# DETERMINANT OF FINANCIAL MANAGEMENT BEHAVIOR AND IMPACT ON FINANCIAL SATISFACTION IN GENERATION Z

**Nurul Azizeh[1), Umi Widyastuti[2), Muhammad Yusuf[3)**
[1) Universitas Negeri Jakarta, Jakarta, Indonesia
[2) Universitas Negeri Jakarta, Jakarta, Indonesia
[3) Universitas Negeri Jakarta, Jakarta, Indonesia

## ARTICLE INFORMATION

## ABSTRACT

This study aims to determine the factors that influence financial management behavior. This study was conducted in Greater Jakarta with a sample of Generation Z with an age range between 17-27 years, with as many as 325 respondents. This study applied the convenience sampling technique, while the data was analyzed using Structural Equation Model (SEM) using AMOS 21.0 software. The results showed that financial knowledge significantly influenced financial attitude, while financial attitude and financial knowledge had a significant impact on financial management behavior. The findings also proved that financial management behavior significantly influences financial satisfaction, but the model showed that financial attitude and financial knowledge did not affect financial satisfaction.

**Corresponding Author:**

Nurul Azizeh, Indonesia

Email address: Azizeh666@gmail.com

## INTRODUCTION

Financial management behavior is individuals' ability to plan, design budgets, manage, and control their finances (Asaff et al., 2019). Prabowo and Sandimitra (2021) said that individuals who have good management behavior would decide to use and manage their funds wisely; control their desire to behave consumptively, and prepare for their future through investments. In Indonesia, people tend to be consumptive due to the various problems in personal financial management (Ahillah, 2019). Consumptive behavior is the unexpected behavior that occurs when someone buys some product that exceeds their needs because of uncontrollable desire (Gumulya & Widiastuti, 2013).

Financial management has become a severe problem in Indonesia. Moreover, the data presented by Kadence International Indonesia in 2015 showed that 28% of people in Indonesia spend their money to pay their expenditures greater than their income. It reflects consumptive behavior. Previous research found that one factor affecting consumptive behavior is the desire to fulfill their needs and meet the upper-class lifestyle (Setiawan et al., 2016).

The Global Consumer Insights 2020 survey, which PricewaterhouseCoopers conducted (2020), entitled "Before and After the Covid-19 Outbreak", said that 40% of global consumers had degraded their income levels due to job losses during the pandemic. However, they still showed consumptive behavior by spending income on shopping online.

The covid-19 pandemic influenced many aspects of the economic sector and consumption behavior change (Utari et al., 2020). The covid-19 pandemic paralyzed all physical activity due to implementation of the Indonesian government's policy with restrictions on activities to control the spread of the Covid-19 virus. This policy also directly impacts rapidly increasing online shopping transactions (Laoli, 2020). Sheth (2020) explained that the covid-19 pandemic affects consumers' behavior significantly, that they modify their way of shopping and buying for their needs. Community mobilization during the pandemic was limited, which drives and increases online transactions. Based on the data of e-commerce company enabler Sirclo, increasing demand for food and beverage products increased by up to 143% from February to March 2020 (Iskandar, 2020). It was also supported by the intention to purchase online and use the promotion offered by e-commerce, such as the twin number month and date promo, for example, 9.9 on September 9th, 2021, and so on (Laoli, 2021).

United Nations Conference on Trade and Development (UNCTAD) observed seven countries, including Australia, the United Kingdom, Canada, China, Singapore, South Korea, and the United States of America, representing about two-thirds of online trade. The research found that online sales increased by 59% in Australia, 46.7% in the UK, 32,4% in the United States of America, and 14,6% in China (Amalia, 2021). Research conducted by the Institute for Economic and Public Investigation at the Faculty of Economics and Business University

of Indonesia (LPEM FEB UI) found that 42,1% of e-commerce consumers had soaring spending during the Covid-19 pandemic. In addition, the study showed that among students who shopped online during the covid-19 pandemic was higher, reaching 14,2% (Astutik, 2021).

Adwinchia (2015) revealed that 76% of those who use the internet have ever shopped online, and 48% of those consumers are aged 18 to 30. While research conducted by the Association of Indonesian Internet Service Providers Association of Indonesian Internet Providers or APJII (2021) stated that 73% of the population uses the internet and 54% of the population is Generation Z. Howe and Strauss (2004) highlighted that Generation Z who was born on the year of 1995-2010 has a dependency on technology and prioritizes popularity on social media. Carrying out financial planning cannot be separated from the existence of consumptive behavior and the internet as a tool in carrying out activities. Surveying the respondents aged 18-25 in the city of Medan showed that 69.7% like to shop for food and drink that is trending, while other respondents preferred to choose clothes as much as 46,2% of 119 people (Simangunsong et al., 2021).

According to Gumulya and Widiastuti (2013), Generation Z prioritized spending on trending goods to be recognized in their friendly environment. Generation Z has a principle that "You only live once" which could be interpreted that just having fun without thinking about the future (Adwinchia, 2015).

The report "Big Data Review on the impact of Covid-19 2020" written by the Central Statistics Agency (BPS), stated that online sales of food and beverage in March 2020 increased by 570% (Laoli, 2020). This is in line with the opinion expressed by Siswanti and Halida (2020) that Indonesians tend to think shortly and do shopping impulsively to meet their needs. Most of those with enough money still experience financial problems due to a lack of responsibility for financial management behavior, including a lack of saving activities, emergency fund planning, and funds for the future.

Previous research on financial management behavior by Fitriani and Widodo (2020) revealed that financial management is related to consumptive behavior. However, the research did not focus on the consumptive behavior that occurs in Generation Z, aged 17 to 27. The sample used in the research focused on Generation Z in Bandung (West Java - Indonesia) with the age of 19-24. This generation was categorized as the youngest to enter the world of work.

Refers to the background presented, this study highlights that consumer behavior in Indonesian society has to be considered and explored further on how people could achieve financial satisfaction. Therefore, this study aims to examine the factors that affect financial management behavior and impact financial satisfaction in Generation Z, aged 17 to 27, in Greater Jakarta, Indonesia. Most of Generation Z have high financial knowledge but do not have good financial management behavior (Fitriani & Widodo, 2020). Someone

with a positive financial attitude will also have positive financial knowledge. Individuals with financial knowledge and strong financial attitudes can make good and correct decisions for future life, especially in financial management, which also impacts their financial satisfaction (Ameliawati & Setiyani, 2018). Therefore, this study is interested in observing the topic of "Determinant of Financial Management Behavior and Impact on Financial Satisfaction in Generation Z".

## LITERATURE REVIEW

### Financial management behavior

According to Listiani (2017), financial management behavior is an individual fundamental skill or ability to manage daily finances as well as their planning, budgeting, examination, management, control, search, and storage. Prihartono and Asandimitra (2018) stated that people with good financial management behavior tend to be able to manage routines and are familiar with conducting financial planning and preparing the process by controlling their expenditures to balance their financial conditions. Financial behavior can be interpreted as a person's financial management behavior (Xiao & Porto, 2017). Amanah et al. (2016) explained that financial management behavior is the behavior of managing finances from the perspective of psychology and habits. Based on some scholars' definitions, it can be concluded that financial management behavior is the expertise of each individual in planning and managing the desire to spend their own money for a better life in the future.

Financial management behavior can be measured through ten indicators, including financial goals, financial planning, finance for the future, financial forecasting, financial discussions with partners, spending habits, budget planning, financial decisions, financial problems, and saving (Susan & Djajadikerta, 2017).

Hasibuan et al. (2018) organized a study that focused on the financial satisfaction of entrepreneurs in Medan by surveying 60 respondents with the criterion of employers and students. The data were analyzed using regression analysis, and the results showed that financial behavior positively influences the financial satisfaction of entrepreneurs. Someone that has good financial behavior will lead him/her to achieve higher financial satisfaction. Hence, good financial behavior will always encourage someone to control their financial condition in the future. The findings were supported by several previous studies, including Aboagye & Jung (2018), Austin & Nuryasman (2021), Coşkuner (2016), Darmawan & Pamungkas (2019), Robb & Woodyard (2011), Sari & Wiyanto (2020), Ünal & Düger (2015). These studies also found that financial management behavior significantly influences financial satisfaction.

### Financial satisfaction

Ali et al. (2015) stated that financial satisfaction is an understanding of the current financial situation from an individual's perspective. Sulistio and Wiyanto (2021) stated that people could achieve or not achieve financial satisfaction depending on their evaluation and responses, perceived feelings, and the assessment of satisfaction toward

their financial conditions. Financial satisfaction is one part of financial well-being that reflects subjective and objective views of financial conditions. Therefore, it represents how people are satisfied or unsatisfied with the income they receive (Darmawan & Pamungkas, 2019). This study synthesized financial satisfaction as a person's view of the condition of financial resources owned and felt sufficient in meeting daily needs.

Financial satisfaction can be measured through ten indicators, including financial life, ability to fulfill obligations, level of knowledge, financial problems, financial situation, insufficient living expenses, and managing finances (Ali et al., 2015).

### Financial knowledge

According to Listiani (2017), financial knowledge will encourage someone to make a priority of the needs that they have to fulfill and save some money for future needs. Financial knowledge is an individual ability to manage various things about finance (Ahillah, 2019). Besides the ability to manage personal finance, Nicolini (2019) emphasized that financial literacy is synonymous with financial knowledge. Therefore, it could be defined as the level of personal understanding of basic financial concepts, the expertise, and confidence for personal financial management by making the right and healthy short-term decisions and designing long-term finances based on life changes and economic situations.

Fitriani and Widodo (2020) concluded that financial knowledge is an individual's fundamental knowledge, science, and understanding of finance in determining and making good decisions. Refers to the literature, it can be concluded that financial knowledge is the ability of each individual to understand the terms of finance and analyze the financial conditions to mitigate the possibility of facing financial problems.

Financial knowledge can be measured through the following eight indicators, including understanding banking terms, financial management, investments, budgets, wills, financial goals, and expenses (Susan & Djajadikerta, 2017).

According to Ahillah and Indrawati (2019), financial knowledge significantly influences financial management behavior. Setiawan et al. (2016) stated that someone with higher financial knowledge tends to take a better financial investment behavior. So, they will make investment planning in their productive age to anticipate retirement. Some research also supported these findings (Agarwalla et al., 2015; Ida & Dwinta, 2010; Larasaty et al., 2021; Mien & Thao, 2015; Nicolini, 2019; Yuan & Yang, 2014).

Halim and Astuti (2015) found a significant influence between financial knowledge and financial satisfaction. The research that was conducted by Austin & Nuryasman (2021), Darmawan & Pamungkas (2019), and Sari & Wiyanto (2020) also strengthened the findings about the relationship between financial knowledge and financial satisfaction. On the other hand, Sulistio and Wiyanto (2021) found that financial knowledge had no significant effect on financial satisfaction.

Susan and Djajadikerta (2017) said that financial knowledge positively influences financial attitude. The result is in line with the research of Gerrans et al. (2014), Nano (2015), and Sandi et al. (2020). Reversely, some previous studies found that financial knowledge does not have a positive and significant influence on financial attitude (Agarwalla et al., 2015; Fitriani & Widodo, 2020; Mien & Thao, 2015; Parotta, 1996).

### Financial attitude

Financial attitudes are thoughts, opinions, and judgments about financial (Arifin, 2018). Rai et al. (2019) defined financial attitude as a personal propensity toward financial problems, expertise in planning for the future, and saving. Qamar et al. (2016) stated that poor financial management and incorrect financial attitude can lead someone to face financial problems and financial dissatisfaction. Financial attitudes are individual responses in the form of statements regarding money and upcoming financial behavior (Potrich et al., 2016). A Financial attitude is an attitude that leads to a person's ability to know the problems that occur in their finances (Ahillah, 2019). Financial attitude is defined as the state of thoughts, views, and judgments of a person regarding his or her financial principal, which are embedded into his or her attitude (Sandi et al., 2020). Based on several expert definitions, it can be concluded that financial attitude is a reaction from a person who has faced several financial problems and provides an assessment to make the right and wise decisions in financial management.

Financial attitude consists of financial management, financial retirement plans, investments, savings, controlling financial risk, financial records, unimportant savings, saving patterns, and financial problems (Adiputra, 2021).

Prihartono and Asandimitra (2018) observed 264 college students in the economics department, and they found that financial attitudes affect financial management behavior. The empirical result was underpinned by the theory of planned behavior and several studies that give the same insight (Ahillah, 2019; Amanah et al., 2016; Bhushan & Medury, 2014; Djou, 2019; Herdjiono & Damanik, 2016; Mien & Thao, 2015; Pradiningtyas & Lukiastuti, 2019; Purwanti, 2021).

According to Darmawan and Pamungkas (2019), financial attitudes influence financial satisfaction. Previous research has been conducted by Arifin et al. (2019), Chandra & Memarista (2015), and Falahati & Paim (2011) emphasized the same findings that proved the relationship between financial attitude and financial satisfaction. While Prabowo and Asandimitra (2021) found that financial attitudes did not affect financial satisfaction because respondents had lower levels of income or even did not have any income from their occupation.

The results were supported by Armilia & Isbanah (2019), Austin & Nuryasman (2021), and Yap et al. (2016).
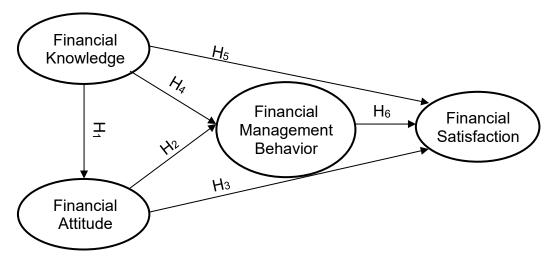
Figure 1. Research Framework

Source: Data Processed by Author (2021)

### Research Hypotheses

Based on the literature above, this study proposes the hypotheses as follows:

$H_1$ – Financial knowledge affects financial attitudes in Generation Z in Greater Jakarta.

$H_2$ – Financial attitudes affect financial management behavior in Generation Z in Greater Jakarta.

$H_3$ – Financial attitudes affect financial satisfaction in Generation Z in Greater Jakarta.

$H_4$ – Financial knowledge affects financial management behavior in Generation Z in Greater Jakarta.

$H_5$ – Financial knowledge affects financial satisfaction in Generation Z in Greater Jakarta.

$H_6$ – Financial management behavior affects financial satisfaction in Generation Z in Greater Jakarta.

## RESEARCH METHODS

This study applied a quantitative approach to examine the factors that affect financial management behavior. This study used primary data obtained directly from the respondent through questionnaires. The population of this study was filtered to Generation Z with the age range from 17 to 27 years old in Greater Jakarta because generation Z dominantly indicated consumptive behavior (APJII, 2021; Gumulya & Widiastuti, 2013; Simangunsong et al., 2021). The sample was determined based on the rule of thumb about the minimum sample required when analyzing the data using SEM AMOS. SEM can be used in complex and multilevel research and testing models. In the analysis process, there is a combination of regression and factor analysis, which helps solve complex and difficult models. Based on this rule of thumb, the number of samples determined in this study was 200 respondents (Hair et al., 2006) using the convenience sampling technique. Therefore, everybody who met the criteria and agreed to provide the information needed by the researcher can be chosen as a sample.

## Data Analysis Technique

In this study, processing data using AMOS 21.0 (Analysis of Moment Structure) software as a program to measure the level of validity and reliability of the instruments that respondents have filled out. For indicators with proven validity, the factor loading value that must be met if using a sample of 200 is 0.4 (Hair et al., 2019). Collier (2020) revealed that a standardized factor loading value is needed in calculating a variable's reliability value. According to Collier (2020), ideally, the value of the reliability construct is 0.7 or higher than that. Therefore, the minimum reliability value accepted for the next stage is 0.7. Reliability will enter the model feasibility test method and hypothesis testing with Structural Equation Modeling or SEM using AMOS software.

The model feasibility test is carried out by looking for the P value or probability of the model fit > 0.05 (Hair et al., 2019). The research model has a path diagram, and the researcher makes modifications by eliminating several indicators until the model fit > 0.05. The indicators were removed because the standardized estimate did not meet the criteria and the indicator value was the largest compared to other indicators.

The hypothesis that is accepted or rejected can be known through the P value in the estimation with the criteria if the P value < 0.05 indicates that H0 is rejected and Ha is accepted, while if the P value > 0.05 indicates that H0 is accepted and Ha is rejected. In addition, a significant test can be performed using the C.R. or Critical Ratio with a minimum value criterion of 1.96 (Hair et al., 2019). If the C.R. > 1.96, it was concluded that the hypothesis had a significant influence, but if the C.R. < 1.96, then the P value will be > 0.05, so the hypothesis is rejected.

## RESULTS AND DISCUSSION

The first step in data analysis using SEM AMOS (Analysis of Moment Structure) 21.0 is the model feasibility test that aims to determine the model's goodness of fit. If the value of the probability of significance is more than 0.05, it could be concluded that the model is fit. Based on the analysis data, the significance probability value is more than 0.05 (p-value = 0.074), which means that the model is fit.

Table 1. The Results Goodness of Fit Indices

| Goodness of fit indices | Cut off value | Score | Result |
|---|---|---|---|
| Chi-square | Expected small | 1,201 | Good |
| Significance probability | ≥ 0,05 | 0,074 | Good |
| RMSEA | ≤ 0,08 | 0,025 | Good |
| GFI | ≥ 0,90 | 0,955 | Good |
| AGFI | ≥ 0,90 | 0,937 | Good |
| CMIN/DF | ≤ 2,00 | 1,201 | Good |
| TLI | ≥ 0,95 | 0,981 | Good |
| CFI | ≥ 0,95 | 0,984 | Good |

Source: Data Processed by Author (2022)

The second criterion to test the goodness of fit is the Chi-Square value. Based on the results, the chi-square value (1.201) is small enough, so it can be said that the model is good. The third criterion is that the value of RMSEA must be less than 0.08. The results show that RMSEA (0.025) has met the criterion. Therefore, it can be concluded that the model is fit. The fourth criterion is that the value of CMIN/DF should be less than 2.00. The CMIN/DF of this model is 1.201. Therefore, the model is fit. The fifth criterion requires the GFI and AGFI values must exceed 0.90. The results showed that the values are 0.955 and 0.937. Sixth, the TLI value is 0.981 and CFI is 0.984, which is more than the cut-off value (0.95). Based on the results, the research model is fit and fulfills all the criteria in the goodness of fit test.
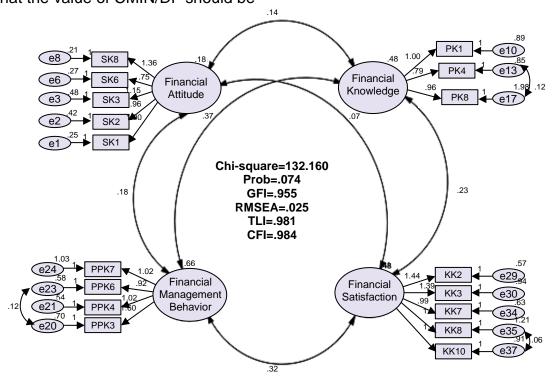


Figure 2. Structural Model – SEM AMOS

Source: Data Processed by Author (2022)

After running the data using AMOS 21.0, the model must be modified. The model illustrates that financial management behavior has four remaining indicators; financial satisfaction has five indicators, and financial knowledge has three. While the financial attitude leaves five indicators with two arrows connected as the result of modification to get a good model.

The last stage is hypothesis testing. Refers to the t-table, the hypothesis is acceptable if the value of C.R. > 1.96. Another criterion in hypothesis testing is comparing the probability value (p-value) with the significance level of 0.05. If the value of p < 0.05, it means that the research hypothesis is accepted and there is a significant impact between the exogenous variable and the endogenous variable. Here are the results of statistical hypotheses testing:

Table 2. The Result of Hypotheses Testing

| Hypothesis | Variable Independent | Variable Dependent | C.R | P | Result |
|---|---|---|---|---|---|
| $H_1$ | Financial Knowledge | Financial Attitude | 4.307 | *** | $H_1$ Accepted |
| $H_2$ | Financial Attitude | Financial Management Behavior | 3.361 | *** | $H_2$ Accepted |
| $H_3$ | Financial Attitude | Financial Satisfaction | -1.469 | 0.142 | $H_3$ Rejected |
| $H_4$ | Financial Knowledge | Financial Management Behavior | 4.270 | *** | $H_4$ Accepted |
| $H_5$ | Financial Knowledge | Financial Satisfaction | 1.655 | 0.098 | $H_5$ Rejected |
| $H_6$ | Financial Management Behavior | Financial Satisfaction | 3.985 | *** | $H_6$ Accepted |

Source: Data Processed by Author (2022)

The influence of financial knowledge on financial attitude. Based on the first hypothesis testing (H1), the empirical finding shows the Critical Ratio (CR = 4.307) is more than 1.96 and the p-value is less than 0.05. This study concludes that financial knowledge significantly affects the financial attitude of Generation Z. It also can be interpreted that Ha is accepted and H0 is rejected. It is represented by their knowledge of financial concepts such as financial costs, interest, credit terms, financial investments, savings, and even financial goals. It also shows that financial knowledge affects financial attitudes. They realize that consistently saving money is essential because they must prepare for their lives after retirement. Saving money is a part of financial planning that reflects the personal responsibility in managing personal finance. Generation Z in Jakarta also realized that keeping track of their spending is crucial since they recognized they had to plan their retirement adequately. This study's results align with research conducted by Susan and Djajadikerta (2017). Students in Indonesia confirm that financial knowledge has a positive influence on their financial attitude of students. This was also confirmed by Gerrans et al. (2014) show that financial knowledge has a relationship to financial attitude by using several measures of Finance and income. Someone with the best financial knowledge does not automatically display the best financial attitude because it depends on the mindset toward personal finance. The results of this study indicate the importance of students' financial attitudes toward money management skills and behavior (Nano, 2015).

The influence of financial attitudes on financial management behavior. Considering that the second hypothesis (H2) has a Critical Ratio (CR) value of 3.361 > 1.96 and a probability less than 0.05, it may be inferred that the financial attitude considerably influenced financial management behavior. This can indicate that Ha is accepted and H0 is rejected. Generation Z's financial attitude in Jakarta is that they are aware of the importance of financial planning as the key to success in the

future. This is reflected by the focus on planning and recording expenses, a sense of responsibility for personal finances, and consistency in saving money. This financial attitude affected the financial management behavior seen in planning financial goals and knowing how to achieve them. These behaviors include setting aside money to save or prepare an emergency fund, discussing financial goals with partners, and evaluating expenses.

The results of this study are in line with Herdjiono and Damanik (2016), who stated that financial attitudes guide individuals to manage better financial management behavior. Bhushan and Medury (2014) mentioned that good financial planning leads to better financial behavior in individuals. Furthermore, individual financial planning confidence is positively correlated with various financial behavioral factors such as financial planning behavior, saving behavior, debt repayment, and being responsible for investments. In addition, financial attitudes help individuals behave regarding their finances, whether in management, financial budgets, or long-term planning (Pradiningtyas & Lukiastuti, 2019). This is reinforced by Ahillah (2019), Djou (2019), Mien and Thao (2015), and Prihartono and Asandimitra (2018) showed that financial attitude has a significant influence on financial management behavior. Individuals who can or cannot refrain from fulfilling desires when having money will affect financial management behavior. The higher the self-restraint, the higher the financial management behavior.

The influence of financial attitude toward financial satisfaction. Based on results, the third hypothesis (H3) has Critical Ratio (CR) value of -1,469 > 1,96 and probability value of 0,142 > 0,05. Thus, it can be concluded that financial attitude significantly does not affect financial satisfaction. It can be interpreted that Ha is rejected and H0 is accepted. The financial attitude of Generation Z does not affect financial satisfaction. They assume their current income is insufficient to cover their living expenses, but they are still working to improve their financial situation. Nonetheless, when it comes to financial knowledge, Generation Z is satisfied. However, they are still dissatisfied with their financial situation regarding fulfilling their daily needs.

The results of this study are in line with studies conducted by Armilia and Isbanah (2019), Austin and Nuryasman (2021), Yap et al. (2016), and Prabowo and Asandimitra (2021). Those studies find that financial attitude does not affect financial satisfaction. This is because 71% of the respondents in this study were teenagers and early adults, and their income came from their parents. Their income is modest, so they are dissatisfied with their current financial situation. This study's results align with research conducted by Falahati and Paim (2011), showing that financial attitude significantly influences financial satisfaction because of an orientation towards satisfaction when someone has an opinion about managing finances well to achieve financial satisfaction.

The influence of financial knowledge on financial management behavior. The result of hypothesis fourth (H4) finds that a Critical Ratio (CR) value

of 4,270 > 1,96 and probability values less than 0,05. It can be concluded that financial knowledge significantly affects financial management behavior. The result means that Ha is accepted and H0 is rejected. Generation Z knows financial concepts such as charges, interest, credit terms, investments, savings, and wills. Setting aside money to save and invest is the habit that represents managing Generation Z's finances. This is because Generation Z recognizes that diversifying their investments and savings reduces financial risk.

The results of this study are in line with research conducted by Agarwalla et al. (2015), Ahillah and Indrawati (2019), Ida and Dwinta (2010), Garg and Singh (2018), Larasaty et al. (2021), Mien and Thao (2015), Nicolini (2019) Pradiningtyas and Lukiastuti (2019), Sandi et al. (2020), Santini et al. (2019), Setiawan et al. (2016), Wijaya and Yanuar (2020), and Yuan and Yang (2014) revealed that financial knowledge influences financial management behavior.

The influence of financial knowledge on financial satisfaction. Based on the result, the fifth hypothesis (H5) has a Critical Ratio (CR) value of 1,655 < 1,96 and a probability value of 0,098 > 0,05. Thus, it can be concluded that financial knowledge significantly does not affect financial satisfaction. It shows that Ha is rejected and H0 is accepted. Generation Z's financial knowledge includes interest, financial costs, credit terms, financial management, savings, and investments. Generation Z is indeed informed that purchasing goods on credit could impact future finances. However, this financial knowledge does not satisfy Generation Z's financial situation.

This study's results align with Sulistio and Wiyanto's (2021) research, which found that financial knowledge had no significant effect on financial satisfaction. On the other side, the results of this study are different from the research conducted by Ali et al. (2015); Austin and Nuryasman (2021); Darmawan and Pamungkas (2019); Sari and Wiyanto (2020), which found that financial knowledge has a positive influence on financial satisfaction. Differences in the results of this study are because financial satisfaction is not only influenced by financial knowledge but also by financial stressors, financial behavior (Joo & Grable, 2004), and demographic traits that may lead to better financial satisfaction (Xiao, 2015).

The influence of financial management behavior on financial satisfaction. Based on the results, the sixth hypothesis (H6) has a Critical Ratio (CR) of 3,985 < 1,96 and a probability smaller than 0,05. Thus, it can be concluded that financial management behavior significantly affects financial satisfaction. It shows that Ha is accepted and H0 is rejected. This can be seen in the financial management behavior of Generation Z in Jakarta realized the need to make financial goals and ways to achieve these goals. Financial management consists of various things, from starting to make financial goals, planning how to achieve them, estimating expenses, setting aside emergency funds, saving regularly, and even evaluating expenses and discussing financial goals to be achieved with their partner. All

financial management behavior in Generation Z affects individual financial satisfaction because Generation Z can manage their income well and know in detail about their cash flow.

The results of this study are similar to those of Aboagye and Jung (2018), Austin and Nuryasman (2021), and Sari and Wiyanto (2020). They found that financial management behavior significantly and positively influenced individual financial satisfaction. This is also reinforced by Darmawan and Pamungkas (2019), who stated that individuals who have financial management behaviors such as making financial goals and planning how to achieve them would feel higher satisfaction than individuals who do not have financial planning. It is also supported by Hasibuan et al. (2018), who found that good financial management behavior will trigger individuals to control financial conditions in the future.

## CONCLUSION

This study is conducted to answer the determinant of financial management behavior in Generation Z. Based on the data analysis, this study found that financial knowledge significantly affects financial attitude, while financial knowledge and financial attitude significantly affect financial management behavior. Thus, financial management behavior has a significant influence on financial satisfaction. On the other hand, financial attitude and financial knowledge did not have a significant impact on financial satisfaction.

This study has a limitation in observing the sample focused on generation Z in Greater Jakarta.

Therefore it is necessary to redesign future research using another subject of research and considering some variables that did not employ yet in this model.

This research contributes to the development of studies on financial management behavior so that it can add insight to readers. This study concludes that the factors that influence financial management behavior are financial knowledge and financial attitudes. Generation Z in Jakarta has a good financial attitude and knowledge of finance. It can be shown in the attitude that financial planning is crucial as the key to success in the future, the attitude of planning and recording expenses, and a sense of responsibility for personal finances. The financial knowledge possessed by Generation Z in Jakarta includes financial costs, interest, credit terms, financial investments, savings, and even financial goals and wills. Therefore, Generation Z in Jakarta has good financial attitudes and financial knowledge so that they can influence financial management behavior.

In addition, financial management behavior can also affect financial satisfaction. Generation Z is aware that it is necessary to create financial goals and ways to achieve them, evaluate expenses and discuss financial goals to be achieved with their partners. Therefore, the behavior of financial management in generation Z affects individual financial satisfaction because generation Z in Jakarta can manage their income well and know in detail about their cash flows.

However, financial knowledge and financial attitudes do not directly

affect financial satisfaction. Financial knowledge and financial attitudes require financial management behavior variables as mediating variables to influence financial satisfaction. Based on the data obtained, research shows that Generation Z in Jakarta is not satisfied with their current finances. Because the majority of 77% age range 17-23 years where most of the income still comes from parents. Then financial satisfaction is not only influenced by financial knowledge and financial attitudes but also by financial stressors, financial behavior, and demographic factors that can produce higher financial satisfaction.

This research can provide policy recommendations for the Financial Services Authority in making policy recommendations and educating the public about the importance of financial management behavior in everyday life. Policies in the EPK (Education and Consumer Protection) sector to protect and educate the people of Indonesia, especially the people of Jakarta, regarding behaviors such as financial management behavior and consumptive behavior. In addition, it can protect the interests of the Indonesian people against violations in the financial sector. The Financial Services Authority has various ways of educating the Indonesian people through the "Sikapi Uangmu" application, which is quite relevant to research.

# REFERENCE

Aboagye, J., & Jung, J. Y. (2018). Debt holding, financial behavior, and financial satisfaction. Journal of Financial Counseling and Planning, 29(2), 208–218. https://doi.org/10.1891/1052-3073.29.2.208

Adiputra, I. G. (2021). The Influence of financial literacy, financial attitude and locus of control on financial satisfaction: Evidence from the community in Jakarta. KnE Social Sciences, 2021, 636–654. https://doi.org/10.18502/kss.v5i5.8848

Adwinchia, I. (2015). Tren pembelian online pada generasi milenial Indonesia (Studi pada e-commerce Zalora Indonesia). Universitas Indonesia. Depok.

Agarwalla, S. K., Barua, S. K., Jacob, J., & Varma, J. R. (2015). Financial literacy among working young in urban India. World Development, 67, 101–109.

Ahillah, L. M. (2019). Pengaruh financial attitude dan financial knowledge terhadap financial management behavior. JEMMA | Journal of Economic, Management and Accounting, 2(2), 9. https://doi.org/10.35914/jemma.v2i2.243

Ali, A., Rahman, A., & Bakar, A. (2015). Financial satisfaction and the influence of financial literacy in Malaysia. Educational Technology Research and Development, 120(5), 137–156. https://doi.org/10.1007/sl

Amalia, H. A. (2021). PBB: Pandemi covid dongkrak keuntungan "e-commerce" tahun lalu. Investor.Id. https://investor.id/international/246974/pbb-pandemi-covid-dongkrak-keuntungan-

ecommerce-tahun-lalu

Amanah, E., Rahadian, D., & Iradianty, A. (2016). Pengaruh financial knowledge, financial attitude dan external locus of control terhadap personal financial management behavior pada mahasiswa s1 universitas telkom. EProceedings of Management, 3(2).

Ameliawati, M., & Setiyani, R. (2018). The influence of financial attitude, financial socialization, and financial experience to financial management behavior with financial literacy as the mediation variable. KnE Social Sciences, 3(10), 811. https://doi.org/10.18502/kss.v3i10.3174

APJII. (2021). Buletin APJII. In Di Balik Tren Edge Data Center di Indonesia (No. 91; 91). https://apjii.or.id/downfile/file/BULETINAPJIIEDISI91Juli2021.pdf

Arifin, A. Z. (2018). Influence of financial attitude, financial behavior, financial capability on financial satisfaction. 186(INSYMA), 100–103. https://doi.org/10.2991/insyma-18.2018.25

Arifin, A. Z., Anastasia, I., Siswanto, H. P., & Henny, . (2019). The Effects of Financial Attitude, Locus of Control, and Income on Financial Behavior. 59–66. https://doi.org/10.5220/0008488200590066

Armilia, N., & Isbanah, Y. (2019). Factors that affect the financial satisfaction of financial technology users in Surabaya. Jurnal Ilmu Manajemen, 8(1), 39–50.

Asaff, R., Suryati, S., & Rahmayani, R. (2019). Pengaruh financial attitude dan financial knowledge terhadap financial management behavior. JEMMA | Journal of Economic, Management and Accounting, 2(2), 9. https://doi.org/10.35914/jemma.v2i2.243

Astutik, Y. (2021, March 29). Begini perubahan pola belanja di toko online selama pandemi. CNBC Indonesia. https://www.cnbcindonesia.com/tech/20210329124334-37-233619/begini-perubahan-pola-belanja-di-toko-online-selama-pandemi

Austin, J. N., & Nuryasman, M. N. (2021). Perilaku, sikap dan pengetahuan keuangan terhadap kepuasan keuangan. Jurnal Manajerial Dan Kewirausahaan, 3(1), 61. https://doi.org/10.24912/jmk.v3i1.11288

Bhushan, P., & Medury, Y. (2014). An empirical analysis of inter linkages between financial attitudes, financial behaviour and financial knowledge of salaried individuals. Indian Journal of Commerce & Management Studies, 5(3), 1161–1201. www.scholarshub.net

Chandra, J. W., & Memarista, G. (2015). Faktor-faktor yang Mempengaruhi Financial Satisfaction pada Mahasiswa Universitas Kristen Petra. Finesta, 3(2), 1–6.

Collier, J. E. (2020). Applied Structural Equation Modelling Using AMOS. In Routledge (First). Routledge.

https://doi.org/10.1108/978-1-78635-883-720161025

Coşkuner, S. (2016). Understanding factors affecting financial satisfaction: The influence of financial behavior, financial knowledge and demographics. Imperial Journal of Interdisciplinary Research, 2(5), 377–385.

Darmawan, D., & Pamungkas, S. (2019). Pengaruh financial attitude, financial behavior, dan financial knowledge terhadap financial satisfaction. I(2), 172–181.

Djou, L. G. (2019). Analisis pengaruh literasi keuangan, sikap keuangan dan kepribadian terhadap perilaku pengelolaan keuangan UMKM di Kabupaten Ende. Jurnal Magisma, 7(2), 123–133. http://jurnal.stiebankbpdjateng.ac.id

Falahati, L., & Paim, L. (2011). Gender differences in financial well-being among college students. Australian Journal of Basic and Applied Sciences, 5(9), 1765–1776.

Fitriani, A., & Widodo, A. (2020). Pengaruh financial knowledge terhadap financial behavior dengan financial attitude sebagai variabel intervening pada generasi Z. Jurnal Ilmiah MEA (Manajemen, Ekonomi, & Akuntansi), 4(2), 310–319. http://journal.stiemb.ac.id/index.php/mea/article/view/333

Garg, N., & Singh, S. (2018). Financial literacy among youth. International Journal of Social Economics, 45(1), 173–186. https://doi.org/10.1108/IJSE-11-2016-0303

Gerrans, P., Speelman, C., & Campitelli, G. (2014). The relationship between personal financial wellness and financial wellbeing: a structural equation modelling approach. Journal of Family and Economic Issues, 35(2), 145–160. https://doi.org/10.1007/s10834-013-9358-z

Gumulya, J., & Widiastuti, M. (2013). Pengaruh konsep diri terhadap perilaku konsumtif mahasiswa Universitas Esa Unggul. Jurnal Psikologi, 11(1), 50–65. https://www.esaunggul.ac.id/wp-content/uploads/2019/10/UEU-Journal-4427-680-1493-1-SM.pdf

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). Multivariate Data Analysis. In Multivariate Data Analysis, Multivariate Data Analysis B2 - Multivariate Data Analysis, Multivariate Data Analysis (Eighth, Vol. 87, Issue 4).

Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2006). Multivariate data analysis 6th Edition. In Pearson Prentice Hall. New Jersey. humans: Critique and reformulation. Journal of Abnormal Psychology (Vol. 87).

Halim, Y. K. E., & Astuti, D. (2015). Financial stressors, financial behavior, risk tolerance, financial knowledge, dan kepuasan financial. Jurnal Finesta, 3(1), 19–23.

Hasibuan, B. K., Lubis, Y. M., & HR, W. A. (2018). Financial literacy and financial behavior as a measure of financial satisfaction.

Advances in Economics, Business and Management Research (AEBMR), 46(Ebic 2017), 503–507. https://doi.org/10.2991/ebic-17.2018.79

Herdjiono, I., & Damanik, L. A. (2016). Pengaruh financial attitude, financial knowledge, parental income terhadap financial management behavior. Jurnal Manajemen Teori Dan Terapan, 9(3).

Howe, N., & Strauss, W. (2004). The new generation. PEI Power Engineering International, 12(10), 41–43. https://doi.org/10.7202/1050680ar

Ida, & Dwinta, C. Y. (2010). Pengaruh locus of control, financial knowledge, income terhadap financial management behavior. Jurnal Bisnis Dan Akuntansi, 12(3), 131–144.

Iskandar. (2020, April 20). Dampak Covid-19, belanja makanan dan minuman online naik 143 persen di Indonesia. Liputan6.Com. https://www.liputan6.com/tekno/read/4232324/dampak-covid-19-belanja-makanan-dan-minuman-online-naik-143-persen-di-indonesia

Joo, S., & Grable, J. E. (2004). An exploratory framework of the determinants of financial satisfaction. Journal of Family and Economic Issues, 25(1), 25–50.

Laoli, N. (2020, June 2). BPS catat penjualan online melonjak tajam selama pandemi corona. Kontan.Co.Id. https://nasional.kontan.co.id/news/bps-catat-penjualan-online-melonjak-tajam-selama-pandemi-corona

Laoli, N. (2021, November 13). Platform e-commerce laris manis selama pandemi Covid-19. Kontan.Co.Id. https://newssetup.kontan.co.id/news/platform-e-commerce-laris-manis-selama-pandemi-covid-19?page=all

Larasaty, F., Makaryanawati, M., & Furqorina, R. (2021). Determinan perilaku pengelolaan keuangan pada UMKM di Kabupaten Kediri. E-Jurnal Akuntansi, 31(10), 2467. https://doi.org/10.24843/eja.2021.v31.i10.p05

Listiani, K. (2017). Pengaruh financial knowledge, locus of control dan financial attitude terhadap financial management behavior pada mahasiswa [Sekolah Tinggi Ilmu Ekonomi Perbanas]. http://eprints.perbanas.ac.id/2917/

Mien, N. T. N., & Thao, T. P. (2015). Factors affecting personal financial management behaviors: evidence from Vietnam. Economics, Finance and Social Sciences, 978–1.

Nano, D. (2015). The interrelationship between financial attitude, financial behavior and financial knowledge. International Journal of Business and Technology, 4(1), 9. https://doi.org/DOI:10.33107/IJBTE.2015.4.1.09

Nicolini, G. (2019). Financial literacy and financial behavior. In Financial Literacy in Europe (pp. 85–140). Routledge.

Parotta, J. L. M. (1996). The impact of financial attitudes and knowledge on financial management and satisfaction. University of British Columbia.

Potrich, A. C. G., Vieira, K. M., & Mendes-Da-Silva, W. (2016). Development of a financial literacy model for university students. Management Research Review, 39(3), 356–376. https://doi.org/10.1108/MRR-06-2014-0143

Prabowo, M. S., & Asandimitra, N. (2021). Faktor yang memengaruhi financial satisfaction pengguna E-Commerce di Surabaya. Jurnal Ilmu Manajemen, 9(1), 28. https://doi.org/10.26740/jim.v9n1.p28-41

Pradiningtyas, T. E., & Lukiastuti, F. (2019). Pengaruh pengetahuan keuangan dan sikap keuangan terhadap locus of control dan perilaku pengelolaan keuangan mahasiswa ekonomi. Jurnal Minds: Manajemen Ide Dan Inspirasi, 6(1), 96. https://doi.org/10.24252/minds.v6i1.9274

Pricewaterhouse Coopers. (2020). The consumer transformed. Journal of Medical Education, 45(7), 467–472.

Prihartono, M. R. D., & Asandimitra, N. (2018). Analysis factors influencing financial management behaviour. International Journal of Academic Research in Business and Social Sciences, 8(8), 308–326. https://doi.org/10.6007/ijarbss/v8-i8/4471

Purwanti. (2021). Pengaruh financial knowledge, financial attitude, presepsi kemudahan, sosial demografi penggunaan dana dompet digital terhadap financial management behavior (Studi empiris konsumen mahasiswa di Pelita Bangsa). Jurnal Daya Saing, 7(1), 57–64. https://www.ejournal.kompetif.com/index.php/dayasaing/article/view/554

Qamar, M. A. J., Khemta, M. A. N., & Jamil, H. (2016). How knowledge and financial self-efficacy moderate the relationship between money attitudes and personal financial management behavior. European Online Journal of Natural and Social Sciences, 5(2), 296–308. www.european-science.com

Rai, K., Dua, S., & Yadav, M. (2019). Association of Financial Attitude, Financial Behaviour and Financial Knowledge Towards Financial Literacy: A Structural Equation Modeling Approach. FIIB Business Review, 8(1), 51–60. https://doi.org/10.1177/2319714519826651

Robb, C. A., & Woodyard, A. S. (2011). Financial knowledge and best practice Behavior. Financial Knowledge and Best Practice Behavior, 22(1), 60–70.

Sandi, K., Worokinasih, S., & Darmawan, A. (2020). Pengaruh financial knowledge dan financial attitude terhadap financial behavior pada youth entrepreneur kota Malang. Jurnal Administrasi Bisnis, Ekosistem Start Up, 140–150.

Santini, F. D. O., Ladeira, W. J., Mette, F. M. B., & Ponchio, M. C. (2019). The antecedents and consequences of financial literacy: a meta-analysis. International Journal of Bank Marketing, 37(6), 1462–1479. https://doi.org/10.1108/IJBM-10-2018-0281

Sari, C. P., & Wiyanto, H. (2020). Pengaruh Pengetahuan Keuangan, Perilaku Keuangan, dan Pendapatan terhadap Kepuasan Keuangan. Jurnal Manajerial Dan Kewirausahaan, 2(4), 880. https://doi.org/10.24912/jmk.v2i4.9867

Setiawan, E., Wahyudi, S., & Mawardi, W. (2016). Pengaruh sosial demografi, pengetahuan keuangan, dan sikap keuangan terhadap perilaku investasi keuangan individu (Studi kasus pada karyawan swasta di Kabupaten Kudus). E-Journal Undip, 1–19. http://eprints.undip.ac.id/50508/1/Jurnal_Tesis_Pengaruh_Sosial_Demografi%2C_Pengetahuan_Keuangan%2C_dan_Sikap_Keuangan_Terhadap_Perilak.pdf

Sheth, J. (2020). Impact of Covid-19 on consumer behavior: Will the old habits return or die? Journal of Business Research, 117, 280–283. https://doi.org/10.1016/j.jbusres.2020.05.059

Simangunsong, R. M. S., Putri, N. I., & Brahmana, K. M. B. (2021). Pengaruh harga diri dan kelompok teman sebaya terhadap perilaku konsumtif pada mahasiswa generasi Z.

Jurnal Psychomutiara, 4(2), 1–11.

Siswanti, I., & Halida, A. (2020). Financial knowledge, financial attitude, and financial management behavior: Self–control as mediating. The International Journal of Accounting and Business Society, 28(1), 105–132. https://doi.org/10.21776/ub.ijabs.2020.28.1.5

Sulistio, P., & Wiyanto, H. (2021). Faktor-faktor yang mempengaruhi kepuasan keuangan mahasiswa/i Universitas Tarumanagara. Jurnal Manajerial Dan Kewirausahaan, 3(3), 822. https://doi.org/10.24912/jmk.v3i3.13214

Susan, M., & Djajadikerta, H. (2017). Understanding financial knowledge, financial attitude, and financial behavior of college students in Indonesia. Advanced Science Letters, 23(9), 8762–8765. https://doi.org/10.1166/asl.2017.9966

Ünal, S., & Düger, Y. S. (2015). An empirical analysis on the relation between academics' financial well-being and financial behavior. The International Journal of Economic and Social Research, 11(1), 213–227.

Utari, P., Fitri, A., Setyanto, E., & Henny, C. (2020). Belanja on-line mahasiswa di era pandemi covid-19: modifikasi perilaku konsumen. Islamic Communication Journal, 5(2), 143. https://doi.org/10.21580/icj.2020.5.2.6450

Wijaya, I., & Yanuar. (2020). Pengaruh financial knowledge, financial satisfaction, financial confidence terhadap financial behavior. Jurnal Manajemen Bisnis Dan Kewirausahaan, 5(1), 72–76.

Xiao, J. J. (2015). Consumer economic wellbeing. In Consumer economic wellbeing (pp. 3–21). Springer.

Xiao, J. J., & Porto, N. (2017). Financial education and financial satisfaction: Financial literacy, behavior, and capability as mediators. *International Journal of Bank Marketing*.

Yap, R. J. C., Komalasari, F., & Hadiansah, I. (2016). The effect of financial literacy and attitude on financial management behavior and satisfaction. *International Journal of Administrative Science & Organization*, *23*(3), 140–146.

Yuan, H., & Yang, S. (2014). The survey of financial literacy in Shanghai. *Internation Journal of Managerial Studies and Research*, *2*(10), 46–54.