

The Influence of Perceived Usefulness, Perceived Ease of Use and Perceived Risk on Continuance Intention at E-Wallet DANA in Bandung

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Abstract

Electronic wallets exist because of the fast-paced changes in people's lifestyles. However, some users are still worried about the big consequences, for example the reliability and security of the e-wallet. DANA is an e-wallet with >100 million users throughout Indonesia. With so many users, there is a need for an adequate security system. The operation of the technology should not require much effort. However, there are reviews that the DANA e-wallet still finds difficulties and there is a gap (gap) between perceived benefits, ease of use and perceived risk. The risk of using an e-wallet can affect the user experience and become a barrier to continued use. This study aims to see the existence of "The Influence of Perceived Benefits, Perceived Ease of Use and Perception of Risk on Continuance Intention in DANA e-Wallet in Bandung City ". The methodology in the research carried out by the researcher is quantitative using a causal descriptive approach, multiple linear regression analysis is used as a technique that is tested through SPSS 25 software. The number of samples used by the researcher is 190 people. The results of the research show that the variables of perceived benefit, perceived ease of use and perceived risk have a positive and significant effect on the variable continuity intention either partially or simultaneously. The influence of the independent variable is 30.2% and the other (100%-30.2%) = 69.8% is the influence of other variables outside of this research.

Keywords

perception of benefits;
perceived ease of use; risk
perception; continuance
intention



I. Introduction

Along with the times, many things have developed, one of which is technology. Technology makes it easy for us to interact with each other at a distance or near and just looking for information or starting a business (Aristiovani Azis Mardikantoro, 2018). This technological growth has led to the emergence of technological innovations in payments (Putri et al. 2021). This is realized by the existence of a digital transaction method called *e-wallet* (digital wallet). *E-wallet* exist because of the development of lifestyles in an increasingly wider society. There are 38 *e-wallets* that already have permits by BI (Bank Indonesia), one of which is DANA which is a product of PT Debit Espay Indonesia Koe.

In 2020 ShopiPay will dominate the *e-wallet* in Indonesia because it is integrated with *e-commerce* so that it has an effective promotional strategy. ShopiPay has the highest sales share (68%), followed by Ovo (62%), Dana (54%), GoPay (53%), and finally LinkAja (23%). But currently, the need for DANA is experiencing positive growth in 2021, this is evidenced by the number of users as many as seventy million, in 2020 there

are only fifty million fund users and DANA noted that the highest average per day occurred in May 2021, which recorded an increase of 164% (CNBC, 2021).

When the use of *e-wallet* has succeeded in becoming the center of attention and has an increasing number of users, the importance of *Continuance Intention* of use is so that the company continues to operate. If companies operating in the financial technology sector cannot retain customers and provide long-term use facilities, they cannot recoup the money spent and achieve long-term success (Lee & Teo, 2015). According to (Davis, 1989) *continuance intention* is defined as a person's willingness to be able to use a system continuously. *Continuance Intention* is important in order to predict future customer behavior (Ortega, Blanca, Carlos, & Fabio, 2014).



Source: Author's Observation Results, 2021

Figure 1. Sustainability Survey for the Use of DANA e-wallet

The author conducted a pre-survey of 30 respondents who have used *e-wallet* in Bandung. 63% of respondents stated that they would not continue to use *e-wallet* and 37% would continue to use them. This shows that there is a problem why *e-wallet* DANA

Some consumers are still unsure if they will continue to use *fintech* because they are afraid of the impacts, such as unsafe data, as well as the reliability of *financial technology*. The impact of using *fintech* can have a bad impact and make users not want to use it again. (Sienatra, 2020).

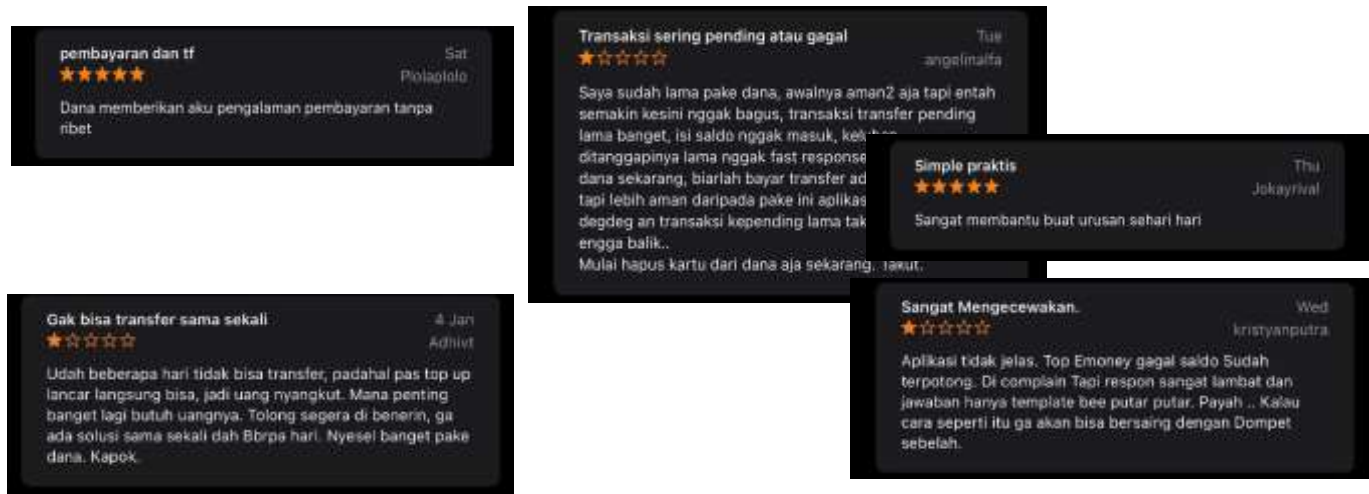


Source: Author's Observation Results, 2021

Figure 2. Factors in the use of the DANA e-wallet

The author also conducted a pre-survey of 30 respondents who had used *e-wallet* DANA. Based on the graph above from the 30 respondents, as many as 58% of respondents chose the perceived usefulness of not continuing to use *e-wallet*, most of the respondents stated that *e-wallet* not provide benefits to users in their daily lives, there are *e-wallets* that more profitable, lack of promotion so that it does not become a *user*. As many as 13% of respondents chose the perception of *ease of use* which stated that *e-wallet* still have some difficulties and require *effort* to register. Then as many as 29% of respondents chose the perception of risk (*risk*) which states that there are still uncertain things that need to be

passed by consumers if they cannot predict the consequences that may be felt from the purchase decisions made.



Source: User Reviews in the Apple Store & Play Store, 2022
Figure 3. Reviews on the Perceived Benefits of DANA Users

According to (Jogiyanto, 2019) *Perceived usefulness* is the level of confidence a person has in using certain technologies that can increase productivity in the work undertaken. Based on the reviews of e-wallet users, some DANA users provide good experiences that can help them in their daily lives. However, there is a gap (gap) in the review where in one of the reviews *the e-wallet* does not help speed up the user's work, but on the contrary, DANA provides a loss in the form of failure to transact. According to (Davis, 1989) the technology should improve user performance, speed up work, and increase effectiveness in making payment transactions.



Source: User Reviews in the Apple Store & Play Store, 2022
Figure 4. Reviews on the Perceived Ease of Use of DANA

Then according to (Jogiyanto, 2019) the response to perceived *ease of use* is a benchmark that a person can be sure if using a technology can effectively be used and does not require a high effort but should be able to use it easily. In the case of DANA, there are still reviews that in operating *ewallet* it is still difficult to enter the application. In addition, there is a gap where technology that should be flexible can be used in free time and in a free place and provides convenience in its use does not match the reality.



Source: User Reviews in the Apple Store & Play Store, 2022

Figure 5. Reviews of DANA Users' Risk Perceptions

Later (Schiffman, Kanuk, & Hansen, 2013) interpreting perceived *risk* as an uncertain thing that later needs to be passed by consumers when they are uncertain about the impact of their buying choices. In the use of *the DANA* there are cases of uncertainty faced by users such as the uncertainty of money that will return after the *e-wallet* account is frozen. *In* addition, there is a negative perception of consumers that the service provider does not provide a good security system.

Benefits Responses, Ease of Use Responses and Risk responses and *Continuance Intentions* are important to research, considering the need for a business to have a broad range of explicit long-term usage decisions through benefits experienced and negative effects experienced simultaneously (Sienatra, 2020) . Judging from previous research conducted by (Putritama, 2019) concluded that in terms of benefits, the ease of use experienced or the risks experienced significantly affect the sustainability of using financial technology payments in Indonesia.

The city of Bandung was chosen as the object of research because based on a survey in 4 big cities in Indonesia, based on the number of users and the most active smartphones in Indonesia. Vincent Iswara as CEO of DANA stated that the results of field observations regarding the use of E-Wallet were studied in 757 respondents, *E-Wallet* was the most widely used in the city of Bandung (69.4%), then in the city of Jakarta (65.9%), Yogyakarta (63.8%), and finally Surabaya (37.5%) (Lifepal.co.id, 2019).

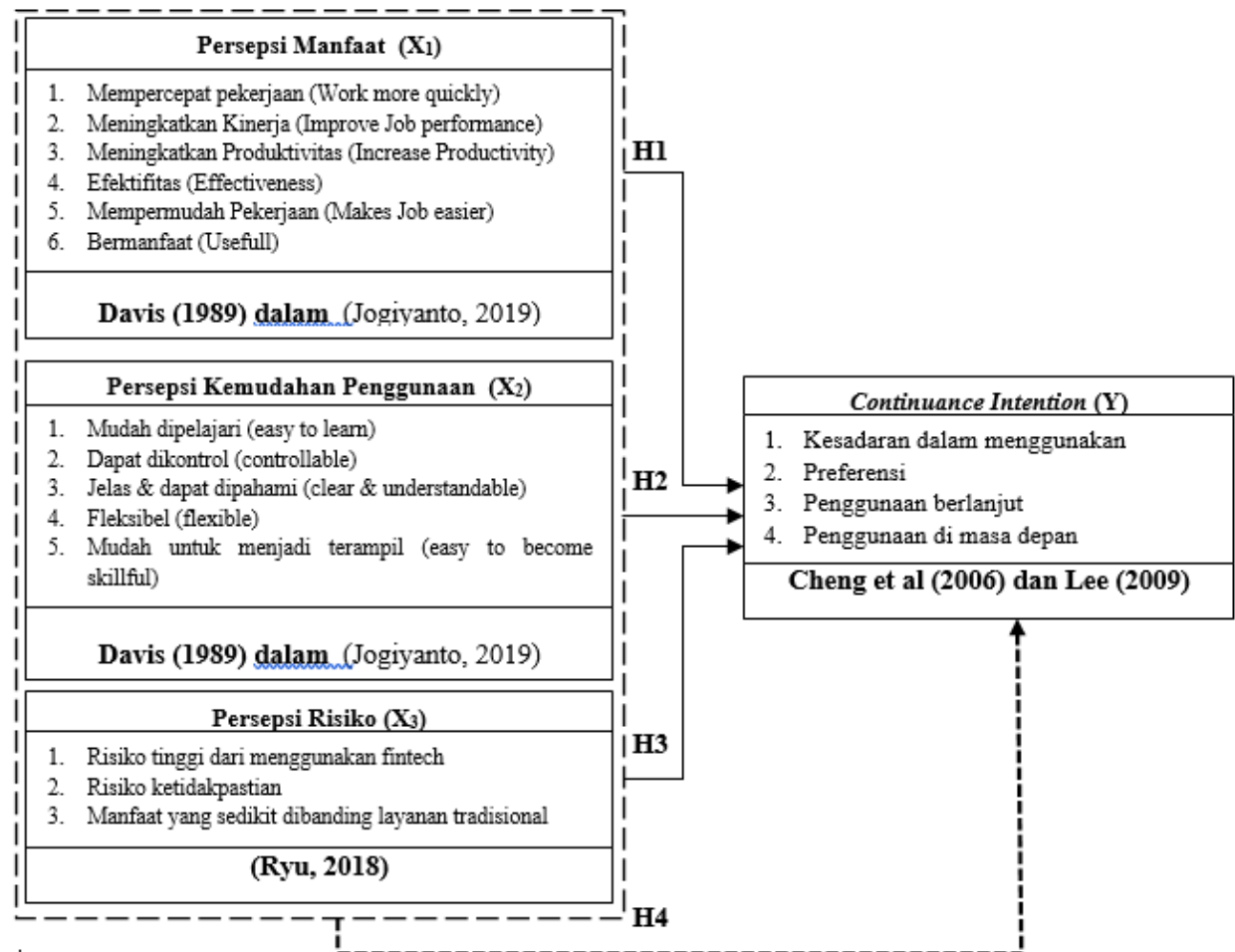
Based on the phenomena described above, this study aims to determine "The Influence of Perceived Benefits, Perceptions of Ease of Use and Perception of Risk on *Continuance Intention* in *e-Wallet* in Bandung." which runs in the digital business field and can be a reference for something that needs to be addressed related to digital business, especially the digital wallet business which will develop in the future.

1.1 Problem Formulation

From the explanation above, the researcher makes a problem that will be studied in this research, namely

- How is the Perception of Benefits on DANA e-wallet in Bandung?
- What is the perception of the ease of use of the DANA e-wallet in Bandung?
- What is the Risk Perception of DANA e-wallet in Bandung?
- How *Continuance Intention* on DANA e-wallet in Bandung?
- How is the effect of perceived benefits, perceived ease of use and risk perception simultaneously on *continuity intention* on *e-wallet* in Bandung?
- How is the effect of perceived benefits, perceived ease of use and perceived risk partially on *Continuance Intention* on DANA e-wallet in Bandung?

In research, the framework of thinking is described theoretically regarding the relationship of variables used in research (Marcelino & Yusiana, 2018). The role of the independent variable will be seen in the dependent variable on *e-wallet* DANA



Description:

→ : Partial

- - - - - → Influence: Simultaneous Effect

Source: Author Processed Results, 2022

Figure 6. Thinking Framework

1.2 Research Hypothesis

From the explanation described above, it can be determined the hypothesis in this research, namely:

H1: Perception of Benefits that has a good and substantial impact on *Continuance Intention*.

H2: Perceived Ease of Use has a good and substantial impact on *Continuance Intention*.

H3: Risk Perception has a good and substantial impact on *Continuance Intention*.

H4: Perception of Benefits, Perception of Ease of Use and Perception of Risk have a positive and significant effect Simultaneously (simultaneously) on *Continuance Intention*.

II. Review of Literature

In this research, using references in the form of materials that are the basis of this research, there are also sources used from books, national journals and international journals. The increasing number of smartphone users also has an impact on the use of digital wallets in the community. According to Bank Indonesia, *Financial Technology* has

started to exist since the lifestyle in society has become more sophisticated and *expressive*. *Fintech* can be interpreted as a combination of a system with financial management which can later create a conventional business model to be moderate (Bank Indonesia, 2018). Of the many Fintechs, there is one form of Fintech that can develop rapidly, namely *payment gateways* and digital wallets. *payment gateway* is a payment tool that serves as a liaison between customers and *e-commerce*, for example Doku. Meanwhile, an electronic wallet is an electronic media that is used as a means to carry payment data and can store as much money as needed for transactions carried out online. (Bank Indonesia, 2020). Financial statements are basically a source of information for investors as one of the basic considerations in making capital market investment decisions and also as a means of management responsibility for the resources entrusted to them (Prayoga and Afrizal 2021). Financial performance is a measuring instrument to know the process of implementing the company's financial resources. It sees how much management of the company succeeds, and provides benefits to the community. Sharia banking is contained in the Law of the Republic of Indonesia No.21 of 2008 article 5, in which the Financial Services Authority is assigned to supervise and supervise banks. (Ichsan, R. et al. 2021)

The existence of a technology should be welcomed and used by consumers first. One of the models used to assess the level of acceptance of a technology is the theory used as a measure, namely UTAUT or the abbreviation of *Unified Theory of Acceptance and Use of Technology* (UTAUT). The theory is a way that can define consumer behavior on a notification device (Nurfitriyani, 2020). UTAUT has 4 main points, namely *performance expectancy*, *effort expectancy*, *social influence & facilitating conditions*. In *Performance Expectancy*, there are 3 sub-variables, namely *usefulness*, *quickness* and *productivity* while in *effort expectancy* there are 2 sub-variables, namely *complexity* and *ease of use*. Furthermore, *facilitating conditions* has 3 sub-variables, including *resource*, *knowledge*, and *compatibility*. Resources are objects out of reach that can have an impact on the use of a technology such as risks that may arise.

According to Jogiyanto (2019:933) Benefit Perception is a person's belief in the impact of using a technology to be able to develop its performance. The meaning above states that if the perception of usefulness is a mandate about how to use a technology where someone can believe that something is useful and beneficial for him then he will choose to use it. Likewise, if someone thinks that a system is not useful for him then, he will not take advantage of the technology.

According to Jogiyanto (2019: 934) Perception of ease of use is a benchmark that people can trust if using and utilizing a technology can be used, gambling also does not require many ways but must have ease of use and also its use. According to (Chong, 2013) argues that if *perceived ease of use* can also have a positive impact on *Continuance Intention*, the development of a system then in the future a more sophisticated system will circulate and make it more difficult for consumers to operate it. So, if the consumer feels comfortable and easy to operate, he will choose to continue to use it in the long term.

According to (Featherman & Pavlou, 2002) Risk Perception is a perception of things that are not clear as well as the impacts that must be borne that are beyond expectations from using a service or product. In the journal (Featherman & Pavlou, 2002) on "*Predicting E-Services Adoption: A Perceived Risk Facets Perspective*" this study states that consumer behavior and prior information systems are important for perceived risk as a barrier to web purchases and adoption of e-services. The results show that many aspects of risk are important for the e-service context. Future research is needed however to distinguish whether the risk problem is caused by the Internet medium or the electronic service provider.

Then every factor that determines each *behavioral intention* and *use behavior* (Nurfitriyani, 2020). There is a dimension in *Behavioral Intention*, namely *Continuance Intention*. According to (Amoroso & Lim, 2017) *continuance intention* is a person's level of desire to carry out a transaction continuously through a Fintech system. On the other hand, (Bhattacharjee, 2001) expressed his opinion that long-term use is the use in a system by collectors, whose final results reflect on the results of the initial acceptance.

III. Research Method

In this research, the method used is a quantitative method. The research model used is causal and descriptive. Quantitative is a method in research that is based on the philosophy of positivism, it is used to identify a particular population and sample, the method of collecting data is using research tools or instruments, analyzing quantitative and static data, and aiming to test the hypotheses that have been made. (Sugiyono, 2018). According to (Sugiyono, 2014, p. 35), descriptive research is research that analyzes a research result but is not used to make broader conclusions. According to (Sugiyono, 2014, p. 93) causality is a causal relationship. The tool used in the research is *Likert*. Sugiyono (2019:146) explains that *Likert* is used as a medium to see the behavior, thoughts, and perceptions of one person or in a place about a social phenomenon. scale *Likert* accurate (Indrawan & Yaniawati, 2014).

The object or target that is the focus of this research is all consumers who have used *e-wallet* in Bandung, which many users do not know for sure. The sampling method applied in this research is non- *probability sampling*, method is carried out by *purposive sampling*, where the sample members were chosen by the researcher, because only the sample taken was representative to answer the problems in the research (Indrawati, 2015, p. 170). The sample size is applied using the Hair Formula. The Hair formula is applied because the total population taken is not known in absolute terms. Seeing the explanation (Hair, Black, & Babin, 2010) that a sample should be a hundred or even more than that. As a rule of thumb, the number of samples should be at least 5:1 or five times the number of statements to be identified, and the sample size can be much accepted if it has a ratio of 10:1. In this research, 19 questions were found. Based on this formula, the required sample size is at least $19 \times 10 = 190$ samples.

This research obtains primary data by distributing questionnaires to 190 respondents using DANA *e-wallet* in Bandung to identify the extent of the impact of the benefits response, the response to the ease of use and the response to the impact on the *Continuance Intention of DANA e-wallet* in the city of Bandung. Questionnaires will be distributed to respondents by providing several questions including cases relating to the problem points that are the focus of research in an orderly manner and things that are needed. (Sugiyono, 2018, p. 145).

IV. Result and Discussion

4.1 Characteristics of Respondents

After the distribution of questionnaires to *e-wallet* in Bandung, from 190 respondents, it was found that 118 women, or 62%, dominated the respondents. This happens because women do more shopping activities so that digital payments are carried out a lot. Then *e-wallet* in Bandung is dominated by respondents aged 17-25 years at 78% or 149 people. That age includes generations Y (*Millennials*) and Z who grow and develop

in the midst of digital technology where they are more familiar with digital tools or called *tech savvy* (finantiar.co). Furthermore, in the occupational category as many as 91 people or 48% of respondents work as students. This happens because students are very attached to the current lifestyle so that digital wallets are widely used, especially online (Nawawi, 2020). Then based on income, as many as 82 people or 43% users *e-wallet* in Bandung have a salary of Rp. 1.000.000 – Rp. 3,000,000/ per month, namely respondents who are included in the mind to high criteria. Based on (Fauzan, 2019) the market segment targeted by DANA is the Indonesian people who are *cashless* & financially sufficient which encourages users to be able to take advantage of the excess money they have.

4.2 Descriptive Analysis

In the opinion expressed (Sugiyono, 2018) the statistical description is "Statistics used to identify through the technique of explaining or sketching data that have been combined without any purpose to provide general conclusions." Category interpretation scores that can be known on the following 4.1 data:

Table 1. Category Interpretation Score

No	Persentase	Kategori Penilaian
1.	20% - 35,99%	Sangat Tidak Baik
2.	36% - 51,99%	Tidak Baik
3.	52% - 67,99%	Cukup Baik
4.	68% - 83,99%	Baik
5.	84% - 100%	Sangat Baik

Source: (Sugiyono, 2018)

In order to be able to answer the formulation of the problem, descriptive analysis will be used in order to provide a description of all the data collected. The existence of these results will be analyzed using a descriptive Benefit Perception variable of 88.14% and the score is classified as very good criteria. The results explain *e-wallet* feel that DANA provides high benefits for them. Furthermore, the Perceived Ease of Use variable is 88.88% and the score is classified as very good criteria. This case shows that an e-wallet does not require *effort* to use (*free of effort*). Then the Risk Perception variable is 82.81% and the score is classified as good criteria. This case shows that the e-wallet still has low trust in its users. Therefore, it is necessary to carry out various innovations that aim to improve security, because *users* are obtained from guaranteed security (Cakrawala, 2022). variable *Continuance Intention* of 86.03% and that point is classified as a very good criterion. This case shows that there is a good opportunity for *e-wallet* for users to continue using it.

4.3 Validity & Reliability

Test Validity test has the aim of testing the accuracy or not of a statement. The reliability test shows how far the instrument (questionnaire) is reliable so that the measurement results can be consistent. Validity & reliability testing using IBM SPSS software.

Table 2. Validity and Reliability Test

Variabel	Reliability (Cronbach)	Item	R Hitung	R Tabel	Keterangan
Persepsi Manfaat (X1)	0,788	P1	0,636	0,138	Valid
		P2	0,668	0,138	Valid
		P3	0,626	0,138	Valid
		P4	0,555	0,138	Valid
		P5	0,589	0,138	Valid
		P6	0,674	0,138	Valid
Persepsi Kemudahan Penggunaan (X2)	0,801	P7	0,717	0,138	Valid
		P8	0,630	0,138	Valid
		P9	0,575	0,138	Valid
		P10	0,468	0,138	Valid
		P11	0,566	0,138	Valid
		P12	0,639	0,138	Valid
Persepsi Risiko (X3)	0,793	P13	0,817	0,138	Valid
		P14	0,862	0,138	Valid
		P15	0,867	0,138	Valid
Continuance Intention (Y)	0,741	P16	0,700	0,138	Valid
		P17	0,670	0,138	Valid
		P18	0,596	0,138	Valid
		P19	0,643	0,138	Valid

Results Source: Author Processed Results, 2022

From data processing it can be seen that the value of $r_{\text{count}} > r_{\text{table}}$ is 0.138 ($n = 190$, significance level = 5%), all existing statements are valid and understandable. The reliability test shows that all the variables used are reliable, because the value of reliability (*cronbach's alpha*) is higher than 0.6, where this value is a benchmark for reliability criteria.

4.4 Classical Assumption

a. Test Normality Test

According to (Sujarweni, 2015) normality test is needed in order to see the distribution of data in variables that have good data, namely data that has a normal distribution.

Table 3. Data Normality Test Results Statistically

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		190
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,49974436
Most Extreme Differences	Absolute	,059
	Positive	,034
	Negative	-,059
Test Statistic		,059
Asymp. Sig. (2-tailed)		,200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Researcher Data Processing Results with IBM SPSS 25, 2022

Tests based on the *Kolmogorov Smirnov* obtained a significance value of 0.200. This value is much higher than 0.05 ($0.200 > 0.05$), which indicates that the data that has been tested has a normal distribution.

b. Multicollinearity

The multicollinearity test is carried out to see whether or not there is multicollinearity in multiple linear regression where there should be no large correlation between the variables themselves which can erode confidence in the test results (*Sekaran & Bougie, 2017*).

Table 4. Statistical Data Multicollinearity Test Results

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5,068	1,617		3,135	,002		
	Persepsi Manfaat	,185	,053	,240	3,509	,001	,803	1,245
	Persepsi Kemudahan Penggunaan	,168	,059	,192	2,838	,005	,819	1,220
	Persepsi Risiko	,221	,046	,310	4,773	,000	,889	1,125

a. Dependent Variable: Continuance Intention

Source: Researcher Data Processing Results with IBM SPSS 25, 2022

It can be interpreted that in the *collinearity statistic*, the *tolerance* for all independent variables has *tolerance* greater than 0.1 and the VIF value for all independents has a value under ten. This shows that all independents do not occur multicollinearity

c. Heteroscedasticity

Testing This test has a purpose to find out whether the regression carried out is different from the variables of the research residuals from one another. If the variance from one observation residual to another observation does not change, then it indicates homoscedasticity and if there is a difference it is called heteroscedasticity.

Table 5. Data Heteroskedasticity Test Results Statistically

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,613	1,002		1,610	,109
	Persepsi Manfaat	,009	,033	,022	,268	,789
	Persepsi Kemudahan Penggunaan	-,009	,037	-,019	-,235	,814
	Persepsi Risiko	-,036	,029	-,096	-1,245	,215

a. Dependent Variable: Abs_RES

Source: Researcher Data Processing Results With IBM SPSS 25, 2022

From table 4.9, it is understandable if there is no heteroscedasticity in the research data, because the *significance* for each variable is 0.05 higher, the conclusion is the absence of heteroscedasticity.

4.5 Multiple Linear Regression Test

This analysis is used to determine the impact that occurs between the independent variables on the dependent variable. There are results from this test

Table 6. Multiple Linear Regression Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,068	1,617		3,135	,002
	Persepsi Manfaat	,185	,053	,240	3,509	,001
	Persepsi Kemudahan Penggunaan	,168	,059	,192	2,838	,005
	Persepsi Risiko	,221	,046	,310	4,773	,000
a. Dependent Variable: Continuance Intention						

Source: Researcher Data Processing Results with IBM SPSS 25, 2022

From the table presented, the multiple linear regression equation with 3 independent variables is as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3$$

$$Y = 5,068 + 0,185X_1 + 0,168X_2 + 0,221X_3$$

Based on the equation that has been detailed above, can be described below:

- The value of a has a value of 5.068. A positive value indicates that the dependent and unbound variables have a unidirectional effect. Things like that show that if all the independent variables which include all the variables used in this research have a value of 0, then it can be said that there is no change. So, the variable *Continuance Intention* (Y) is 5.068.
- The value of the coefficient on the Benefit Perception variable (X1) has a positive value of 0.185. This case means every 1% Perception of Benefit, so *Continuance Intention* is estimated to increase by 0.185. A positive sign means that the Perception of Benefits (X1) has a positive relationship to *Continuance Intention* (Y).
- The coefficient value on the Perception variable (X2), namely ease of use, has a value of 0.168. This case means that for every 1% perception of ease of use, the *Continuance Intention* Is estimated to increase by 0.168. A positive value means that X2 has a positive relationship to Y or *Continuance Intention*
- The value of the coefficient on the Risk Perception variable (X3) has a value of 0.221. This case means that for every 1% risk perception, the Y value or Continuance Intention is estimated to increase by 0.221. A positive value means that X3 has a positive relationship to Y or *Continuance Intention*

4.6 Hypothesis

a. Testing Partial Hypothesis Testing (t-test)

This test is a hypothesis test used to find out whether the X or dependent variable is affected by Variable Y or partially independent (Widodo and Rangkuti, 2017)

Table 7. Results of Partial Hypothesis Testing (t)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,068	1,617		3,135	,002
	Persepsi Manfaat	,185	,053	,240	3,509	,001
	Persepsi Kemudahan Penggunaan	,168	,059	,192	2,838	,005
	Persepsi Risiko	,221	,046	,310	4,773	,000
a. Dependent Variable: Continuance Intention						

Source: Researcher's Data Processing Results with IBM SPSS 25, 2022

From the table presented above, the researcher uses a t table, namely $t(\alpha/2)$ and degrees of freedom $df(nk-1) = t(0.025; 186) = 1.9728$.

a. First Hypothesis Testing (H1)

Based on the results above, the $t_{\text{count}} 3.509 > t_{\text{table}}$ significance value of $0.001 < \alpha 0.05$, it can be concluded that H_0 is rejected and H_{1a} accepted, indicating that the X1 variable, namely the perception of benefits, has an effect significant and positive to the variable Y or *Continuance Intention*. The high influence can be shown from the beta value of the *standardized coefficient* of 24%.

b. Testing the Second Hypothesis (H2)

Based on the results above, the $t_{\text{count}} 2.838 > t_{\text{table}} 1.9728$ or a significance value of $0.005 < \alpha 0.05$, it can be concluded that H_0 is rejected and $H_{2\text{which}}$ means that Variable X2, namely the perceived ease of use gives significant and positive effect on variable Y or *Continuance Intention*. The high effect can be shown from the beta *standardized coefficient* 19.2%.

c. Third Hypothesis Testing (H3)

Based on the above results, the $t_{\text{count}} > t_{\text{table}} 1.9728$ or the significance value is $0.000 < \alpha 0.05$, it can be concluded that H_0 is rejected and H_{H3} accepted. which means that the X3 variable, namely the perception of risk, has a significant and positive effect on the Y variable or *Continuance Intention*. The high effect can be shown from the beta *standardized coefficient* 31%

b. Simultaneous Hypothesis Testing (F Test)

In this research, it is known that the number of samples (n) is 190 and the number of independent variables (k) is 3, and in the end, F table is obtained:

- Error rate (α) = 5% and degrees of freedom (df) = (k ; n-1)
- Obtained F table = F (3; 186)
- F table = 2.65

Table 8. Simultaneous Hypothesis Testing Results (F)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	183,890	3	61,297	26,820	,000 ^b
	Residual	425,105	186	2,286		
	Total	608,995	189			
a. Dependent Variable: Continuance Intention						
b. Predictors: (Constant), Persepsi Risiko, Persepsi Kemudahan Penggunaan, Persepsi Manfaat						

Source: Researcher Data Processing Results with IBM SPSS 25, 2022

Based on table 4.12, that $F_{\text{count}} > F_{\text{table}}$ ($26.820 > 2.65$). So, from these results it can be concluded that Hypothesis 4 is accepted and Hypothesis 0 is unacceptable. This means that all variables have a significant impact on variable Y, namely *Continuance Intention* (Y) on DANA e-wallet in Bandung.

b. Coefficient of Determination Test (R²)

In order to be able to map the size of the Y or independent variable describing the X or dependent variable, it must be known that the Adjusted R-Square (Sugiyono, 2014:87)

Table 9. Determination Coefficient Test Results (R²)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,550 ^a	,302	,291	1,512
a. Predictors: (Constant), Perceived Risk, Perception of Ease of Use, Perception of Benefits				

Source: Researcher's Data Processing Results with IBM SPSS 25, 2022

The above results show a partial correlation, namely 0.550. This indicates that the relationship between the variables is included in the sufficient group. There are results of the coefficient of determination (D) indicated by *R Square* 0.302, it indicates that the Y or independent variable can describe the X variable 30.2%. While the remaining 69.8% is explained by other variables that do not exist in this research

V. Conclusion

The results of the research that has been applied to 190 respondents, obtained 6 things that become conclusions that can be the answer to the problem. First, from the description analysis, the Benefit Perception variable is in the very good category. Second, based on descriptive analysis, the second variable, namely the perception of ease of use, is in the very good or good category. Third, from the description analysis, the Risk Perception variable is in the good category. Fourth, based on a descriptive analysis of the Continuance Intention variable, it is in the very good category. Fifth, based on the results of the partial t test, it can be concluded that all variables partially have a significant effect on Y or Continuance Intention. The most influential variable is the risk perception variable

which has the highest value of 0.310 or 31%. Sixth, based on the results of the calculation $F_{count} > F_{table}$ ($26.820 > 2.65$) with a significant level of 0.000 meaning less than 0.05 ($0.000 < 0.05$). This indicates that all variables simultaneously have a positive and significant positive effect on Continuance Intention (Y) on DANA e-wallet in Bandung as shown by R Square 0.302 or 30.2%. While the rest ($100\% - 30.2\%$) = 69.8% or 0.698 is explained by other variables that are not in this research

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