

### FACTORS THAT AFFECT INTENTION TO ADOPT E-WALLET AMONG YOUNG ADULTS IN KOTA KINABALU, SABAH

#### SHERLLYITA BT TEONNY

#### 2017684162

### BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (FINANCE)

## FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY MARA SABAH

**JULY 2020** 

#### **DECLARATION OF ORIGINAL WORK**



# BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (FINANCE) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA "DECLARATION OF ORIGINAL WORK"

I, <u>SHERLLYITA BT TEONNY</u>, (I/C Number : 9<u>50726125726</u>)

Hereby, decla	re that:
• This w	work has not previously been accepted in substance for any degree, local or overseas
and is	not being concurrently submitted for this degree or any other degrees.
• This p	project-paper is the result of my independent work and investigation, except where
otherw	vise stated.
• All ve	erbatim extracts have been distinguished by question marks and sources of my
inform	nation have been specifically acknowledged.
Signature:	Date:

#### **ABSTRACT**

Digital wallet which is predicted to be an efficient tool storage and financial management for young adults. Digital wallet to make money we save is well managed is not concerned with the number of shopping scattered returns. But in fact, not all young adults want to switch to the digital technology. This study was made to identify the factors that affect intention to adopt E-wallet among young adults in Kota Kinabalu, Sabah. The technique used in the sampling in this study was the Smart PLS with a sample 99 respondents. Collecting data using the questionnaire method by using Smart Partial Least Square with software SmartPLS 30. The findings revealed that convenience, security and perceived usefulness have positive relationship effect on intention to adopt E-wallet which is indeed a matter of concern for establishing digital wallet among young adults in Kota Kinabalu, Sabah.

Keywords: Convenience, security, perceived usefulness, intention to adopt E-wallet

#### TABLE OF CONTENTS

TITI	i	
DEC	ii	
LET	iii	
ACK	KNOWLEDGEMENT	iv
ABS	v	
TAB	vi - viii	
LIST	ix	
LIST	X	
LIST	xi	
CHA	APTER ONE: INTRODUCTION	
1.1	Introduction	1
	1.1.1 Background of Study	
1.2	Research Problem	3
1.3	Research Questions	6
1.4	Research Objective	
1.5	Scope and Limitations of Study	7
	1.5.1 The Scope of Study	
	1.5.2 The Limitations of Study	
1.6	Significance of the Study	8
1.7	Definition Terms	9
1.8	Organization of Study	10
CHA	APTER TWO: LITERATURE REVIEW	
2.1	Introduction	11
2.2	Theory	
	2.2.1 Technology Acceptance Model (TAM)	
2.3	Intention to adopt E-wallet	
2.4	Convenience	
2.5	Security	
2.6	Perceived Usefulness	14
2.7	Conclusion	15
CHA	APTER THREE: RESEARCH METHODOLOGY	
3.1	Introduction	16
3.2	Research Framework	

#### LIST OF TABLES

Tables	Title	Page
Table 4.1	Mearsurement Model	31
Table 4.2	Loadings and Cross Loadings	33
Table 4.3	Hypothesis Testing	35