

What Are The Problems Mobile Wallets In Indonesia 2020

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ABSTRACT

Along with the days and technology, more and more changes occur in lifestyle. One among them is about the utilization of electronic money. People do not need cash anymore. Cash has gone digital and is called a mobile wallet. The utilization of mobile wallets is increasingly popular in Indonesia and is hugely growing today, primarily supported by the worldwide pandemic situation. Consistent with preliminary research, there are many complaints about mobile wallets' utilization; this is often the main reason for this research. A Google form survey via Google form was conducted for mobile wallet users in Indonesia regarding the issues experienced using mobile wallets. The survey results found several problems faced by the 480 respondents who answered. The study results can help mobile wallets companies understand factors relevant to the increasing adoption of technology within merchant and producer mobile wallets in Indonesia.

KEYWORDS: Mobile Wallet, Problems, Indonesia 2020.

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INTRODUCTION

The mobile wallet supports GNNT (cashless) in Indonesia towards Industry 4.0 in technology. Mobile wallet is a technology product that gives customers many conveniences in transactions and other sorts of financial services [4]. The competition for mobile wallets is getting fiercer. The user is increasingly aggressive in acquiring customers, but users face many things. [14].

Bank Indonesia continues to encourage the utilization and application of non-cash transactions using electronic money. There are many banking companies and other companies like services using electronic money and to extend the convenience of electronic money users. Bank Indonesia also continues developing and improving related systems and regulations on electronic financial transactions [15]. Thus, it is hoped that electronic money transactions will still be the people's choice as a payment transaction instrument to advance the digital era's worldwide economy. Meanwhile, several constraints include non-cash transaction activities. There are several factors: the aspect of the mobile wallet itself, social and cultural factors, and the availability of infrastructure. During this case, the govt., business actors, and society must socialize the cashless society. The govt. continues to develop systems and regulations as a legal umbrella for electronic money itself. Business actors must also join in campaigning to utilize electronic money by providing tools and instruments from electronic money. For the people themselves, they need also began to switch from using cash transactions to non-cash transactions, especially electronic money. The hope is that with all parties' participation in

promoting transactions using electronic money, the Indonesian state may become a rustic that implements a cashless society for all its people. This study only discusses users' constraints and obstacles, not by cultural factors and other factors, but by reviewing the utilization of their mobile wallets.

About 50 mobile wallet applications are currently registered with Bank Indonesia. Consistent with a meta-search site price Group report, the entire value of transactions made through this app within the country was the US \$ 1.5 billion in 2018, and by 2023 it is estimated to be \$ 25 billion. We failed to examine specific brands but all mobile wallet brands in Indonesia and specialize in constraints and barriers faced by users during this study.

Methods

This research's location is all regions throughout Indonesia because the spread of mobile use has spread throughout Indonesia [1]. This research was conducted using a web survey via Google Form with the consideration of reaching all respondents in Indonesia indefinitely [6]. The web survey may help respondents succeed in respondents borderless and create comfort, convenience, and respondent data security [2].

The sampling technique utilized during this study was purposive sampling; namely, the tactic of determining the sample supported specific criteria [3]. The intended selection fits the wants or is acceptable as a source of knowledge needed in research. Sample requirements or standards ask the target or target

population. The response to the present study is that respondents have used mobile wallets in Indonesia. The survey results found 480 respondents regarding several constraints and barriers.

The sampling technique was administered online with the web sampling stages as follows:

1. Entering social media frequently employed by Indonesians like YouTube, Facebook, WhatsApp, Instagram, LINE, and Twitter [5].
2. Entering regional or provincial communities on social media like buying and selling in East Java, Central Java, etc.
3. Provide links to the web questionnaire to all or any of those social media.
4. Respondent data are going to be collected online; respondent overlap data are often overcome by looking back at the prevailing identity of the respondent [1].

In this study, we did not examine specific brands but all mobile wallet brands in Indonesia and within the face of the user.

RESULTS AND DISCUSSION

Mobile Wallet or what is trendier is named e-money, is currently a compulsory requirement that Indonesians must-have. The rationale is, of course, not only to facilitate transactions, but also for a few purposes that are required to use digital money, but the results of the survey were conducted there have been still constraints and barriers faced by the 480 respondents who answered, including;

1. The Mobile Application Is Slow or Error.

This problem often occurs with a temporary error or slow within the mobile wallet application. The survey proves that around 35% of 168 people experience slow mobile wallet applications while they need fast transactions; this will occur in various factors between the mobile wallet provider and internet connection. Respondents stated that the very fact that mobile wallets have helped plenty, but digital money in mobile wallets seems to run out quickly compared to cash; it might be because you do not get to carry physical money. [9], physical capital is often immediately known if used, while digital money must be diligent. Always check your balance if you do not want uncontrolled buying because you are busy transacting. Supposedly, mobile wallets play a crucial role in lifestyle as increased use of Smartphones is often seen and seen by people who believe a digital lifestyle to form things comfortable and fast [8].

2. Mobile Wallet Services Are Very Limited.

Several respondents complained that the services on the mobile wallet did not fulfill the services they needed. This evident the maximum amount as 97 or 22.2 % respondents stated they did not feel satisfied with the general usefulness. Technology will change everything, and it pays the way for future services, especially in financial areas. All respondents want everything in one application for full filed everything they have [8].

3. Money Mobile Wallet can't be Withdrawn Directly.

85 respondents, or 17.7 %, stated once they are within the lowest position and wish cash to buy unexpected necessities is required, especially during times of uncertainty like an epidemic. However, you cannot cash some mobile wallets directly. They have some process; some mobile wallets can withdraw cash. Mobile wallet money has a positive and negative impact [11]. One among them is that the money runs out quickly.

4. Top up Is Difficult Because the Place for Top-up is restricted.

According to 50 respondents or 10.4%, Respondents stated several mobile wallets there is no easier top-up because not all shops or merchants provide a top-up service. This also affects the amount of subsequent mobile wallet uses [12].

5. The Offline System doesn't Work.

Mobile wallets and the internet are inseparable like water and fish when one is not running, and the mobile wallet cannot function. This is often in line with the survey results that fifty respondents, or 10.4%, complained that some mobile wallets did not work once they were offline or not all areas in Indonesia were reached by the web well. Recently, several mobile wallet providers provide offline transaction facilities, but not all transactions are just for a couple of commerce [14].

6. Merchants Availability is restricted.

Not all merchants cooperate with mobile wallets, so not all needs are often fulfilled, consistent with 20 respondents or 4.1%. Many shops have not used electronic payments thanks to various reasons. The foremost important reason is that the belief about electronic burning and its safety [10].

7. Human Error Forgot Pin and Lost Cell phone.

According to 15 respondents, or 3.1% stated human error, the mobile wallet does not function, including forgetting the personal identification number or lost Smartphone. They cannot use the mobile wallet facility for transactions. Human error could also be a deviation from a predetermined performance standard that causes delays because of difficulties, problems, incidents, and failures. Human error. Errors in work caused by a mismatch of what is expected. In practice, employing a mobile wallet, human error occurs when filling during a pin, forgetting to pin or losing a Smartphone so that they cannot access the mobile wallet service. It should be noted that folks adopting mobile wallets are for the convenience and convenience of transacting in one tool [7]. Maybe the safety of fingerprint plus a replacement personal identification number.

CONCLUSIONS

The research shows that there are several constraints and barriers to the utilization of mobile wallets in Indonesia. They are; the mobile app is slow or buggy, mobile wallet services are minimal, money from mobile wallet cannot be withdrawn, the recharge is difficult because the place to recharge is restricted, the offline system does not work, availability merchant is restricted, and, human error forgot pin and lost telephone. Consistent with the results of the survey still, most research is merely limited to user perception. Future research is predicted to fill this gap by conducting an inquiry that focuses on critical, rare variables studied. Among them are trust, expectations, mobile wallets' characteristics, and mobile wallet users' characteristics in one brand or some brands.

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