the study's general conclusions, discussed challenges encountered during the examination, and made recommendations for additional research.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

The theories, results from prior research, hypotheses, and conceptual framework will all be covered in this chapter. The pertinent review of research papers on the relationship between user intention to use Fintech in the case of digital payment will be covered in this chapter.

This chapter will also define the independent and dependent variables. The progression of research framework is better understood in this section, which also includes the independent variables perceived usefulness (PU), perceived security (PR), perceived privacy risk (PPR), and trust, as well as the variable that is dependent, thus is Malaysian users' intention to use Fintech in digital payments on a continuing basis. Generally, the Technology Acceptance Model (TAM) is used to explain the study's observations. The structure and goals of this study were judged to be compatible with some parts of prior research. We also go into detail in this chapter about the creation of hypotheses, The elements of the conceptual framework. Lastly, a brief overview concludes this chapter.

2.2 UNDERPINNING THEORY

The Technology Acceptance Model (TAM) was created to simulate how people might react to new products, technologies, or information systems (Abdul-Halim et al., 2022). The TAM model was employed to make selections regarding a variety of e-commerce operations as well as to comprehend behaviour about technology usage (Chan et al., 2022). Studies of perceived usefulness and ease of use have been found to be consistent and pertinent across several TAM model studies, which is a key relationship in the growth of digital payment. People have varying opinions about the value and usability of technology. Individual

perception of gains in perceived usefulness while experiencing ease of use is the minimum effort required to operate a technology (Hamzah et al., 2023).

In a prior study (Karim et al., 2020), It was discovered that perceived usefulness and perceived ease of use affected users' acceptance behaviour in the TAM model. As a result, the TAM model was used in this study to examine users' acceptance of using digital payment systems. (Karim et al., 2020) used the TAM model to confirm the variables influencing. Malaysian users' intention to use of digital payment. In addition, the investigation revealed that the strongest relationship influencing a consumer's acceptance of a digital payment system was their perception of security (Mat et al., 2019).

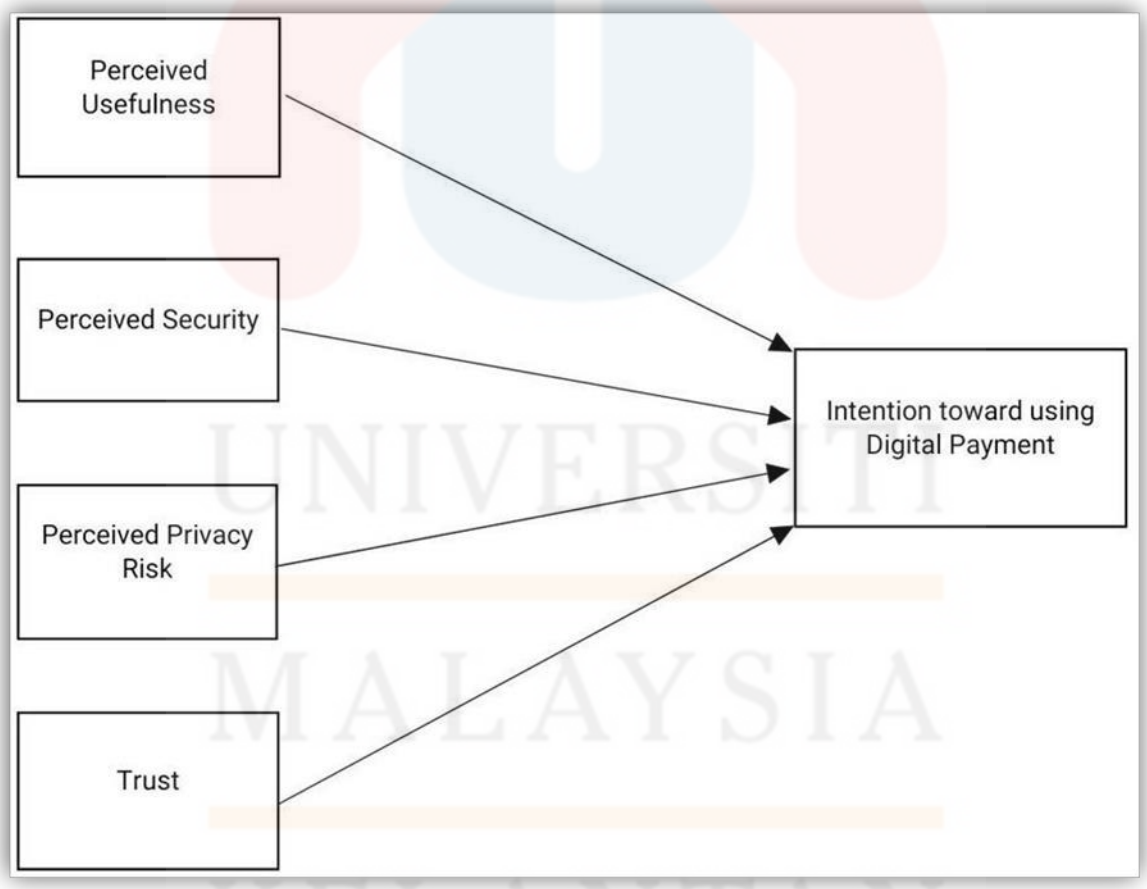


Figure 2.2: Technology Acceptance Model (TAM)

Malaysian customers that use a platform for digital payments and have an extended perception of risk to study the effectiveness of perceived risk (Chan et al., 2022). As stated by the investigation, the intentions of the customers to utilise digital payment methods can be affected by their perception of risk (Chan et al., 2022). Although the introduction of the Technology Acceptance Model (TAM) will increase the potential of deploying digital payment platform systems with perceived risk, this study simply examines customers' intention to use the technology. Our study's objectives are to build a TAM model for a digital payment platform among Malaysian users and to investigate the perceived risk hypothesis that cybercrime poses to these platforms there. The budget management practises of Malaysian users who are just starting to use digital payments need to be identified (Abdul-Halim et al., 2022).

Additionally, because customers use a digital payment system but have different perspectives on how valuable they are, digital payment provides useful data into how well it is accepted (Alam et al., 2021). Researchers have investigated the relationship that affect the acceptance of digital payments, such as mobile payments (Chan et al., 2022). Risk and confidence both played significant roles in their outcomes. Therefore, it's crucial to gauge customer acceptability of digital payment channels as well as perceived danger. TAM model is more capable of examining user approval of using digital payment channels and confirming consumer views.

2.3 PREVIOUS STUDY

2.3.1 Perceived Usefulness

Perceived usefulness is a type of external motivation and encouragement that pertains to the potential acceptability of using a specific system that enhances the functionality of digital

payment platforms, according to Hamzah et al. (2023). Additionally, if overall job enhancements can boost productivity and effectiveness, employees are more likely to accept the technique. The usefulness of the scheme and the page's evolution are related. Customers should find it easy to use the platform, which will make it more user-friendly and simpler to navigate. According to the results, users of digital payments decided to install the e-payment scheme because they thought it would be beneficial (Razif et al., 2020). The user's intention of digital payment is influenced by how valuable they view the main study objectives to be.

H1: Perceived usefulness influences relationships towards the intention using digital payment platforms.

2.3.2 Perceived Security

According to Chan et al. (2022) "perceived security" refers to how internet users feel they are protected from security-related risks. According to Hamzah et al. (2023), perceived security is an opinion that consumers have about how safe a digital payment system is.

The significant digital payment platform, according to numerous researchers, concentrated on technical protection information, including privacy and integrity, for transaction operations such authentication, modification, and verification (Razif et al., 2020). Additional evidence supported these findings and highlighted how security is the most crucial area of study for digital payment platform systems (Sabli et al., 2021). Customer safety concerns will have an impact on the use of acknowledged digital payment methods (Karim et al., 2020). The respondents also stated that if any safety issues were discovered, they would discontinue using online transactions. However, specific research (Hamzah et al., 2023) has proven a crucial link between safety and the propensity to use digital payment mechanisms. Through better, safer, and more sophisticated security standards in the digital payment

platform, there is a potential to reassure clients to start transitioning to electronic payment systems.

H2: Perceived security influences relationship towards the intention using digital payment platforms.

2.3.3 Perceived Privacy Risk

Loss of control over personal information may occur., which is seen as a violation of privacy, is the source of perceived privacy risk (Karim et al., 2020). Literature from the past suggested that a consumer's perception of privacy risk when making an online payment affects their intention to do so (Chan et al., 2022). Perceived risk's effects from a diverse perspective are examined in one of the few studies (Abdul-Halim et al., 2022).

The study's findings indicated that economic, social, performance, physical, and privacy risk all have an impact on how people use digital payments. The exploitation of personal information or breach of trust that results from the use of data obtained for commercial gain are other privacy risks (Razif et al., 2020). Additionally, frequent data breaches, fraud, and ongoing surveillance are crucial elements of the digital business environment's privacy and security (Razif et al., 2020). To avoid acknowledging the significance of the privacy risk, it might persuade the consumer to protect their private data or to hold off on behaviours required for embracing technology.

H3: Perceived privacy risk influences relationship towards the intention using digital payment platforms.

2.3.4. Trust

Customers would be encouraged to have goodwill for digital payments if there was trust in online transactions, which made it clear that the risk in economic operations was reduced by the supposed risk arising from confidence (Razif et al., 2020). Digital payment processes take place in the environment of user expectations that support the consumers' confidence (Razif et al., 2020). Trust can lead to better outcomes while suspicion can help you avoid potential pitfalls (Sabli et al., 2021).

Consumer trust is crucial for security and provides little additional assurance that an online vendor won't engage in any unethical or unwanted behaviour, such as providing inaccurate information, making unreasonable sales, disclosing personal information, or conducting purchases without the users' prior consent (Hamzah et al., 2023). There're suggestions that because many online transactions with an excessive amount of uncertainty and threat, it's crucial to emphasize the importance of trust in digital payments (Razif et al., 2020). Without faith in the system, digital payments will never become more widely used (Abdul-Halim et al., 2022). Therefore, existing study demonstrated that digital payment acceptance is influenced by relationship other than trust (Chan et al., 2022).

H4: Trust influence relationship towards the intention using digital payment platforms.

2.4 HYPOTHESIS STATEMENT

In this investigation, the researcher has identified several theories, including:

H1: Perceived usefulness influences relationships towards the intention using digital payment platforms.

H2: Perceived security influences relationship towards the intention using digital payment platforms.

H3: Perceived privacy risk influences relationship towards the intention using digital payment platforms.

H4: Trust influence relationship towards the intention using digital payment platforms.

2.5 CONCEPTUAL FRAMEWORK

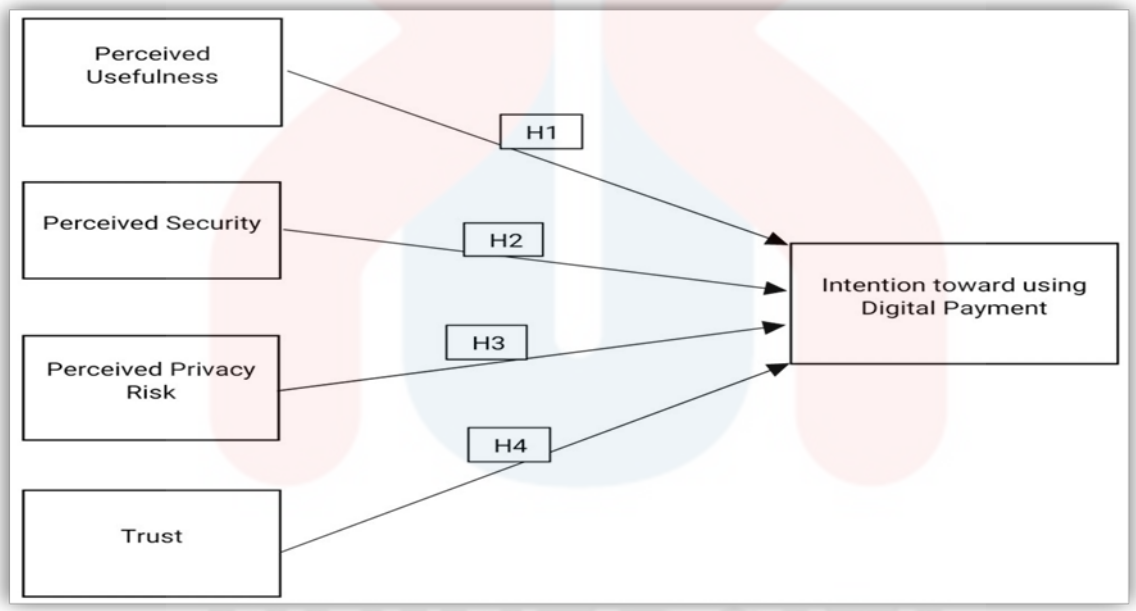


Figure 2.5: Conceptual Framework

The conceptual framework that guides the research endeavour is depicted in the image. The connection between the variables that are dependent as well as independent in the conceptual framework is examined in the figure above, which is based on the Technology Acceptance Model (TAM). The intention of using digital payment among Malaysian users is the dependent variable (DV). Three independent variables (IV) were also put to the test in these studies: perceived usefulness, perceived security, perceived privacy risk, and Trust.

2.6 CONCLUSION OF THE RESEARCH

The objective of this research, in sum, is to study the perceived usefulness, perceived security, considered privacy risk, and trust as relationship that influence Malaysian users' intentions to utilize Fintech in the context of digital payment.

It is evident from studying earlier studies that the TAM model is frequently employed in digital payment applications. The four independent variables are perceived usefulness, perceived security, perceived privacy risk, and trust, according to the literature study. The dependent variable, on the other hand, pertains to Malaysian users' intentions to use Fintech in the context of digital payment. Consequently, additional studies will be conducted to ascertain the usage of digital payments.

CHAPTER 3: RESEARCH METHODS

3.1 INTRODUCTION

Research methodologies are discussed in this section. This research approach used for the study is covered in more detail in this chapter. The researcher describes the processes used to collect, analyse, and interpret the data and knowledge required to address the issues and goals of the study. The population to be studied and the barriers to data collection have a major influence on the development of the methodology used and the study plan, even though the study's results' relevance is one of the factors influencing the study approach. This research methodology's four fundamental parts are the data gathering technique, sample plan, and analysis strategy. The research, the methods used to analyse the collected or selected data, the materials used, and the justification for these approaches are all covered in this chapter. As a result, this chapter describes the methodology employed for this study as well as the whole research process. It concludes with a summary.

3.2. RESEARCH DESIGN

This study's analytical strategy makes use of quantitative methods. The purpose of this descriptive cross-sectional study was to identify the factors influencing the intention of using digital payment among Malaysian users. Cross-sectional surveys and a quantitative technique were used in this investigation. According to (Rowley, 2014), most of the time, questionnaires are used in quantitative research to profile the sample numerically (e.g., the sample's distribution across age groups) or to be able to count the frequency of occurrence of opinions, attitudes, experiences, processes, behaviours, or predictions. An expected causal relationship between the constituent ideas indicated in the hypotheses takes the form of expectancies in

quantitative research, which often has a logical and linear structure. The researchers used bilingualism in the questionnaire, which was composed in two languages, Malay, and English, because Malaysia has a diverse ethnic population. Respondents in the chosen categories will provide a Likert scale with five possible replies, ranging from "strongly disagree" to "strongly agree," on their own.

Table 3.2: Five-point Likert scale

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	2	3	4	5

To determine and assess the relationship between variables and to examine their causes and effects, the researcher uses a quantitative research design. Based on (Will M. Bertrand & Fransoo, 2002), Initially, quantitative modelling in operational research was focused on addressing real-world operations management (OM) problems rather than producing scientific knowledge. Quantitative model-based research is a method to rational knowledge development. It is predicated on the notion that we can construct objective models that explain (part of) the behaviour of real-world operational processes or capture (part of) the decision-making challenges that managers encounter in real-world operational processes (Will M. Bertrand & Fransoo, 2002).

This study's descriptive cross-sectional design aligns with the research goals, based on the description of a descriptive research technique. It describes the findings that formed the basis of this study. The goal is to study the intention to use Fintech in the case of digital payment among Malaysian users.

3.3 DATA COLLECTION AND METHOD

The information for this research was gathered and documented using a questionnaire. We have given digital payment users a questionnaire. Utilizing Google Forms, we delivered survey questions over WhatsApp, Telegram, and Instagram. Purposive sampling, often known as non- probability sampling, was used to distribute questionnaires. We will ask the respondents whether they have ever heard of or had experience utilizing digital payment to ensure the veracity of the data acquired. Only digital payment users are permitted to respond to the questionnaire. This is due to the study's goal of determining user loyalty and trust when using digital payment. With this, we can learn about the issues that digital payment users encounter.

3.4 STUDY POPULATION

From 2019 to 2023, the intention to use digital payment in Malaysia has experienced significant growth, with a notable increase in the population's reliance on electronic transactions. Data from the Central Bank of Malaysia show that the quantity of digital payment users has steadily risen, reaching a staggering 65% of the population by the end of 2023. This upward trend can be attributed to various relationship, including the convenience and accessibility offered by digital payment platforms, coupled with the proliferation of smartphones and improved internet connectivity across the country. As a result, the Malaysian population has increasingly embraced digital payment solutions, leading to a transformative shift in the way financial transactions are conducted in the country.

3.5 SAMPLE SIZE

The sample is a condensed form that can be given to a larger audience. There are more people in this category than in any other. Samples are utilized in data analysis when the overall number of people is too large for sampling to include the individuals or authorities who are

reachable. A sample needs to be impartial toward any attribute and should be representative of the total population. When the study on a particular group is over, the researcher will try to come up with conclusions that could be used for the group being studied.; there are 384 Malaysian users that need to reply to the survey. In this study, respondents are chosen from the public based on the table of Krejcie and Morgan (1970) to assess the security, usefulness, privacy risk, and trust in the usage of digital payment among Malaysian users.

Table 3.1

Table for Determining Sample Size of a Known Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	1000000	384

Note: N is Population Size; S is Sample Size *Source: Krejcie & Morgan, 1970*

Source: Krejcie and Morgan, (1970)

Figure 3.5: Sample Size of the Study

3.6 SAMPLING TECHNIQUE

Probability selection is a kind of random sampling where a sample is selected at random rather than deliberately. Contrarily, non-probability sampling refers to the study's deliberate decision to choose a sample from a specific population based on specified requirements. The use of non-probability sampling was the method of inquiry used in this investigation. Convenience aside, 384 Malaysian consumers are the target population for this poll. Respondents were invited to fill out a questionnaire to help them make decisions on the relationship driving the intention to use of electronic payment. The sample population in Malaysia was drawn from a variety of ethnic groupings, including Malays, Chinese, and Indians.

A questionnaire created on Google Forms is used to collect responses. The subjects were mostly teenagers and adults. These individuals are thought to be appropriate for answering the study's questions since These individuals are competent, experienced folks who know how to use technology. The respondents' online survey was shared on social media platform.

3.7 RESEARCH INSTRUMENTS DEVELOPMENT

The main study tool was a questionnaire. It is used to obtain quantitative data. A survey questionnaire was the typical research technique employed in this study, and it included questions specific to this investigation. The questionnaire was self-administered in compliance with the standards of the study. Williams (2003) asserts that surveys provide data of sufficient quality to answer important research issues and recommend practical policy adjustments. To facilitate respondents' selection of the most appropriate language, the questionnaire was made available in both English and Malay.

3.7.1 Questionnaire Design

Data for the study were gathered through a questionnaire. Numerous questions are asked throughout the survey, along with additional activities. aimed at gathering data from Malaysian citizens. The survey was initially written in English before being translated into Malay. The field of this study is divided into six sections: A, B, C, D, E, and F. Demographic information about the respondents is included, along with independent variables that concentrate on obstacles and dependent variables that concentrate on Malaysian consumers' intentions to utilize Fintech in the instance of digital payments. Demographic questions about gender, age, race, marital status, degree of education, name of the university, and prior use of e-wallet apps were included in Section A. The independent relationship is reviewed in the B, C, D, and E sections from the perspective of Fintech (digital payment) users. In this phase, the respondent's agreement or disagreement with the idea is assessed using five skill points. In Section F, respondents were also asked to provide data on the dependent variable of Fintech in the context of Malaysian users' use of digital payments. In this part, the five-point scale used in the Likert approach will also be applied.

3.7.2 Original & Modified of Questionnaire

Table 3.7.2(1): Original & Modified of Questionnaire (Perceived Usefulness)

IV 1: Perceived Usefulness		
No	**Original Items**	**Modified Items**
1	I believe payment transactions would be difficult to perform without an e-wallet payment system.	I believe payment transactions would be difficult to perform without digital payment systems.

2	I believe using an e-wallet payment system enhances the effectiveness of the payment process.	I believe using digital payment systems enhances the effectiveness of the payment process.
3	I believe using an e-wallet platform system saves me time, especially in the transaction process.	I believe using digital payment saves me time, especially in the transaction process.
4	I found using e-wallets makes it easier to buy products or services.	I discovered that using digital payment makes it simpler to purchase goods or services.

Table 3.7.2(2): Original & Modified of Questionnaire (Perceived Security)

IV 2: Perceived Security		
No	**Original Items**	**Modified Items**
1	Using the e-wallet platform to enter my credit/debit card details, I feel protected.	Using digital payment is easier and saves metime than using a real payment card.
2	I am confident that the e-wallet platform system is secure when usingmy personal information.	The intention of how to use digital payments isclear and understandable to me.
3	I think the e-wallet system is secure.	I use the digital payment method because it canmake daily business easier.
4	The e-wallet platform's security features have no bearing on my choiceto use them.	Learning to use fintech for digital payment would be easy among Malaysian users.

Table 3.7.2(3): Original & Modified of Questionnaire (Perceived Privacy Risk)

IV 3: Perceived Privacy Risk		
No	**Original Items**	**Modified Items**
1	When using an e-wallet platform, it would keep my personal sensitive information from exposure.	When I trust digital payments, I protect my personal sensitive information.
2	When using e-wallet platform, my private information is unlikely to be used for other purposes	When using digital payment platform, my privateinformation is unlikely to be used for other purposes.
3	There is less risk of privacy breach with the payment process using thee-wallet platform.	There is less risk of privacy breach with payment process using digital payment platform.
4	When using e-wallet platform, the changes of losing control over my private information is low.	When using digital payment platform, the changes of losing control over my information is low.

Table 3.7.2(4): Original & Modified of Questionnaire (Trust)

IV 4: Trust		
No	**Original Items**	**Modified Items**
1	I believe e-wallet platform services providers will do everything to securethe transactions for users.	I believe that digital payment method serviceswill do everything to secure transactions for users.
2	I believe e-wallet platform systems aretrustworthy.	I believe digital payment services platformsare trustworthy.
3	The state of existing e-wallet transaction services, I believe that technology related errors are quite rare.	I believe that with the status of digital payment services for online payment services,technology-related errors are quite infrequent.

4	Overall, e-wallet platform services are a reliable way to pay.	Overall, the digital payment service platform isa reliable way to make payments used by me.

Table 3.7.2(5): The Use of E-wallets Among Malaysian University Students (DV)

DV: The Use of E-wallets Among Malaysian Users		
No	**Original Items**	**Modified Items**
1	I intend to use e-wallet in the future.	I intended to use digital payment in the future.
2	I expect to use fintech for e- wallet regularly in the coming months.	I expected to use digital payment regularly in thecoming months.
3	I plan to use an e-wallet in my daily financial transactions.	I intend to always use digital payment methods inmy daily financial transactions.
4	Using an e-wallet is part of myfuture financial management strategy.	Digital payments will be part of my financial management approach.

3.8 MEASUREMENT OF THE VARIABLES

Both nominal and interval scales of measurement are utilized in this investigation. Part A and Part B each make up one section of the questionnaire. Since the demographic profile of the intended respondents has covered in Part A, nominal scales will be used. Because the respondents' backgrounds and thought processes vary by age group, the researcher can learn more about them in this area. The dependent and independent variables from part B's framework, which was used in the prior study, are scaled on an interval basis. To acquire precise

data for this second segment, a 5-point Likert scale was also employed.

3.8.1 Nominal Scale

A categorical variable with an unknown value is called nominal. racial background (Malay, Chinese, and Indian), religion (Muslim and Non-Muslim), age (18 to 20 years, 21 to 30 years, 31 to 40 years, 41 to 50 years, and over 52 years), occupation (student, government employee, private employee, and others), and experience (less than one year, between one year and five years, an unknown, and more than five years) with Fintech in digital payments These questions will all be categorized to determine the demographic characteristics of each targeted respondent.

3.8.2 Interval Scale

To gather pertinent data for Part A, the interval scale is used. It is also utilized to analyze the four variables included in this study, namely the perception of usefulness, the perception of security, the perception of privacy risk, and the perception of trust. Additionally, using an interval scale makes it simpler for respondents to reply to questions on Malaysian users' intentions to use Fintech in the context of digital payments.

This scale is evaluated using numerical characteristics. Analyzing all the responses on a 5-point Likert scale will allow you to determine how widely used Fintech products and services are for digital payments in Malaysia. On this scale, there isn't a true zero. In this study, we employed the standard deviation mode, mean, and median to evaluate central tendency.

Additionally, there are five ways to indicate how strongly you agree or disagree with a statement on our Strongly disagree (1), disagree (2), neutral (3), agree (4), and strongly agree (5) was the 5-point Likert scale employed in the study. Most of this scale was employed by the researcher in Questionnaire Part B. According to our research, this scale has five parts: one for the dependent variable and one for the independent variable. People will be forced to choose a

scale for every relationship for every question as a result.

3.9 PROCEDURE FOR DATA ANALYSIS

Once all the data has been gathered, it is entered into the Statistical Package for the Social Science (SPSS) programmer with the goal of generating analyses and hypotheses. SPSS is a program used to compute and analyze data that has been collected for investigations. Furthermore, SPSS is recognized for being a versatile and adaptable computer application that can carry out a variety of statistical procedures.

3.9.1 Descriptive analysis

The data's properties will be determined by a descriptive analysis that makes use of the variance, range, percentile, mean, median, standard deviation, and variance. With this approach, the acquired data can be summarized, and the events of the sample can be clarified. Descriptive analysis can therefore help researchers better understand the relationship that will influence the findings of this investigation.

3.9.2 Reliability Test

The instrument's dependability and consistency were assessed by the reliability test. One indicator of how frequently respondents assess objects is Cronbach's alpha. There is a stronger correlation among both the dependent and independent variables where Cronbach's alpha is less than 1. The statistics call for additional research. Within the reliability metrics used by SPSS is Cronbach Alpha. Alpha versions can be divided into two dependability groups: normal and standard. It is common practice to utilize the alpha normal version when scaling something to give a single score for that scale. The standard version was used to measure the study's variables. A reliability score of six is thought to be appropriate.

Table 3.9.2: Reliability Analysis

Cronbach's Alpha Range	Level of Reliability
α > 0.9	**Excellent**
α > 0.8	**Good**
α > 0.7	**Acceptable**
α > 0.6	**Questionable**
α > 0.5	**Poor**
α > 0.4	**Unacceptable**

If it is at least, the reliability value is satisfactory. If the reliability score is greater than 6, the questionnaire is considered "reliable." Additionally, the response options ranged from "Strongly agree" to "Strongly disagree" on a 5-point Likert scale. Measure the variables to ascertain whether the questionnaire may be considered "reliable". As a result, Cronbach's Alpha was able to precisely assess the relevant relationship for this experiment. Future research can make advantage of the data.

3.9.3. Normality Test

The purpose of the normality test is to determine whether the data set is normally distributed so that the expected random variable's typical distribution may be estimated. It is required to presume that the distribution is normal prior to performing an inference analysis (Abdul-Halim et al., 2022). The type of distribution is referred to as having skewness and kurtosis (Chan et al., 2022). The observed distribution is more closely aligned with zero skewness and kurtosis values. matches a normal distribution. The planned distribution is assumed to be positive and to have more peaks than the typical distribution if skewness and kurtosis have positive values. On the other hand, skewness and kurtosis values that are low and flatter point to a poor distribution.

3.9.4 Correlation Analysis

This study has four independent relationships. Perceived Usefulness, Perceived Security, Perceived Privacy Risk, and Trust are the independent relationship. The purpose of correlation analysis is to ascertain the relationships between independent variables (such as perceived usefulness, perceived security, perceived privacy risk, and trust) and dependent variables that are supposed to be used continually by Malaysian users of Fintech in the instance of digital payment.

3.10 SUMMARY

It matters how research studies are conducted. for obtaining information for research objectives. When gathering random replies, methods for collecting data from quantitative studies can help reduce costs and save time. The quantitative analytical strategy employed for this inquiry is covered in this chapter. The objectives of the research, sample selection, instruments (questionnaires), and data analysis plan were all developed at the commencement of the study on this subject.

The use of questionnaires was thoroughly considered when using a quantitative method to data collection. Practical sampling can make it simpler to find responses from various respondents' subgroups and obtain a comprehensive understanding of the relationship that influence Malaysian users' intentions to utilize Fintech in the context of digital payments. The research question establishes the issue statement, which is cybercrime, that emerges during the investigation. It identifies the methods used to persuade or modify respondents to utilize digital payment. This conclusion was developed because of the research questions and data gathered.

CHAPTER 4: DATA ANALYSIS AND FINDINGS

4.1 INTRODUCTION

The data analysis results from the processes discussed in the previous chapter are examined in this chapter. We processed the acquired data using an analytical tool known as the Statistical Program for Social Science (SPSS). The dependability of the study was analysed using Cronbach's alpha. The responses of the respondents using the Statistics Program for Social Science, or SPSS, was examined using descriptive analysis. Data on the demographic profile of the respondents was examined through descriptive study. The relationship between perceived security, perceived utility, perceived privacy risk, and trust as they relate to the intentions to use digital payment was predicted using multiple linear regression. Finally, the significant association between perceived security, considered privacy risk, perceived utility, and trust as motivators of intention to use Fintech the case of digital payment among Malaysian users was examined using Pearson's correlation.

4.2 PRELIMINARY ANALYSIS

The preliminary analysis method ensures that each instruction, address, and scale thing is direct. A measurement study was developed to ensure that every participant comprehended the questions and might give a precise reaction. Hence, this pilot test was utilized to discover any things or questions that would outrage prospective respondents as well as any potential issues that could emerge all through the information collection method. Subsequently, thirty people were the primary to get the survey. This examination will be completed after thirty respondents have wrapped up the survey.

Table 4.2: Reliability Coefficient Alpha from Overall Reliability (Pilot Test)

VARIABLES	*NO OF ITEM*	*CRONBACH'S ALPHA*	*INTERNAL CONSISTENCY*
Perceived usefulness	4	0.931	Excellent
Perceived Security	4	0.863	Good
Perceived Privacy Risk	4	0.883	Good
Trust	4	0.865	Good
Intention toward using digital payment	4	0.902	Excellent

4.3 DEMOGRAPHIC RESPONDENT PROFILE

Table 4.3: Demographic Respondent Profile

Respondent Profile	*Classification*	*Frequency N = 400*	*Percentage (%)*
Gender	Male	147	36.8
	Female	253	63.2
Race	Malay	361	90.3
	Chinese	13	3.3
	Indian	14	3.5
	Others	12	3.0
Occupation	Student	293	73.3
	Government	41	10.3

	Private	50	12.5
	Self-employed	9	2.3
	Others	7	1.8
Marital status	Single	338	84.5
	Married	58	14.5
	Divorce	4	1.0
Use digital payment	Yes	389	97.3
	No	11	2.8
Years	Less than 1 year	68	17.1
	2 - 4 years	202	60.8
	Above 5 years	131	32.1

In this section managed to collect as many as 400 people's data about the respondents. Among the information collect is gender, race, occupation, marital status, use of digital payments, and how many years we have been using digital payments. In terms of gender, a total of 147 males and 253 females. As for race, there are four categories: Malays with a total of 361 people, Chinese with 13 people, Indians with 14 people, and others. a total of 12 people. In the employment section, there are five categories: students, government, private, self-employed, and others. In the student category, there are 293 people equal to 73.3%, government 41 people equal to 10.3%, private as many as 50 people equal to 12.5%, self-employed as many as 9 people equal to 2.3%, and others as many as 7 people equal to 1.8%.

Next, in the marital status section, there are three categories: single, married, and divorced. 338 people were successfully recorded in the single category, and the percentage was

84.5%. In the married category, there are a total of 58 people, equal to 14.5%, and lastly, there are 4 divorced people, which is equal to 1.0%. then there is also a digital payment section. There are two categories in this section, namely yes and no. a total of 389 people who chose yes and a total of 11 people who chose that answer. Finally, is the year part. There are 3 categories in this section: less than 1 year, 2-4 years, and above 5 years. A total of 68 people who chose less than 1 year equals 17.1%; for 2-4 years, a total of 202 people equals 60.8%; and for above 5 years, as many as 131 people equal 32.1%.

4.4 DESCRIPTIVE ANALYSIS

Four factors made up the study: four independent variables (perceived usefulness, perceived privacy risk, trust, and perceived security) and one dependent variable, the intention to use digital payment among Malaysian users: The argument for digital payment). For every variable, the researcher examined the mean.

4.4.1 Overall Mean Score for Variables

Table 4.4.1: Overall Mean Score for Variables

Part	Dimension	Mean	Std. Deviation (SD)	N
B	Intention to use financial technology (Fintech): The case for digital payment	4.2294	0.7379	400
C	Perceived usefulness	4.2469	0.6895	400
	Perceived privacy risk	3.7169	0.8296	400
	Trust	3.9144	0.7491	400
	Perceived security	4.1975	0.7025	400

The dependent factors confirmed the high mean score (M = 4.2294, SD = 0.7379), as Table 4.3 demonstrated. The four independent variables collectively scored highly enough to meet the mean value whereas, perceived usefulness score 4.2469 (SD = 0.6895), Perceived privacy risk score 3.7169 (SD = 0.8296), Trust score 3.9144 (SD = 0.7491) and Perceived security score 4.1975 (SD = 0.7025).

4.4.2 Descriptive Analysis for Independent Variables

Table 4.4.2(1): Descriptive Analysis for Perceived Usefulness

No	Perceived Usefulness	Mean	Std. Deviation (SD)	N
1	I believe payment transactions would be difficult to perform without digital payment systems.	3.97	0.968	400
2	I believe using digital payment systems enhances the effectiveness of the payment process.	4.23	0.822	400
3	I believe using digital payment saves me time, especially in the transaction process.	4.42	0.764	400
4	I discovered that using digital payment makes it simpler to purchase goods or services.	4.38	0.772	400

The descriptive analysis of the first independent variable, perceived usefulness, is displayed in Table 4.4.2(1). The average value determined by respondents' responses to Perceived Usefulness is from 3.97 to 4.42, while the standard deviation value is between 0.764 and 0.968. This shows that the intention to use financial technology (Fintech) among Malaysian users for digital payment have high perceived usefulness.

Table 4.4.2(2): Descriptive Analysis for Perceived Privacy Risk

No	Perceived Privacy Risk	Mean	Std. Deviation (SD)	N
1	When I trust digital payments, I protect my personal sensitive information.	3.98	0.946	400
2	When using digital payment platform, my private information is unlikely to be used for other purposes.	3.72	1.024	400
3	There is less risk of privacy breach with payment process using digital payment platform.	3.54	1.064	400
4	When using digital payment platform, the changes of losing control over my information is low.	3.64	1.041	400

The descriptive analysis of the independent variable 2, perceived privacy risk, is presented in Table 4.4.2(2). The average value derived from respondents' responses to Perceived Privacy Risk is from 3.54 to 3.98, whereas the range of the standard deviation is 0.946 to 1. 064.This shows that the intention to use financial technology (Fintech) among Malaysian users for digital payments has a relatively high Privacy Risk Perception value. They believe that the risk of spreading their personal sensitive information will be reduced after they use this digital payment because this digital payment will protect their personal information and their personal information will not be used for other purposes. In addition, there is less risk of privacy violations with the payment process using a digital payment platform.

Table 4.4.2(3): Descriptive Analysis for Trust

No	Trust	Mean	Std. Deviation (SD)	N
1	I believe that digital payment method services will do everything to secure transactions for users.	4.00	0.869	400
2	I believe digital payment services platforms are trustworthy.	3.96	0.856	400
3	I believe that with the current status of digital payment services for online payment services, technology-related errors are quite infrequent.	3.69	0.989	400
4	Overall, the digital payment service platform is a reliable way to make payments used by me.	4.01	0.838	400

The descriptive analysis of independent variable 3, or trust, is displayed in Table 4.4.2(3). The standard deviation number ranges from 0.838 to 0.989, while the mean value derived from respondents' answers on trust is between 3.69 and 4.01. This show that the intention to use financial technology (Fintech) among Malaysian users for digital payments has a relatively high trust value. This shows that they believe in the digital payment service platform. Apart from that, they believe that with the status of digital payment services for online payment services, a lack of technology-related to intention to use is relatively rare. Overall, most Malaysian users believe that digital payment service platforms are a reliable way to make payments that they use.

Table 4.4.2(4): Descriptive Analysis for Perceived Security

No	Perceived Security	Mean	Std. Deviation (SD)	N
1	Using digital payment is easier and saves me time than using a real payment card.	4.02	0.978	400
2	The intention of how to use digital payments is clear and understandable to me.	4.22	0.793	400
3	I use the digital payment method because it can make daily business easier.	4.28	0.769	400
4	Learning to use digital payments was easy for me.	4.26	0.819	400

The descriptive evaluation of independent variable 4, or perceived security, is presented in Table 4.4.2(4). The standard deviation number ranges from 0.769 to 0.978, while the mean value, derived from respondents' answers on perceived security, is between 4.02 and 4.28. This suggests that Malaysian users who want to utilize financial technology (Fintech) for digital payments believe that perceived security data is crucial to their belief and eventual adoption of Fintech. They believe that if users are satisfied and become aware of the improved degree of personal information protection, security control systems, and their protocols, financial technology offerings for digital payments are revaluated as trusted. Malaysian users are more inclined to stick with the service if they feel secure in the knowledge that their personal data is protected.

4.5 VALIDITY AND REALIBILITY TEST

Overall mean score and standard deviation of variables and sub variables were designed based on a 5-point Likert scale (1= strongly disagree to 5 = strongly agree).

Table 4.5: Reliability Analysis

VARIABLES	*NO OF ITEM*	*CRONBACH'S ALPHA*	*INTERNAL CONSISTENCY*
Perceived Usefulness	4	0.844	Good
Perceived Privacy Risk	4	0.850	Good
Trust	4	0.863	Good
Perceived Security	4	0.845	Good
Intention toward using digital payment	4	0.906	Excellent

Based on table 4.5, Cronbach's alpha value obtained for the variable is greater than 0.6 which is in the range between 0.844 to 0.906. Therefore, this shows that the measurements of all the variables of the pilot test are reliable in this study.

4.6 NORMALITY TEST

The results of normality tests were analysed by researchers using SPSS software. The researcher uses the Kolmogorov-Smirnova data normalcy test since the sample size is 384 respondents (N=384) and N>30. The investigation's findings show that significant values of 0.000 are obtained for all dependent and independent variable table normality tests. 0.000 is less than 0.05 due to the non-standard nature of the data.

Thus, the researcher used the nonparametric skewness and kurtosis normality test. This normality test was applied to all independent and dependent variables. By calculating the skewness and kurtosis values for each item, the researchers confirmed that the data had a regular distribution.

Table 4.6: Normality Test Table

VARIABLES	*SKEWNESS*	*KURTOSIS*	*RESULT*
Intention to use financial technology (fintech): Digital payment	-0.873	0.819	Normally distributed
Perceive Usefulness	-1.029	1.857	Normally distributed
Perceive Privacy Risk	-0.146	-0.246	Normally distributed
Trust	-0.502	0.436	Normally distributed
Perceive Security	-0.804	1.073	Normally distributed

According to (Cain et al., 2017), univariate skewness varied from -10.87 to 25.54, while univariate kurtosis ranged from -2.20 to 1,093.48, all of which were much more than previously reported or evaluated. The 1st through 99th percentiles of univariate skewness and kurtosis since these most extreme values may be outliers. Percentiles represent the percentage of samples with less skewness or kurtosis than that value.

Consequently, the researchers employed a nonparametric skewness and kurtosis normality test on all independent and dependent variables. By calculating the skewness and kurtosis values for each item, the researchers aimed to confirm the distributional characteristics of the data. The resulting skewness and kurtosis values for variables such as Intention to use financial technology (Fintech): Digital payment, Perceived Usefulness, Perceived Privacy Risk, Trust, and Perceived Security were -0.873, 0.819; -1.029, 1.857; -0.146, -0.246; -0.502, 0.436; and -0.804, 1.073, respectively.

Despite the significant p-values from the initial Kolmogorov-Smirnova test, the skewness and kurtosis values within acceptable ranges suggest that the data follows a regular distribution. It is important to note that in the context of normality testing, the Pearson

correlation is typically used to assess the linear relationship between two continuous variables, rather than confirming the normality of the data. If Pearson correlation results are relevant to your analysis, they should be reported separately from the normality assessment. The skewness and kurtosis values provided in Table 4.6 serve as evidence that the data meets the assumption of normality for subsequent statistical analyses.

4.7 Hypothesis Testing

It is sensible to reject H0 when testing a hypothesis if the p-value is less than the significant alpha of 0.01 (p-value 0.01). The following displays the findings for each of the four hypotheses.

Table 4.7: Correlation Table

Correlations						
		Intention to use financial technology (Fintech): Digital payment	Perceive Usefulness	Perceive Privacy Risk	Trust	Perceive Security
Intention to use financial technology (fintech): Digital payment	Correlation Coefficient	1.000	.688**	.509**	.623**	.755**
	Sig. (2-tailed)	.	.000	.000	.000	.000
	N	400	400	400	400	400
Perceive Usefullness	Correlation Coefficient	.688**	1.000	.449**	.535**	.659**
	Sig. (2-tailed)	.000	.	.000	.000	.000
	N	400	400	400	400	400
Perceive Privacy Risk	Correlation Coefficient	.509**	.449**	1.000	.725**	.484**
	Sig. (2-tailed)	.000	.000	.	.000	.000
	N	400	400	400	400	400
Trust	Correlation Coefficient	.623**	.535**	.725**	1.000	.641**
	Sig. (2-tailed)	.000	.000	.000	.	.000
	N	400	400	400	400	400
Perceive Security	Correlation Coefficient	.755**	.659**	.484**	.641**	1.000

	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	400	400	400	400	400
**. Correlation is significant at the 0.01 level (2-tailed).						

The table displays correlations between relationship between the Malaysian user's intention to use financial technology (Fintech) with perceived usefulness, perceived privacy risk, trust, and perceived security. Correlation coefficients, representing the strength and direction of relationships between these variables, are provided alongside their associated p-values indicating significance.

Statistical significance is observed in several correlations at the 0.01 level (2-tailed), implying strong positive relationships between specific variables. Notably, significant positive correlations exist between:

Intention to use Fintech (Digital payment) and Perceived Usefulness (Correlation coefficient: 0.688). Intention to use Fintech (Digital payment) and Perceived Privacy Risk (Correlation coefficient: 0.509). Intention to use Fintech (Digital payment) and Trust (Correlation coefficient: 0.623). Intention to use Fintech (Digital payment) and Perceived Security (Correlation coefficient: 0.755). Perceived Usefulness and Trust (Correlation coefficient: 0.535). Perceived Usefulness and Perceived Security (Correlation coefficient: 0.659). Perceived Privacy Risk and Trust (Correlation coefficient: 0.725). Trust and Perceived Security (Correlation coefficient: 0.641).

These significant correlations suggest strong associations between these variables concerning Fintech usage, usefulness, privacy risk, trust, and security. Such strong relationships could indicate intertwined influences or dependencies among these relationships in the realm of Fintech intention to use.

4.7.1 Hypothesis 1 (Perceive Usefulness)

H0: There is no significant relationship between Perceive Usefulness and the Intention to use financial technology (Fintech): Digital payment.

H1: There is a positive and significant relationship between Perceive Usefulness and the Intention to use financial technology (Fintech) in the case of Digital payment.

- P-value is equivalent to 0.000, which is less than the alpha of 0.01 significance. H1 is, therefore, approved. Thus, Intention to use financial technology (Fintech): Digital payment and Perceive Usefulness have a favorable and significant association. Strong positive relationships between Perceive Usefulness and the Intention to use financial technology (Fintech): Digital payment is indicated by the correlation value, r = 0.688.

4.7.2 Hypothesis 2 (Perceive Privacy Risk)

H0: No relationship exists between Perceive Privacy Risk and Intention to use financial technology (Fintech): Digital payment.

H2: A positive and significant relationship exists between Perceive Privacy Risk and Intention to use financial technology (Fintech) in the case of Digital payment.

- The P-value equals 0.000, less significant than the alpha of 0.01. Thus, H2 is authorized. Therefore, a positive and substantial correlation exists between the Intention to use financial technology (Fintech): Digital payment and Perceive Privacy Risk. The correlation value, r = 0.509, indicates a moderately strong positive association between Perceive Privacy Risk and the Intention to use financial technology (Fintech): Digital payment.

4.7.3 Hypothesis 3 (Trust)

H0: There is no positive and significant relationship between Trust and Intention to use financial technology (Fintech): Digital payment.

H3: There is a positive and significant relationship between Trust and the Intention to use financial technology (Fintech) in the case of Digital payment.

- P-value is equivalent to 0.000, which is less than the alpha of 0.01 significance. H3 is, therefore, approved. Thus, the Intention to use financial technology (Fintech): Digital payment and Trust have a favorable and significant association. Moderately strong positive relationships between Trust and the Intention to use financial technology (Fintech): Digital payment is indicated by the correlation value, r = 0.623.

4.7.4 Hypothesis 4 (Perceive Security)

H0: No relationship exists between Perceive Security and Intention to use financial technology (Fintech): Digital payment.

H4: A positive and significant relationship exists between Perceive Security and Intention to use financial technology (Fintech) in the case of Digital payment.

- The P-value equals 0.000, less significant than the alpha of 0.01. Thus, H4 is authorized. Therefore, a positive and substantial correlation exists between the Intention to use financial technology (Fintech): Digital payment and Perceive Security. The correlation value, r = 0.755, indicates a moderately strong positive association between Perceive Security and the Intention to use financial technology (Fintech): Digital payment.

4.8 CONCLUSION

This chapter's data analysis findings were all obtained with the SPSS software. To ascertain the relationship between the independent and dependent variables as well as the intention to use financial technology (Fintech): Digital Payment, the obtained data are put through reliability testing, descriptive analysis, and Pearson's correlation. In chapter 4, the results on the intention to use financial technology (Fintech): Digital Payment and the link between the independent variables will be further examined and discussed.

CHAPTER 5: DISCUSSION AND CONCLUSION

5.1 INTRODUCTION

The research findings are examined in more detail, their ramifications are examined, and suggestions are made in chapter five. This chapter provides a detailed explanation of the Pearson Correlation analyses from the preceding chapter.

Explaining and elaborating the findings of the researchers are provided to bolster the study's objectives and hypotheses. The challenges the researchers faced in conducting their study will also be discussed. The researchers will summarize their findings after going into further detail.

5.2 KEY FINDINGS

Table 5.2: Hypothesis Summary

Relationship	Hypothesis	Results
Perceived Security	**H1**: There is a positive and significant relationship between perceived security and the intention to use Fintech the case of digital payment among Malaysian users.	Supported
Perceived Usefulness	**H2**: A positive and significant relationship exists between perceived usefulness and the intention to use Fintech the caseof digital payment among Malaysian users.	Supported
Perceived Privacy Risk	**H3**: There is a positive and significant relationship between perceived privacy risk and the intention to use Fintech thecase of digital payment among Malaysian users.	Supported
Trust	**H4:** A positive and significant relationship exists between trust and the intention to use Fintech the case of digital payment among Malaysian users.	Supported

5.3 DISCUSSION

By using correlation analysis aid by SPSS, the study found that there is strong positive relationship between trust, perceived security, perceived usefulness, and perceived privacy risk and Malaysian users' intention to use digital payments. The relationship between perceived security and Malaysian users' intention to use digital payments was shown to be the strongest among the four hypotheses examined (supported by previous study). A strong level of security is prioritized by Malaysian users to protect sensitive, confidential user data and prevent unauthorized access, identity theft or financial fraud. Technological modernization changes that occur in the management and flow of money, especially strong competition and changes in digital payment preferences, require the management team of banks in Malaysia to determine, implement and monitor improvement strategies in digital payment that can be proactively built based on continuous assessment of the quality of the service (Abdul-Halim et al., 2022). Bank Negara Malaysia has expressed that the next phase of transformation will involve a financial ecosystem that enhances the competitiveness and dynamism of the financial sector (Karim et al., 2020).

Furthermore, the study examines the other positive relationship between perceived usefulness, perceived privacy risk, trust, and the intention of Malaysian users to use Fintech for digital payments. This output supported from previous studies by (Ajirul et al., 2023) and (Barquin & Hv, 2015). The research highlights the strong positive connections between perceived usefulness, perceived privacy risk, trust, and users' tendencies to embrace Fintech solutions for digital payments. The importance of perceived security is emphasized as a key relationship in creating user trust and confidence in the Fintech industry (Tiong, 2020). This highlights the necessity to enhance cybersecurity infrastructure and promote awareness of security measures. Furthermore, the perceived security of digital payment solutions is crucial,

reinforcing the need for continuous innovation to ensure that these solutions are in line with the changing preferences and expectations of users. The study illustrates the necessity for Malaysia to achieve a harmonious equilibrium between technology improvements and strong security measures to promote extensive usage of Fintech. This is particularly important given the increase in cybercrime, focusing on the need for government focus on guaranteeing the safety of digital payments and building trust among consumers in Malaysia.

Research findings reveal a large and affirmative tendency towards the use of digital payment modes among Malaysian consumers. This positive trend is in line with the simultaneous initiative of the Malaysian government which aims to encourage and foster the use of digital payment platforms in the country. Especially, the efforts of providing financial assistance from the government to the Malaysian community that must be redeemed and used only through digital payment platforms such as “E-BELIA”, “Sumbangan Tunai Rahmah”, and “E-MADANI” which are examples of concerted efforts to promote the use of digital payment channels among Malaysians.

5.4 IMPLICATIONS OF STUDY

Research findings reveal a large and affirmative tendency towards the use of digital payment modes among Malaysian consumers and perceived usefulness, perceived privacy risk, trust. This positive trend is in line with the simultaneous initiative of the Malaysian government which aims to encourage and foster the use of digital payment platforms in the country. Especially, the efforts of providing financial assistance from the government to the Malaysian community that must be redeemed and used only through digital payment platforms such as “E-BELIA”, “Sumbangan Tunai Rahmah (STR)”, and “E-MADANI” which are examples of concerted efforts to promote the use of digital payment channels among Malaysians.

The proliferation of digital payments is crucial in an era of transformation in financial transactions, with far-reaching implications for scientists, governments, new users, and more. The convenience and efficiency of the digital payment platform streamlines the process and provides students with a seamless way to manage tuition, purchase books, and pay for other academic expenses. Additionally, financial tracking features included in many digital payment platforms allow academics to monitor and manage spending, promote responsible financial habits, and contribute to increased financial literacy. When it comes to potential new users, digital payments play a central role in promoting financial inclusion. From a government perspective, the impact of digital payments is reflected in strategic measures aimed at increasing an intention to use.

Additionally, the Government is investing in educational campaigns to raise awareness of the benefits of digital payments, address concerns, dispel misconceptions and promote the convenience, safety, and efficiency of these financial transactions. In summary, the impact of digital payments extends to science, financial inclusion, and government policy, contributing to a more efficient, secure, and innovative financial environment. The convergence of convenience, security, and global accessibility highlights the transformative impact of digital payments on scientists, new users, and the broader economic landscape.

5.5 LIMITATION OF STUDY

Limitation 1:

One of the limitations of this study pertains to the disproportionate gender representation among respondents. The survey captured more responses from female participants compared to male participants, which might skew the findings toward female perspectives. This gender imbalance can influence the study's outcomes and interpretations. To

enhance the study's integrity, future research endeavours should strive for a more balanced ratio of male to female respondents to ensure a comprehensive and unbiased understanding of the subject matter.

Limitation 2:

Additionally, the study exhibits a notable bias in its racial demographics, primarily representing respondents from the Malay ethnic group. This overrepresentation could potentially impact the study's findings, as different racial groups might hold varying perspectives, levels of awareness, or experiences related to the subject under investigation. The disproportionate representation of a single ethnic group in the study poses a limitation in terms of generalizability and comprehensive insight into the views and behaviours of users from diverse ethnic backgrounds in Malaysia. Future research should aim for a more inclusive and representative sampling across various ethnicities to capture a broader spectrum of perspectives and experiences, thereby ensuring a more nuanced and inclusive analysis.

Firstly, the scale used in the study is one of its flaws. Respondents' tendency to answer questions regardless of their true content raises the possibility of bias because the Likert Scale is employed to record respondents' impressions. Put another way, every respondent will have a distinct set of ideas and viewpoints that influence how they answer the inquiry. It won't be able to accurately gauge the respondent's true mentality as a result. In addition, a higher proportion of female respondents than male respondents participated in this survey, suggesting that the results could be influenced by the viewpoints of women. To strengthen the representation of ideas, future research should assure an equal ratio of female to male respondents.

In addition, the responders' backgrounds are diverse. Because the participants in this study were drawn from a diverse pool of Malaysians in terms of age, occupation, race, and ethnicity, there is a greater chance that the responses will vary. Disparities could result, for instance, from varying degrees of exposure to the problem at hand or from varying degrees of awareness. The respondents find it challenging to express their judgment that the researcher ought to pose questions in this case. Respondents find it challenging to articulate their opinions in response to the researcher's questionnaire in this situation. Furthermore, in this study there are more people whose marital status is single compared to married people. This will further complicate the findings of the study for all users in Malaysia because the values obtained are less balanced such as the answers from respondents who are single and more compared to those who are married or divorced.

Lastly, there are restrictions on the study's scope that prevent its findings from serving as a comprehensive reference on the factors influencing Malaysian customers' inclination to keep utilizing financial technology, or Fintech. To expedite the investigation and data collecting, the researcher restricted the study to all users in Malaysia. However, there is also a delay in receiving all the information because some users only view it without filling out the Google form that the researcher created. It is difficult for scholars to perform research and gather data if they concentrate on all Malaysian groups due to time restrictions.

5.6 RECOMMENDATIONS FOR FTURE RESEARCH

A balanced gender representation in research is important. It provides a foundation for understanding the subtleties of digital payments. Gender differences in perspectives, experiences and preferences influence the uptake, use and perception of Fintech. Future studies could use a more detailed analysis with gender parity in the study data. A balanced male-female

demographic in the research sample is needed to better understand the public's perception and behaviour of digital payment methods. Balanced representation provides a deeper understanding of men's and women's digital payment attitudes, needs and barriers. It helps academics identify gender-specific preferences, concerns, and motives, which may affect the use and intention to use of digital finance. It will increase the credibility and validity of the study and provide actionable insights to improve digital payment solutions for inclusive use.

Additionally, Balancing Malay, Chinese, Indian and other ethnic groups in the study data is important. More than 70% of the study participants were Malay. For a complete understanding of digital payment preferences, future studies should sample more ethnicities. Different ethnic groups interpret and use financial technology and digital payment systems differently to understand ethnic differences in acceptance, use and opinion of digital payments, balanced racial demographic representation is needed. Analysing and interpreting the results of ethnic groups will highlight the needs, challenges and drivers of digital payment use by Malaysian users. Therefore, future digital payment studies should collect data from Malays, Chinese, Indians, and others. Ethnic group-specific studies will enhance research results and provide actionable insights to advance digital payment technologies in diverse cultural situations.

5.7 OVERALL CONCLUSION

The comprehensive analysis of research findings, exploring the relationships between perceived security, perceived usefulness, perceived privacy risk, trust, and the intention to use fintech in the context of digital payments among Malaysian users. The Pearson Correlation analyses supported all the hypotheses, affirming the positive and significant relationships between these variables.

The objective of the study is aiming to identify the relationship between perceived usefulness, perceived security, perceived privacy risk, and trust towards digital payment among Malaysian users by using the Pearson's correlation analysis. The study found out that there is a strongly positive relationship between the perceived usefulness, perceived security, perceived privacy risk, and trust towards the intention of using digital payment which make the study more convincing. Notably, perceived security emerged as the strongest predictor of Malaysian users' intention to use digital payments, underscoring the critical role of a robust security infrastructure in fostering trust and confidence.

As digital payments alter the financial environment, future research should focus on the changing dynamics of this transition. Investigating the long-term and social ramifications of digital payment uptake provides useful information, particularly about financial inclusion and its impact on marginalized and rural areas. Furthermore, understanding the evolving security landscape in digital transactions, as well as researching technologies such as block chain and decentralized finance (DeFi), helps to strengthen the resilience of digital payment systems. Examining the environmental sustainability of digital payment infrastructure is consistent with worldwide policies that encourage green practices. Furthermore, studying the behavioural components of digital payment acceptance, which include user preferences, trust concerns, and psychological effects on financial behaviour, gives a thorough knowledge of human dynamics. Future research that incorporates these many aspects has the potential to assist politicians, entrepreneurs, and technologists in designing a more inclusive, safe, and sustainable future for digital payments.

However, the study has drawbacks. Data gathering using the Likert scale risks responder bias, affecting actual mind-set assessments. Uneven respondent demographics in gender, marital status, occupation, and ethnicity may bias the findings, requiring future research

to assure proportionality. Time constraints and data gathering issues from varied Malaysian populations limited the study's reach and insights about Fintech uptake among Malaysian users. Future studies should examine the long-term effects of digital payments on financial inclusion and security.

Based on the research findings and limitations, it is crucial that the proliferation of digital payments in Malaysia has substantial implications for financial transactions, government policies, and user experiences. Policymakers and corporations can gain valuable insights by studying new technology, environmental sustainability, and behaviour. These findings will help Malaysia's digital payments become more inclusive, safe, and sustainable, reducing cybercrime, and achieving the study's goal.

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APPENDIX A – Draft of Questionnaire

Section A: Demographic Profile

1. Gender/Jantina

   Male

   Female

2. Race/Bangsa

   Malay

   Chinese

   Indian

   Other:

3. Occupation/Pekerjaan

   Student

   Government employee

   Private employee

   Self-employed

   Other:

4. Maritial Status/Status perkahwinan

   Single

   Divorce

   Married

5. Do you use digital payments? / Adakah anda menggunakan pembayaran atas talian?

Yes

No

6. How long have you been using digital payment? / Berapakah lamakah anda menggunakan pembayaran digital?

Less than 1 year

2 - 4 years

Above 5 years

Section B: Independent Variables

PERCEIVED USEFULLNESS / DIRASAKAN BERGUNA

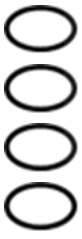
7. I believe payment transactions would be difficult to perform without digital payment systems. / Saya percaya transaksi pembayaran sukar dilakukan tanpa sistem pembayaran digital.

1. Strongly Disagree

5. Strongly Agree

8. I believe using digital payment systems enhances the effectiveness of the payment process. / Saya percaya menggunakan sistem pembayaran digital meningkatkan keberkesanan proses pembayaran.

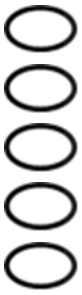
1. Strongly Disagree



5. Strongly Agree

9. I believe using digital payment saves me time, especially in the transaction process. /Saya percaya menggunakan pembayaran digital menjimatkan masa saya, terutamanya dalam proses transaksi.

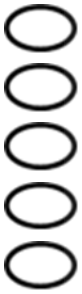
1. Strongly Disagree



5. Strongly Agree

10. I discovered that using digital payment makes it simpler to purchase goods or services. / Saya mendapati bahawa menggunakan pembayaran digital menjadikannya lebih mudah untuk membeli barangan atau perkhidmatan.

1. Strongly Disagree



5. Strongly Agree

PERCEIVED PRIVACY RISK / DIRASAKAN RISIKO PRIVASI

11. When I trust digital payments, I protect my personal sensitive information. / Apabila saya mempercayai pembayaran digital, saya melindungi maklumat sensitif peribadi saya.

1. Strongly Disagree

5. Strongly Agree

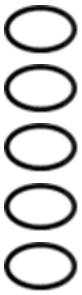
12. When using digital payment platform, my private information is unlikely to be used for other purposes. / Apabila menggunakan platform pembayaran digital, maklumat peribadi saya tidak mungkin digunakan untuk tujuan lain.

1. Strongly Disagree

5. Strongly Agree

13. There is less risk of privacy breach with payment process using digital payment platform. / Terdapat kurang risiko pelanggaran privasi dengan proses pembayaran menggunakan platform pembayaran digital.

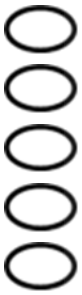
1. Strongly Disagree



5. Strongly Agree

14. When using digital payment platform, the changes of losing control over my information is low. / Apabila menggunakan platform pembayaran digital, perubahan kehilangan kawalan ke atas maklumat saya adalah rendah.

1. Strongly Disagree



5. Strongly Agree

TRUST / KEPERCAYAAN

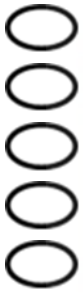
15. I believe that digital payment method services will do everything to secure transactions for users. / Saya percaya bahawa perkhidmatan kaedah pembayaran digital akan melakukan segala-galanya untuk menjamin transaksi bagi pengguna.

1. Strongly Disagree

5. Strongly Agree

16. I believe digital payment services platforms are trustworthy. / Saya percaya platform perkhidmatan pembayaran digital boleh dipercayai.

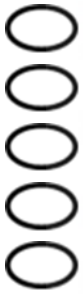
1. Strongly Disagree



5. Strongly Agree

17. I believe that with the current status of digital payment services for online payment services, technology-related errors are quite infrequent. / Saya percaya bahawa dengan status semasa perkhidmatan pembayaran digital untuk perkhidmatan pembayaran dalam talian, ralat berkaitan teknologi agak jarang berlaku.

1. Strongly Disagree



5. Strongly Agree

18. Overall, the digital payment service platform is a reliable way to make payments used by me. / Secara keseluruhan, platform perkhidmatan pembayaran digital ialah cara yang boleh dipercayai untuk membuat pembayaran yang diguna oleh saya.

1. Strongly Disagree

5. Strongly Agree

PERCEIVED SECURITY / DIRASAKAN KESELAMATAN

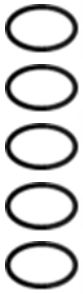
19. Using digital payment is easier and saves me time than using a real payment card. / Menggunakan pembayaran digital adalah lebih mudah dan menjimatkan masa saya berbanding menggunakan kad pembayaran sebenar.

1. Strongly Disagree

5. Strongly Agree

20. The intention of how to use digital payments is clear and understandable to me. / Hasrat tentang cara menggunakan pembayaran digital adalah jelas dan boleh difahami oleh saya.

1. Strongly Disagree



5. Strongly Agree

21. I use the digital payment method because it can make daily business easier. / Saya menggunakan kaedah pembayaran digital kerana ia dapat memudahkan urusan harian.

1. Strongly Disagree

5. Strongly Agree

22. Learning to use digital payments was easy for me. / Belajar menggunakan pembayaran digital adalah mudah bagi saya.

1. Strongly Disagree

5. Strongly Agree

Section C: Dependent Variables

23. I intended to use digital payment in the future. / Saya berniat untuk menggunakan pembayaran digital pada masa hadapan.

1. Strongly Disagree

5. Strongly Agree

24. I expected to use digital payment regularly in the coming months. / Saya dijangka menggunakan pembayaran digital secara kerap dalam beberapa bulan akan datang.

1. Strongly Disagree

5. Strongly Agree

25. I intend to always use digital payment methods in my daily financial transactions. / Saya berniat untuk sentiasa menggunakan kaedah pembayaran digital dalam transaksi kewangan harian saya.

1. Strongly Disagree

5. Strongly Agree

26. Digital payments will be part of my financial management approach. / Pembayaran digital akan menjadi sebahagian daripada pendekatan pengurusan kewangan saya.

1. Strongly Disagree

5. Strongly Agree

APPENDIX B - Gantt Chart

GANTT CHART (YEAR)	PPTA 1												PPTA 2											
MONTH / WEEK	MARCH				APRIL				MAY				JUNE				OCT				NOV				DEC				JAN			
• Distribution of groups, supervisors and evaluators • Distribution of teaching and learning activities, guidelines and rubrics																														
• Student meeting with Supervisor • PPTA1 Process Briefing																														
• Class Database Search & Reference Manager • Reading reference materials (journal articles, books, etc.)																														

• Confirmation of appropriate project area/title	
• Writing - Chapter 1 & 2	
• Writing - Chapter 2 & 3	
• Review of Study Outline	
• Final review of draft research project proposals	
• Submission of the Research Project Proposal draft to the supervisor • Review by supervisor	
• Correction of the research project proposal draft.	

• Submission of two (2) Research Project Proposal Reports to supervisors and assessors for marking (students are required sign the UMK/TNCA/SPKA/FK-BF9 form).	
• Presentation of research proposals (PPTA I)	
• Final corrections and amendments (if any)	
• Division of groups, supervisors and evaluators	
• Distribution of groups, supervisors and evaluators • Student meeting with Supervisor (ongoing)	
• Distribution of teaching and learning activities • Distribution of guidelines and rubrics • Preparation of data collection	

• Distribution of PPTA2 Process Briefing Recordings • Data collection	
• Quantitative and Qualitative Analysis Data Class • Data collection	
• Mid semester break	
• Data Analysis • Draft research project writing • Report findings	
• Interpretation and discussion of findings • Implications of findings • Conclusion	
• Writing of final reports, papers and posters	
• Sending a soft copy of the poster to the supervisor for review and correction of the physical presentation of the colloquium	

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No.Matrik/*Matrix No*: **A20A2179**
Tarikh/*Date*: **26 January 2024**

Pengesahan
Penyelia/*Supervisor*: DR. NUR SYAFIQAH BINTI A. SAMAD

Tandatangan/*Signature:*

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