

Factors That Influence the Adoption of Mobile Payment Systems

Mobile payment is the process of sending money to individuals or paying for goods or services by using mobile devices and payment systems, such as Google Wallet and Apple Pay. The adoption of mobile payment systems has been slow, though the process can be easy and secure. To help understand why the adoption rate is low, this pilot study aims to determine the factors that influence consumers before adopting a mobile payment system. Using a trust-based theoretical model, trust, perceived risk, perceived benefit, and intention to use are primary constructs. Antecedents of perceived risk and trust are perceived security, perceived privacy, familiarity, disposition to trust, and disposition to risk. Using PLS, preliminary results indicate a significant relationship between trust and intention, as well as benefit and intention. There are also significant relationships between trust and the antecedents security, privacy, familiarity, and disposition to trust, as well as risk and security. Implications for mobile payment system adoption are discussed.