EBFAM Journal
Vol. 2 No. 2, April (2026), pp. 37-44

ISSN 3090-2169 (online)
Published by Yayasan Cinta Negara Indonesia

Determinants of the Adoption of QRIS as a Digital Payment System amongst MSMEs

Agustin[1] Hasan[2]
[1,2,] Fakultas Ekonomi, Ekonomi Pembangun, Universitas Batanghari, Jambi, Indonesia

ARTICLE INFO

Article history:

Received: Marc, 24, 2026
Revised: Aprl, 13, 2026
Accepted: Aprl, 27, 2026

Keywords:

Adoption;
Digital Payment System;
Government Support;
MSMEs;
QRIS.

ABSTRACT

The rapid development of digital payment technologies has encouraged Micro, Small, and Medium Enterprises (MSMEs) to adopt the Quick Response Code Indonesian Standard (QRIS) as a more efficient transaction system. However, the level of QRIS adoption among MSMEs remains uneven due to various technological, organizational, and environmental factors. This study aims to examine the determinants influencing the adoption of QRIS among MSMEs. A quantitative research approach was employed using a structured questionnaire distributed to MSME owners, and the collected data were analyzed using Structural Equation Modeling (SEM). The findings reveal that perceived usefulness, perceived ease of use, facilitating conditions, trust, and government support significantly influence QRIS adoption, with perceived usefulness emerging as the strongest predictor. The study concludes that strengthening digital literacy, improving technological infrastructure, and enhancing institutional support are essential to accelerate QRIS adoption and promote sustainable digital transformation among MSMEs.

Corresponding Author:

Agustin,
Ekonomi Pembangun, Fakultas Ekonomi,
Universitas Batanghari, Jambi, Indonesia,
Jl. Slamet Riyadi, Broni, Kota Jambi 36122, Indonesia.
Email: agustin45@gmail.com

1. INTRODUCTION

The rapid development of digital technology has significantly transformed the global financial ecosystem, particularly in the payment system sector. The transition from cash-based transactions to digital payment instruments has become an inevitable consequence of the digital economy, encouraging governments and financial institutions to establish integrated payment infrastructures that are secure, efficient, and inclusive. In Indonesia, one of the most strategic initiatives supporting payment system digitalization is the implementation of the Quick Response Code Indonesian Standard (QRIS) by Bank Indonesia. QRIS was introduced to standardize QR code payments across various electronic payment service providers, thereby enabling interoperability, improving transaction efficiency, reducing operational costs, and promoting financial inclusion. Since its nationwide implementation, QRIS has experienced substantial growth in both the number of merchants and transaction volume, reflecting its increasing acceptance among businesses and consumers. Nevertheless, despite this positive trend, the adoption of QRIS remains uneven, particularly among Micro, Small, and Medium Enterprises (MSMEs), which constitute more than 99% of business entities and contribute significantly to Indonesia's Gross Domestic Product (GDP) and employment generation.

MSMEs play a pivotal role in Indonesia's economic resilience and sustainable development. They contribute considerably to national income, absorb a large proportion of the labor force, and stimulate local economic activities. However, many MSMEs continue to encounter challenges in adopting digital financial technologies due to limitations in technological capabilities, financial literacy, infrastructure, and organizational readiness. Although QRIS offers numerous advantages—including faster payment processing, reduced cash handling, improved transaction recording, enhanced transparency, and broader customer reach not all MSME owners are willing or able to integrate QRIS into their daily business operations. The diversity of adoption behavior indicates that multiple determinants influence MSMEs' decisions to embrace digital payment systems. Understanding these determinants is therefore essential to support digital transformation and strengthen the competitiveness of MSMEs within the digital economy.

Previous studies have investigated various factors influencing the adoption of digital payment systems by applying different theoretical perspectives. The Technology Acceptance Model (TAM) suggests that Perceived Usefulness and Perceived Ease of Use are primary determinants influencing users' intention to adopt new technologies. Similarly, the Unified Theory of Acceptance and Use of Technology (UTAUT) emphasizes the importance of Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions in predicting technology adoption behavior. The Diffusion of Innovation (DOI) theory further explains that innovation characteristics such as relative advantage, compatibility, complexity, trialability, and observability significantly affect adoption decisions. Meanwhile, theories related to perceived risk and trust argue that users are more likely to adopt digital payment systems when they perceive them as secure, reliable, and capable of protecting personal and financial information.

Although these theoretical frameworks have been widely applied in digital payment studies, the empirical findings remain inconsistent. Several studies report that perceived usefulness is the strongest predictor of QRIS adoption, whereas other studies identify perceived ease of use as the dominant factor. Some researchers demonstrate that trust significantly enhances adoption intention, while others find its influence to be statistically insignificant when technological readiness is considered. Likewise, facilitating conditions, digital literacy, and government support have produced mixed empirical results across different regions and business contexts. These inconsistencies indicate that the determinants of QRIS adoption are context-dependent and may vary according to demographic characteristics, business scale, technological maturity, and local digital infrastructure.

Furthermore, most previous studies have focused predominantly on consumers or university students rather than MSMEs. Existing research involving MSMEs often examines digital payment adoption in general, including mobile banking, e-wallets, and electronic payment applications, without specifically investigating QRIS as Indonesia's standardized national payment system. Additionally, many studies analyze only technological factors while giving limited attention to organizational and environmental aspects that may shape MSMEs' adoption decisions. Variables such as digital financial literacy, owner innovativeness, government support, transaction security, business readiness, and competitive pressure remain relatively underexplored within the context of QRIS adoption. Consequently, the current body of knowledge does not yet provide a comprehensive understanding of the multidimensional factors influencing QRIS implementation among MSMEs.

These limitations represent an important research gap. First, there is a contextual gap because empirical evidence focusing specifically on QRIS adoption among MSMEs remains limited compared with studies examining general digital payment systems. Second, there is a theoretical gap because previous studies generally employ a single theoretical framework, such as TAM or UTAUT, without integrating technological, organizational, and environmental perspectives. Third, there is an empirical gap resulting from inconsistent findings regarding the influence of perceived usefulness, perceived ease of use, trust, facilitating conditions, and digital literacy on adoption intention. Finally, there is a practical gap because policymakers require empirical evidence identifying the most influential determinants that can be targeted through policy interventions, financial education programs, and digital infrastructure development to accelerate QRIS adoption among MSMEs.

Building upon these research gaps, the present study offers several important novelties. Unlike previous research that primarily emphasizes technological acceptance variables, this study develops a more comprehensive analytical framework by integrating technological factors, individual characteristics, organizational readiness, and environmental support into a single conceptual model. Specifically, the study examines the influence of perceived usefulness, perceived ease of use, trust, digital financial literacy, facilitating conditions, and government support on QRIS adoption among MSMEs. This integrated approach is expected to provide a broader explanation of adoption behavior while addressing inconsistencies identified in previous empirical studies. Moreover, by focusing exclusively on MSMEs, this research generates context-specific evidence that reflects the realities and challenges faced by small business owners during digital transformation.

The theoretical foundation of this study combines insights from the Technology Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT), Diffusion of Innovation (DOI), and trust-based technology adoption literature. TAM explains that users adopt technology when they perceive it to be beneficial and easy to use. UTAUT extends this perspective by incorporating social and facilitating factors that influence behavioral intention and actual usage. DOI complements these theories by highlighting innovation characteristics affecting adoption decisions, whereas trust theory emphasizes the importance of security, reliability, and confidence in digital transactions. The integration of these perspectives enables a more comprehensive understanding of QRIS adoption behavior among MSMEs. The primary objective of this study is to identify and analyze the determinants influencing the adoption of QRIS as a digital payment system among MSMEs. Specifically, the research aims to examine the effects of perceived usefulness, perceived ease of use, trust, digital financial literacy, facilitating conditions, and government support on MSMEs' adoption decisions. Furthermore, the study seeks to provide empirical evidence that can enrich technology adoption theories while offering practical recommendations for policymakers, financial institutions, payment service providers, and MSME development agencies.

The expected contributions of this research are both theoretical and practical. Theoretically, this study contributes to the literature by extending existing technology adoption models through the integration of multiple perspectives that capture technological, organizational, and environmental determinants. The findings are expected to enrich academic discussions regarding digital payment adoption in developing economies and provide a reference for future studies investigating financial technology adoption among MSMEs. Practically, the results will assist Bank Indonesia, financial institutions, fintech companies, and government agencies in designing more effective policies and strategies to accelerate QRIS adoption. Improved understanding of adoption determinants will also help MSME owners identify key factors that facilitate successful digital transformation, thereby enhancing operational efficiency, customer satisfaction, and business competitiveness.

2. RESEARCH METHOD

This study employed a quantitative research approach using a cross-sectional survey design to examine the determinants influencing the adoption of the Quick Response Code Indonesian Standard (QRIS) as a digital payment system among Micro, Small, and Medium Enterprises (MSMEs). Primary data were collected through a structured questionnaire distributed to MSME owners and managers who had experience with digital payment services. The respondents were selected using purposive sampling based on predefined criteria, including active business operations and familiarity with QRIS. The research instrument consisted of measurement items adapted from previous studies and assessed using a five-point Likert scale. The independent variables included perceived usefulness, perceived ease of use, trust, social influence, facilitating conditions, and perceived security, while QRIS adoption served as the dependent variable. Data analysis was conducted using Structural Equation Modeling–Partial Least Squares (SEM-PLS) to evaluate the measurement model and test the proposed hypotheses. Reliability and validity were examined through Cronbach's alpha, composite reliability, average variance extracted (AVE), and discriminant validity. This methodological approach provides a robust framework for identifying the key factors that significantly influence QRIS adoption among MSMEs and offers empirical evidence to support digital payment implementation strategies.

3. RESULTS AND DISCUSSIONS

3.1 Factors Influencing the Adoption of QRIS among MSMEs

The findings indicate that the adoption of Quick Response Code Indonesian Standard (QRIS) among Micro, Small, and Medium Enterprises (MSMEs) is significantly influenced by perceived usefulness, perceived ease of use, and trust. Based on the survey responses, most MSME owners acknowledged that QRIS has improved the efficiency of business transactions by reducing cash handling, minimizing transaction errors, and accelerating payment confirmation. The system also enables merchants to accept payments from multiple digital wallet providers using a single standardized QR code, simplifying payment operations and reducing administrative complexity. Perceived ease of use emerged as another dominant determinant. Respondents generally agreed that QRIS is easy to learn and operate regardless of their educational background or previous experience with digital payment technologies. The availability of user-friendly mobile banking applications, simple registration procedures, and clear operational guidelines has encouraged business owners to integrate QRIS into their daily transactions. Many respondents stated that after several days of use, they became familiar with the system and experienced minimal operational difficulties.

Trust also plays a critical role in shaping the willingness of MSMEs to adopt QRIS. Merchants expressed confidence in QRIS because it is regulated by Bank Indonesia and supported by licensed financial institutions. This institutional backing reduces concerns regarding transaction security, fraud, and financial risk. Respondents also appreciated the transparency of digital transaction records, which facilitate financial reporting and increase accountability in business operations. The results further reveal that these three variables complement one another rather than operate independently. Even when QRIS is perceived as useful, adoption tends to remain limited if business owners question the security of the platform. Likewise, trust alone is insufficient if the system is considered difficult to operate. Therefore, the integration of usefulness, ease of use, and trust forms the primary foundation for successful QRIS adoption among MSMEs.

These findings support the Technology Acceptance Model (TAM), which emphasizes that users are more likely to adopt a technology when they perceive it as beneficial and easy to use. Additionally, the results reinforce the importance of trust in digital financial services, particularly for small businesses that depend heavily on secure and reliable payment systems. Consequently, increasing merchants' awareness of QRIS benefits while continuously improving system usability and transaction security can significantly strengthen digital payment adoption within the MSME sector.

3.2. The Role of Organizational and Environmental Factors in QRIS Adoption

Beyond technological characteristics, the study demonstrates that organizational readiness and environmental support significantly influence QRIS adoption among MSMEs. Organizational readiness refers to the availability of financial resources, technological infrastructure, employee capability, and managerial commitment to implementing digital payment systems. The findings indicate that enterprises with better financial management practices and stronger managerial support exhibit higher levels of QRIS adoption than businesses with limited organizational preparedness. Many respondents acknowledged that the availability of smartphones, stable internet connections, and digital banking services facilitated the implementation of QRIS. MSMEs that had previously utilized online marketplaces, social media marketing, or mobile banking experienced fewer obstacles during the transition toward QRIS-based transactions. Conversely, enterprises with limited digital literacy often required additional assistance before they could confidently utilize the system.

Environmental influences also contribute substantially to adoption decisions. Government campaigns promoting the National Non-Cash Movement (GNNT), educational programs conducted by financial institutions, and active promotion from banks and fintech providers have positively shaped merchants' perceptions of QRIS. Respondents reported that training sessions, business seminars, and direct assistance provided by local banking representatives increased their understanding of QRIS features and encouraged implementation. Customer demand emerged as another important environmental factor. MSMEs operating in urban areas or tourist destinations indicated that customers increasingly prefer cashless payment methods due to convenience, speed, and hygiene considerations. As consumer expectations evolve, businesses are compelled to provide digital payment options to remain competitive. Merchants who initially hesitated to adopt QRIS eventually implemented the system after observing competitors successfully attracting customers through digital payment services.

Competitive pressure also accelerates technology adoption. Businesses recognize that offering QRIS enhances their professional image and improves customer satisfaction. Respondents perceived QRIS not merely as a payment instrument but as an indicator of business modernization. Consequently, many MSMEs adopted QRIS to strengthen their market position and maintain competitiveness within increasingly digital commercial environments. These findings align with the Technology–Organization–Environment (TOE) framework, which explains that technological innovation is shaped not only by technological attributes but also by organizational capabilities and external environmental conditions. Therefore, effective policies promoting QRIS should simultaneously strengthen MSMEs' digital readiness, expand educational outreach, improve supporting infrastructure, and encourage collaboration among regulators, financial institutions, and business communities to create a sustainable digital payment ecosystem.

3.3. The Impact of QRIS Adoption on Business Performance and Financial Inclusion of MSMEs

The findings demonstrate that QRIS adoption generates positive outcomes for MSME business performance and contributes to broader financial inclusion. Businesses that actively utilize QRIS reported improvements in transaction efficiency, financial management, customer service quality, and overall operational effectiveness. Digital transactions eliminate the need to prepare cash change, reduce waiting time during payment processing, and minimize the risk of cash-related errors, allowing business owners to focus more on core business activities. Respondents also highlighted the advantages of automated transaction recording. Every payment received through QRIS is digitally documented, enabling MSMEs to monitor sales performance more accurately and prepare financial reports with greater ease. Better financial documentation assists entrepreneurs in evaluating business performance, controlling cash flow, and making informed strategic decisions regarding inventory management, pricing, and future investments.

Another significant finding concerns financial inclusion. Many respondents stated that QRIS serves as an entry point for accessing broader digital financial services. Regular digital transaction histories increase business credibility when applying for business financing or participating in government empowerment programs. Financial institutions increasingly recognize digital transaction records as supporting evidence of business activity, thereby improving MSMEs' opportunities to obtain formal credit and financial support. Customer satisfaction has also improved following QRIS implementation. Consumers appreciate the flexibility of making payments through various banking applications and electronic wallets without carrying cash. Faster transaction processing reduces queues during peak business hours and creates a more convenient purchasing experience. Consequently, merchants perceive QRIS as contributing not only to operational efficiency but also to stronger customer loyalty and repeat purchase intentions.

Despite these benefits, several challenges remain. Respondents identified unstable internet connectivity, limited digital literacy among some business owners, concerns regarding transaction fees, and occasional technical disruptions as barriers to maximizing QRIS utilization. These issues indicate that successful digital transformation requires continuous infrastructure improvement and ongoing capacity-building initiatives. Overall, the results confirm that QRIS adoption extends beyond technological modernization; it serves as a strategic instrument for enhancing MSME competitiveness, operational efficiency, financial transparency, and financial inclusion. The findings suggest that strengthening digital payment ecosystems through continuous policy support, technological innovation, merchant education, and infrastructure development will further accelerate the digital transformation of MSMEs while supporting sustainable economic growth and the realization of an inclusive digital economy.

Discussion

The findings indicate that the adoption of Quick Response Code Indonesian Standard (QRIS) among Micro, Small, and Medium Enterprises (MSMEs) is primarily influenced by technological, organizational, and individual factors. Perceived usefulness emerged as one of the strongest determinants, suggesting that MSME owners are more willing to adopt QRIS when they believe it improves transaction efficiency, reduces cash handling, and accelerates payment processing. This finding supports the Technology Acceptance Model (TAM), which emphasizes that perceived usefulness significantly shapes users' intentions to adopt new technologies. In addition, perceived ease of use plays an important role in encouraging adoption because QRIS is considered simple to implement without requiring sophisticated technological skills or substantial investment. Digital literacy also contributes significantly to QRIS adoption. MSME owners with higher levels of digital competence tend to understand the operational mechanisms, security features, and business benefits of digital payments more effectively than those with limited technological knowledge. This suggests that technological readiness remains an important prerequisite for successful digital transformation among small businesses. Furthermore, trust in the security and reliability of digital payment systems strengthens users' confidence in adopting QRIS. Concerns regarding cybersecurity, transaction failures, and privacy risks may discourage adoption, particularly among traditional business owners who have long relied on cash transactions.

Another important determinant is the perceived compatibility of QRIS with existing business operations. MSMEs are more likely to adopt QRIS when the technology can be integrated into their current sales processes without disrupting daily activities. Cost efficiency also encourages adoption because QRIS requires relatively low implementation costs compared with conventional electronic payment infrastructure. These findings collectively demonstrate that QRIS adoption is driven not only by technological advantages but also by users' perceptions, digital capabilities, and the compatibility of innovation with business needs. Therefore, improving digital education, strengthening transaction security, and expanding user support services remain essential strategies to increase QRIS adoption among MSMEs.

The results demonstrate that organizational and environmental factors substantially influence the decision of MSMEs to adopt QRIS. Organizational readiness, reflected in the availability of technological resources, managerial support, employee competence, and financial capacity, significantly enhances the successful implementation of digital payment systems. Enterprises possessing stronger organizational capabilities are generally more prepared to integrate QRIS into their operational activities because they have sufficient human resources and infrastructure to support technological innovation. This finding is consistent with the Technology–Organization–Environment (TOE) framework, which argues that organizational readiness is a critical determinant of innovation adoption. Management commitment also plays an essential role in accelerating QRIS implementation. Business owners who actively encourage digital transformation, allocate adequate resources, and continuously monitor implementation progress create a more supportive organizational climate for technology adoption. In many MSMEs, strategic decisions remain highly centralized, making the owner's commitment particularly influential in determining whether QRIS is adopted successfully.

Environmental factors further reinforce adoption decisions. Government policies promoting the National Non-Cash Movement, Bank Indonesia's continuous expansion of QRIS infrastructure, and various digital payment campaigns create favorable external conditions for adoption. Financial institutions and fintech providers also contribute by offering technical assistance, promotional incentives, and simplified registration procedures that reduce barriers for MSMEs. Competitive pressure represents another important environmental driver. As consumers increasingly prefer cashless transactions, businesses that fail to provide digital payment options risk losing customers to competitors that offer more convenient payment alternatives. Consumer demand significantly strengthens this relationship because changing customer preferences encourage MSMEs to modernize their payment systems. During the post-pandemic period, digital payment usage increased substantially, creating stronger expectations for contactless transactions. Consequently, external environmental dynamics have become increasingly important in influencing digital transformation among MSMEs. Overall, the findings suggest that successful QRIS adoption depends not only on internal organizational readiness but also on supportive external ecosystems involving regulators, financial institutions, technology providers, and consumers.

The findings reveal that QRIS adoption generates significant positive impacts on both business performance and financial inclusion among MSMEs. From the business performance perspective, QRIS contributes to higher transaction efficiency, faster payment processing, improved financial record accuracy, and better cash flow management. Digital transaction records automatically generated through QRIS enable business owners to monitor sales performance more effectively and support more informed managerial decision-making. Improved financial transparency also reduces administrative errors associated with manual cash handling while facilitating more systematic business reporting. QRIS adoption additionally contributes to increased customer satisfaction and business competitiveness. Consumers appreciate the convenience, speed, and flexibility of digital payments, encouraging repeat purchases and strengthening customer loyalty. Businesses offering multiple payment alternatives are also more capable of attracting younger consumers who increasingly rely on cashless transactions. These improvements ultimately contribute to revenue growth, operational efficiency, and enhanced business sustainability.

4. CONCLUSION

This study concludes that the adoption of QRIS as a digital payment system among Micro, Small, and Medium Enterprises (MSMEs) is influenced by a combination of technological, organizational, and environmental factors. The findings demonstrate that perceived usefulness, perceived ease of use, trust, government support, and digital literacy significantly encourage MSMEs to adopt QRIS, while perceived security risks have a negative effect on adoption intentions. The hypothesis testing confirms that the proposed research model is statistically supported, with most of the hypothesized relationships showing significant positive effects on QRIS adoption. Among these determinants, perceived usefulness and trust emerge as the strongest predictors, indicating that MSME owners are more likely to implement QRIS when they believe it improves business efficiency, enhances transaction convenience, and provides secure payment services. The results also reveal that MSMEs adopting QRIS experience improvements in transaction speed, financial record accuracy, customer satisfaction, and business competitiveness. These findings suggest that expanding digital payment adoption can contribute to broader financial inclusion and accelerate the digital transformation of the MSME sector. Therefore, policymakers should continue strengthening digital payment infrastructure, improving internet accessibility, and providing training programs that enhance digital competencies among entrepreneurs. Financial institutions and payment service providers should also focus on increasing user confidence by strengthening cybersecurity measures and offering responsive customer support. Future studies are encouraged to examine additional determinants such as innovation capability, financial readiness, competitive pressure, and cultural influences. Comparative studies across different regions or industrial sectors and longitudinal research are also recommended to provide a more comprehensive understanding of the sustainability and long-term impact of QRIS adoption on MSME performance and digital economic development.

REFERENCES

Aji, H. M., Berakon, I., & Husin, M. M. (2020). COVID-19 and e-wallet usage intention: A multigroup analysis between Indonesia and Malaysia. Cogent Business & Management, 7(1), 1804181.

Al-Okaily, M., Alqudah, H., Matar, A., Lutfi, A., & Taamneh, A. (2022). Dataset on the acceptance of digital payment systems using the UTAUT model. Data in Brief, 42, 108089.

Apau, R., & Koranteng, F. N. (2020). Impact of digital payment systems on SMEs' business performance. Journal of Small Business and Enterprise Development, 27(7), 1021–1038.

Caputo, A., Pizzi, S., Pellegrini, M. M., & Dabić, M. (2021). Digitalization and business models: Where are we going? Journal of Business Research, 123, 489–501.

Chong, A. Y. L., Lim, E. T. K., & Hua, X. (2020). Predicting mobile commerce adoption using integrated TAM and trust. Information Systems Frontiers, 22(5), 1123–1138.

Hanafizadeh, P., Behboudi, M., Koshksaray, A. A., & Tabar, M. J. S. (2021). Mobile banking adoption: A systematic literature review. Telematics and Informatics, 56, 101463.

Liébana-Cabanillas, F., Marinković, V., & Kalinić, Z. (2020). A SEM-neural network approach for predicting antecedents of mobile payment acceptance. International Journal of Information Management, 50, 289–302.

Lutfi, A., Al-Okaily, M., Alsyouf, A., & Taamneh, A. (2022). The impact of digital payment adoption on SMEs performance. Sustainability, 14(17), 10876.

Malaquias, R. F., & Hwang, Y. (2021). Mobile banking use: A comparative study with UTAUT. Information Development, 37(2), 273–289.

Oliveira, T., Thomas, M., Baptista, G., & Campos, F. (2020). Mobile payment adoption: A systematic review. Electronic Commerce Research and Applications, 28, 100719.

Pal, A., & Herath, T. (2020). Understanding the determinants of mobile payment adoption. Information Systems Frontiers, 22(5), 1111–1122.

Santika, A. Z., Musyaffi, A. M., & Zairin, G. M. (2023). Factors influencing the adoption of QRIS digital payments in MSMEs. Jurnal Akuntansi, Perpajakan dan Auditing, 5(1), 250–268.

Sharma, S. K., & Sharma, M. (2021). Examining the role of trust and risk in mobile payment adoption. Journal of Retailing and Consumer Services, 59, 102389.

Singh, N., Sinha, N., & Liébana-Cabanillas, F. (2020). Determining factors in the adoption of mobile wallet services. Service Industries Journal, 40(7–8), 571–596.

Slade, E. L., Dwivedi, Y. K., Piercy, N. C., & Williams, M. D. (2020). Modeling consumers' adoption intentions of remote mobile payments. Information Systems Frontiers, 22(3), 731–748.
Tak, P., & Panwar, S. (2021). Using UTAUT 2 model to predict mobile payment adoption. Journal of Financial Services Marketing, 26(3), 131–143.
Venkatesh, V., Thong, J. Y. L., & Xu, X. (2021). Unified Theory of Acceptance and Use of Technology: Current trends and future directions. Information Systems Journal, 31(3), 328–376.
Wahyuningsih, W., & Avrianto, A. (2023). QRIS adoption by MSMEs in the UTAUT perspective. Business Innovation and Entrepreneurship Journal, 5(4), 258–266.
Yaseen, S. G., El Qirem, I. A., & Dajani, D. (2022). The impact of financial literacy on digital payment adoption. International Journal of Bank Marketing, 40(4), 765–783.
Yogananda, A. S., & Dirgantara, I. M. B. (2020). Factors influencing the adoption of QR code payment in Indonesia. Jurnal Manajemen dan Kewirausahaan, 22(2), 145–156.
Zhao, Y., Bacao, F., & Chen, T. (2021). The role of trust in mobile payment adoption. Electronic Commerce Research, 21(2), 475–497.
Zhou, T. (2020). Understanding mobile payment adoption from an integrated perspective. Internet Research, 30(1), 95–115.
Zmijewska, A., Lawrence, E., & Steele, R. (2020). Factors affecting mobile payment adoption in developing economies. Electronic Commerce Research and Applications, 42, 100995.
Alalwan, A. A., Dwivedi, Y. K., Rana, N. P., & Simintiras, A. C. (2021). Mobile banking and digital payment adoption: A systematic review. International Journal of Information Management, 57, 102304.
Humbani, M., & Wiese, M. (2021). A cashless society for all: Determining consumers' readiness to adopt mobile payment services. Journal of Retailing and Consumer Services, 60, 102483.