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Beyond Convenience: Determinants of E-Wallet Adoption among Generation Z in Lubuk Linggau

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Abstract
Purpose: This study examines the influence of perceived ease of use and risk perception on Generation Z's behavioral intention to adopt e-wallet services by integrating the Technology Acceptance Model (TAM) and the Theory of Planned Behavior (TPB).
Methodology: A quantitative approach was employed using survey data collected from 398 Generation Z respondents in Lubuk Linggau, Indonesia. Data were analyzed using Partial Least Squares-Structural Equation Modeling (PLS-SEM), including the evaluation of measurement model reliability and validity, followed by structural model testing.
Results: Perceived Ease of Use has a positive and significant effect on Generation Z's intention to adopt e-wallets, suggesting that simple, user-friendly systems encourage greater adoption. In contrast, risk perception had a significant negative effect, suggesting that concerns about security, privacy, and potential financial loss may reduce users' willingness to adopt e-wallets.
Conclusions: Usability and perceived risk jointly influence Generation Z's decisions to adopt digital payment technology.
Limitations: This study was limited to Generation Z in Lubuk Linggau. Future research should include additional variables and broader samples to provide more comprehensive insights into digital payment adoption.
Contributions: This study enriches the fintech adoption literature by highlighting the combined roles of usability and risk perception and offers practical insights for improving security, usability, and trust in digital payment systems.

Keywords: *E-Wallet, Financial Technology, Generation Z, Perceived Ease of Use, Risk Perception*

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1. Introduction

The rapid advancement of digital technology has transformed payment systems, particularly through widespread e-wallet adoption. Offering convenience, speed, comfort, and security, e-wallets have gained popularity among Indonesian consumers since their introduction. This growth is further driven by promotional programs and the expansion of e-commerce, which supports the transition toward a cashless society. Several major e-wallet platforms, such as OVO, GoPay, Dana, LinkAja, and ShopeePay, have formed extensive partnerships with merchants, enabling seamless cashless transactions and reinforcing the digital payment ecosystem. Demographic changes indicate that younger consumers, particularly those belonging to Generation Z, have become the dominant user group. Their familiarity with digital technology and ability to quickly adapt to innovation position them as key drivers of e-wallet adoption (Kurnia, Pangaribuan, & Sitio, 2023). Moreover, government initiatives, especially policies introduced by Bank Indonesia to improve the efficiency of technology-based payment systems, have strengthened the development of a cashless payment culture (Marso, 2022).

Despite the rapid growth of e-wallet usage, disparities in understanding and utilization persist across different societal segments. Differences in technological literacy have been identified as one of the main factors contributing to this adoption gap (Nofirda & Ikram, 2023). Within the framework of technology acceptance, perceived ease of use, defined as the belief that a system can be used with minimal effort, plays a critical role in influencing individuals' willingness to adopt e-wallet services (Nurpratama, Hurriyati, Sugiama, Widjajanta, & Irawan, 2023). Simultaneously, perceived risks, including concerns about data security and potential financial losses, remain significant barriers to adoption. Previous empirical studies have consistently shown that both perceived ease of use and perceived risk significantly influence users' intentions to use e-wallets, highlighting their importance in shaping consumer behavior toward digital payment systems (Goundar, Lal, Chand, & Vyas, 2021).

However, empirical research on Generation Z's perceptions of e-wallet adoption in areas such as Lubuk Linggau City is limited. This gap highlights the need to examine how the perceived ease of use and perceived risk influence Generation Z's intention to adopt e-wallets. Such evidence is important for developing effective strategies to promote e-wallet adoption among Generation Z and support the sustainability of cashless payment systems (Ozili, 2023). This study's focus on Generation Z in Lubuk Linggau City has been underexplored in previous e-wallet adoption studies. By examining perceived ease of use and perceived risk in this specific regional setting, this study provides localized empirical evidence and extends the literature on e-wallet adoption among Generation Z.

2. Literature Review and Hypotheses Development

2.1 E-Wallet Adoption and Behavior Intention

The behavioral intention to adopt e-wallets is a multidimensional construct that reflects users' motivation, willingness, and future intention to use digital payment systems. In e-wallet adoption, behavioral intention is not formed spontaneously but is shaped by users' cognitive evaluations of technology, particularly its perceived usefulness and ease of use. Previous studies suggest that individuals are more likely to adopt a digital system when they perceive it as beneficial, practical, and easy to use. AlAjmi, Al-Sharafi, and Yassin (2021) found that users' interest in online learning technologies increases when the system improves performance and requires minimal effort. Similarly Rafdinal and Qisthi (2020), emphasized that behavioral intention is strongly influenced by perceived benefits and ease of use, confirming the relevance of these constructs in explaining technology-related behavior.

Empirical evidence across various digital platforms confirms the consistent relationship between perceived usefulness, perceived ease of use, and behavioral intention. In online learning, perceived ease of use enhances students' intention to continue using digital platforms by reducing their cognitive burden and increasing user satisfaction. Likewise, in online shopping, perceived ease of use positively affects consumers' intention to adopt digital services. These findings reinforce the Technology Acceptance Model as the dominant theoretical framework for explaining digital technology adoption. However, most previous studies have examined behavioral intentions in broader digital contexts, such as online learning, online shopping, or general technology use. This indicates that behavioral intention in financial technology, particularly e-wallet adoption, warrants a more specific investigation, as e-wallets involve financial transactions, data privacy, and perceived security risks.

Critically, prior studies tend to emphasize the enabling factors of adoption, such as usefulness, ease of use, and perceived benefits, while giving less attention to the inhibiting factors that may discourage users from adopting e-wallets. Therefore, behavioral intention toward e-wallet adoption should be understood not only as a result of technological convenience but also as a response to perceived uncertainty and risks. This perspective is particularly relevant for Generation Z, who are highly familiar with digital platforms but may still have limited experience managing digital financial risks. Thus, this study positions behavioral intention as the outcome of both facilitating and inhibiting factors, namely, perceived ease of use and perceived risk.

2.2 Perceived Ease of Use

Perceived ease of use is a central determinant of technology adoption, particularly in digital financial services. It refers to the extent to which users believe that a system can be used easily and without excessive effort. Prior studies indicate that technologies perceived as easy to use are more readily accepted, as users tend to avoid systems that require extensive learning or technical expertise. Empirical research has identified several indicators of perceived ease of use, including the level of skill required, ease of learning, and clarity of system interaction (Chuanan, 2023). These attributes are particularly relevant in the context of e-wallets, where user experience plays a decisive role in shaping perceptions and acceptance. The Technology Acceptance Model posits that PEOU not only directly influences behavioral intention but also indirectly influences it through perceived usefulness. When a system is easy to use, users are more likely to perceive it as useful, reinforcing its adoption and continued use (Nurul Labanihuda Abdull, Hasyeilla Abd, Sabiroh Md, Nursyamilah, & Sharifah, 2023).

Empirical studies have identified several indicators of perceived ease of use, including ease of learning, clarity of interaction, simplicity of operation, and the level of skill required. These indicators are highly relevant for e-wallets because user experience plays a significant role in shaping acceptance. Within the Technology Acceptance Model, perceived ease of use directly influences behavioral intention and may also indirectly influence adoption through perceived usefulness. When users perceive e-wallets as easy to use, they are more likely to consider them useful and develop stronger adoption intentions.

Critically, the perceived ease of use has been one of the most consistent predictors of technology adoption across different research contexts. Studies on online learning, online shopping, and digital services generally show that ease of use strengthens behavioral intention by reducing cognitive burden and increasing user confidence. However, this consistency also creates a theoretical limitation, as many studies treat perceived ease of use as a universal predictor without adequately accounting for contextual differences. In the case of e-wallet adoption, ease of use may not be sufficient to explain adoption intention, as users also consider the financial and security risks associated with such digital transactions. Therefore, this study examines the perceived ease of use alongside perceived risk to provide a more balanced explanation of e-wallet adoption among Generation Z.

2.3 Risk Perception

Risk perception is widely recognized as a major barrier to the adoption of financial technology. This refers to users' subjective evaluation of the uncertainty and potential loss associated with using a digital financial system. In the adoption of e-wallets, perceived risks may include concerns about transaction failures, financial losses, data privacy, fraud, and system reliability. Afif, Purwantini, and Muhdiyanto (2023) found that risk perception reduces users' interest in e-wallet usage, although its direct effect on behavioral intention may vary depending on contextual factors.

Risk perception is shaped by uncertainty regarding transaction outcomes, data security, and prior experience with digital financial services. Common indicators of perceived risk include perceived uncertainty, previous financial losses, and concerns about potential future losses. Moreover, previous studies have emphasized the interaction between risk perception and trust. Trust may reduce the negative effect of perceived risk, suggesting that users may still adopt fintech services when they believe that the provider is reliable and secure. However, findings on perceived risk remain inconsistent, as its influence may differ across user groups, demographic characteristics, and levels of digital experience (Permatasari, Anandya, & Indarini, 2022).

Critically, perceived risk is more sensitive than perceived ease of use. While ease of use generally shows a positive and stable relationship with adoption intention, perceived risk yields more varied findings across studies. Some studies have identified risk perception as a significant barrier to fintech and e-wallet adoption, whereas others have suggested that its effect weakens when users have strong trust, positive prior experience, adequate financial literacy, or high perceived security. This inconsistency indicates that perceived risk should not be treated as a universal barrier but rather as one that depends on user characteristics and regions. Therefore, examining perceived risk among Generation Z in Lubuk

Linggau City is important because this group may be digitally active but not necessarily experienced in handling financial risks, transaction disputes or privacy-related issues.

2.4 Generation Z

Generation Z demonstrates high mobile engagement, rapid experimentation with digital platforms, and strong responsiveness to social influences, making them a key segment for the expansion of digital finance. However, their limited experience in financial decision-making and dispute resolution processes may heighten perceived risks and potentially constrain adoption unless strong security and trust mechanisms are in place (Adhikari, Lamichane, Parajuli, & Bhattarai, 2024); (Hanafiah, Asyraff, Ismail, & Sjukriana, 2024); (Peong, Peong, & Tan, 2021). Empirical evidence from Malaysia and Indonesia consistently shows that trust, perceived risk (including cyber, privacy, and functional risks), and perceived security are critical determinants of the behavioral intention to adopt FinTech services.

These factors interact with utility-based determinants such as perceived usefulness and perceived ease of use, and trust frequently mediates the relationships among risk, security, and adoption intention (Peong et al., 2021; Sutarya, 2025). Furthermore, financial literacy, savings behavior, and regulatory or promotional environments can strengthen adoption by reducing uncertainty and enhancing transparency (Nugraha & Hilendri, 2024; Nurul Labanihuda Abdull et al., 2023; Saif, Hussin, Husin, Alwadain, & Chakraborty, 2022; Sirdar, 2025). Methodologically, these findings are largely supported by studies that extend TAM, UTAUT, and TPB using SEM or PLS-SEM, reinforcing the central role of trust and risk perception in shaping Generation Z's FinTech adoption in Malaysia and Indonesia (Nugraha & Hilendri, 2024; Sutarya, 2025).

The literature on Gen Z reveals an important paradox. On the one hand, Gen Z is highly familiar with mobile technology and tends to adopt digital services quickly. However, their limited financial experience may make them more sensitive to risks associated with digital financial transactions. This dual characteristic makes Generation Z an important yet complex segment for research on e-wallet adoption in Malaysia. Consequently, adoption intention among Generation Z should not be explained solely by technological familiarity or ease of use but also by perceived uncertainty, trust, and risk evaluation. By focusing on Generation Z in Lubuk Linggau City, this study addresses a gap in the literature and provides localized empirical evidence from an area that has received limited attention in previous studies on e-wallet adoption.

2.5 Conseptual Model

Based on the reviewed literature, e-wallet adoption among Generation Z can be understood in terms of two main dimensions: technological convenience and perceived uncertainty. Perceived ease of use represents a facilitating factor that encourages adoption by reducing complexity and increasing user confidence. In contrast, perceived risk represents an inhibiting factor that may reduce adoption intention due to concerns about financial loss, privacy, transaction failure, and system reliability. Therefore, this study developed an SEM-PLS model to examine the effects of perceived ease of use and perceived risk on Generation Z's behavioral intention to adopt e-wallets in Lubuk Linggau City.

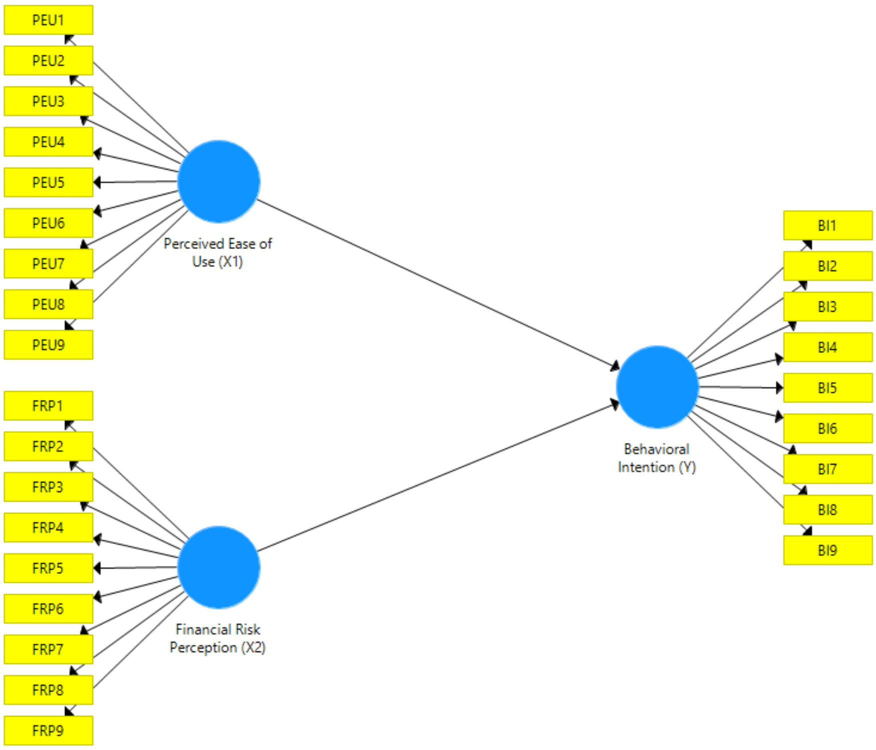

Figure 1. Conceptual Model

2.6 Hypothesis Development

Perceived Ease of Use (PEOU) is a fundamental construct in the Technology Acceptance Model (TAM) that refers to the degree to which users believe that a technology can be used with minimal effort and complexity. When a digital system is perceived as easy to understand and operate, users are more likely to develop positive attitudes and stronger intentions to adopt it in the future. Prior studies have confirmed that perceived usefulness and perceived ease of use are important predictors of behavioral intention in various digital technologies, including online learning platforms and digital commerce systems (AlAjmi et al., 2021; Moorthy, Ci, Kamarudin, Govindarajo, & T'ing, 2023; Rafdinal & Qisthi, 2020).

In fintech, e-wallets offer significant benefits by improving transaction efficiency, expanding financial inclusion, and supporting participation in the digital economy (Kasenge & Butime, 2024; Tanha et al., 2024; Widjanarko, 2025). However, users may hesitate to adopt digital payment systems if they perceive them as difficult to use. In addition, perceptions of security, trust, service quality, and financial risk influence users' evaluations of digital financial services (Ahmed, Farooq, & Shahzaib, 2025; Riswanda & Millanyani, 2025). An easy-to-use system may reduce uncertainty and enhance users' sense of control over digital transactions. Although fintech innovations have transformed financial behavior and increased the use of digital financial services (Chatterjee, 2025; Devi, Arafat, & Maliah, 2025), empirical evidence on how usability perceptions affect e-wallet adoption intention remains limited (Sabirin, Elliyana, & Rosmiati, 2025). Therefore, the following hypothesis is proposed:

H_1: Perceived Ease of Use has a positive effect on Gen Z's behavioral intention to adopt e-wallets

Perceived risk is an important factor influencing users' decisions to adopt digital financial technologies, particularly in transactions involving uncertainty, security concerns, and potential financial losses. Although the Technology Acceptance Model emphasizes perceived usefulness and perceived ease of use as key determinants of behavioral intention (AlAjmi et al., 2021; Rafdinal & Qisthi, 2020), adoption in digital financial environments also depends on users' evaluation of possible risks. E-wallets offer various benefits, such as transaction efficiency, financial inclusion, and broader participation in the digital economy (Kasenge & Butime, 2024; Tanha et al., 2024; Widjanarko, 2025). However, users may hesitate to adopt e-wallet services when they perceive high risks related to financial security, privacy protection, or transaction reliability.

Previous studies indicate that transaction costs, system security, and financial risk significantly shape adoption behavior in digital financial ecosystems (Ahmed et al., 2025; Riswanda & Millanyani, 2025). Concerns about financial loss or misuse of personal information may reduce users' willingness to engage with digital payment systems, even when such technologies provide functional advantages. Furthermore, although fintech innovation has transformed financial behavior and increased reliance on digital financial services (Chatterjee, 2025; Devi et al., 2025), adoption remains dependent on users' perceptions of safety and trust. Existing studies have also emphasized the role of digital accessibility and technological interaction in consumer behavior (Sabirin et al., 2025). However, empirical evidence on the effect of perceived risk on e-wallet adoption intention remains limited. Therefore, the following hypothesis is proposed:

H_2: Risk perception has a negative effect on Gen Z's behavioral intention to adopt e-wallets

3. Methodology

This study is grounded in the Technology Acceptance Model (TAM) and is supported by the Theory of Planned Behavior (TPB). TAM explains technology adoption through key constructs such as perceived ease of use and perceived usefulness, whereas TPB emphasizes the roles of attitude, subjective norms, and perceived control in shaping behavioral intentions. In this study, the perceived ease of use and risk perception were conceptualized as exogenous variables influencing Generation Z's behavioral intention to adopt e-wallets.

A quantitative research design was employed to examine the relationships between the proposed variables. The study population consisted of Generation Z in Lubuk Linggau City, with a total of 67,045 individuals, according to data from the Lubuk Linggau City Statistics Agency (BPS). The sample size was determined using the Slovin formula with a 5% margin of error, resulting in 398 respondents being selected. Respondents were selected using a purposive sampling technique based on specific criteria relevant to the study objectives

Data were collected using a structured questionnaire designed to measure respondents' perceptions of ease of use, risk perception, and behavioral intention to adopt e-wallets. The questionnaire items were measured using a Likert scale to assess the respondents' agreement with each statement. Before data analysis, the research instrument was evaluated through validity and reliability tests to ensure that all indicators accurately measured the intended constructs and yielded consistent results.

The data were analyzed using Partial Least Squares-Structural Equation Modeling (PLS-SEM) with SmartPLS 4. This method was selected because it is suitable for testing predictive behavioral models that involve latent variables. The analysis included the assessment of the measurement and structural models to evaluate the validity, reliability, and hypothesized relationships among variables (Ghozali, 2021; Ghozali & Kusumadewi, 2024).

4. Results and Discussions

4.1 Results

The first stage of the analysis focused on assessing the measurement model to establish the reliability and validity of the constructs. The outer model was generated in SmartPLS, which illustrates the relationships between the observed indicators and their latent constructs. The outer model showed that all items loaded significantly onto their respective constructs.

Table 1. Factor loading values

Construct	Indicator	Perceived Ease of Use (X_1)	Risk Perception (X_2)	Behavior Intention (Y)
Perceived Ease of Use (X_1)	PEU1	0.953		
	PEU2	0.895		

	PEU3	0.965		
	PEU4	0.918		
	PEU5	0.846		
	PEU6	0.960		
	PEU8	0.953		
	PEU9	0.877		
Risk Perception (X_2)	FRP1		0.923	
	FRP3		0.934	
	FRP4		0.826	
	FRP5		0.919	
	FRP6		0.919	
	FRP7		0.933	
	FRP8		0.953	
Behavior Intention (Y)	BI1			0.917
	BI3			0.895
	BI4			0.847
	BI5			0.930
	BI6			0.944
	BI7			0.872
	BI9			0.827

As shown in Table 1, the standardized factor loadings exceeded the recommended threshold of 0.70 for all items, ranging from 0.827–0.965. This indicates that each indicator substantially contributed to its corresponding latent variable. Loadings above 0.90, which were observed for many items in the perceived ease of use and risk constructs, further demonstrated exceptional reliability. Importantly, none of the indicators fell below the threshold; therefore, no items were removed at this stage. This supports the stability of the measurement scales used in this study.

In addition to factor loadings, convergent validity was examined using the Average Variance Extracted (AVE). As shown in Table 2, the AVE values ranged from 0.959 to 0.975, far exceeding the minimum threshold of 0.50. These results confirm that the constructs explain more than half of the variance in their respective indicators, thereby demonstrating a strong convergent validity.

Table 2. Average Variance Extracted (AVE) values

Construct	**AVE**
Perceived Ease of Use (X_1)	0.794
Risk Perception (X_2)	0.836
Behavior Intention (Y)	0.839

Reliability was further evaluated using Composite Reliability (CR) and Cronbach's alpha. Both measures exceeded the recommended cutoff value of 0.70, indicating excellent internal consistency.

Table 3. Composite Reliability Values

Construct	**Composite Reliability**
Perceived Ease of Use (X_1)	0.959
Risk Perception (X_2)	0.975
Behavior Intention (Y)	0.970

Table 4. Cronbach's Alpha Values

Construct	**Cronbach's Alpha**
Perceived Ease of Use (X_1)	0.956
Risk Perception (X_2)	0.971
Behavior Intention (Y)	0.968

Tables 3 and 4 present the results. The CR values ranged from 0.959 to 0.975, and the Cronbach's alpha values ranged from 0.956 to 0.971. These results suggest that the constructs were highly reliable, with consistent responses across indicators.

Table 5. Hypothesis testing results

Path	β	t-value	p-value	Result
Perceived Ease of Use → Behavior Intention (H_1)	0.540	9.946	0.000	Supported
Risk Perception → Behavior Intention (H_2)	–0.442	8.149	0.000	Supported

The path coefficients and bootstrapping results are presented in Table 5. The standardized path coefficient from perceived ease of use to behavioral intention was positive and significant ($\beta = 0.540$, $t = 9.946$, $p < 0.001$). Conversely, risk perception had a significant negative effect ($\beta = -0.442$, $t = 8.149$, $p < 0.001$).

4.2 Discussion

4.2.1 Perceived Ease of Use has a Positive Effect on Gen Z's Behavioral Intention to Adopt E-Wallets

Perceived ease of use emerged as a significant driver of the behavioral intention to adopt e-wallets. This finding supports the Technology Acceptance Model, which argues that technologies perceived as easy to use are more likely to be accepted by users. For Generation Z, ease of use is particularly important because this group is digitally literate and highly focused on convenience, efficiency, and a seamless user experience. User-friendly interfaces, intuitive navigation, and simple transaction processes can reduce psychological and operational barriers, thereby strengthening users' intentions to adopt and continue using e-wallet services.

This result is consistent with prior studies showing that perceived ease of use positively influences behavioral intention, either directly or indirectly through perceived usefulness, attitude, or perceived behavioral control (Ariffin, Rahman, Muhammad, & Zhang, 2021; Kustono, Nanggala, & Masâ€Tmud, 2020; Raninda, Wisnalmawati, & Oetomo, 2022). Similar evidence from Southeast Asia, including Malaysia and Thailand, confirms that perceived ease of use remains an important predictor of e-wallet adoption when combined with factors such as trust, service quality, and perceived usefulness (Prompunthum & Chirapanda, 2024).

Critically, although some studies suggest that ease of use may become less influential in highly digitized environments where users already expect digital platforms to be simple and intuitive (Goundar et al., 2021), the present finding indicates that ease of use remains relevant for Generation Z. This suggests that digital familiarity does not automatically eliminate the importance of usability. Even technologically literate users may prioritize effortless interaction, speed, and convenience when deciding whether to adopt financial technology. Therefore, the influence of the perceived ease of use depends not only on the user's digital literacy but also on contextual readiness, service design quality, and the perceived complexity of financial transactions.

4.2.2 Risk Perception has a Negative Effect on Gen Z's Behavioral Intention to Adopt E-Wallets

Risk perception significantly negatively affected the behavioral intention to adopt e-wallets, confirming its role as a major barrier to digital payment adoption. Concerns about data security, fraud, transaction failures, and potential financial losses may weaken users' attitudes toward and intentions to use e-wallet services. This finding is consistent with the Theory of Planned Behavior, which suggests that perceived constraints can reduce behavioral intention.

Prior studies similarly show that perceived risk negatively affects e-wallet adoption intention, even among Generation Z users who are generally familiar with digital technologies (Elasaria & Nurabiah, 2024; Suryati & Safitri, 2025). This indicates that digital fluency does not necessarily eliminate risk sensitivity, particularly when technology use involves financial transactions and personal data. Broader fintech studies also support this view, showing that perceived risk may directly reduce adoption intention or weaken the positive effects of other adoption drivers (Goundar et al., 2021).

Critically, risk perception should not be viewed solely as an individual psychological barrier but also as a reflection of users' trust in platform security, institutional protection, and service transparency. As noted by Kurnia et al. (2023), effective security mechanisms and clear governance can reduce perceived risk and strengthen user confidence. Therefore, minimizing perceived risk requires not only technical improvements but also transparent communication, reliable consumer protection and institutional assurance.

5. Conclusions

5.1 Conclusion

This study examined the effects of perceived ease of use and risk perception on Generation Z's intention to adopt e-wallets in an emerging Asian economy. The findings show that perceived ease of use positively affects behavioral intention, confirming its role as a key driver of e-wallet adoption. Conversely, risk perception has a negative effect, indicating that concerns related to security, governance, data privacy, and financial loss are important barriers to adoption. These findings suggest that Generation Z's adoption of e-wallets is shaped by a trade-off between convenience and perceived financial or data-related risk.

Theoretically, this study contributes to the digital finance and technology adoption literature by extending the Technology Acceptance Model and Theory of Planned Behavior to Generation Z's e-wallet adoption. This demonstrates that ease of use remains relevant even among digitally literate users, while risk perception continues to constrain behavioral intention despite users' familiarity with digital technologies. Thus, this study provides a more balanced explanation of e-wallet adoption by integrating both enabling and inhibiting factors into a single empirical model.

In practice, these findings have clear implications for fintech providers, financial institutions, and regulators. E-wallet adoption among young consumers cannot be increased solely through usability improvement. Providers should combine user-friendly interfaces and seamless transaction processes with strong risk mitigation mechanisms, including secure authentication, fraud prevention, transparent transaction information, and responsive customer support. Regulators should strengthen data privacy rules, consumer protection mechanisms, and dispute resolution systems to improve public trust in digital financial services. Therefore, a balanced strategy that integrates usability, security, transparency, and consumer education is essential for promoting sustainable e-wallet adoption among Generation Z

5.2 Research Limitations

This study had several limitations. First, the sample was limited to Generation Z respondents from a single Indonesian city. Although this provides valuable specific insights, the results may not be fully generalizable to other demographic groups or geographic settings. Future research should employ cross-country samples to capture cultural and regulatory differences or longitudinal designs to examine changes in adoption behavior over time.

Second, the model included perceived ease of use and risk perception as key predictors but did not incorporate other potentially relevant constructs such as trust. Future studies should integrate variables such as financial literacy, trust, and socioeconomic status, which may moderate or mediate adoption behavior. Including these dimensions would enrich our understanding of the complex interplay between technology acceptance and financial governance.

Finally, the study relied on self-reported survey data, which may be subject to social desirability or recall biases. Future research could triangulate findings with transaction data, experimental studies, or mixed-methods approaches to strengthen their validity. Despite these limitations, this study provides a strong empirical basis for understanding Gen Z's adoption of e-wallets and offers a foundation for further research into digital finance in emerging Asian economies.

5.3 Suggestions and Directions for Future Research

Based on the findings, perceived ease of use and perceived risk significantly influenced users' intention to adopt e-wallets. Therefore, e-wallet providers should continue to improve usability by developing simple interfaces, clear navigation, and responsive user experiences, particularly among younger users. Simultaneously, providers must reduce perceived risks by strengthening security systems through data encryption, multi-factor authentication, transparent privacy policies, and reliable customer support.

The findings also highlight the importance of digital-financial literacy. Regulators and service providers should collaborate to provide educational programs that improve users' understanding of the benefits, security features, and potential risks of e-wallets. In addition, stronger consumer protection policies are needed, particularly regarding data privacy, transaction security, and dispute resolution mechanisms, to increase public trust and reduce perceived risk in digital transactions.

Academically, this study provides a basis for future research on digital financial adoption by emphasizing the joint role of usability and risk perceptions. Future studies should extend the model by including additional variables such as perceived usefulness, trust, social influence, financial literacy, perceived security, and promotional attractiveness. Further research could also examine different demographic groups, such as Generation X, millennials, rural communities, or users in different regions, to improve the generalizability of the findings.

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Author Contributions

HP contributed to conceptualization, methodology, formal analysis, writing, and original draft preparation. AA contributed to investigation, data curation, visualization, and validation of the study. IG contributed to supervision, project administration, and writing through review and editing. All authors have read and approved the final version of the manuscript.

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