Financial Management System (QRIS) based on UTAUT Model Approach in Jabodetabek

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Abstract

The focus of this research is the use of e-money information technology by adapting the UTAUT model to determine the effect of performance expectations, business expectations, social influences and facilitation conditions to public interest in using Server Base Payment System: Quick Response Code Indonesian Standard (QRIS) in Jabodetabek. This study uses a quantitative descriptive method. The population of this study was Jakarta, Bogor, Depok, Tangerang, Bekasi (Jabodetabek) citizen and the sample of fespondent are 125 by using targeted sampling method. Data analysis by lisrel. The results of this study informed that behavioral intersest was not affect with positive and significant by performance expectations and social influence but was affect with positive and signifianct by effort expectation. Jabodetabek citizens usage behavior in QRIS payment tools was affect with positive and significant by facilities conditions and behavioral interest.

INTRODUCTION

According to the rockefeller foundation the world economy conditions during Covid-19 pandemic: "developed countries are overwhelmed by the global pandemic that has infected more than 20 percent of the world's population and killed about seven 8 million people per month, most of them are young and healthy adults. Covid 19 pandemic had also big impact on international economy, people and goods mobility, tourism industries, global supply chains (Rockefeller, 2020).

On March 2, 2020, Indonesian government declared the COVID-19 pandemic for the first time. The government has decided to implement Large-Scale Social Restrictions (PSBB) and has started advocating social distancing and staying at home. Government emphasized the importance of avoiding physical contact by keeping a distance, washing hands regularly, getting checked immediately if you feel unwell and always wearing a mask. Government on March 18, 2020 also appealed to the public to maximize the use of cashless/cashless payment instruments in buying and selling transactions. The public has been forced to implement a digital payment system that has been approved by the government through Bank Indonesia Regulation Number 11/12/PBI/2009 concerning electronic money as one of the supporters of the Bank Indonesia (BI) agenda to release the Cashless Society in Indonesia. A cashless society is an unavoidable trend, it can happen because of constant revolution and evolution, also in the payment system (Xena & Rahadi, 2019). The government must be ready to prepare infrastructure for the creation of a cashless society (Aggarwal et al., 2021).

The influence of technological developments has an impact on the daily lives of people who are currently all digital. Rapid growth in the digital era can help obtain information and make it easier for humans to complete their work effectively and efficiently with the various features of electronic services offered, such as digital financial services. According to Peake (2012) digital financial services are mobile technology in web networks and agent networks which refer to the combination of providing financial services and payments. The banking services sector in Indonesia has now developed various digital services that are used by the wider community. The development of technology in the banking sector makes it easier for today's society to carry out financial transactions, even to make payments. now everything is digital like electronic money and electronic wallet. Both are Fintech Payments which are legal payment instruments under the supervision of OJK. Fintech payment is an innovation in the financial sector that has been given a touch of modern technology. According to Yoyo Sudaryo and Nunung Ayu Sofiati (2020), fintech can also be interpreted as technological development

by utilizing information technology to improve services in the financial industry. The fintech industry in Indonesia is growing along with the support of the increasing number of internet and smartphone users in Indonesia.

cashless society is an example of the application of Rogers's (1962) theory of diffusion of innovation. This theory tries to explain that over time an idea or product gains momentum to spread (spread) through a certain social system. What is meant by adoption here is to do something different from the previous one. Likewise with the current cashless payment system, starting from ATM/debit cards, credit cards, electronic money transfers and the latest developments in electronic money or digital money (Wonglimpiyarat, 2016).

The state of the Covid-19 pandemic has become a milestone for the government through BI to reactivate the National Non-Cash Movement (GNNT) which was launched on 14 August 2014. GNNT is a means to realize the 2025 Indonesian Payment System Blueprint (BSPI). BSPI is a guideline for the political direction of the system. BI payments in the digital economy and finance era. To accelerate performance, government incentives are needed to provide innovative payment solutions (Ewa Abbas, 2017).

Based on Bank Indonesia Regulations, electronic pockets is an electronic services in storing payments data instruments using cards and/or electronic money containing funds in payment transactions. Provisions regarding electronic wallets have been regulated by Bank Indonesia in regulation no. 18/40/PBI/2016 together with Bank Indonesia Circular Letter No. 18/41/DKSP which contains the Implementation of Payment Transaction Processing.

QRIS or called Quick Response Code Indonesian Standard is a system developed and designed by the payment system industry in collaboration with Bank Indonesia which aims to make it easier for the public to make financial transactions safely. QRIS itself is a barcode-based digital payment tool that can be accessed in various e-wallets and even e-wallets that have a QRIS barcode. Electronic wallet itself is an electronic wallet that has the same function as electronic money or what is commonly referred to as electronic money.

Based on Law No. 7 of 2011 concerning Currency, it is stipulated that money is a legal tender in rupiah currency in the form of paper or metal that contains an element of guarantee and is permanent. With the development of time, systems and payment instruments other than cash have also developed. Apart from cash, there are several legal means of payment in Indonesia, including electronic money. Electronic money is in the form of a physical card with a chip whose use is enough to touch the machine reader. Its use is also quite fast because it does not require a pin or password, and this card can be used by anyone. Server-based electronic money used via smartphones for transactions. Users simply scan the barcode on the user's smartphone on the reader machine then enter the transaction nominal.

Until now, many bank and non-bank financial institutions have started issuing electronic money. According to data published by Bank Indonesia to date, there are 38 electronic money issuing companies, which are dominated by banks and communication companies. The following is a list of electronic money issuers registered with Bank Indonesia (Bank Indonesia, 2019).

In connection with the phenomenon of the problem, the researcher suspects that it is necessary to further examine the causal relationship between the facts of the phenomenon of the problem so that the researcher is interested in conducting further research as outlined in the title "**Financial Technology: Public Interest in Server Base Payment System (QRIS) UTAUT Model Approach in Jabodetabek**".

LITERATURE REVIEW

Unified Theory of Acceptance and Use of Technology (UTAUT)

"The Unified Theory of Acceptance and Use of Technology (UTAUT) is a theory developed by Venkatesh et al that integrates basic theories related to consumer behavior of technology users and explains the technology acceptance model. UTAUT developed by Venkatesh et al (2003) combines the successful characteristics of eight leading technology acceptance theories in one theory. Eight main theories are united in the UTAUT theory,

including the Theory of Reasoned Action (TRA), Technology Acceptance Model (TAM), the Motivation Model (MM), Theory of Planned Behavior (TPB), A model that combines acceptance of the Technology Model and Theory of Planned Behavior (C-TAM-TPB), PC Utilization Model (MPCU), Theory of Diffusion of Innovation (IDT), Social Cognitive Theory (SCT)".

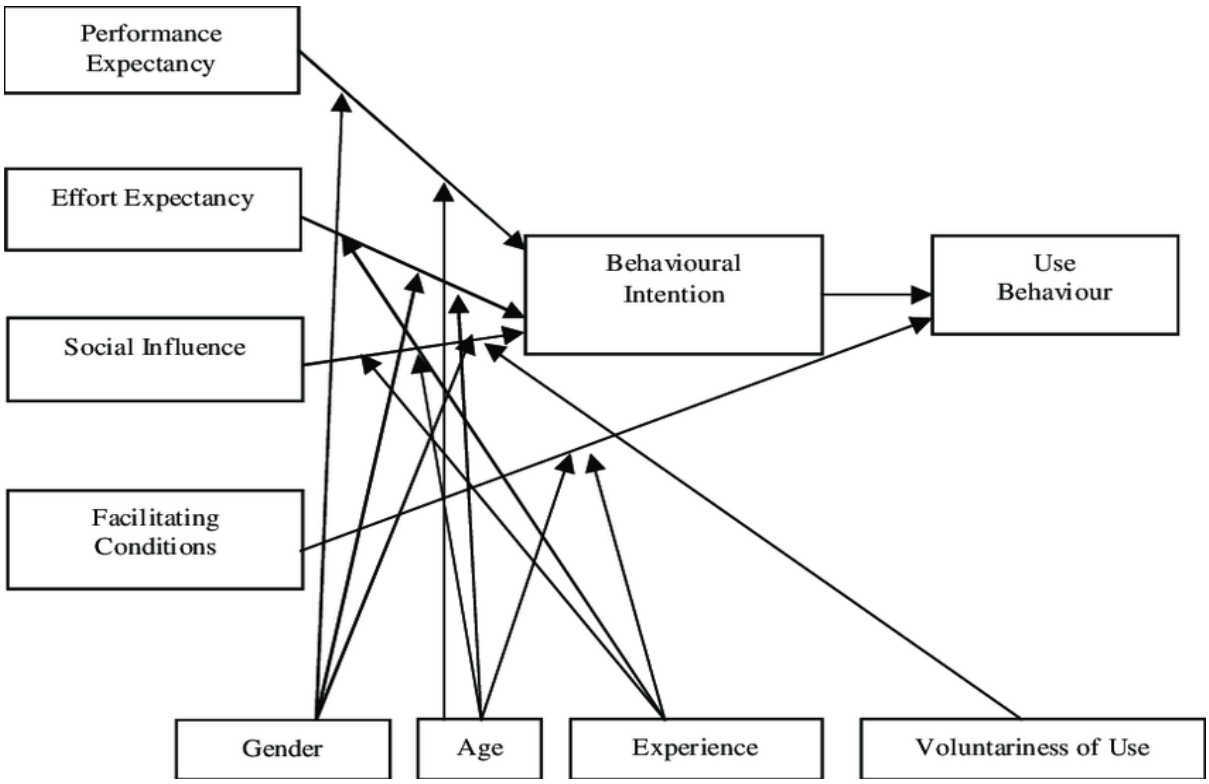
The theory of construction on which the UTAUT model is based

1. "Reasoned Action Theory (TRA) by Fishbein and Azren (1975) is a human behavior prediction theory by analyzing personal performance criteria, attitudes, intentions, and subjective norms of a person".
2. "Planned Behavior Theory (TPB) by Azjen (1988) is a theory that used to handle the rejecting conditions, by adding behavioral intentions and predictors related to beliefs about the existence of factors that can facilitate or hinder behavioral performance".
3. "Technology Acceptance Model (TAM) put forward by Davis F. D (1989) is identification personal response and perception that determines the attitude and behavior theory by modeling a personal behavior as a function of behavioral goals, where behavioral goals are determined by attitudes and behavior".
4. "Motivational Model (MM) by Davis, et al. (1992) Motivation theory to predict technology adoption and technology usage".
5. "Combintion of TAM and TPB (C-TAM-TPB) by Taylor and Todd (1995) is TPB hybrid and TAM theory model that provides an accurate explanation of the determinants of acceptance and usage behavior of the certain technologies".
6. "The Model of PC Utilization (MPCU) by Thomson et al. (1991) Effects Conditions that influence and promote, social factors, complexity, suitability for tasks and long-term consequences of PC use evaluation".
7. "Innovation Diffusion Theory (IDT) by Rogers (1962) is a adopted theory by the application of IDT technology, human perception can be measured using the attributes of the main goal."
8. "Social Cognitive Theory (SCT) by Bandura (1997) human behavior identification as an interaction of personal, behavioral, and environmental factors that aim to provide a framework for understanding, predicting, and changing human behavior".

UTAUT by (Venkatesh et al., 2003) was claimed as most successful theory where its can explainin up to 70 percent of user variance. UTAUT model also been used as a basic theoretical in many research of several technology companies. This theoretical model has 4 constructs that influence behavioral interest in the technology use. The four constructs consist of "performance expectations; business expectations; social influence; and supporting conditions".

Performance expectations are usually based on the individual's belief that the technology used offers advantages for the performance of work tasks, these factors influence behavioral interest in technology (Venkatesh et al., 2003). Business expectations tend to be about how technology makes it easy for its users. Social influence is usually based on individual perceptions, because people in the area believe in the importance of using technology. Supporting conditions are usually consumers' opinions that the existing infrastructure is adequate and supports the use of technology.

Figure 1
UTAUT Model Framework



Source : Venkatesh *et al* (2003)

Electronic money

"According to Indonesia Bank Regulation No. 11/12/PBI/2009 dated April 13, 2009 stated that electronic money is a tools of payment and it is based on its elements.

(a) Electronic money will be issued based on the monetary value deposited by the holder to the issuer;
(b) monetary values stored electronically on media such as servers or chips;
(c) it is used as a payment instrument for merchants who are not issuers of electronic money; and
(d) According to the banking law that the value of electronic money kept by the holder and managed by the issuer is not a deposit (Bank Indonesia, 2009)".

Hidayati et al (2006) said, e-money products are generally divided into 2 groups, card-based products and software-based products, based on the media used to capture "monetary value" which is converted to electronic format.

Card-based products are primarily intended for personal payments, but currently some card-based products can also be used for online payments by adding certain tools on the user's computer. This type uses an integrated circuit (IC) technology media card, otherwise known as an "IC card", which contains a microprocessor chip. Electronic money products included in this group are basically an application (software) which is then installed on a personal computer (PC) or mobile phone running on a standard operating system.

Figure 2
Examples of server and chip-based electronic money

Source: Bank Indonesia(2021)

According to the Bank Indonesia Initiative Team (2006), sharing outreach is used in 2 forms:

(a) "Single-purpose" is electronic money use for transactions using payment methods. For example: electronic money that can only be used for payments on public transportation, such as the Komet Card for travel on KRL/air tram trains.
(b) Versatile, is electronic money used to transact payments/transactions in large amounts. Example: electronic money that can be used for purchases, toll payments, etc., such as Mandiri, Brizzi BRI, Tapcash Hasanah BNI Syariah, Flazz BCA e-money.

Electronic money payment transactions are mainly carried out by exchanging electronic data between two computer media of the transaction party, namely consumer cards and merchant terminals, using a predetermined protocol. This electronic data exchange can take place through direct or indirect contact with the help of so called card readers. In general, the types of electronic money transactions include:

(a) Issue and charge or charge
(b) Payment transactions (transfers, cash withdrawals)
(c) Payment / Billing.

"Indonesian Bank Regulation Number 20/6/PBI/2018 concerning electronic money, Article 1 states that electronic money is a means of payment that meets the following elements":

1. "Issued based on the monetary value deposited in advance to the issuer"
2. "The monetary value is stored electronically on a media server or chip".
3. "The value of electronic money managed by the issuer is not a deposit as referred to in the Banking Law (Bank Indonesia, 2019)".

Electronic money value is the value of money stored electronically on a media server or chip that can be transferred for the purpose of payment transactions and/or money transfers. Electronic money can be used in several places as a payment process and is not categorized as money deposited in a bank, so it does not incur interest fees and is not guaranteed by a deposit insurance company (Genady, 2018).

RESEARCH METHODS

The research metode use in this study is descriptive quantitative method. Research's tools were used to measure these variables to analyze numerical data using statistical methods. The research results are then processed and analyzed to draw conclusions. If the research being conducted is research that emphasizes numerical data analysis, then this research method will reveal the relationship between the variables studied so that conclusions can be drawn that clarify the description of the object under study. .

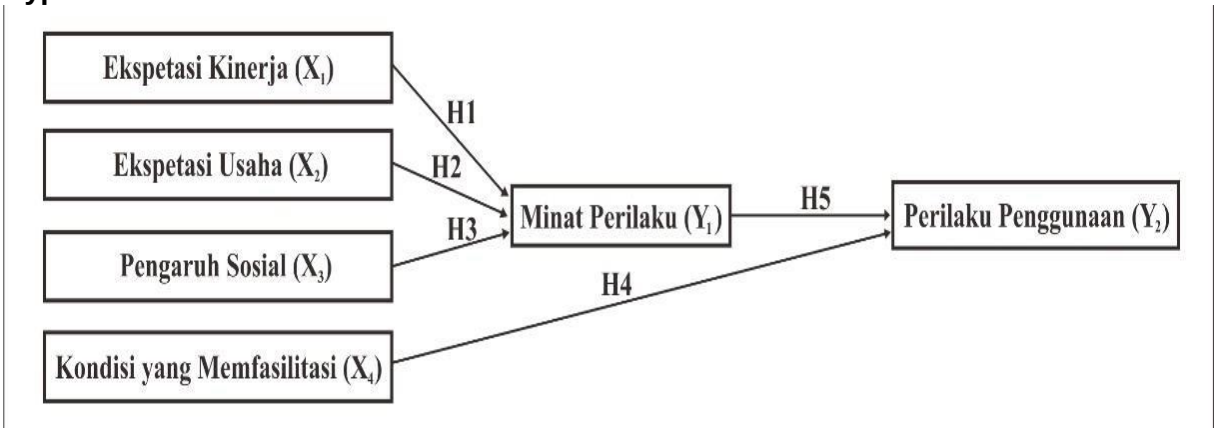
The type of quantitative descriptive research used in this study is designed to provide information about how the variables of "performance expectations, business expectations, social influences, and conducive conditions affect interest in using electronic money". This research was conducted in the Greater Jakarta area. The Greater Jakarta area was chosen as the research location, because here there is potential for the development of the use of electronic money. Then it is supported by an increase in agents/dealers every year so that the increase in merchants who have adopted the e-money payment system will also increase the number of e-money users in the Jabodetabek area. The population in this study were all municipalities in the Greater Jakarta area.

The sample is part of the number and characteristics of the population. In addition, if the analysis of multivariate data research uses the structural equation model method, which is generally the Maximum Likehood Estimation (MLE), the number of samples in the survey ranges from 100-200 samples. To get a more precise determination, the number of samples can be determined by assigning 5-10 samples for each parameter (indicator) of each variable being examined. "The number of samples required in this study is five times that of most measurement indicators on one of the variables (Hair et al., 2011)". Therefore, the minimum number of samples required in this study is 23 indicators x 5 = 120 samples. However, in this study 152 samples were taken. To see the objective conditions on the research object, the researcher determines the operationalization of the research variables that are arranged to facilitate the steps in capturing and collecting data obtained from the respondents in accordance with the theories, concepts, propositions and assumptions of the research variables. set.

Conceptual framework

"The conceptual framework in this study uses independent variables, namely: performance expectations, business expectations, social influences, and facilitation conditions. While the dependent variables in this study are: behavioral interest and usage behavior".

Figure 3
Hypothesis Framework Model



Source: Data processed by researchers (2021)

Refer to the above framework, the hypothesis are as follows:

H_1: “Performance Expectations have a positive effect on the behavioral intention of the Jabodetabek QRIS payment instrument user”
H_2: “Effort Expectations have a positive effect on the behavioral intention of the Jabodetabek QRIS payment instrument user”
H_3: “Social influence have a positive effect on the behavioral intention of the Jabodetabek QRIS payment instrument user”
H_4: :Facilitaties conditions have a positive effect on the usage behavior of the Jabodetabek QRIS payment instrument user”
H_5: “Behavioral intention that have a positive effect on the usage behavior of the Jabodetabek QRIS payment instrument user”.

Research variable
The variables of this research are include: “performance expectations, business expectations, social influences, conditions that encourage behavioral interest and usage behavior”.

Performance expectations
“Performance expectations are defined as the extent to which a person believes that using the system will help the person achieve superior performance at work (Venkatesh, et al: 2003)”. This variable resulted from a combination of previous research models regarding the acceptance and use of information technology models, including:
(a) Perceived ease of use
(b) Extrinsic motivation
(c) Eligibility for the profession
(d) Relative advantage
(e) Expected Results

Effort Expectations
“Business expectation is the level of ease of use of the system, which can reduce the effort (energy and time) of individuals in completing their work. These variables were formulated based on 3 previous model constructs or theories, namely the perceived ease of use of the TAM model, the complexity of the PC Utilization (MPCU) model, and the ease of use of the Innovation Diffusion Theory (IDT)”.

Social influence
“Social influence as the extent to which a person views the people around them as family or friends who invite individuals to use the new system. Social influence describes a person's opinion of friends, relatives, relatives, and even superiors about the use of information technology. Venkatesh, et al (2003) in Jati (2012) Social influence is a behavioral determinant in the use of information technology, which is classified as subjective norms in TRA, TAM, TPB, social factors in MPCU and image in dissemination theory. represented is innovation”.

Facilitating Conditions
“The enabling conditions are the extent to which individuals believe that the organization and infrastructure supports the use of the system. Suhartini (2017) shows in his research that the conditions that facilitate the use of information systems are the extent to which a person believes that organizational and technical infrastructure is available to support the use of the system. Another factor that besides interest in using information systems affects the use of information systems is the conditions that make it easier for users. This construct was formed from several concepts from previous research models, namely perceptions of behavioral control (TPB/DTPB, C-TAM-TPB), compatibility (IDT), and facilitation conditions (MPCU) (Venkatesh, et al., 2003)”.

Behavioral intention
“According to Davis et al. (1989) interest or intention is the desire to perform a behavior. Interest is not in the form of behavior. Behavior is a real action or activity that is carried out.

The Theory of Reasoned Action (TRA) explains that behavior is carried out because individuals have an interest or desire to do so (behavioral intention). According to Suhartini (2017), behavioral interest is defined as the level of desire or intention of users to use the system continuously, assuming that they have access to information. If someone thinks they use the system, their interest will increase and they will end up using the system in their work. Behavioral intentions play a large role in shaping the use of a technology or system (Venkatesh et al., 2003)".

User behavior

"User behavior is defined as a reaction to a person's general feeling of using a system. A system is used when information system users are interested in using technology because they believe that information technology is easy to use, Improves performance and environmental impact on the use of information technology. In addition, conditions that make information technology easier for users also have an impact on user behavior. If technology is not supported by the necessary facilities and infrastructure, the use of information technology will not be implemented (Jati, 2012)".

Data collection technique

The data collection technique in this study was done through a questionnaire (questionnaire). Questionnaires are data collection techniques that are carried out by providing a series of questions or written explanations of respondents' responses (Sugiyono, 2009: 199). In this study, questionnaires were made using online and manual google forms so as to facilitate their distribution to respondents. The questionnaire consists of two parts, namely: (a) the first part contains questions about the respondent's personal data which is treated as confidential; and (b) in the second part, the research ready indicator contains Likert scale variables.

Measurement scale

The mesure social phenomena such as attitudes, opinions, and perceptions of a person or group of people can be used the likert scale, The measured of the variables are described in the indicator through likert scale. hen the variable display is used as a starting point for compiling items in the form of questions or statements. Then the answer to this statement or question can be answered with a score (Sugiyono, 2009):

(a) 5: true (SS)
(b) 4: agree (S)
(c) 3: neutral (N)
(d) 2: Reject (TS)
(e) 1: very divided (STS)

Pengukuran indikator penelitian

"The research variable of an attribute or character or value of a person is that the object or activity has a certain variation determined by the researcher to be studied and drawn (Sugiyono, 2009:59)".

Variabel independen

The independent variables in this study consisted of:

Performance Expectations (EK-X1)

With a template of 4 questions that are indicators of performance expectations.

1. I feel Qis is useful in my life
2. I feel I can increase my productivity with QRIS
3. I feel QRIS by letting me get work done faster
4. If I use QRIS, I will increase my chances of getting extra

Effort Expectations (EB-X2)

With a template of 4 questions that represent indicators of business expectations.

1. I feel clear with QRIS and understandable.
2. Dexterity is easy for me when using QRIS.
3. I just feel like using electronic money.
4. Learning to use qris is easy for me

Social Influence (PS-X3)
With a template of 4 questions that represent indicators of social influence.
1. People who influence my behavior encourage me to use QRIS.
2. People important to me require me to use QRIS
3. My friends/family help to use QRIS
4. Generally supportive of my environment

Facilities Conditions (KM-X4)
Presenting 4 questions, which are indicators of condition, facilitating.
1. I have the resources I need to use QRIS.
2. I have the knowledge required to use QRS.
3. I believe the electronic money is compatible with other systems that I use.
4. I can help others if I have a problem

Dependent variable
The dependent variable in this study consisted of:

Behavioral intention (MP-Y1)
Asking three questions that are indicators of Behavioral intention.
1. I intend to use QRIS when I come.
2. I predict it will be used QRIS in the future.
3. I use the QRIS package.

Usage behavior (PP-Y2)
Presents 4 questions that represent indicators of user behavior.
1. Using QRIS is a bad/good idea.
2. Qris makes activities more interesting.
3. Activities while using QRIS are fun.
4. I like to move using QRIS.

RESULTS AND DISCUSSION

1. Overview of Respondents

The number of e-questionnaires with the Google Form application distributed was 150 copies. And the number of filled out questionnaires is 125 copies. so that 125 questionnaires can be used for further processing. Meanwhile, the complete profile of the respondents in this study can be seen in Table 1.

Table 1. Profile of Respondents

	Jumlah	% dari semua responden
Gender:		
Man	65	51,6%
woman	60	48,4%
Age:		
15-20 years	9	0,8%
21-30 years old	62	49,2%
31-40 years old	23	18%
41-50 years old	32	25,4%
>50 years	9	6,6%

Level of education:		
Elementary-Junior High	0	0%
SMA/SMK	29	22,9%
Diploma	4	2,5%
S1	70	56,6%
S2	21	17,2%
S3	1	0.8%

Source: processed by the author

2. Data Normality Test

One of the assumptions that must be met in analyzing structural equation modeling (SEM) is the normality of the data which consists of univariate normality and multivariate normality. According to Hair (1998) quoted by Ghozali and Fuad (2005:36), the data is said to be normal if the data shows a normal distribution. One way to determine the normality of the data can be based on the value of skewness and kurtosis as follows:

No	Variabel	Indikator	Skewness and Kurtosis		note
			Chi-Square	P-Value	
1	Performance Expectations (EK-X1)	EK1	6.278	0.053	Normal
		EK2	3.319	0.190	Normal
		EK3	5.547	0.100	Normal
		EK4	2.573	0.276	Normal
2	Effort Expectations (EB-X2)	EB1	6.079	0.068	Normal
		EB2	6.102	0.067	Normal
		EB3	8.212	0.066	Normal
		EB4	9.763	0.068	Normal
3	Social Influence (PS-X3)	PS1	1.395	0.498	Normal
		PS2	1.580	0.454	Normal
		PS3	1.996	0.369	Normal
		PS4	4.012	0.135	Normal
4	Facilitating Conditions (KM-X4)	KM1	8.370	0.065	Normal
		KM2	9.364	0.109	Normal
		KM3	9.131	0.061	Normal
		KM4	4.358	0.113	Normal
5	Behavioral intention (MP-Y1)	MP1	7.577	0.168	Normal
		MP2	8.606	0.109	Normal
		MP3	6.921	0.137	Normal
6	Usage behavior (PP-Y2)	PP1	8.422	0.110	Normal
		PP2	7.586	0.219	Normal
		PP3	8.209	0.157	Normal
		PP4	7.757	0.065	Normal

The univariate normality test above shows that the data is normally distributed because the significance level of skewness and kurtosis i> 0.05..

3. Validity and Reliability

The validity test was performed to ensure that the questionnaire used in the study was understood by all respondents, and the reliability test was carried out to ensure that the questionnaire used in the study guarantees a fairly consistent response from the respondents. This is done so that the research hypothesis testing can achieve its objectives, so that the data used to test the hypothesis must be tested for validity and reliability. Validity and reliability tests are based on LISREL estimates, namely H. loading factor with a significance level and R2 value which is an indicator of the magnitude of the observed variable contribution to the latent variable.

Indirect testing uses two parameters, construct reliability and extracted variance. The full calculation can be seen in Appendix 4, and a summary of the final results can be found in Table 2 below (rounded to 2 decimal places):

Table 2 Reliability

Variabel Laten	Parameter	
	Variance Extracted	Contruct Reliability
Performance Expectations (EK-X1)	0.8	0.6
Effort Expectations (EB-X2)	0.9	0.7
Social Influence (PS-X3)	0.8	0.6
Facilitating Conditions (KM-X4)	0.9	0.6
Behavioral intention (MP-Y1)	0.9	0.8
Usage behavior (PP-Y2)	0.8	0.6

4. Analysis of the suitability of the research model

This research model adopted a model which shows that Performance Expectations (EK-X1), Effort Expectations (EB-X2), Social Influence (PS-X3), Facilitating Conditions (KM-X4), Behavioral intention (PM-Y1) and Usage behavior (PP-Y2). The model described in the form of visualization is shown in Figure 4.

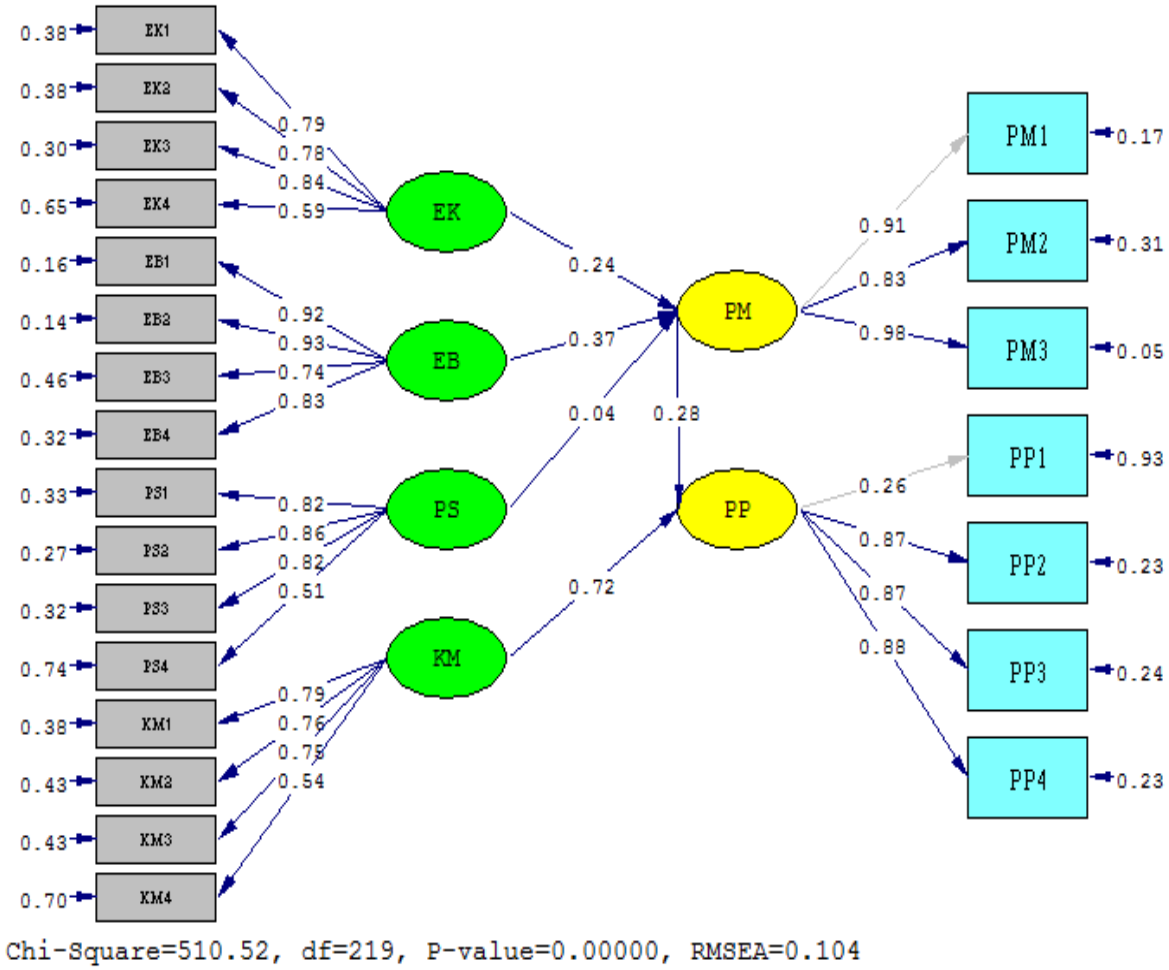


Figure 4. Structural equation model; conceptual model testing based on model fit test. The various indicators used to test the fit model are as follows:.

Table 5 ; Evaluation of Model Fit Criteria

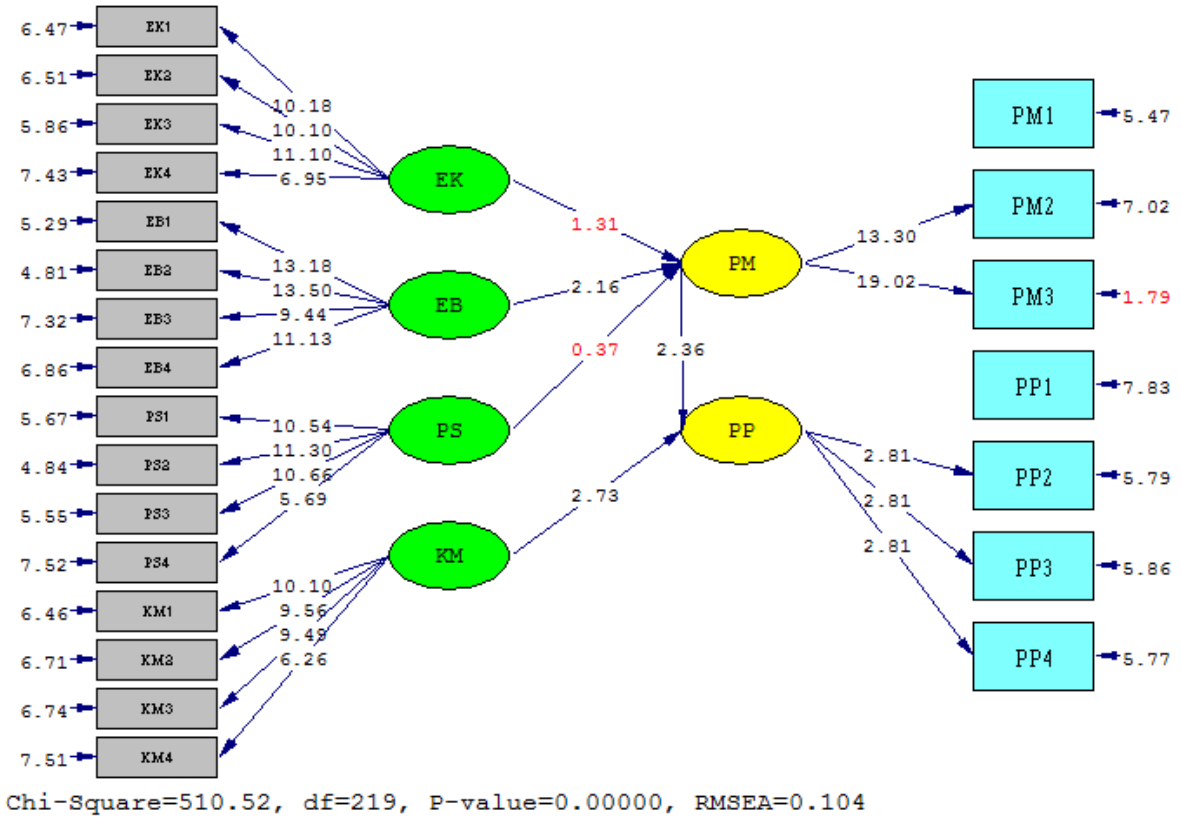
Model Fit Criteria	Value	Terms	Note:
Minimum Fit Function Chi-Square	522.76 (P = 0.0)	P>0.05	Model Tidak *Fit*
"Root Mean Square Error of Approximation (RMSEA)"	0.10	Nilai < 1.00	Model *Fit*
"Expected Cross-Validation Index" "(ECVI)"	5.02	ECVI < saturated dan < indenpendence	Model Tidak *Fit*
"ECVI for Saturated Model"	4.45		
"ECVI for Independence Model"	56.14		
"Independence AIC"	6961.61	Model AIC < saturated dan < indenpendence	Model Tidak *Fit*
"Model AIC"	622.13		
"Saturated AIC"	552.00		
"Independence CAIC"	7049.66	Model CAIC < saturated dan < indenpendence	Model *Fit*
"Model CAIC"	855.65		
"Saturated CAIC"	1608.61		
"Goodness of Fit Index (GFI)"	0.74	Nilai < 1.00	Model *Fit*
"Adjusted Goodness of Fit Index" (AGFI)	0.67	Nilai < 1.00	Model *Fit*
"Parsimony Goodness of Fit Index" (PGFI)	0.58	Nilai < 1.00	Model *Fit*
"Normed Fit Index (NFI)"	0.92	Nilai < 1.00	Model *Fit*

Source: LISREL data processing

Based on the results of the model fit test study, up to 3 measurements of the 9 measurements of the fit model used indicate the model does not fit, but up to 6 measurements show the fit. Based on the comparison of these tests, it can be explained that the overall research model is declared fit.

5. Structural Equation Test

The structural equation is the equation between the research variables, namely the influence of Performance Expectations (EK-X1), Effort Expectations (EB-X2), Social Influence (PS-X3), Facilitating Conditions (KM-X4), Behavioral intention (PM-Y1) and Usage behavior (PP-Y2). This test was performed to determine the significance of the calculation results by modeling structural equations with the Lisrel program. Significance testing criteria with a cut of value 1.96. If lambda (α) has t_{test} > 1.96, then the value of lambda (α) is significant. The results of testing the research hypothesis are shown in Figure 5.



Source: LISREL data processing

From Figure 5, it can be explained that the results of the test all support the following hypothesis:

1) "Performance Expectations (EK) have not significant positive effect on Behavioral intention (MP) of the Jabodetabek QRIS payment instrument user, as value 1.31 < critical ratio of 1.96".
2) "Effort Expectations (EB) have a significant positive effect on Behavioral intention (MP) of the Jabodetabek QRIS payment instrument user as value 2.16 > critical ratio of 1.96"
3) "Social Influence (PS) have not significant positive effect on Behavioral intention (MP) of the Jabodetabek QRIS payment instrument user, as value 0.37 < critical ratio of 1.96".
4) "Facilitaties Conditions (KM) have a significant positive effect on usage behavior of the Jabodetabek QRIS payment instrument user, as value 2.73 > critical ration of 1.96"
5) "Behavioral intention (MP) have a significant positive effect on usage behavior (PP) of r the Jabodetabek QRIS payment instrumentuser as value 2.36 > critical ration of 1.96".

CONCLUSIONS AND SUGGESTIONS

Refer to the results of the research discussion, the conclusions of this study are as follows:

1. Performance Expectations (EK) of the QRIS payment instrument is no significant effect on Behavioral Intention of the Jabodetabek QRIS payment instrument user
2. Effort Expectations (EB) of the QRIS payment instrument have a significant positive effect on Behavioral intention (MP) of the Jabodetabek QRIS payment instrument user.
3. Social Influence (PS) of the QRIS payment instrument have no significant positive effect on Behavioral intention (MP) of the Jabodetabek QRIS payment instrument user.
4. Facilitating Conditions (KM) of the QRIS payment instrument have a significant positive effect on the usage behavior (PP) of the Jabodetabek QRIS payment instrument user.

5. Behavioral intention (MP) of QRIS payment instrument user have a significant positive effect on the usage behavior (PP) of the Jabodetabek QRIS payment instrument user.

Refer to the results of the research hypothesis test above, it can be explained that the Performance Expectations and Social Influence activities do not directly affect the Behavioral Interest of the Jabodetabek QRIS payment instrument user, but through Usage Behavior, meaning how much benefit consumers can get from Behavioral Interests will affect The behavior of the Jabodetabek consument in using the QRIS payment instrument

Based on the results of the research conclusions above, the suggestions given are as follows:

1. To increase the performance expectations of the Jabodetabek consument in using the QRIS payment instrument, the bank application of the QRIS payment instrument should be continues to increase their performance by updating the QRIS database and information system as well as service quality in order to achived customer satisfaction.
2. In order to increase public interest in using the QRIS payment instrument, Bank operator of QRIS payment instrument should continues to increase Jabodetabek consumer expectations in using the QRIS payment instrument.
3. To increase public interest in Jabodetabek area in using the QRIS payment instrument, Bank operator of QRIS also should increase the social awareness of QRIS.
4. The behavior of using QRIS should be provide by the excellent service area facilities condition in Jabodetabek area
5. To increase consumer behavior interest, consumers must first change their behavior in using QRIS payment instrument

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