Indonesian Economic Review
Volume 6, Number 1, February 2026
e-ISSN: 2774-8073; Page 01-23
DOI: https://doi.org/10.53787/iconev.v6i1.78
Available online at: https://iconev.org/index.php/ier

Perception of Ease, Trust, and Payment Risk on Interest in Using the Gopay E-Wallet Among Economics Education Students at Sebelas Maret University, Surakarta

Sheila Desita Mahardani[1*], Harini[2]
[1-2]Economic Education Study Program, Sebelas Maret University, Surakarta, Indonesia
Email: sheiladesita79@student.uns.ac.id[1], harini@staff.uns.ac.id[2]*
[*]Corresponding Author: sheiladesita79@student.uns.ac.id[1]

Abstract. This research aims to analyze the influence of perceived ease of use, trust, and payment risk on the intention to use the GoPay e-wallet among Economics Education students at Universitas Sebelas Maret Surakarta. The background of this research is based on the increasing use of e-wallets among students and the importance of psychological and security factors in the adoption of digital financial technologies. This study employed a quantitative approach with a survey method using questionnaires distributed to 193 respondents selected through purposive sampling. Data analysis was conducted using multiple linear regression with the help of SPSS 26 software. The results showed that partially, perceived ease of use and trust have a positive and significant effect on the intention to use GoPay. On the other hand, perceived risk has a negative but significant effect. Simultaneously, all three independent variables have a significant influence on the intention to use GoPay. These findings support the Technology Acceptance Model (TAM) and Fintech (Finansial Technology), which suggests that ease of use are key determinants of technology acceptance, while perceived risk can serve as a psychological barrier reducing user intention. The study provides important implications for e-wallet service providers to enhance ease of use and security features in order to build trust and reduce users' perceived risks, especially among university students.

Keywords: Digital Finance; Ease Use; Gopay Intention; Payment Risk; User Trust

1. INTRODUCTION

Rapid technological advancements in the modern era have led to changes in technological developments in the digital era, making it easier for humans to carry out activities. Technological developments have brought about changes and impacted the emergence of new innovations in digital payment systems. According to Bank Indonesia Regulation Number 22/23/PBI/2020 concerning Payment Systems, payment and financial system service activities are carried out by PJPs. PJPs, or Appraisal Services Companies, organize fund management activities in the form of electronic money issuance through collaboration with third parties. PJPs use mobile-based technology facilities and devices or other digital devices for the digital economy and inclusive finance.

According to Ruslinda and Ruslinda (2022, p. 201), companies have implemented mobile services because many people are more active in using digital devices, such as sophisticated mobile phones, making it easier for companies to implement e-wallet services. Electronic money is not only in the form of cards but also applications accessed via the internet via smartphones. Indonesia itself, smartphones, is inseparable from the internet, which is needed by the public. Indonesia also has banking and non-banking institutions that offer electronic money services. Many companies currently make payments via electronic money

Recived: December 06, 2025; Revised: January 08, 2026; Accepted: February 04, 2026;
Published: February 10, 2026

such as GoPay, Ovo, QRIS, and others.

Many people use smartphones as their primary tool for their daily needs. Current modernization has made smartphones and the internet inextricably linked. In today's modern era, smartphones have become a primary tool for quickly accessing information, and not just information, but also digital wallets for transactions.

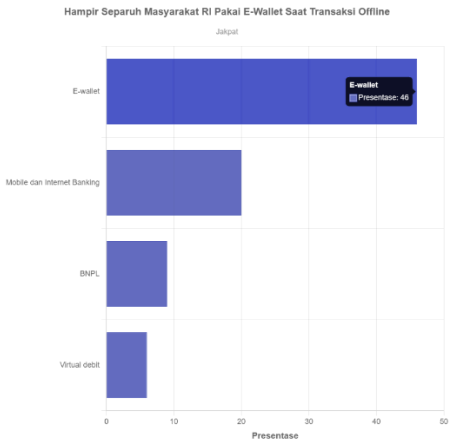

Figure 1. Percentage of E-Wallet Usage During Offline Transactions.

Based on the image, many people use e-wallets for offline transactions. The digitalization of transaction systems has spread to various sectors. Various modern payment methods are now widely adopted by the public to facilitate economic circulation. This phenomenon is also evident in Indonesia. Since the government launched the QRIS (Quick Response Code Indonesian Standard) program, many digital payment services have emerged, aiming to streamline and secure all transactions, both banking and non-banking.

One company offering an e-wallet is Gojek. Gojek is an electronic application offering various services such as GoRide, GoCar, GoFood, and GoPay. GoPay itself is a service available within the Gojek application that can be used for transactions in addition to payments within the app. GoPay can be used for transactions between friends' GoPay accounts or transfers to previously added accounts. The Gojek application builds public trust because GoPay payments are currently the most widely used e-wallet (Gojek, 2022).

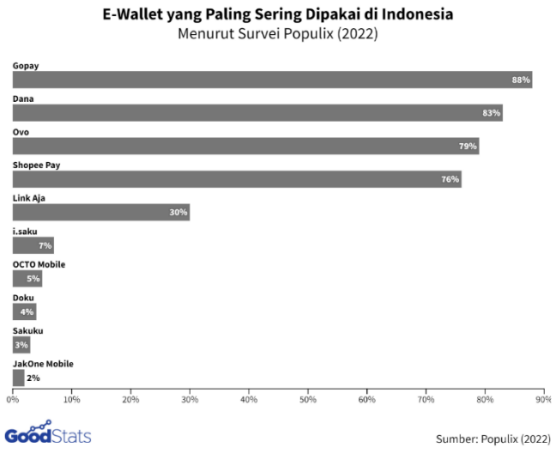

Figure 2. Most Commonly Used E-Wallets in Indonesia.
Source: Populix (2022).

Based on the image of frequently used e-wallets in Indonesia, GoPay is the top-ranked digital wallet. In fact, GoPay managed to maintain its top spot until 2024. This is inextricably linked to the services provided by Gojek, making GoPay one of the top-ranked e-wallet platforms.

Building trust and ease of transactions, GoPay provides notifications when a transaction is successful or unsuccessful, enabling users of all ages to use the GoPay e-wallet. Public interest in making payments via e-wallet is high because the app sometimes offers various promotions, such as cashback or discounts, which increases public interest in making transactions using it.

Financial technology (fintech) services, such as digital wallets, are businesses that rely on trust, given that consumer funds are managed on digital platforms. Several strategies exist to build consumer trust in fintech services, one of which is instilling integrity. This requires a strong commitment to integrity, starting at all levels within the company. Strong integrity will be reflected in the quality of the final product and will have a positive impact on users. Furthermore, fintech services must comply with applicable regulations and adhere to the provisions set by regulatory authorities. For example, meeting the requirements for an electronic money license issued by Bank Indonesia and using a local data center. Furthermore, fintech services must strengthen their security systems to ensure consumer confidence that their funds and data are protected (Nabila, 2018, p. 22).

The development of e-wallets is currently very rapid. However, no single e-wallet can be used for all types of transactions. Each e-wallet has its own advantages and disadvantages. For example, GoPay is used for transportation payments more than 70% of the time, while LinkAja and Dana are more often used for shopping at partner merchants. In this modern era, people demand practical and easy-to-use technology, so many consumers feel the need to have

more than one e-wallet.

According to Siti (2020, p. 68), consumer concerns about the risks are one factor influencing their interest in using e-wallets. Personal data theft is a risk in e-wallet use. The payment model using Quick Response Codes (QR Codes) on e-wallets carries the potential for fraud and has been highlighted by Bank Indonesia (BI). This is because static QR codes or the possibility of installing devices in various locations can increase the risk of user data theft, including information such as personal identification numbers (PINs) and theft of user funds. Another related risk is the lack of authentication through the app, which allows buyers to pretend to have made payments or sellers to claim they have shipped their goods.

Conditions that contain elements of uncertainty automatically contain risks. In risky situations, trust is necessary for the parties involved to be willing to take action (Priyono, 2017, p. 96). Research conducted by Pratama and Saputra (2019, p. 928) shows that trust has a positive influence on the intention to use an e-wallet. Conversely, Priyono (2017, p. 90) shows that trust has a negative impact on the intention to use an e-wallet, especially GoPay. According to Chauhan (2015, p. 58), trust can positively influence a person's behavior. Trust has been defined from various perspectives, and one frequently used definition is that proposed by Mayer et al. (1995) in Priyono (2017, p. 89), which literally defines trust as the readiness to face uncertainty due to dependence on another party.

The use of e-wallets as a non-cash payment method faces many challenges, both in terms of usability and associated risks. Recent incidents of digital wallet breaches require users to be more cautious. In Indonesia, digital wallet breaches are often the result of user negligence, leaving them vulnerable to manipulation. Public awareness of the importance of mobile phone security remains low, despite hacking methods that exploit mobile phone numbers becoming commonplace. Identity theft is one risk associated with e-wallet use. This payment model, which uses Quick Response Codes (QR Codes) on e-wallets, carries the potential for fraud and has drawn attention from Bank Indonesia (BI). This is because QR codes are static, or can be placed anywhere, making it possible for user data, such as Personal Identification Numbers (PINs), to be stolen and funds stolen. Another risk relates to the lack of authentication through the app, which allows buyers to pretend to have made payments or sellers to claim they have shipped their goods.

Wahyuni et al. (2019,p. 89) states that risk perception has a positive effect on the interest in using electronic money, while Priambodo & Prabawani (2016, p. 96) argue that risk perception has a negative effect on the interest in using electronic money. The results of research conducted by Yogananda (2017, p. 5) also show that risk perception has a negative

influence on the interest in using electronic money. This risk perception is a factor that hinders public interest in using electronic money, because some people still feel that electronic payment tools are not safe enough to be used as a means of payment, so they are considered a risk for consumers.

Based on the background of the problem that has been described, the identification and formulation of the research problem has been determined as follows: one indication of rapid technological development is the emergence of financial technology in the form of electronic wallets as a payment method, which offers various conveniences and benefits to meet needs. Transactions made through electronic wallets provide convenience, which influences individuals' willingness to use electronic wallets as a method of financial transactions. The perception of ease of use of electronic wallets allows users to make transactions more frequently, therefore, as the perception of ease of use increases, interest in using electronic wallets also increases. However, the growth of electronic wallets is not without several challenges, both in terms of use and potential risks. Therefore, the higher the perception of risk experienced by users when using electronic wallets, the lower the level of adoption and interest in using e-wallets. The risky conditions of e-wallets require trust in e-wallet providers, so that it is possible that the higher the user's trust in e-wallet providers, the higher their interest in using e-wallets. Therefore, it is necessary to identify "The Influence of Perceived Ease, Perceived Trust, and Perceived Payment Risk on the Interest in Using the GoPay E-Wallet among Economics Education Students at Sebelas Maret University, Surakarta".

2. LITERATURE REVIEW

Fintech (Financial Technology)

Financial Technology (Fintech)Fintech is a combination of financial services and technology that transforms business models from traditional to modern. Typically, fintech products are systems designed to implement specific financial transaction mechanisms (bi.go.id, 2023). The development of fintech in various sectors has prompted Bank Indonesia to classify fintech into four types:

Crowdfunding and Peer-to-Peer (P2P)Lending is two types of financial technology that use information technology to provide easy lending and borrowing services, where providers only offer facilities that enable capital seekers and investors to conduct lending and borrowing transactions online, so that they can be accessed anytime and anywhere. AggregatorMarket is a service site for comparing financial products that collects and organizes financial data to present to users, enabling them to compare financial products and make the best decisions. Risk

management and investment is a digital financial planner that can help users understand their financial situation and carry out financial planning easily and quickly. Payment, Settlement, and ClearingThis is a fintech classification under the jurisdiction of Bank Indonesia and aims to simplify and expedite online payments and transactions. Examples include e-wallets and payment gateways (financialku.com, 2023).

Technology Acceptance Model (TAM)

According to Sri Rahayu et al. (2022, p. 514), the Technology Acceptance Model (TAM) defines an individual's attitude, either positive or negative, toward the intention to adopt a system, which is predicted by perceived usefulness and ease of use. TAM was first proposed by Davis in 1986. Within the TAM theoretical framework, it is believed that ease of use can also predict perceived usefulness. In addition, behavioral intention to adopt a system is predicted by attitude and perceived usefulness. This behavioral intention is then used to predict actual use, which is defined as the use of the system. When gathering general information about an individual's views on technology use, TAM provides a simpler and faster approach. This theory was introduced by Davis (1986) and is an adaptation of the theory of reasoned action (TRA) developed by Fishbein and Ajzen (1980). TAM is one of the models in the field of information technology that is considered very influential and widely used to explain individual acceptance of the use of information technology systems. The purpose of TAM is to provide an explanation of the factors that determine user behavior in adopting information technology towards acceptance of the technology itself.

Electronic Wallet (E-wallet)

Electronic wallets, or digital wallets, are a cashless payment method increasingly used by people for transactions. Unlike electronic money or card payments, electronic wallets offer a more flexible and convenient payment method, allowing users to use their mobile phones without using a card (Ruslinda, 2022, p. 204).

According to Bank Indonesia Regulation No. 20/6/PBI 2018 concerning electronic money, electronic money must be regulated as a non-cash payment instrument within the Republic of Indonesia that uses the rupiah. The goal is to benefit the Indonesian economy while maintaining the principles of prudence, risk management, and healthy economic competition. Currently, many people use their mobile phones to make online payments without using cards, and they can scan barcodes using e-wallets to conduct cashless transactions.

Perceived Ease of Use

Understanding Perception of Ease

Understanding ease of use is considered an important consideration for people in adopting electronic money. Ease of use is defined as the extent to which a person feels confident and believes that using this technology can reduce the effort required, both in terms of time and energy. According to Andrean and Bayu (2017, p. 87), ease of use is a measure of the extent to which information technology is perceived as easy to understand and use. Although perceptions of the effort required to use technology can vary between individuals, in general, to avoid public rejection of service development, the service must be easy for users to implement without requiring excessive effort. The level of use and interaction between consumers and the system greatly influences this ease of use, where the easier the system is to use, the more likely consumers will interact with the service and use it actively. Technology that indicates the level of ease of use. Ease of use has a positive influence on the use of mobile banking.

Perceived Ease of Use Indicator

Benefits and convenience are considered two important elements that influence technology acceptance and are fundamental factors in technology adoption. According to Aldi (2023, p. 251), the perception of ease of use in technology is influenced by several indicators, including:

a. Ease of transactions
b. Ease of understanding
c. Ease of use
d. Flexibility of use compared to non-cash
e. Efficiency in non-cash transactions
f. Completeness of features
g. Overall ease of use

Factors Influencing Perceptions of Convenience

According to Setyowati (2020, p. 60), the perception of ease of use of GoPay digital e-wallet technology is influenced by several factors, including:

a. Centered on the technology itself, such as the experience of using e-wallets and the like.
b. The popularity of the e-wallet used. If the e-wallet itself is known for its convenience, it will increase user trust. Users will appreciate the convenience of that e-wallet.
c. A reliable support system will make users feel comfortable and secure, ensuring the ease of using an e-wallet, reducing effort and strenuous activities.

Based on the description above, it can be concluded that the perception of ease of use is the user's belief about the comfort felt when using e-wallet technology, especially GoPay.

Perception of Trust

Understanding the Perception of Trust

According to Debi (2022, p. 76), trust is crucial in influencing customer decision-making, leading to agreements between consumers and sellers in online transactions when they are not face-to-face. Therefore, loss of trust is one of the reasons consumers avoid shopping via e-wallets. Sandy and Firdausi (2022, p. 136) state that trust in e-wallet use is based on past events. Believing that repeated positive experiences with a party in the past will strengthen mutual trust and increase expectations for a good relationship in the future. If trust can be optimally managed, this condition will have a significant impact on long-term e-wallet loyalty.

Factors Influencing Perception of Trust

Trust is essential for e-wallet users, especially GoPay, to feel comfortable during transactions. According to Ruslinda (2022, p. 201), trust can be built through several factors, including:

a. Safety of use
b. Confidence in privacy protection
c. Security and confidentiality of transactions
d. The provider's ability to protect user data
e. Trust in security systems
f. Confidence that transaction information is not misused
g. Transparency of transaction cost information

Trust Perception Indicator

Feelings of trust or distrust in an individual originate within themselves and are influenced by several factors such as external influences, information received, and level of control. A person's trust tends to increase when the information received is accurate and reliable. Furthermore, the level of trust is also influenced by past experiences; positive experiences can increase feelings of mutual trust and instill hope in building reliable relationships in the future. According to Monica (2016, p. 25), indicators of trust include:

a. Honesty in buying and selling during transactions, especially by the seller.
b. Responsibility given by the seller when there is an error in the transaction
c. Buyer's trust in the seller

Risk Perception

Understanding Risk Perception

Risk perception can be defined as a state experienced by users when making purchasing decisions, either consciously or subconsciously. According to Andrian (2017, p. 105), risk perception plays a significant role in reducing consumer interest in making purchases in digital transactions. Therefore, risk perception can negatively impact consumer interest in utilizing information technology.

Risk Perception Indicator

According to Singgih and Bulan (2016, p. 253), risk perception is defined as the view regarding uncertainty and the potential for undesirable events that may occur when using an e-wallet service. Several indicators refer to risk perception, including:

a. Perceived risks during use
b. Internet connection dependency
c. Possibility of experiencing loss
d. Concerns about transaction failure
e. Concerns about higher costs than cash
f. Concern about losing balance
g. General perception of the risks of use

Interest in Use

Understanding Interest in Use

Interest is something that grows after receiving input or seeing a product or service. This then leads to a desire to try the product or service mentioned, which then triggers a desire to purchase it (Ruslinda, 2022, p. 204). According to Adhi and Dimas (2020, p. 109), interest is defined as an action that serves as the basis for user interest. One element that influences user interest is psychological factors. Beliefs, beliefs, and attitudes are elements that determine a person's interest in using a product.

Factors Influencing Interest in Use

According to Murdiyah (2022, p. 33), there are several things that influence the interests of both individuals and the community, including:

a. Internal motivational factors are factors within each person, driven by their interests or feelings. If an individual feels tired, they will rest.
b. Social factors, factors that stimulate interest in social activities. The need to buy clothes due to trends requires engaging in activities to obtain the desired item.

c. Emotional factors, factors that can stimulate an individual's interest, produce feelings of pleasure. These feelings will arouse a person's interest.

Usage Interest Indicator

According to Ruslinda (2022, p. 51), there are indicators of interest in use, including:

a. Interest in using e-wallets because of affordable fees
b. The influence of many other users
c. Interest due to flexibility of use
d. Driven by personal desires
e. Intention to use in the near future
f. Desire to recommend to others
g. Hope to continue using e-wallets in the future.

3. METHOD

To describe and test the established hypothesis, the research method used is a quantitative method, as explained by Sugiyono (2017, p. 29). This method is based on a positivist philosophy (positivism), which views the independent reality of the research process as being objectively measurable using scientific methods. This branch of study relies on numerical data; measuring data using statistical analysis on several samples is the goal of quantitative research.

According to Sugiyono (2015, p. 2017), a population is everything within a specific area that shares similar characteristics, enabling researchers to draw conclusions about the population. The population of this study was students at the Faculty of Teacher Training and Education (FKIP) at Sebelas Maret University, Surakarta. The sample group consisted of 469 students enrolled in the economics education study program at the Faculty of Teacher Training and Education, Sebelas Maret University, Surakarta, for the 2021, 2022, and 2023 academic years.

To collect data in the field, researchers used several methods. The following methods were used to obtain data in this study:

Questionnaire

A questionnaire is a data collection technique that works by asking respondents several questions or statements that guide their responses (Sugiyono, 2015, p. 199). Researchers used questionnaires to determine perceived usefulness, perceived trust, and perceived payment risk regarding interest in using the GoPay e-wallet. The reason for using questionnaires as a data

collection tool is because they are a good instrument for collecting data (Arikunto, 2019, p. 268).

Table 1. Likert Scale Model.

Alternative Answers	Score
Strongly agree	5
Agree	4
Neutral	3
Don't agree	2
Strongly Disagree	1

RESULTS AND DISCUSSION

Descriptive Data

Table 2. Data Based on Force.

Demographics		Frequency	Presentation
Force	2021	50	25.9%
	2022	88	45.8%
	2023	55	28.4%

Based on the table regarding respondent characteristics, it is known that the sample obtained was 193 Economics Education students, including 50 from the 2021 intake, 88 from the 2022 intake, and 55 from the 2023 intake.

Description of respondent data based on gender

Table 3. Gender Data.

Gender	Frequency	Presentation
Man	91	45.3%
Woman	102	54.7%

(Source: Primary data processed by researchers, 2025).

Based on the table regarding respondent characteristics, it is known that the sample obtained was 193 Economics Education students, including 91 males with a percentage of 45.3% and 102 females with a percentage of 54.7%.

Description of respondent data based on the e-wallet used.

Table 4. Data on Types of E-Wallets Used.

Types of E-Wallets	Frequency	Presentation
Shopeepay	18	9%
Ovo	14	7%
Gopay	144	75.6%
Funds	17	8.5%

(Source: Primary data processed by researchers, 2025).

Based on the table regarding respondent characteristics, it is known that the sample obtained was 193 Economics Education students who used the GoPay E-Wallet application the most, namely 144 people with a percentage of 75.6%.

The description of the data for the research variables which include the use of digital wallets, sales promotions, and consumer behavior yields the following summary results:

Perception of Ease

Table 5. Descriptive data of the perceived ease of use variable.

No	Statistical magnitude	Mark
1	Lowest score (Minimum)	19
2	Highest score (Maximum)	34
3	Mean score	29.50
4	Standard Deviation	2,460

(Source: Primary data processed by researchers, 2025).

Based on the table related to the descriptive statistics of the data on the perceived ease variable, it can be identified that the average score (mean) of perceived ease is 29.50 with a standard deviation of 2.460. The data will be said to be good if 30% of the average value (mean) (30% x 29.50 = 8.850) > standard deviation of 2.460. The results of the calculation show that there is no large gap between the smallest and largest values (range), so it can be concluded that there is no data deviation in the perceived ease variable.

Perception of Trust

Table 6. Descriptive data of the trust perception variable.

No	Statistical magnitude	Mark
1	Lowest score (Minimum)	20
2	Highest score (Maximum)	33
3	Mean score	29.76
4	Standard Deviation	2,092

(Source: primary data processed by researchers, 2025).

Based on the table related to the descriptive statistics of the data on the perceived ease variable, it can be identified that the average score (mean) of perceived ease is 29.76 with a standard deviation of 2.092. The data will be said to be good if 30% of the average value (mean) (30% x 29.76 = 8.928) > standard deviation of 2.092. The results of the calculation show that there is no large gap between the smallest and largest values (range), so it can be concluded that there is no data deviation in the perceived trust variable.

Risk Perception

Table 7. Descriptive data on risk perception variables.

No	Statistical magnitude	Mark
1	Lowest score (Minimum)	19
2	Highest score (Maximum)	33
3	Mean score	26.10
4	Standard Deviation	4,343

(Source: primary data processed by researchers, 2025).

Based on the table related to the descriptive statistics of the data on the perceived ease variable, it can be identified that the average score (mean) of perceived ease is 26.10 with a

standard deviation of 4.343. The data will be said to be good if 30% of the average value (mean) (30% x 26.10 = 7.830) > standard deviation of 4.343. The results of the calculation show that there is no large gap between the smallest and largest values (range), so it can be concluded that there is no data deviation in the risk perception variable.

Interest in Use

Table 8. Descriptive data on usage interest variables.

No	Statistical magnitude	Mark
1	Lowest score (Minimum)	19
2	Highest score (Maximum)	34
3	Mean score	30.12
4	Standard Deviation	2,107

(Source: primary data processed by researchers, 2025).

Based on the table related to the descriptive statistics of the data on the perceived ease of use variable, it can be identified that the mean score for perceived ease of use is 30.12 with a standard deviation of 2.107. The data will be said to be good if 30% of the mean value (30% x 30.50 = 9.036) is > standard deviation of 2.107. The results of the calculation show that there is no large gap between the smallest and largest values (range), so it can be concluded that there is no data deviation in the usage interest variable.

Requirements Analysis Test Results

Normality Test

The normality test in this study uses the Kolmogorov Smirnov test, with the condition that the regression model is considered normal if the Asymp.Sig (2-Tailed) value has a significance value ≥ 0.05. The following are the results of the normality test:

Table 9. Kolmogorov Smirnov Test Results.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		193
Normal Parametersa,b	Mean	,0000000
	Standard Deviation	1.81688201
Most Extreme Differences	Absolute	,062
	Positive	,032
	Negative	-,062
Test Statistics		,062
Asymp. Sig. (2-tailed)		,066c

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the Kolmogorov-Smirnov test, it can be seen that the results of the normality test for the variables of perceived ease, perceived trust, perceived risk, and intention to use produced an Asymp.Sig (2-tailed) value of 0.066. This result means that the significance obtained from the Kolmogorov-Smirnov test was 0.066 >

0.05, so it can be said that the data has a normal distribution.

Linearity Test

Results of the Linearity Test of Perceived Ease (X1) with Interest in Use (Y)

Table 10. Linearity Test Results 1.

ANOVA Table						
		Sum of Squares	df	Mean Square	F	Sig.
Y*	(Combined)	178,978	13	13,768	3,656	.000
X1	Linearity	120,231	1	120,231	31,929	.000
	Deviation from Linearity	58,748	12	4,896	1,300	.222
	Within Groups	674,037	179	3,766		
	Total	853,016	192			

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the linearity test on the perceived ease of use variable, the significance value obtained can be seen. The perceived ease of use on the Linearity row is 0.000 and the Deviation of Linearity is 0.222. These results show a sig. Linearity value (0.222) > significance level (0.05). It can be concluded that the relationship between the perceived ease of use variable (X1) and the interest in use variable (Y) has a linear pattern and the requirements are met.

Results of the Linearity Test of Perception of Trust (X2) with Interest in Use

Table 11. Linearity Test Results 2.

ANOVA Table						
		Sum of Squares	df	Mean Square	F	Sig.
Y*	(Combined)	129,566	10	12,957	3,260	.001
X2	Linearity	98,430	1	98,430	24,762	.000
	Deviation from Linearity	31,136	9	3,460	0.870	.553
	Within Groups	723,450	182	3,975		
	Total	853,016	192			

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the linearity test on the perceived ease of use variable, the significance value obtained can be seen. The perceived ease of use on the Linearity row is 0.000 and the Deviation of Linearity is 0.553. These results show a sig. Linearity value (0.553) > significance level (0.05). It can be concluded that the relationship between the perceived trust variable (X2) and the use interest variable (Y) has a linear pattern and the requirements are met.

Results of the Linearity Test of Risk Perception (X3) with Interest in Use (Y)

Table 12. Linearity Test Results 3.

ANOVA Table						
		Sum of Squares	df	Mean Square	F	Sig.
Y*	(Combined)	81,016	14	5,787	1,334	.191
X3	Linearity	40,181	1	40,181	9,265	.003
	Deviation from Linearity	40,835	13	3,141	.724	.738
	Within Groups	771,999	178	4,337		
	Total	853,016	192			

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the linearity test on the perceived ease of use variable, the significance value obtained can be seen. The perceived ease of use on the Linearity row is 0.003 and the Deviation of Linearity is 0.738. These results indicate a sig. Linearity value (0.738) > significance level (0.05). It can be concluded that the relationship between the risk perception variable (X3) and the use interest variable (Y) has a linear pattern and the requirements are met.

Multicollinearity Test

Table 13. Multicollinearity Test Results.

Independent Variables	Collinearity Statistics	
	Tolerance	VIF
Perceived Ease of Use (X1)	0.987	1,013
Perception of Trust (X2)	0.958	1,044
Risk Perception (X3)	0.970	1,031

(Source: Primary data processed by researchers, 2025).

Research is said to be good if there is no multicollinearity if the results of the multicollinearity test have a tolerance value > 0.10 and a VIF value < 10. Based on the table, the results of the multicollinearity test in this study can be seen as follows:

a. Perceived ease (X1) has a tolerance value > 0.10 with a VIF value < 10, so it can be concluded that the regression model in this study is free from multicollinearity problems.
b. The perception of trust (X2) has a tolerance value > 0.10 with a VIF value < 10, so it can be concluded that the regression model in this study is free from multicollinearity problems.
c. Risk Perception (X3) has a tolerance value > 0.10 with a VIF value < 10, so it can be concluded that the regression model in this study is free from multicollinearity problems.

Heteroscedasticity Test

Table 14. Heteroscedasticity Test Results.

Variables	Unstandardized Residual Sig.	Information
Perceived Ease of Use (X1)	0.293	Non-Heteroscedasticity
Perception of Trust (X2)	0.636	Non-Heteroscedasticity
Risk Perception (X3)	0.409	Non-Heteroscedasticity

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the heteroscedasticity test in this study, the following conclusions can be drawn:

a. Perceived Ease of Use (X1) has an unstandardized residual sig. value of 0.293 > 0.05, thus it can be concluded that there is no heteroscedasticity.
b. Perception of Trust (X2) has an unstandardized residual sig. value of 0.636 > 0.05, thus it can be concluded that there is no heteroscedasticity.
c. Risk Perception (X3) has an unstandardized residual sig. value of 0.409 > 0.05, thus it can be concluded that there is no heteroscedasticity.

Hypothesis Test Results

Multiple Linear Regression Test

Table 15. Multiple Regression Analysis Results.

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	15,389	2,595		5,931	0,000
Perceived Ease of Use (X1)	0.293	0.054	0.342	5,426	0,000
Perception of Trust (X2)	0.275	0.065	0.273	4,256	0,000
Risk Perception (X3)	-0.80	0.031	-0.165	-2,594	0.010

(Source: Primary data processed by researchers, 2025).

Based on the table related to the results of the multiple regression analysis test in this study, the following conclusions can be drawn:

a. The form of the multiple regression equation is:
a. Y = 15.389 + 0.293X1 + 0.275X2 – 0.080X3
b. The constant value of 15.389 means that if the value of the independent variable is 0, then the interest in use is 15.389.

c. Perceived Ease of Use has a regression coefficient value of 0.293, meaning that if the perceived ease of use increases by 1 and other variables remain constant, the perceived ease of use value is positive and has an effect on increasing interest in use by 0.293.
d. The Perception of Trust has a regression coefficient value of 0.275, meaning that if the perception of trust increases by 1 and other variables are constant, then the value of the perception of trust is positive and has an influence on increasing interest in use by 0.275.
e. Risk perception has a regression coefficient value of -0.080, meaning that if risk perception increases by 1, it will cause a decrease in interest in use by 0.080.

t-test

Table 16. t-Test Results.

Variables	t	Sig.
Perceived Ease of Use (X3)	5,426	0,000
Perception of Trust (X2)	4,256	0,000
Risk Perception (X3)	-2,594	0.010

(Source: Primary data processed by researchers, 2025).

The assessment criteria in the t-test if the hypothesis is accepted is by comparing the calculated t-value > the table t-value seeing the significant value < 0.05. Based on the table related to the results of the t-test in this study, the following conclusions can be drawn:

a. The perception of ease has a calculated t (5.426) > t table (1.972) with a sig value (0.000) < 0.05. Thus, it can be concluded that H0 is rejected and H1 is accepted, which means that the perception of ease has a positive and significant influence on the intention to use.
b. The perception of trust has a calculated t (4.256) > t table (1.972) with a sig value (0.000) < 0.05. Thus, it can be concluded that H0 is rejected and H2 is accepted, which means that the perception of trust has a positive and significant influence on the intention to use.
c. Risk perception has a calculated t (-2.594) > t table (1.972) with a sig value (0.010) < 0.05. Thus, it can be concluded that H0 is rejected and H3 is accepted, which means that risk perception has a negative and significant influence on usage intention.

F test

Table 17. F Test Results.

ANOVA					
Model	Sum of Square	df	Mean Square	F	Sig.
Regression	219,212	3	73,071	21,790	0.000b
Residual	633,804	189	3,353		
Total	853,016	192			

(Source: Primary data processed by researchers, 2025).

The basis for decision making in the F test if the hypothesis is accepted is by comparing the calculated F value > the F table value and the significant value <0.05. Based on the table

related to the F test results, it can be seen that the calculated F value (21.790) > the F table value (2.65) and the Sig. value (0.000) <0.05. Thus, it can be concluded that H0 is rejected and H4 is accepted, which means that the variables of perceived ease, perceived trust, and perceived risk simultaneously have a positive and significant influence on the intention to use.

Coefficient of Determination (R2)

Table 18. Results of the Determination Coefficient (R2) Test.

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	0.507	0.257	0.245	1,831

(Source: Primary data processed by researchers, 2025).

Based on Table 4.15 regarding the R2 test results, the R Square value is 0.257 or 25.7%. This means that 25.7% of user interest is influenced by perceived ease of use, perceived trust, and perceived risk, while the remaining 74.3% is influenced by factors outside the study.

Discussion

Perception of Ease of Use of GoPay E-wallet Among Economics Education Students at Sebelas Maret University, Surakarta

Perceived ease of use refers to the extent to which a person believes using a particular system will be effortless. Nurul (2022, p. 63) states that perceived ease of use refers to an individual's confidence that using technology is easy, allowing them to avoid objections when using new technology. This perception influences behavior and actions; the higher a person's perception of a system's ease of use, the higher the level of information technology they use.

The results of this study The results of the study indicate that perceived ease of use has a positive and significant effect on interest in using GoPay with a t-value of 5.426 > 1.972 and a significance level of 0.000. This finding indicates that the easier the GoPay application is to use, the more likely students are to be interested in using it in their daily payment activities.

This aligns with the Technology Acceptance Model (TAM) theory, which explains that perceived ease of use is a key factor influencing technology acceptance. Davis (1989) emphasized that users are more likely to accept technology that requires minimal effort to learn or operate. The findings of this study support this view, as students perceived GoPay as easy to understand, flexible, practical, and provided features that support their daily transaction needs.

The acceptance of hypothesis 1 aligns with the theoretical basis as stated by Priambodo & Prabawani (2016, p. 96) that perceived ease of use can accelerate technology adoption because users feel helped and don't require significant effort in using it. Raihanah et al. (2022, p. 88) also stated that perceived ease of use positively and significantly influences students'

interest in using e-wallets due to their practicality and efficiency. Wawan and Dewi (2024, p. 142) added that the easier a product is to use, the higher the individual's interest in using it.

The results of this study explain that there is an influence of perceived trust on the interest in use among Economics Education Students at Sebelas Maret University, Surakarta, showing that the framework model of thinking reflected through the relationship between perceived ease of use as an independent variable and interest in use as a dependent variable has been empirically tested for its truth.

Perception of Trust in Interest in Using the GoPay E-Wallet among Economics Education Students at Sebelas Maret University, Surakarta

Perceptions of trust are essential for users of new information systems, ensuring they feel the new information system technology can improve their performance. According to Debi (2022, p. 76), trust is crucial in influencing customer decision-making, leading to agreements between consumers and sellers in online transactions when they cannot meet in person. Therefore, loss of trust is one reason consumers avoid shopping through e-wallets.

ResultsThis study shows that perceived trust has a positive and significant influence on intention to use GoPay. Students are more interested in using GoPay when they believe the app's security system can protect their personal data, transaction information, and account balances.

Theoretically, trust is a fundamental aspect in the use of digital services. Putra & Widodo (2021, p. 96) emphasize that successful use is largely determined by the user's level of trust in system security and the transparency of information provided by the service provider. This study's findings support this view, as students' trust in GoPay stems from the platform's ability to provide a secure system, privacy protection, and transparency in fees and service terms.

The acceptance of hypothesis 2 aligns with the theoretical basis stated by Eni and Riauli (2021, p. 54) that high trust in digital wallets strengthens consumers' interest in using these services continuously. This is supported by the opinion of Arif and Abdul (2022, p. 117) who stated that trust is a key factor in online transactions due to uncertainty and minimal direct interaction. Sandy and Firdausi (2022, p. 61) also stated that strong trust in e-wallets has a positive and significant effect on the intention to use the application repeatedly.

ResultsThis study explains that there is an influence of the perception of trust on the interest in use among Economics Education Students at Sebelas Maret University, Surakarta, that there is an influence and its truth has been empirically tested.

Risk Perceptions on Interest in Using the GoPay E-Wallet among Economics Education Students at Sebelas Maret University, Surakarta

Perceived risk is defined as something users face when making purchasing decisions, either consciously or subconsciously. According to Andrean (2017, p. 105), perceived risk plays a strong role in reducing consumer purchasing interest in digital transactions, so that perceived risk can negatively impact consumer interest in using information technology.

The results of this study differ from the two previous variables. Risk perception showed a negative and significant relationship with intention to use GoPay. A t-value of –2.594 with a significance level of 0.010 indicates that the greater the risk students perceived, the lower their intention to use this e-wallet.

Risk perception encompasses various concerns, such as personal data leaks, digital fraud, system failures, and technical errors that could disrupt transaction convenience. These concerns create psychological barriers that could potentially reduce students' interest in using GoPay.

The acceptance of hypothesis 3 aligns with Andrian (2017, p. 105), who stated that risk is a factor that can weaken the intention to use information technology. Siti (2020, p. 77) also stated that security risks are one of the causes of low e-wallet adoption among students. Therefore, the high risk perception among some students presents a challenge that service providers must address to increase user trust.

The results of this study explain that there is a negative influence of risk perception on the interest in use among Economics Education Students at Sebelas Maret University, Surakarta.

The Influence of Perceived Ease, Perceived Trust, and Perceived Risk on the Interest in Using the GoPay E-Wallet among Economics Education Students at Sebelas Maret University, Surakarta

The results of this study indicate that perceived ease of use and perceived trust have a positive and negative effect on GoPay e-wallet usage among Economics Education students at Sebelas Maret University, Surakarta. This means that a more accurate and better perceived ease of use, a higher perceived trust, and a lower perceived risk contribute to increased student usage interest.

The implication is that interest in use doesn't just emerge, but is determined by many factors, three of which are perceived ease of use, perceived trust, and perceived risk. Follow-up efforts to increase interest in using the GoPay e-wallet can be pursued through enhancing and encouraging these three factors. This study also shows that the higher the perceived ease of use, the lower the perceived risk, and the higher the interest in using the GoPay e-wallet

among students at Sebelas Maret University, Surakarta.

The calculated F value in this study is (21.790) > F table (2.65) with a Sig. value (0.000) < 0.05. Thus, it can be concluded that H0 is rejected and H4 is accepted, which means that the variables of perceived ease, perceived trust, and perceived risk simultaneously have a positive and significant influence on usage interest. Furthermore, it was found that the total influence of the variables of perceived ease, perceived trust, and perceived risk was 25.7% on usage interest, while the influence of other variables was 74.3%. Other variables that influence usage interest by 74.3% include cashback, promotions, peer influence (social influence), application features and innovation, practical needs in daily activities, merchant availability, and service collaboration.

Overall, the findings of this study reinforce the theory and results of previous research on the acceptance of financial technology. Perceived ease of use and trust are the two main factors driving interest in using GoPay, while perceived risk tends to decrease this interest. These results provide a clear picture of the factors influencing e-wallet use among university students and can serve as a basis for developing strategies to improve digital services.

4. CONCLUSION

Based on the research results and discussions that have been presented, the following conclusions can be drawn: Perceived ease of use had a positive and significant effect on intention to use among economics students at Sebelas Maret University, Surakarta (α=0.000). This indicates that the more appropriate and effective the perceived ease of use, the greater the student's intention to use the GoPay e-wallet. Perceived trust had a positive and significant effect on user interest among economics students at Sebelas Maret University, Surakarta (α=0.000). This indicates that the more appropriate and effective the use of perceived trust, the greater the student's interest in using the GoPay e-wallet. Risk perception had a negative and significant effect on usage intention among economics students at Sebelas Maret University, Surakarta (α=0.010). This means that as risk perception increases, students' interest in using the GoPay e-wallet decreases. Perceived ease of use and perceived trust have a positive and significant effect, while perceived risk has a negative and significant effect on user interest among economics students at Sebelas Maret University, Surakarta (α= 0.000). The magnitude of the influence of the variables perceived ease of use, perceived trust, and perceived risk on user interest is 25.7%.

REFERENCES

Arif, M. N., & Abdul, Y. (2022). Pengaruh persepsi kemudahan penggunaan dan kepercayaan terhadap minat menggunakan aplikasi dompet digital LinkAja. *Jurnal Manajemen dan Sains*, 7(2), 928–933. http://dx.doi.org/10.33087/jmas.v7i2.569

Bank Indonesia. (2016). *Penyelenggaraan pemrosesan transaksi pembayaran*. https://www.bi.go.id/id/peraturan/sistempembayaran/Pages/pbi_184016.asp

Chauhan, S. (2015). Acceptance of mobile by poor citizens of India: Integrating trust into the technology acceptance model. *Info*, 17, 58–68. https://doi.org/10.1108/info-02-2015-0018

Effendi, F., Hurriyati, R., & Hendrayati, H. (2020). Perceived usefulness, perceived ease of use, and social influence: Intention to use e-wallet. *Advances in Economics, Business and Management Research*, 187, 311–315. https://doi.org/10.2991/aebmr.k.210831.060

Faizani, S. N., & Indriyanti, A. D. (2021). Analisis pengaruh technology readiness terhadap perceived usefulness dan perceived ease of use terhadap behavioral intention dari quick response Indonesian standard (QRIS) untuk pembayaran digital. *Journal of Emerging Information System and Business Intelligence*, 2(2), 85–93. https://doi.org/10.26740/jeisbi.v2i2.39738

Kurnianingsih, H. (2020). Pengaruh persepsi manfaat, persepsi kemudahan penggunaan, fitur layanan, dan kepercayaan terhadap minat penggunaan e-money di Jawa Tengah. *Jurnal Ilmiah Akuntansi dan Teknologi*, 12(1), 1–13. https://doi.org/10.31253/aktek.v12i1.370

Mareta, Y., & Meiryani. (2023). Determinants of interest using QRIS as a payment technology for e-wallet by generation Z in Indonesia. *Journal of Syntax Literate*, 8(2). https://doi.org/10.36418/syntax-literate.v8i2.11175

Nabilah, F. N. (2018). Pengaruh harga dan kepercayaan konsumen memediasi kualitas website terhadap niat pembelian ulang tiket hotel Traveloka di Surabaya. *Jurnal Manajemen STIE Perbanas*, 1–23.

Patrisia, P., Ellyawati, N., Piar, C. S., Reza, R., & Astuti, R. S. (2023). Pengaruh pembayaran non tunai (e-wallet) terhadap perilaku konsumtif mahasiswa FKIP Universitas Mulawarman. *Jurnal Pendidikan Ekonomi*, 11(1), 1–8. http://dx.doi.org/10.24127/pro.v11i1.7852

(Author tidak tercantum). (n.d.). Model dalam penerimaan pengguna Gopay sebagai sistem pembayaran elektronik. *Jurnal Komputer Antartika*, 1(4), 167–173. https://doi.org/10.70052/jka.v1i4.37

Rodiah, S., & Melati, I. S. (2020). Pengaruh kemudahan penggunaan, kemanfaatan, risiko, dan kepercayaan terhadap minat menggunakan e-wallet pada generasi milenial Kota Semarang. *Journal of Economic Education and Entrepreneurship*, 1(2), 66–80. https://doi.org/10.31331/jeee.v1i2.1293

Samara, A., & Susanti, M. (2023). Pengaruh kemudahan penggunaan, pengalaman pengguna, dan kepuasan pelanggan terhadap loyalitas pelanggan pada penggunaan aplikasi dompet digital di kalangan mahasiswa. *Jurnal Riset Akuntansi*, 1(2), 249–260. https://doi.org/10.54066/jura-itb.v1i2.700

Sukmawati, K., & Dionysia, K. (2022). Keputusan penggunaan e-wallet Gopay berdasarkan pengaruh keamanan, persepsi kemudahan, dan persepsi manfaat. *Jurnal Jukim*, 1(5), 62–68. https://doi.org/10.56127/jukim.v1i05.481

Wardhana, A. A., Saputro, E. P., Wahyuddin, M., & Abas, N. I. (2022). The effect of convenience, perceived ease of use, and perceived usefulness on intention to use e-wallet. *Advances in Economics, Business and Management Research*, 218, 386–395. https://doi.org/10.2991/aebmr.k.220602.051

Widiyanti, W. (2020). Pengaruh kemanfaatan, kemudahan penggunaan, dan promosi terhadap keputusan penggunaan e-wallet OVO di Depok. *Moneter: Jurnal Akuntansi dan Keuangan*, 7(1), 54–63.

Yogananda, A. S., & Dirgantara, I. B. (2017). Pengaruh persepsi manfaat, persepsi kemudahan penggunaan, kepercayaan, dan persepsi risiko terhadap minat menggunakan instrumen uang elektronik. *Diponegoro Journal of Management*, 6(4), 1–7.