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Analyzing Factors Influencing Continuance Intention to Use E-Wallet in Generation Y and Z

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Abstract

This study aims to analyze factors influencing continuance intention to use e-wallet in generation Y and Z. The data used is primary data obtained by distributing questionnaires through the Google Form. The number of samples in this research is 210 respondents using a purposive sampling method. The data analysis technique used is the Structural Equation Modeling (SEM). The results of this study indicate that perceived benefits have a positive significant effect and perceived risks have a negative significant effect on continuance intention to use E-wallet. Perceived benefit has a stronger effect than perceived risk. Users will use E-wallet if the perceived benefit is greater than the perceived risk. Perceived benefit factors include economic benefits, seamless transactions, and convenience which has a positive significant effect on perceived benefits. Convenience has the strongest effect on perceived benefit. Perceived risk factors include financial risk, legal risk, and security risk which has a positive significant effect on perceived risk. Financial risk has the strongest effect on perceived risk.

Keywords: e-wallet, continuance intention to use, perceived benefit, perceived risk, Y and Z generations.

1. INTRODUCTION

Developments in technology and information encourage an increase in internet and smartphone users. According to the APJII survey (2022), in the last 4 years internet users in Indonesia have increased. The number of internet users in Indonesia in 2021 reaches 210,026,769 people, in 2018 it reached 171.17 million people and in 2019-2020 it reached 196.7 million people. Besides the increase in internet users in Indonesia, according to Newzoo (2022), Indonesia is in the fourth place as the country with the highest smartphone users, with 187.70 million people.

The increase in internet users and the high number of smartphone users in Indonesia have influenced technological innovation in the financial sector with the presence of Financial Technology (FinTech). According to Bank Indonesia (2018), Financial Technology (FinTech) is a combination of financial services and technology so that it becomes more modern. FinTech can minimize payment problems and unpleasant buying and selling transactions. Therefore, the use of FinTech is more efficient, economical and effective. The innovation of cashless transaction payment is motivated by the government's support for the Bank Indonesia program through the Gerakan Nasional Non Tunai (GNNT). GNNT is a movement that aims to create a smooth, efficient and secure payment system. The presence of GNNT is expected to increase cashless transactions in Indonesia (Andriani et al., 2022).

The value of cashless digital payment transactions has increased rapidly. According to Burhan (2022) digital transaction value in 2020 is Rp204,909 trillion, in 2021 it will be Rp305,435 trillion. The increase in the value of digital transactions from 2020 to 2021 is Rp100,526 trillion. Andriani et al (2022) stated that the increase in digital or cashless payment transactions was in line with the government's expectations with the Gerakan Nasional Non Tunai (GNNT) program.

FinTech companies are expanding their innovation by utilizing smartphones as payment tool known as mobile payment. Mobile payment is a payment tool that can be used to make payments, transfer, provide e-wallets, and transfer money in real time via smartphone (Putritama, 2019). One of the current trending mobile payment tools is the electronic wallet (e-wallet). E-Wallet is a FinTech innovation as a virtual form of a physical wallet that can be used to make online transactions using a smartphone (Budirahardjo & Laksmidewi, 2022). According to the survey by Populix (2022), the most used E-Wallet in Indonesia are Gopay at 88%, DANA at 83%, OVO at 79%, and Shopee Pay at 76%. The use of e-wallets is mostly used to make purchase transactions on e-commerce by 85% and transactions on online motorcycle taxi applications by 71%.

The increase in cashless digital payment transactions also shows that the Indonesian people have a continuance intention to use cashless payment. Continuance intention to use is the benefits and convenience of users in using e-wallets, therefore they will continue to use technology and voluntarily recommend e-wallets to others (Listiawati et al., 2022). Continuance intention to use is influenced by positive (perceived benefit) and negative (perceived risk) factors (Ryu, 2018). Perceived benefit is the user's perception of the positive impact that is felt when using FinTech such as e-wallets. Perceived risk is the user's perception of the uncertainty and negative consequences arising from using FinTech such as e-wallets (Ryu, 2018).

Research conducted by Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), Sienatra (2020), Putritama, (2019) discussed that perceived benefit has a positive effect on continuance intention to use. The research results regarding negative effect of perceived risk on continuance intention to use were supported by Setyadi et al. (2018) and Putritama (2019), but contrary to the results of research conducted by Nurlaily et al. (2021), Mascarenhas et al. (2020) and Sumardi et al. (2022).

Cashless payment innovations have created convenience, speed and efficiency in payments and opened up new opportunities in the financial economy (Andriani et al., 2022). Perceived benefit use of FinTech according Ryu (2018) is influenced by positive factors such as economic benefit, seamless transaction, and convenience. Economic benefit in the form of reduced costs and additional financial benefits from using FinTech. Seamless transactions are the advantages of transactions through FinTech which are considered faster by eliminating traditional financial institutions as intermediaries (Ryu, 2018). Convenience in the form of the flexibility of using FinTech accessible anywhere and anytime (Okazaki & Mendez, 2013).

The results of research on economic benefits, seamless transactions, and convenience have a significant positive effect supported by Sumardi et al (2022), Nurlaily et al (2021), Mascarenhas et al (2020), Setyadi et al (2018), and Putritama (2019). However, the results of this study was different according to Sienatra (2020).

Cashless innovation also raises risks to use, so that before using it the user ensures the benefits obtained and compares the risks when using it continuously (Juita et al., 2020). Putritama (2019) used financial risk, legal risk, and security risk as factors that influence perceived risk. Financial risk is defined as the risk arising from loss of money or imposition of extra costs. According to Ryu (2018), legal risk is defined as the risk arising from user who doubts about legal protection because there are still risks such as financial risk and security risk that occur in e-wallets. Security risk is defined as the risk arising from hijacking a user's e-wallet account which causes the spread of identity.

Research results regarding financial risk, legal risk, and security risk have a positive effect on perceived risk, supported by researches by Nurlaily et al (2021) and Putritama (2019). However, conducted by Sumardi et al. (2022), Sienatra (2020) and Setyadi et al (2018) had different results.

Based on a survey by Populix (2022), the most E-wallet users in Indonesia were Medan at 92%, followed by Jakarta and other cities in Java at 88%, Surabaya at 86%, Bandung at 81%, and other cities in Indonesia at 80%. Semarang is the lowest E-wallet user among other cities with a percentage value of 71%, meaning that the continuance intention to use using e-wallets is still low.

This research was conducted in the city of Semarang on generation Y and Z. Generation Y or millennials is the generation born in 1981-1994 and generation Z is the generation born in 1995-2010 (Wijoyo et al., 2020). In 2023, Generation Y will be 29-42 years old and Generation Z will be 13-28 years old.

Based on the description that has been presented and supported by research gaps in previous research, it can be seen that not every empirical event is in accordance with the theory. Therefore, this research was conducted to determine the factors that influence continuance intention to use.

2. LITERATURE REVIEW

2.1 Financial Technology (FinTech)

According to Bank Indonesia (2018), FinTech is a combination of financial services with technology so that it becomes more modern, which initially the payment method required direct interaction and done in cash, now can be done remotely. In other words, FinTech helps transactions and payments become more efficient and economical but still effective.

2.2 E-Wallet

According to Andriani et al (2022), E-wallet is one of the FinTech services as an electronic service that is used to store data related to payments and can be used to verify the buying and selling of goods or services. E-wallet is an electronic application that is used to make transactions via mobile devices such as smartphones, therefore digital wallets or e-wallets use a cashless payment system. E-wallet users need to fill in a balance (top-up) to make transactions (Phan & Riyadi, 2022).

2.3 Generation Y and Z

According to Wijoyo et al. (2020:26) Generation Y is the generation born in 1981-1994. Generation Y grew up at a time when the internet was booming, therefore many Generation Y use instant communication technologies such as email, short messaging service (SMS), instant messaging, and social media. According to Wijoyo et al., (2020:27) Generation Z is the generation born in 1995-2010. Generation Z was born as a transition from the millennial generation when technology developed rapidly which caused the mindset of generation Z to tend to want things instantly.

2.4 Theory of Planned Behavior (TPB)

Theory of Reasoned Action (TRA) underwent an update to become Theory of Planned Behavior (TPB). According to Ajzen (1991), the Theory of Planned Behavior (TPB) model is used to study the "intention" of human behavior to determine whether behavior occurs or not. Behavioral intention is influenced by attitudes toward behavior and subjective norms and perceptions of behavior control (perceived behavioral control). Attitude Toward Behavior refers to a person's intention to behave or not to behave based on behavioral beliefs and outcome evaluations. Behavioral belief that the results that have been carried out have a positive impact on influencing someone to carry out the behavior. The belief that the results that have been carried out have a negative impact on someone's negative behavior not to carry out the behavior.

2.5 Continuance Intention to Use

Continuance intention is a condition that is felt by users regarding satisfaction with the information system used so that it results in an interest in using the information system on an ongoing basis in the future (Harisma & Padmalia, 2023). According to Listiawati et al (2022), users who have experienced the benefits and convenience of using e-wallet will continue to use this technology to simplify and assist users' work in their lives. In addition, users will voluntarily recommend the use of the technology to others.

2.6 Benefit-Risk Framework

Based on the Theory of Planned Behavior (TPB), behavioral beliefs influence attitudes toward behavior. Positive beliefs is seen as perceived benefit and negative beliefs is seen as perceived risk (Ryu, 2018). Ryu (2018) defines perceived benefit as the user's perception of using FinTech to produce results and have a positive impact. Putritama (2019) defines perceived risk as the user's perception of the uncertainty and negative consequences arising from the use of mobile payments. Cashless innovation also poses risks to its use, so that before making a decision to use an e-wallet, the user ensures the benefits obtained and compares the risks faced when using it continuously (Juita et al., 2020). The hypotheses formed are as follows:

H1: Perceived benefit has a positive and significant effect on continuance intention to use e-wallet in generation Y and Z of Semarang City.

H2: Perceived risk has a negative and significant effect on the continuance intention to use e-wallet in generation Y and Z of Semarang City.

2.7 Perceived Benefit-Continuance Intention to Use Factors

Perceived benefit factors include economic benefit, seamless transaction, and convenience. Ryu (2018) defines economic benefit in FinTech transactions regarding cost

reduction and financial benefit derived from using FinTech. Economic benefit in using e-wallet can be in the form of cashback promos for adding points (Listiawati et al., 2022). Seamless transaction or smooth transaction refers to the benefit regarding using FinTech in payments, purchases, money transfers, loans, or investments. The presence of FinTech helps seamless transactions thereby encouraging FinTech companies to develop new and innovative financial services so that they can compete with traditional financial services (Ryu, 2018). According to Raja & Widoatmodjo (2020) convenience is defined as a combination of time and place that leads to flexibility in the use of mobile payments so as to increase user convenience in transactions. Thus, the hypotheses formed are as follows:
H3: Economic benefit has a positive and significant effect on perceived benefit.
H4: Seamless transaction has a positive and significant effect on perceived benefit.
H5: Convenience has a positive and significant effect on perceived benefit.

2.8 Perceived Risk-Continuance Intention to Use Factors

Perceived risk factors include financial risk, legal risk, and security risk. Financial risk is the financial loss experienced when using mobile payment as a means of payment (Putritama, 2019). Legal risk is the risk that arises regarding the universal lack of legal regulations regarding FinTech due to financial losses that occur and security problems in FinTech, therefore users feel anxiety and distrust (Ryu, 2018). According to Xu & Zou (2022), when a company engaged in the field of FinTech runs its business, the company must comply with the same regulations. The same regulations must be applied, because if there are differences in regulations it will lead to competition between companies. Security risk is a loss caused by fraud or hacking that can disrupt the security of FinTech transactions (Ryu, 2018). Thus, the hypotheses formed are as follows:
H6: Financial risk has a positive and significant effect on perceived risk.
H7: Legal risk has a positive and significant effect on perceived risk.
H8: Security risk has a positive and significant effect on perceived risk.

3. RESEARCH METHOD

The population of this study is Generation Y and Z e-wallet users aged 17-42 in the City of Semarang, with total of 780,182 people (Badan Pusat Statistik Kota Semarang, 2022). Non-probability sampling and purposive sampling methods were used as the sampling method. The sample of this research is 210 respondents with the criteria of Generation Y and Z people aged 17-42 years in Semarang City, e-wallet users, and have income.

This study used primary data in the form of questionnaires on Google Form distributed through social media to reach e-wallet users. The Likert scale is used to measure

respondents' responses from the questionnaire. This study also uses secondary data in the form of previous research in the form of journals, e-books, books, and supporting websites.

This research is a descriptive-causal type using quantitative methods. The software used to process the data is SmartPLS 3. To analyze the data, it is done by transferring the data from Google Form to Microsoft Excel, then processed using SmartPLS 3. In SmartPLS, the outer model and inner model are tested.

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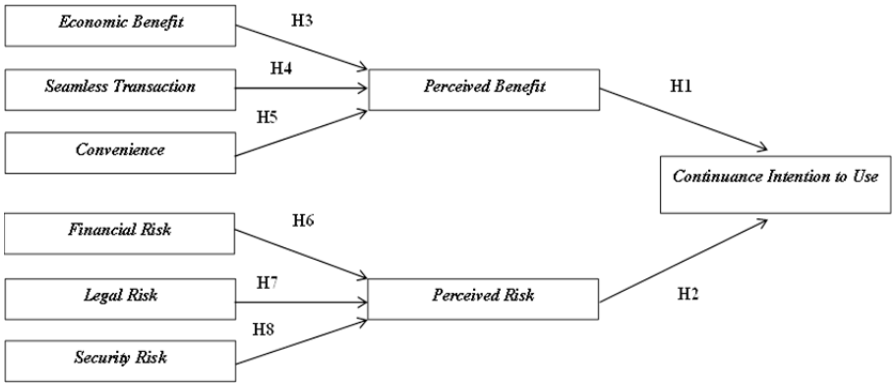

Figure 1 Conceptual Framework

4. RESULT

Convergent validity in measuring latent variables is indicated by the loading factor and Average Variance Extracted (AVE) values. According to Musyaffi et al. (2021) and Santosa (2018), the loading factor value is suggested to be greater than 0.70. The minimum AVE value is 0.50 or > 0.50 (Hair et al., 2018).

Table 1 Outer Loading Factor Value Results

Indicator	Construck	*Loading Factor*	Information
PB1	*Perceived Benefit*	0,794	Valid
PB2		0,800	Valid
PB3		0,871	Valid
PB4		0,706	Valid
PR1	*Perceived Risk*	0,870	Valid
PR2		0,917	Valid
PR3		0,802	Valid
EB1	*Economic Benefit*	0,827	Valid
EB2		0,775	Valid

EB3		0,860	Valid
ST1	*Seamless Transaction*	0,792	Valid
ST2		0,836	Valid
ST3		0,757	Valid
CV1	*Convenience*	0,859	Valid
CV2		0,838	Valid
CV3		0,877	Valid
FR1	*Financial Risk*	0,861	Valid
FR2		0,872	Valid
FR3		0,845	Valid
LR1	*Legal Risk*	0,777	Valid
LR2		0,708	Valid
LR3		0,764	Valid
LR4		0,830	Valid
SR1	*Security Risk*	0,928	Valid
SR2		0,925	Valid
SR3		0,899	Valid
CI1	*Continuance Intention to Use*	0,704	Valid
CI2		0,793	Valid
CI3		0,874	Valid
CI4		0,892	Valid

Based on table 1, all loading factor values have a value > 0.70 so it can be concluded that the measurement items are said to be valid. Furthermore, what needs to be considered in testing convergent validity is by AVE value.

Table 2 Result of Average Variance Extracted (AVE) Value

Variable	AVE	Information
Perceived Benefit	0,632	Valid
Perceived Risk	0,747	Valid
Economic Benefit	0,675	Valid
Seamless Transaction	0,633	Valid
Convenience	0,737	Valid
Financial Risk	0,738	Valid
Legal Risk	0,595	Valid

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Security Risk	0,841	Valid
Continuance Intention to Use	0,671	Valid

Based on table 2, all AVE values have a value of > 0.50, so it can be concluded that each variable has met convergent validity criteria.

According to Santosa (2018), discriminant validity is a measure that shows a construct is different from other constructs. Discriminant validity can be assessed by assessing cross-loading. The cross-loading value on the intended construct must have a greater value than the cross-loading value with other constructs.

Table 3 Discriminant Validity Test Results

	*PB	*PR	*EC	*ST	*CV	*FR	*LR	*SR	*CI
PB1	0,794	-0,001	0,404	0,449	0,537	0,118	0,045	0,045	0,414
PB2	0,800	-0,086	0,388	0,39	0,601	-0,019	-0,062	-0,068	0,392
PB3	0,871	-0,029	0,453	0,458	0,582	0,012	0,002	0,019	0,481
PB4	0,706	-0,020	0,452	0,362	0,45	-0,046	-0,007	-0,041	0,355
PR1	-0,029	0,870	0,009	-0,019	0,057	0,486	0,388	0,568	-0,159
PR2	-0,010	0,917	0,072	0,030	0,036	0,522	0,415	0,493	-0,113
PR3	-0,080	0,802	-0,014	0,020	-0,01	0,475	0,394	0,335	-0,101
EB1	0,498	-0,019	0,827	0,534	0,494	-0,108	-0,071	-0,080	0,372
EB2	0,354	0,050	0,775	0,428	0,392	-0,004	0,066	0,118	0,207
EB3	0,437	0,049	0,860	0,592	0,413	-0,022	0,043	0,020	0,322
ST1	0,399	0,051	0,517	0,792	0,387	0,031	0,053	0,073	0,339
ST2	0,458	-0,101	0,56	0,836	0,483	-0,099	-0,169	-0,070	0,449
ST3	0,387	0,095	0,435	0,757	0,384	0,176	0,084	0,101	0,407
CV1	0,640	0,005	0,535	0,508	0,859	0,010	-0,039	-0,001	0,453
CV2	0,582	0,085	0,369	0,376	0,838	0,008	-0,003	0,007	0,397
CV3	0,531	-0,005	0,458	0,473	0,877	0,007	-0,071	0,054	0,39

	*PB	*PR	*EC	*ST	*CV	*FR	*LR	*SR	*CI
FR1	0,019	0,511	-0,04	-0,024	0,003	0,861	0,395	0,443	-0,072
FR2	0,048	0,512	-0,04	0,09	0,012	0,872	0,346	0,558	-0,037

FR3	-0,012	0,446	-0,09	0,023	0,011	0,845	0,347	0,384	-0,056
LR1	-0,034	0,402	0,000	-0,073	-0,01	0,407	0,777	0,396	-0,051
LR2	-0,049	0,271	-0,02	-0,025	-0,07	0,312	0,708	0,222	-0,108
LR3	0,046	0,335	0,053	0,068	-0,04	0,299	0,764	0,444	-0,075
LR4	0,011	0,391	-0,02	-0,033	-0,03	0,283	0,830	0,332	-0,13
SR1	-0,015	0,505	0,046	0,025	0,067	0,494	0,405	0,928	-0,051
SR2	-0,012	0,512	-0,01	0,021	0,002	0,493	0,469	0,925	-0,063
SR3	-0,008	0,486	-0,01	0,055	0,065	0,502	0,388	0,899	-0,044
CI1	0,406	-0,041	0,311	0,336	0,424	0,069	-0,022	0,077	0,704
CI2	0,369	-0,116	0,296	0,314	0,314	-0,124	-0,071	-0,082	0,793
CI3	0,409	-0,166	0,284	0,442	0,409	-0,103	-0,146	-0,099	0,874
CI4	0,501	-0,144	0,338	0,524	0,432	-0,052	-0,129	-0,074	0,892

*Information

PB = Perceived Benefits FR = Financial Risk
PB = Perceived Benefits LR = Legal Risk
EC = Economic Benefits SR = Security Risk
ST = Seamless Transactions CI = Continuance Intention to Use
CV = Convenience

Based on table 3, it can be seen that the cross-loading value for each indicator has a high correlation with each construct compared to other constructs. So, it can be concluded that the cross-loading value has good validity.

According to Musyaffi et al. (2021), the construct can be said to have a good reliability value if the composite reliability value and the Cronbach's alpha value are > 0.70.

Table 4 Internal Consistency Reliability Test Results

Constructs	Cronbach's Alpha	Composite Reliability	Information
Perceived Benefit	0.804	0.872	Reliable
Perceived Risk	0.830	0.898	Reliable
Economic Benefit	0.762	0.861	Reliable
Seamless Transaction	0.710	0.838	Reliable
Convenience	0.822	0.893	Reliable
Financial Risk	0.823	0.894	Reliable
Legal Risk	0.774	0.854	Reliable

Security Risk	0.906	0.941	Reliable
Continuance Intention to Use	0.834	0.89	Reliable

Based on table 4 it is known that the reliability test results have Cronbach's alpha values and composite reliability values > 0.70, so the constructs are declared reliable.

Variance Inflation Factor (VIF) was used to evaluate multicollinearity. The multicollinearity does not occur if the values of VIF are > 0.20 and < 5 (Garson, 2016).

Table 5 VIF Test Results

Constructs	Perceived Benefits	Perceived Risk	Continuance Intention to Use
Perceived Benefit			1,002
Perceived Risk			1,002
Economic Benefit	1,846		
Seamless Transaction	1837		
Convenience	1,524		
Financial Risk		1,495	
Legal Risk		1,340	
Security Risk		1,555	

Based on table 5 it is known that all constructs have values > 0.20 and < 5, so it can be concluded that there is no multicollinearity between constructs.

The R^2 test (R-Square) or the coefficient of determination is a measure of the variance of the endogenous variables caused by the exogenous variables connected to them. R^2 value of 0.67 indicates strong variance, 0.33 indicates moderate variance, and 0.19 indicates weak variance (Musyaffi et al., 2021).

Table 6 R^2 Test Results

Endogenous Variables	R Square	Information
Continuance Intention to Use	0.285	Weak
Perceived Benefits	0.520	Moderate
Perceived Risk	0.433	Moderate

Based on table 5, it can be seen that the perceived benefit and perceived risk variables are able to explain the continuance intention to use variable of 28.5% and are categorized as

weak. The economic benefit, seamless transaction, and convenience variables are able to explain the perceived benefit variable of 52% and is categorized as moderate because it is > 0.33. The financial risk, legal risk, and security risk variables are able to explain the perceived risk variable of 43.3% and are categorized as moderate because it is > 0.33.

The F^2 test was carried out to determine the effect of exogenous variables that are related to each other on endogenous variables. The F^2 value is 0.02 (weak), 0.15 (moderate), and 0.25 (strong) (Musyaffi et al., 2021).

Table 7 F^2 Test Results

Constructs	Perceived Benefits	Perceived Risk	Continuance Intention to Use	Information
Perceived Benefit			0.368	Strong
Perceived Risk			0.021	Weak
Economic Benefit	0.029			Weak
Seamless Transaction	0.023			Weak
Convenience	0.375			Strong
Financial Risk		0.139		Weak
Legal Risk		0.048		Weak
Security Risk		0.085		Weak

Based on table 7 it can be seen that the perceived benefit has a value of 0.368 and is categorized as a strong influence on continuance intention to use because it has a value of > 0.25. Perceived risk has a value of 0.021 and is categorized as having a weak effect on continuance intention to use. Economic benefit and seamless transaction have a value of 0.029 and 0.023 and are categorized as having a weak effect on perceived benefit, while convenience has a value of 0.375 and is categorized as a strong influence because it has a value of > 0.25. Financial risk, legal risk, and security risk has a value of 0.139, 0.048, and 0.085 which is categorized as having strong influence.

Model fit or model suitability can be measured by the standardized root mean square residual (SRMR) value. The model is said to be fit or suitable if the SRMR value is <0.08 (Hair et al., 2017).

Table 8 Model Fit Test

Model Fit	Saturated Model	Estimated Model
SRMR	0.067	0.075

Based on table 8 it can be concluded that the SRMR value has a value of <0.08. Then the model's SRMR value meets the model fit criteria and is feasible with the model.

In this research, it is said to be significant if the p-values of each variable are < 0.05 and the t-statistic value is > 1.65.

Table 9 Hypotheses Testing Results

Hypotheses	Influence	Original Sample	T-Statistics	P-Values	Information
H1	PB -> CI	0.514	8,413	0.000	Accepted
H2	PR -> CI	-0.123	1,935	0.027	Accepted
H3	EB -> PB	0.161	2,191	0.014	Accepted
H4	ST -> PB	0.144	2,395	0.008	Accepted
H5	CV -> PB	0.524	8,801	0.000	Accepted
H6	FR -> PR	0.343	4,151	0.000	Accepted
H7	LR -> PR	0.190	2,682	0.004	Accepted
H8	SR -> PR	0.273	3,003	0.001	Accepted

Based on the results of hypotheses testing, it can be concluded that:

1. The effect of perceived benefit on Continuance Intention to Use E-Wallet in generation Y and Z in Semarang City has a positive original sample value of 0.514. The t-statistic value is 8.413 > 1.65 and the p-value is 0.000 <0.050 so it can be concluded that the perceived benefit has a positive and significant effect on the continuance intention to use e-wallet in Generation Y and Z in Semarang City. Therefore, the hypothesis is accepted.
2. The effect of Perceived Risk on Continuance Intention to Use E-Wallet in generation Y and Z of Semarang City has an original sample value of negative value of -0.123. The t-statistics value is 1.935 > 1.65 and the p-value is 0.027 <0.050 so it can be concluded that perceived risk has a negative and significant effect on the continuance intention to use e-wallet in Generation Y and Z in Semarang City. Thus, the hypothesis is accepted.
3. The effect of Economic Benefit on Perceived Benefit has a positive original sample value of 0.161. The t-statistic value is 2.191 > 1.65 and the p-value is 0.014 <0.050 so it can be concluded that economic benefits have a positive and significant effect on perceived benefits. Hence, the hypothesis is accepted.
4. The effect of Seamless Transaction on Perceived Benefit has a positive original sample value of 0.144. The t-statistic value is 2.395 > 1.65 and the p-value is 0.008 <0.050 so it

can be concluded that the seamless transaction has a positive and significant effect on the perceived benefit. So, the hypothesis is accepted.

5. The effect of convenience on perceived benefit has a positive original sample value of 0.524. The t-statistic value is 8.801 > 1.65 and the p-value is 0.000 <0.050 so it can be concluded that convenience has a positive and significant effect on the perceived benefit. Therefore, the hypothesis is accepted.
6. The effect of Financial Risk on Perceived Risk has a positive original sample value of 0.343. The t-statistic value is 4.151 > 1.65 and the p-value is 0.000 <0.050 so it can be concluded that financial risk has a positive and significant effect on perceived risk. Thus, the hypothesis is accepted.
7. The influence of Legal Risk on Perceived Risk has a positive original sample value of 0.190. The t-statistic value is 2.682 > 1.65 and the p-value is 0.004 <0.050. It can be concluded that legal risk has a positive and significant effect on perceived risk. Hence, the hypothesis is accepted.
8. The effect of Security Risk on Perceived Risk has a positive original sample value of 0.273. The t-statistic value is 3.003 > 1.65 and the p-value is 0.001 <0.050. It can be concluded that security risk has a positive and significant effect on perceived risk. So, the hypothesis is accepted.

5. DISCUSSION

Based on the results of research on Generation Y and Z e-wallet users aged 17-42 years in Semarang City that e-wallet users will use it continually if the perceived benefits are higher than the risk. In this research, it was found that perceived benefit and perceived risk affected the continuance intention to use e-wallet in Generation Y and Z in Semarang City. Perceived benefit has a positive and significant effect on continuance intention to use e-wallet, so that the higher the perceived benefit, the higher the continuance intention to use e-wallet. When users feel that using an e-wallet has many benefits, it will lead to the user's desire to continue using the e-wallet continuously. So that when users benefit from high e-wallet usage, this can motivate users to continue to use e-wallets on a high basis as well. The results of this study are consistent with research conducted by (Putritama, 2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), Sienatra (2020), and Ryu (2018). Perceived risk has a negative and significant effect on the continuance intention to use e-wallet, so that the higher the perceived risk, the continuance intention to use e-wallet will decrease, and vice versa. If the perceived risk is lower, then the continuance intention to use e-wallet will increase. E-wallet users will feel disadvantaged if there is risk, uncertainty occurs, and using an e-wallet has little benefit, so that it influences

users to use e-wallet on a low continuance basis. There is a risk of causing user concern which causes reduced motivation to continue using the e-wallet. The results of this study are consistent with researches conducted by (Putritama, 2019), Setyadi et al. (2018), and Ryu (2018).

Perceived benefit factors such as economic benefit, seamless transaction, and convenience affect the perceived benefit. Economic benefit has a positive effect on perceived benefit, so that the higher the economic benefit felt in using e-wallet, the perceived benefit will increase. Users will of course choose and use a technology when it is felt that the technology is capable of providing high economic benefit. The economic benefit of e-wallet made it more affordable, get cashback promos and lower fees. There are cost savings that are obtained by e-wallet users, users will feel happy and feel that they get additional financial benefit. Economic benefit that has provided benefit for e-wallet users will increase the perceived benefit. The result of this research is consistent with researches conducted by Putritama (2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), and Ryu (2018).

Seamless transaction has a positive and significant effect on the perceived benefit, so that the higher the seamless transaction that users feel when using an e-wallet will increase the perceived benefit. E-wallet has a smooth transaction experience that can increase perceived benefit, because users are confident and believe that using an e-wallet will provide speed and time efficiency. Aside from that, seamless transaction on e-wallet also creates a pleasant experience, because e-wallets are able to provide convenience in their use. The results of this study are consistent with research conducted by Putritama (2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), and Ryu (2018).

Convenience has a positive and significant effect on the perceived benefit, so that the higher the perceived convenience of e-wallet users will increase the perceived benefit. The use of e-wallet can be done online, so that they can be accessed anywhere and anytime. This of course provides convenience and speed to conduct financial transactions flexibly without being limited by space and time. The results of this study are consistent with researches conducted by Putritama (2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), Sienatra (2020) and Ryu (2018). In this study, convenience as a variable that has the highest influence among economic benefit and seamless transaction variables. The results of the study which state that convenience has a high influence are supported by (Putritama, 2019), (Nurlaily et al., 2021), (Mascarenhas et al., 2020), (Sienatra, 2020), (Setyadi et al., 2020), (Ryu, 2018).

Perceived risk factors such as financial risk, legal risk, and security risk have a positive effect on perceived risk. Financial risk has a positive and significant effect on perceived risk, so that the higher the financial risk perceived by e-wallet users will increase the perceived risk. Users do not use e-wallet if they experience loss of e-wallet balances, fraud, or a lack of e-wallet ability to interact with other e-wallets which causes financial losses, so that this affects perceived risk. Therefore, when users face high financial risk, users will be more vigilant and worried about using e-wallet. The results of this study are consistent with research conducted by Putritama (2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Sienatra (2020) and Ryu (2018). In this study, financial risk is the variable that has the highest influence between legal risk and security risk variables. The results of the study which state that financial risk has a high influence are supported by Putritama (2019), Mascarenhas et al., (2020), and Sienatra, (2020).

Legal risk has a positive and significant effect on perceived risk, so that the higher the legal risk perceived by e-wallet users will increase the perceived risk. In practice, legal regulations regarding e-wallet are regulated in Bank Indonesia Regulation No.18/40/PBI/2016 concerning Implementation of Payment Transaction Processing. Legal risk causing users to worry and hesitate to use e-wallet. This happens because the user feels that there is already an applicable law, but there are still risks that arise and result in the user experiencing losses. The results of this study are consistent with research by Putritama (2019), Sumardi et al. (2022), Nurlaily et al. (2021), Mascarenhas et al. (2020), Setyadi et al. (2018), Sienatra (2020) and Ryu (2018).

Security risk has a positive and significant effect on perceived risk, so that the higher the security risk perceived by the user will increase the perceived risk. Users when using e-wallet experience incidents of misuse of information, unsafe financial information or hackers who can access user e-wallet accounts will cause concern. This is natural if it happens because there is an e-wallet security system that can be hacked by other people to the developer, as a result users are worried about using e-wallets. The results of this study are consistent with research conducted by Putritama (2019), Nurlaily et al. (2021), Setyadi et al. (2018) and Ryu (2018).

6. CONCLUSION

Based on the results of hypothesis testing using bootstrapping by looking at the path coefficient value that perceived benefit has a significant positive effect on the continuance intention to use e-wallet in generation Y and Z of Semarang City, perceived risk has a significant negative effect on continuance intention to use e-wallet in generations Y and Z City of Semarang. The higher the perceived benefit, the higher the continuance intention to

use e-wallet. Economic benefit, seamless transaction, and convenience factors have a significant positive effect on perceived benefit. Financial risk, legal risk, and security risk factors have a significant positive effect on perceived risk. Convenience factor has the highest influence on perceived benefit, and financial risk has the highest influence on perceived risk. Generation Y and Z e-wallet users in Semarang City will use e-wallet on an ongoing basis (continuance intention to use) by paying attention to high or positive perceived benefit and minimizing perceived risk.

The location of this research was only conducted in the city of Semarang. For this reason, it is recommended that further research be able to expand the research location not only in the city of Semarang. Besides that, the search for respondents was limited to using only Google Form which was distributed via social media. This is done by considering the situation and conditions in the field as well as limited capabilities, costs and time. For this reason, further research is suggested to be directly involved in the field.

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