

**The Influence of Financial Literacy, Perceived Benefits, and Perceived Ease of Use on QRIS Usage Decision among Students in DKI Jakarta with Trust as a Mediating Variable.**

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**Abstract**

This study aims to determine the influence of financial literacy, perceived benefits, perceived ease of use on usage decisions mediated by trust in the Indonesian Standard Quick Response (QRIS) transaction service among students in DKI Jakarta. The sample size in this study consists of 102 student respondents in DKI Jakarta who conduct transactions with QRIS. The chosen sampling method is purposive sampling. The independent variables in this study are financial literacy, perceived benefits, and perceived ease of use. The dependent variable in this study is the usage decision, while the mediating variable in this study is trust. The study employs data analysis using partial least squares (PLS) through the SmartPLS version 4.0 software application.

**Keywords : Financial Literacy, Perceived Usefulness, Perceived Ease of Use, Usage Decision, Trust, QRIS.**

## **1. Introduction**

E-wallet (digital wallet) is an electronic device, software, or even a service container that enables its users to engage in trading activities for commercial products or goods, both offline and online. In order to support digital or electronic-based payment systems, the Indonesian government, through the Bank Indonesia, has introduced the QRIS (Quick Response Code Indonesian Standard). QRIS is the National Standard for QR Code Payments used as a facility for conducting payment transactions in Indonesia. The regulations issued by Bank Indonesia regarding QRIS are stipulated in no. 21/18/PADG/2019 with the aim of ensuring that the provision of payment services using QRIS in Indonesia can run smoothly, and it is expected that the implementation of QRIS can be effectively carried out on a national scale. Based on a report from

Databoks, there has been an increase in QRIS users in DKI Jakarta, reaching 3.7 million users by 2022. This indicates the growing interest in the usage decisions of DKI Jakarta's residents in utilizing QRIS as one of the non-cash payment methods for transactions. In line with the increased use of QRIS payment systems, DKI Jakarta, as the capital of Indonesia, plays a pivotal role as the largest economic and educational center in the country, with a significant student population. According to data from BPS, there were 19,221 students in both public and private universities in DKI Jakarta in 2021. With this data, students represent a crucial potential user segment for QRIS because they tend to have a higher adaptation level to new technologies. However, the decision to use QRIS still depends on influencing factors such as financial literacy, perceived benefits, perceived ease of use, and trust. Financial literacy is an individual's ability to understand and apply financial concepts in managing personal finances. The higher an individual's level of financial literacy, the more likely they are to understand the advantages and risks associated with QRIS. On the other hand, perceived benefits and ease of use reflect how an individual views QRIS as a payment method. Positive perceptions of the benefits and ease of use of QRIS can be decisive factors in usage decisions. In addition to these factors, the mediating variable of focus in this research is trust. Trust in the security and reliability of QRIS can mediate the relationship between financial literacy, perceived benefits, perceived ease of use, and QRIS usage decisions. This trust may influence how students in DKI Jakarta adopt QRIS technology in their payment activities. Therefore, this research aims to identify the influence of financial literacy, perceived benefits, and perceived ease of use on QRIS usage decisions among students in DKI Jakarta, with trust as a mediating variable. The results of this research are expected to provide insights into the factors influencing QRIS adoption among students and contribute to a better understanding of digital payment technology. Furthermore, the research findings can also offer valuable information for QRIS service providers and related stakeholders to enhance promotional strategies and QRIS adoption among students in DKI Jakarta.

## **2. literature Review**

### **2.1 Financial Technology**

Financial Technology, often referred to as Fintech, as stipulated in Bank Indonesia Regulation No. 19/12/PBI/2017, The application of financial system technology leads to the emergence of novel products, services, technologies, and/or business models, with potential implications for monetary stability, financial soundness, efficiency, seamless operations, security, and the dependability of payment systems. Fintech is a new business model that is highly needed to address the requirements of society in the current era.

### **2.2 Financial Literacy**

Financial literacy is the knowledge and skills of the community, through which, because of this knowledge and skills, the community is able to have confidence in financial institutions and their various products within the parameters of an index measurement. Lusardi, Mitchell in Ismanto defines financial literacy as cognitive abilities and financial education that influence financial behavior and activities to enhance financial

well-being (Hadi Ismanto, 2019).

### **2.3 Perceived Usefulness**

According to Davis et al, as cited in Singgih Priambodo (2016), perceived usefulness is defined as the belief in usefulness, which is the degree to which users believe that the use of technology/system will enhance their performance at work.

### **2.4 Perceived Ease of Use**

(Jogiyanto, 2007) defines ease of use as the extent to which an individual believes that using a technology will free them from effort. Perceived ease of use refers to the perception that employing a technology allows for a convenient interaction with electronic money services provided by service providers, making it straightforward to comprehend and user-friendly. This easeenables users not to require much effort and allows them to access electronic money usage from anywhere.

### **2.5 Usage Decision**

According to Pratiwi H (Purwadi et al., 2020), a decision is the conclusion of the thought process regarding an issue or problem to answer the question of what needs to be done to address that problem, by choosing an alternative. According to Setiadi, N.J. (2003), consumer decision-making is a process of integration that combines knowledge to evaluate two or more behaviors and choose one of them.

### **2.6 Trust**

According to Tjini and Baridwan, trust is something related to consumers' trust that will eventually provide benefits or not. Every trust must be built from the beginning and can be proven, so trust is easy to obtain.

### **2.7 The Influence of Financial Literacy on QRIS Usage Decision among Students in DKI Jakarta**

Financial literacy encompasses the understanding, competencies, and beliefs that shape behavior to improve the quality of decision-making and financial management, ultimately contributing to overall well-being. (Mahardika, 2022) suggests that financial literacy has a positive and significant influence on the interest in using digital or electronic payment systems.

### **2.8 The Influence of Perceived Benefits on QRIS Usage Decision among Students in DKI Jakarta**

Perceived benefit is the belief that users of a technological system are confident that they derive benefits from it. With the presence of technology systems, it is expected that work can be completed quickly, improving work efficiency and increasing productivity. A study by Ningsih et al. (2021) concluded that perceived benefits have an impact on QRIS usage decisions.

### **2.9 The Influence of Perceived Ease on QRIS Usage Decision among Students in DKI Jakarta**

Perceived ease is an individual's belief that the use of a technological system can be done easily and with minimal effort. Based on research conducted by Hidayat Fahrul (2023), it was found that perceived ease, either partially or simultaneously, influences the usage of cryptocurrency QRIS.

### **2.10 The Influence of Financial Literacy on Trust in QRIS among Students in DKI Jakarta**

(Munajim, 2020) Education and finance have a significant impact on the level of trust. This research is not supported by studies that found that financial literacy does not affect decisions regarding saving and insurance.

### **2.11 The Influence of Perceived Benefits on Trust in QRIS among Students in DKI Jakarta**

Perceived benefit is an individual's perception that when they use a technological system, they feel they benefit from it. Technological systems are expected to expedite their tasks (Faradila & Soesanto, 2016).

### **2.12 The Influence of Perceived Ease on Trust in QRIS among Students in DKI Jakarta**

Perceived ease of use versus trust refers to the extent of a user's feelings toward a system, product, or service. To establish a high level of trust in a system, the system

should be capable of providing clear usage instructions and be accessible to users. Research by Faradila and Soesanto (2016) concluded that perceived ease of use has an impact on trust in QRIS.

### **2.13 The Influence of Trust on QRIS Usage Decision among Students in DKI Jakarta**

Trust in the decision to use refers to the user's belief in the value and benefits they experience from using a product, service, or system. It relates to how users perceive the system's ability to swiftly and effectively fulfill their requirements.

### **2.14 The Influence of Financial Literacy Mediated by Trust on QRIS Usage Decision among Students in DKI Jakarta**

According to a study by Izzaty et al. (2018), trust does not have a significant impact on financial literacy. This research used financial knowledge as the dependent variable and trust as the independent variable.

### **2.15 The Influence of Perceived Benefits Mediated by Trust on QRIS Usage Decision among Students in DKI Jakarta**

In a study conducted by Faradila and Soesanto (2016), a constructive and notable impact was identified in the correlation between trust and perceived benefits. Perceived benefits denote the sense of convenience and comfort users encounter during their interaction with the system.

### **2.16 The Influence of Perceived Ease Mediated by Trust on QRIS Usage Decision among Students in DKI Jakarta**

Perceived convenience, according to Faradila and Soesanto (2016), relates to navigation, presentation, comfort, and ease offered by a website. If a website can fulfill users' needs, it will gain their trust.

Based on the established theoretical framework, the research hypotheses are as follows:

- Hypothesis 1 (H1): Financial literacy has a positive influence on QRIS usage decisions among students in DKI Jakarta.
- Hypothesis 2 (H2): Positive impact is anticipated between perceived benefits and QRIS usage decisions among students in DKI Jakarta.
- Hypothesis 3 (H3): Positive influence is expected between perceived ease of use and QRIS usage decisions among students in DKI Jakarta.
- Hypothesis 4 (H4): Financial literacy is expected to have a positive effect on trust in QRIS among students in DKI Jakarta.
- Hypothesis 5 (H5): Positive influence is expected between perceived benefits and trust in QRIS among students in DKI Jakarta.
- Hypothesis 6 (H6): Positive influence is anticipated between perceived ease of use and trust in QRIS among students in DKI Jakarta.
- Hypothesis 7 (H7): Trust is expected to have a positive impact on QRIS usage decisions among students in DKI Jakarta.
- Hypothesis 8 (H8) : Financial literacy indirectly has a positive influence on the decision to use QRIS transaction services through attitude.

- Hypothesis 9 (H9): A positive indirect effect is hypothesized, suggesting that perceived benefits influence the decision to use QRIS transaction services positively, mediated by attitude.
- Hypothesis 10 (H10): An indirect positive influence is expected, indicating that perceived ease of use affects the decision to use QRIS transaction services positively, mediated by attitude.

### 3. Material and method Conceptual Definition

Variabel		Indikator	Number	Source
Financial Literacy (X1)		1) General knowledge about finance 2) Savings and loans 3) Insurance 4) Investment 5) Financial management and planning skills	1-5	(Yanti, 2019)
Perceived Benefits (X2)		1) Time-saving 2) Ease of use 3) Performance improvement 4) Effectiveness 5) Performance enhancement	6-10	(Davis, 1989)

Perceived Ease of Use (X3)	<ol style="list-style-type: none"> <li>1) Easy to learn</li> <li>2) User-friendly</li> <li>3) Controllable</li> <li>4) Flexible</li> <li>5) Clear and understandable</li> </ol>	11-15	(Davis, 1989)
Trust (Y)	<ol style="list-style-type: none"> <li>1) Reliability</li> <li>2) Honesty</li> <li>3) Caring</li> <li>4) Credibility</li> <li>5) Competence</li> </ol>	16-20	Rafidah & Djawoto (2017) dan Ardianto et al, (2020)
Usage Decision (Z)	<ol style="list-style-type: none"> <li>1) Security system</li> <li>2) Providing benefits</li> <li>3) Transparency</li> <li>4) Trust</li> <li>5) Convenience</li> </ol>	21-25	(R. M. P. Utami, 2020)

### 3.1 Design Study

This research was conducted at the State University of Jakarta, located at Jalan R. Mangun Muka Raya No. 11, RT. 11/RW. 14, Rawamangun, Pulo Gadung Sub-district, East Jakarta, DKI Jakarta, 13220. This study is part of a research project aimed at providing information for QRIS users in Jakarta until the year 2023. The research employed a quantitative descriptive approach as its objective is to describe the existing variables, supported by numerical data obtained from real situations (Iii & Peineilitian, 2013). In this research, the population used consists of students who are users of QRIS in DKI Jakarta. The study employed a questionnaire as the research instrument, including demographic data such as name/initials, age, education, geographic location, and questionnaire questions. The main instrument used in this research is this data, which will be distributed online through Google Forms, requiring appropriate scales for the collected data. To obtain data for the five variables in this research, namely Financial Literacy, Perceived Benefits, Perceived Ease of Use, Trust, and Usage Decision, a survey method using questionnaires will be utilized.



### 3.2 Data Analys

Additionally, data analysis techniques were carried out using Microsoft Excel and SmartPLS 4. The exogenous variables in this model are Financial Literacy (X1), Perceived Benefits (X2), Perceived Ease of Use (X3), while the endogenous variables include Trust (Y) and Usage Decision (Z). Trust (Y) serves as a mediating variable that acts as an intermediary in the relationship between X1, X2, and X3 with Z. The sequence of data analysis in this research is as follows:

1. Measurement Model (Outer Model)
  - a. Validity Testing
  - b. Reliability Testing
2. Structural Model (Inner Model)
  - c. Path Coefficients
  - d. Model Fit Testing
  - e. Variance Inflation Factor Testing
3. Hypothesis Testing

## 4. Results

In this research, there were a total of 102 respondents. Respondents in this study were categorized based on four respondent characteristics, namely gender, age, current level of education, and domicile or place of residence. The following (refer to Tables 4.1 to 4.4) elaborates on the demographics of the respondents.

- a. Respondents Based on Gender, Table 4.1

<b>Gender</b>	<b>Frekuensi</b>	<b>Persentase</b>
Male	38	62,7%
Female	64	37,3%
<b>Amount</b>	<b>102</b>	<b>100%</b>

- b. Respondents Based on Age Table 4.2

<b>Age</b>	<b>Frekuensi</b>	<b>Persentase</b>
17-21 age	83	81,4%
22-26 age	19	18,6%
27-31 age	0	0%

32-36 age	0	0%
<b>Amount</b>	<b>102</b>	<b>100%</b>

**c. Respondents Based on Education Level Tabel 4.3**

<b>Education Level</b>	<b>Frekuensi</b>	<b>Persentase</b>
Diploma (D4)	6	5,9%
Bachelor's (S1)	96	94,1%
Master's (S2)	0	0%
<b>Total</b>	<b>102</b>	<b>100%</b>

**d. Respondents Based on Domicile or Place of Residence Tabel 4.4**

<b>Domicile</b>	<b>Frekuensi</b>	<b>Persentase</b>
Jakarta Utara	14	13,7%
Jakarta Pusat	18	17,6%
Jakarta Barat	10	9,8%
Jakarta Timur	49	48%

**Results of PLS-SEM Analysis Outer Model**

**1. Convergent Validity**

**Tabel 4.7 Hasil Final Convergent Validity dengan loading factor**

<b>Variabel</b>	<b>Loading Factor</b>	<b>Criteria</b>	<b>Results</b>
Financial Literacy (X1)			
X1.1	0.865	0,7	Valid
X1.2	0.737	0,7	Valid
X1.3	0.825	0,7	Valid
Perceived Benefits (X2)			
X2.1	0.735	0,7	Valid
X2.2	0.790	0,7	Valid
X2.3	0.793	0,7	Valid
Perceived Ease of Use (X3)			
X3.1	0.781	0,7	Valid
X3.2	0.785	0,7	Valid

X3.3	0.805	0,7	Valid
X3.4	0.846	0,7	Valid
X3.5	0.805	0,7	Valid
Trust (Y)			
Y1.1	0.843	0,7	Valid
Y1.2	0.869	0,7	Valid
Y1.3	0.861	0,7	Valid
Y1.4	0.800	0,7	Valid
Y1.5	0.783	0,7	Valid
Usage Decision (Z)			
Z1.1	0.901	0,7	Valid
Z1.2	0.846	0,7	Valid
Z1.3	0.856	0,7	Valid
Z1.4	0.803	0,7	Valid
Z1.5	0.702	0,7	Valid

Sumber: Output SmartPLS4, diolah Peneliti 2023

Based on the calculations in Table 4.7, it can be concluded that the convergent validity results with loading factors indicate that all indicator questions related to financial literacy, perceived benefits, perceived ease of use, trust, and usage decision are valid. This is because they have loading factor values that meet the criteria of  $>0.7$ . Therefore, the statement indicators in this questionnaire can be considered a reliable measuring tool.

**Tabel 4.7 Results Convergent Validity dengan AVE (Average Variance**

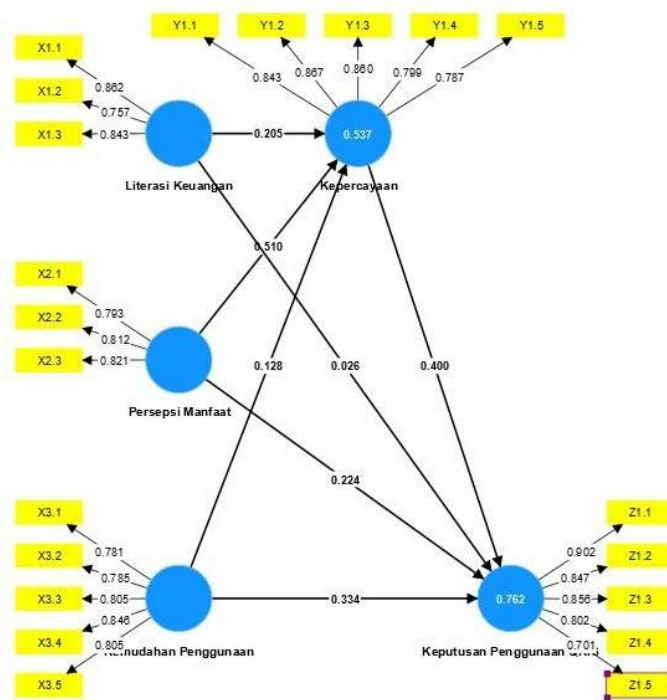
**Extracted)**

Variabel	AVE	Kriteria	Results
Perceived Ease of Use	0.648	0,50	Valid
Trust	0.692	0,50	Valid
Usage Decision	0.680	0,50	Valid
Financial Literacy	0.676	0,50	Valid
Perceived Benefits	0.654	0,50	Valid

Sumber: Output SmartPLS4, diolah Peneliti 2023

Based on Table 4.7, the convergent validity results with AVE (Average Variance Extracted) lead to the conclusion that the validity testing results indicate that all indicator statements of X1, X2, X3, Y, and Z are valid because the loading factor values have met the criteria of  $>0.5$ . The structural model of the research is structured as follows:

**Gambar 4.1** Results Diagram Path Final



## 2. Uji Reliabilitas

**Tabel 4.8** Hasil Uji Reliabilitas

Variabel	Cronbach's Alpha	Composite reliability (rho_a)	Composite reliability (rho_c)	Kriteria	Hasil
Perceived Ease of Use	0.864	0.868	0.902	$>0,70$	Reliabel
Trust	0.888	0.890	0.918	$>0,70$	Reliabel
Usage Decision	0.880	0.892	0.913	$>0,70$	Reliabel

Financial Literacy	0.760	0.771	0.862	>0,70	Reliabel
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Perceived Benefits	0.736	0.739	0.850	>0,70	Reliabel
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Sumber: Output SmartPLS4, diolah Peneliti 2023

Based on table 4.8, it can be concluded that the reliability test results show that all statement items X1, X2, X3, Y, and Z are reliable because the composite reliability value ( $\rho_a$ ), composite reliability ( $\rho_c$ ) and Cronbach alpha have met the criteria > 0.7. Therefore, the statement indicators in the researcher's questionnaire can be used as a reference for measuring instruments because they are consistent and reliable.

### 3. Uji Model FIT

**Tabel 4.9 Hasil Uji Model Fit**

	Saturated model	Saturated model
<b>SRMR</b>	0.082	0.082
<b>d_uls</b>	1.546	1.546
<b>d_G</b>	0.983	0.983
<b>Chi-square</b>	503.158	503.158
<b>NFI</b>	0.693	0.693

Sumber: Output SmartPLS4, diolah Peneliti 2023

The PLS model is declared to have met the fit model test criteria if the SRMR value < 0.10 and the NFI value > 0.9. Based on table 4.9, the Standardized Root Mean Square (SRMR) test results are 0.082 < 0.10 which indicates that this value has met the fit model criteria. Then, for the NFI value there is 0.693 < 0.9, so this value does not meet the model fit criteria, because the NFI number is smaller than 0.9.

### 4. Test Variance Inflation Factor

**Tabel 4.10 Test Result Variance Inflation Factor (VIF)**

	VIF
X1.1	1.880
X1.2	1.413
X1.3	1.605
X2.1	1.451
X2.2	1.463
X2.3	1.458
X3.1	1.792

X3.2	1.948
X3.3	2.102
X3.4	2.398
X3.5	2.078
Y1.1	2.353
Y1.2	3.182
Y1.3	3.211
Y1.4	1.996
Y1.5	1.742
Z1.1	3.441
Z1.2	2.978
Z1.3	2.523
Z1.4	2.067
Z1.5	1.623

Sumber: Output SmartPLS4, diolah Peneliti 2023

Based on the test results in table 4.10 that all question items have a value of <5.0. So it can be concluded that the research instrument can be said to have no collinearity between constructs. Because in the Variance Inflation Factor (VIF) test results there is no value greater than 5.0.

## 5. Hypothesis Testing

**Tabel 4.11 Direct Test Results**

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics ( O/STDEV)	P values	Description
Ease of Use Trust	0.128	0.137	0.172	0.744	0.457	Rejected
Ease of Use > QRIS Usage Decision	0.334	0.333	0.140	2.385	0.017	Accepted

Trust -> QRIS Usage Decision	0.400	0.412	0.098	4.059	0.000	Accepted
Financial Literacy - > Trust	0.205	0.205	0.092	2.233	0.026	Accepted
Financial Literacy - > QRIS Usage Decision	0.026	0.027	0.065	0.392	0.695	Rejected
Perceived Benefit -> Trust	0.510	0.504	0.150	3.401	0.001	Accepted
Perceived Benefit -> QRIS Usage Decision	0.224	0.214	0.109	2.051	0.041	Accepted

**Tabel 4.12 Indirect Test Results**

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV )	T statistics ( O/STDEV  )	P values	Description
Perceived Benefits -> Trust -> QRIS Usage Decision	0.204	0.207	0.080	2.549	0.011	Accepted



Ease of Use - > Trust -> QRIS Usage Decision	0.051	0.055	0.075	0.677	0.499	Accepted
Financial Literacy -> Trust -> QRIS Usage Decision	0.082	0.085	0.046	1.775	0.076	Rejected

## 6. Discussion

- Ease of use on trust in QRIS transaction services for students in DKI Jakarta.** The initial hypothesis test results indicate that for the first hypothesis, with a positive original sample value (0.128), the t-Statistic value is 0.744 (<1.96), and the P value is 0.457 (>0.05). Consequently, it is inferred that perceived ease of use (X3) has a positive yet statistically insignificant impact on Trust (Y). Therefore, the first hypothesis is rejected.
- Ease of use on the decision to use QRIS for students in DKI Jakarta.** The findings from the second hypothesis test, based on the positive original sample value (0.334), a t-Statistic value exceeding 1.96 (2.385), and a P value below 0.05 (0.457), lead to the conclusion that perceived ease of use (X3) exhibits a positive and significant impact on usage decisions (Z). Consequently, hypothesis 2 is accepted.
- Trust in the decision to use QRIS for students in DKI Jakarta.** The outcomes of the third hypothesis test, considering the positive original sample value (0.400), a t-Statistic value surpassing 1.96 (4.059), and a P value below 0.05 (0.000), lead to the conclusion that Trust (Y) has a positive and significant impact on usage decisions (Z). Consequently, the third hypothesis is accepted.
- Financial literacy on trust in QRIS transaction services for students in DKI Jakarta.** The findings from the fourth hypothesis test, considering the positive original sample value (0.205), a t-statistic value exceeding 1.96 (2.233), and a P value below 0.05 (0.026), lead to the conclusion that financial literacy (X1) exerts a positive and significant impact on trust (Y). Therefore, the fourth hypothesis is accepted.
- Financial literacy on the decision to use QRIS for students in DKI Jakarta.** The results of the fifth hypothesis test with reference to the original sample value which is positive (0.026), the t-Statistic value is 0.392 (<1.96) and the P value is 0.695 (>0.05), it can be concluded that financial literacy (X1) has a positive but insignificant effect on usage decisions (Z). Thus the 5th hypothesis is rejected.

- **The impact of perceived benefits on trust in QRIS transaction services for students in DKI Jakarta** was assessed through the results of the sixth hypothesis test. With a positive original sample value of 0.510, a t-Statistic value exceeding 1.96 (3.401), and a P value below 0.05 (0.001), it can be inferred that perceived benefits (X2) exert a positive and significant effect on Trust (Y). Therefore, the sixth hypothesis is accepted.
- **The influence of perceived benefits on usage decisions for students in DKI Jakarta** was examined through the results of the seventh hypothesis test. With a positive original sample value of 0.224, a t-Statistic value exceeding 1.96 (2.051), and a P value below 0.05 (0.041), it can be concluded that perceived benefits (X2) have a positive and significant effect on usage decisions (Z). Therefore, the seventh hypothesis is accepted.
- **The effect of perceived benefits mediated by trust affects the decision to use QRIS for students in DKI Jakarta.** The impact of perceived benefits mediated by trust on the decision to use QRIS for students in DKI Jakarta was explored through the results of the eighth hypothesis test. With a positive original sample value of 0.204, a t-Statistic value exceeding 1.96 (2.549), and a P value below 0.05 (0.011), it can be concluded that perceived benefits (X2) have a positive and significant effect on usage decisions (Z) through the mediation of trust (Y). Therefore, the eighth hypothesis is accepted.
- **The effect of perceived ease of use mediated by trust affects the decision to use QRIS on students in DKI Jakarta.** The findings from the eighth hypothesis test, considering the positive original sample value (0.051), a t-Statistic value of 0.677 (<1.96), and a P value of 0.499 (>0.05), lead to the conclusion that perceived ease of use (X3) has a positive but statistically insignificant effect on usage decisions (Z) through Trust (Y). Therefore, the ninth hypothesis is rejected.
- **The effect of financial literacy mediated by trust affects the decision to use QRIS on students in DKI Jakarta.** The outcomes of the eighth hypothesis test, taking into account the positive original sample value (0.082), a t-Statistic value of 1.775 (<1.96), and a P value of 0.076 (>0.05), lead to the conclusion that financial literacy (X1) has a positive but statistically insignificant effect on usage decisions (Z) through Trust (Y). Therefore, the tenth hypothesis is rejected.

## 7. Conclusion, Implication, and Recommendation

- Based on the research results obtained through the calculations and discussions described in the previous chapter, researchers can conclude:
- Financial literacy has a positive but insignificant effect on usage decisions. This means that QRIS users are not affected by the high level of financial literacy.
- Perceived benefits have a positive and significant effect on usage decisions. This shows that the better the perceived benefits received by students, it will increase the decision of students in DKI Jakarta to use QRIS transaction services.
- Perceived ease of use has a positive and significant effect on usage decisions. This means that the higher the ease felt by students in using QRIS transaction services, the higher the student's decision to use QRIS as a tool for transactions.
- Financial literacy has a positive and significant effect on trust in QRIS transaction services. This can be interpreted that the better the level of financial understanding, the more the level of user confidence in transaction services will increase.
- Perceived benefits have a positive and significant effect on trust in QRIS transaction services. This can be interpreted that the more benefits received by users, the higher the level of user trust in QRIS digital wallet transaction services.
- Perceived ease of use has a positive but insignificant effect on the trust of QRIS transaction services. Signaling a high level of ease of use does not affect the level of user trust.
- Trust has a positive and significant effect on usage decisions. This shows that the higher a person's trust in the QRIS payment system, the more interested someone is in using it.
- Financial literacy has a positive but insignificant effect on usage decisions through trust as mediation. It can be interpreted that trust as mediation is unable to strengthen the level of financial literacy on the decision to use QRIS for students in DKI Jakarta.
- Perceived benefits have a positive and significant effect on usage decisions through trust as mediation. This indicates that due to the high level of user

confidence in the perceived benefits of using QRIS, their interest in using QRIS can also increase.

- Perceived ease of use has a positive but insignificant effect on usage decisions through trust. If there are frequent system errors, security issues, or features that do not work properly, ease of use will not be enough to increase trust among users who experience these problems.

## **8. Implication**

- Improved Quality of Financial Services: The results of this study can provide valuable inputs for financial service providers to improve their service quality, especially those related to QRIS. This can improve customer satisfaction and customer loyalty.
- Contribution to Academic Literature: This research has the potential to add to the understanding in financial literature, especially in the context of financial literacy, perceived usefulness, perceived ease of use, QRIS usage decisions, and mediating variables such as trust. This research can be an important reference for researchers and academics in finance, economics, and consumer behavior.

## **9. Recommendation**

There are several suggestions for input on this research, including:

- It is hoped that students will be more active in assisting the government in encouraging people to continue using QRIS in the payment system, accompanied by regulations regarding financial technology.
- Companies providing financial products and services should carry out activities to improve financial literacy, create system updates with high security, and continue to improve transaction services.
- It is hoped that future research can add topics of discussion of other variables, such as system reputation, system quality, etc. so that this research can develop. So that this research can develop.
- It is hoped that future researchers can conduct research with a larger sample size and involve students in all regions of Indonesia.

## 10. References

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## APPENDIX

### Questionnaire Questions

The following questionnaire questions use a Likert scale with the following measurement classifications:

1. STS: Strongly Disagree
2. TS: Disagree
3. KS: Disagree
4. S : Agree
5. SS: Strongly Agree

Fill in the following statements by putting a check mark (✓) on the available statements in the appropriate column:

Financial literacy	1	2	3	4	5
	STS	TS	KS	S	SS
I feel I have adequate knowledge offinancial concepts such as savings, investment and financial management.					
I often seek information on financial topics about financial topics to improve my understanding.					
I feel confident in making daily financial decisions.					

I often attend seminars, trainings or courses related to financial literacy.					
I feel capable of budgeting and managing my money well.					
Perceived Benefits	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
I believe that using QRIS can facilitate my financial transactions.					
I feel that using QRIS is more profitable compared to traditional payment methods.					
I feel that using QRIS can help me save time in transactions.					
I believe that using QRIS can help me avoid the risk of losing money or theft.					
I see that using QRIS can provide certain incentives or benefits, such as discounts or cashback.					
Perceived Ease of Use	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
I feel that using QRIS is very easy in daily transactions.					
I feel that QRIS transaction services are easy to learn					
I feel that using QRIS is easier to understand than other payment methods.					
I feel that the QRIS transaction service can be used at any time and can be adjusted according to needs					
I feel that QRIS transaction services are easily found in public places in DKI Jakarta.					
Trust	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>

I have trust in digital financial systems, including QRIS.					
I believe that transactions through QRIS are safe and secure.					
I believe that the government or supervisory institutions supervise QRIS well.					
I believe that transacting with QRIS my data will be safe.					
My trust in QRIS influences my decision to use it.					
Usage Decision	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
I feel that QRIS is a safe and reliable choice in financial transactions.					
I believe that using QRIS makes it easier for me to make payments or financial transactions.					
My decision to use QRIS is influenced by the benefits and convenience offered by this payment method.					
I plan to continue using QRIS in the future.					
I believe that using QRIS helps me manage my finances better.					