

## AN ANALYSIS OF FACTORS THAT INFLUENCE STUDENTS IN USING ISLAMIC MOBILE BANKING

Deny Rahmad Aditya<sup>1</sup>, An'im Kafabih<sup>2</sup>

<sup>1,2</sup>Universitas Diponegoro, Semarang, Indonesia

Corresponding author: [denyrahmadaditya@students.undip.ac.id](mailto:denyrahmadaditya@students.undip.ac.id)

**Received:** 9 September 2024; **Revised:** 25 November 2024; **Accepted:** 28 November 2024

**Available online:** 31 Desember 2024; **Published regularly:** Desember 2024

### Abstract

*The study aims to analyze factors that influence the decision of students to use Islamic mobile banking services. In this study, 180 respondents were collected through purposive sampling with criteria that have used or are currently using mobile banks, respondents answered an online survey through Google Forms as the main data collection. The method for analyzing gathered data in this study uses Multiple Linear Regression. The findings show that the factors of Performance Expectancy, Social Influence, and Islamic financial literacy have a positive influence while Risk Vibe has a negative influence. These four variables are significant to the decision to use Islamic mobile banking. These four factors can explain about 57.2% of the intention decision to use Islamic mobile banking services. These findings imply that these factors need to be considered by customers and banks. Islamic banking must continue to strive for security, data confidentiality, and customer trust in more creative, comfortable, and effective mobile banking service features and systems so that customers still feel their decision to use Islamic mobile banking services is correct.*

**Keywords:** Performance Expectancy, Vibe Risk, Social Influence, Islamic Financial Literacy.

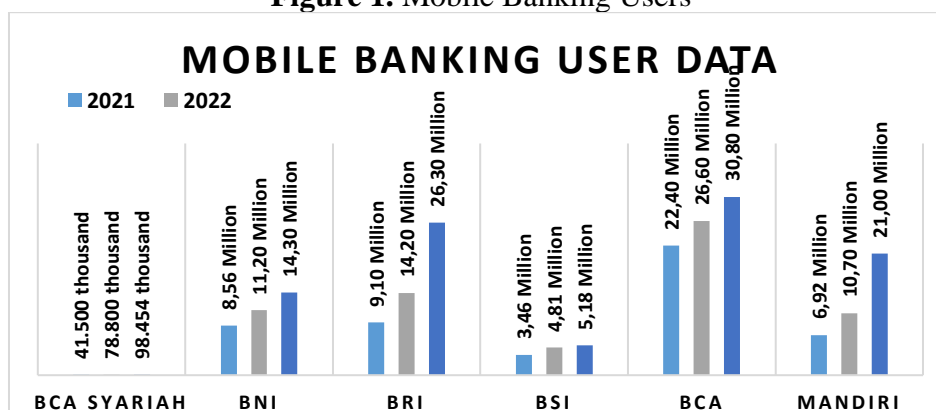
### INTRODUCTION

In the period from 2022 to 2023, both Islamic and conventional banks in Indonesia saw significant growth in their total assets. Islamic banks experienced an increase in assets from IDR 443 billion in January 2022 to IDR 550 billion in October 2023, with a fluctuating growth rate between 10% and 21%. Concurrently, conventional banks also saw their assets grow, rising from around IDR 10 trillion to IDR 11 trillion, with a growth rate varying between 5% and 9%. Despite the higher percentage growth of Islamic banks, the actual value of conventional bank assets was about 20 times larger, indicating the continued market dominance of conventional banks in terms of total assets. His growth in the banking sector coincides with a surge in digital banking transactions in Indonesia. According to data from Bank Indonesia (BI), these transactions are projected to reach IDR 4,264.8 trillion, or approximately IDR 4.3 quadrillion, by April 2023. This value encompasses various types of digital banking transactions, including online, SMS/mobile, and telephone banking, based on the classification by the Otoritas Jasa Keuangan (OJK). The projection is based on a five-year average from January 2018 to April

2023. This suggests that the growth in total assets of both Islamic and conventional banks may be linked to the rise in digital banking transactions in the country.

Simultaneously, the development of information technology has revolutionized various sectors, including banking. A notable trend is the increasing use of mobile banking in Indonesia, with leading banks such as BNI, BRI, BCA, Mandiri, BSI, and BCA Syariah reporting a steady rise in mobile banking users Figure 1. 1. This trend is not confined to conventional banks; Islamic banks in Indonesia are also witnessing significant growth. However, despite the higher growth rate of Islamic banks, there remains a substantial gap in the number of customers using mobile banking services between traditional and Islamic banks. This disparity underscores the continued dominance of conventional banks in the market, even as Islamic banks make significant strides. The convergence of these trends indicates a dynamic and evolving banking sector in Indonesia, shaped by digital transformation and shifting customer preferences.

**Figure 1. Mobile Banking Users**



However, even though the use of mobile banking is increasing, there are still several factors that can influence a person's decision to use Islamic mobile banking services. One of the factors to consider is Islamic financial literacy. There are still many people who do not have sufficient understanding of the principles of Islamic finance and how to apply them in their financial management. In addition, risk perception can also affect a person's decision to use Islamic mobile banking. Some people may have concerns about the security and privacy of their data when using digital banking services. In addition, social influence can also play a role in a person's decision to use Islamic mobile banking. Sometimes, a person may feel drawn to follow trends or habits that are popular among their friends or family. However, it is important to remember that this decision should be based on a good understanding of the benefits and risks associated with using Islamic mobile banking. To understand more about the factors that influence individual decisions in using Islamic mobile banking, this study uses the Multiple Linear Regression analysis method. In this study, researchers focused on university students as a sample, considering that they often use mobile technology and have the potential to become active Islamic mobile banking users.

The novelty in this research is that the author modifies the research object of Islamic mobile banking in Indonesia by adapting different variables to be tested again, related to the variables of performance expectancy, risk vibe, Islamic financial literacy and social influence.

Mass mentality variable, which is a psychological phenomenon that occurs when individuals take an action because they are influenced by others, without considering their personal beliefs or opinions (Widyaputri, 2023). This mass mentality phenomenon occurs when there is a trend that is widespread, so that consumers often base their purchases on the desire to follow these trends, especially in the use of technology, this variable is similar to the variable I want to examine related to the social influence variable, but there is a slight difference, namely this variable is more general and can occur in various contexts. Social influence is the process by which external factors influence individual attitudes, actions, and choices. Depending on the situation, social influence can have a beneficial or detrimental impact. to produce different findings from other studies that look at the influence of social factors on the decision to utilize Islamic mobile banking.

The purpose of this study is to investigate and evaluate the factors that influence the choice to utilize Islamic mobile banking. because a large number of previous studies have examined aspects including perceived utility, perceived ease of use, and perceived ease of use (Tan & Leby Lau, 2016), effort expectancy, price value (Asmita & Hamid, 2022) This study is not limited to Islamic mobile banking, but only to mobile banking. In addition, little research has been conducted on how Islamic financial literacy, risk perceptions, performance expectations, and social influence, influence the decision to use Islamic mobile banking among students. This can add to the repertoire of knowledge by increasing the number of studies on Islamic mobile banking.

By studying variables such as performance expectations, risk vibe, Islamic financial literacy, and social influence, this research aims to provide a better understanding of the factors that influence students' decisions to use Islamic mobile banking. It is hoped that the results of this study can provide new and relevant insights for practitioners and researchers in the Islamic banking sector. In this study, researchers want to combine data on the use of mobile banking in Indonesia with consideration of variables that can influence individual decisions in using Islamic mobile banking. Thus, this study provides a more comprehensive picture of the trends and developments in the use of Islamic mobile banking in Indonesia.

## **LITERATURE REVIEW OR THEORITICAL BACKGROUND**

### **Consumer Behavior Theory**

Consumer behavior theory explains how individuals allocate their income to purchase products and services to improve their welfare. In this theory, consumers are assumed to behave rationally and seek to maximize their level of satisfaction through the purchase of goods and services that match their preferences and needs. Consumer preferences reflect individual wants and needs for certain products and services, while budget line analysis helps determine the range of consumer choices based on their income. Factors that influence consumer purchasing decisions include cultural, social, personal, and psychological factors. Cultural factors involve the influence of an individual's culture, such as religion, race, and social class, which influence buying preferences and actions. Social factors include the influence of reference groups, such as family and friends, as well as status and roles in society. Personal factors include individual characteristics such as age, occupation, economic circumstances, hobbies, interests, and personality, which can influence purchasing preferences and decisions. Psychological factors

involve an individual's motivation, perception, learning, beliefs, and ideas that influence their purchasing decisions. (Pindyck & Rubinfeld, n.d.)

In the UTAUT theory, the maximum utility can be linked to variable X1, namely Social Influence. So, Social Influence can influence a person's perception of the benefits or results we expect from using technology, which in turn can influence our decision to use Islamic mobile banking. Then, if we talk about Social Influence in UTAUT theory, this means the influence of other people or social groups that can influence a person in accepting and using technology. For that reason, in the relationship between consumer behavior theory and UTAUT theory, this Social Influence can be related to maximum utility. So, Social Influence can influence our perception of the benefits or outcomes we expect from using Islamic mobile banking, which in turn can influence our decision to maximize maximum utility by using the service.

A study (Phonthanukitithaworn et al., 2015) said that social conditions are very influential in deciding because this can be a basis for individual feelings about the utility of using technology, especially mobile banking. This research takes place in Thailand where if a leader has loaded a decision on something such as suggesting a new and useful innovation then it can affect the individual's perception of the usefulness of the innovation.

In the context of the relationship between Islamic financial knowledge and the use of Islamic mobile banking, Islamic financial knowledge can be linked to the use of Islamic mobile banking (Y). This refers to the extent to which a person understands the principles of Islamic finance and how it affects the use of technology. In the context of using Islamic mobile banking, consumers will consider the utility they get from using the service, such as ease of access, convenience, and transaction security. Meanwhile, the UTAUT theory states that technology adoption and use are influenced by four main factors including Islamic mobile banking. These factors are our perception of the benefits of technology, how easy it is to use, the influence of our social environment, and also our psychological factors. Then, if we talk about Islamic Financial Literacy, we can categorize this as a psychological factor. So, the more knowledgeable a person is about Islamic finance, the more confident they are that Islamic mobile banking is useful and easy to use. As a result, the person becomes more likely to use Islamic mobile banking.

Islamic financial knowledge has a good and significant impact on a person's desire to use Islamic mobile banking, according to a study (Widyaputri, 2023) Islamic financial knowledge is determined in this study by assessing individuals' understanding of the main concepts of Islamic finance, including knowledge of Islamic financial laws, products and services, as well as their capacity to make good financial decisions. The findings suggest that the likelihood of an individual using Islamic mobile banking services increases with their level of understanding of Islamic finance. This can be explained by the fact that a person who is knowledgeable about Islamic finance can understand the advantages of using Islamic mobile banking within the framework of Islamic finance, as well as how the technology can assist them in meeting their financial needs in a way that is by Islamic law.

### **Intention to use Sharia Mobile Banking**

In the current digital era, mobile sharia banking is becoming a more popular way to access banking services that follow Sharia. Using mobile technology for banking has many advantages, including risk reduction, social influence, convenience of use, and improved Sharia financial abilities (Rofianti et al., 2023). The accessibility of sharia mobile banking is a primary

motivator for users. Without physically visiting the bank's office, customers can swiftly accomplish a number of financial chores using the Sharia mobile banking app, such as bill payments, sharia investments, and fund transfers. Customers of financial management now have ease and flexibility thanks to this. Furthermore, adopting sharia mobile banking has fewer dangers.

Respect for Sharia law and the principles of justice is the fundamental goal of the Sharia financial system. Advanced security features like data encryption and double authentication are included in the sharia mobile banking application to lessen the chance of personal information being misused or leaked (Ihwanudin et al., 2020). The social impact is a key consideration in the application of sharia mobile banking. When someone observes others in their closest social circle-friends, family, or community-using and benefiting from sharia mobile banking, they are more inclined to adopt it as well. This social effect has the potential to promote the adoption of Sharia mobile banking technology by society (Dewi, 2023).

Furthermore, utilizing sharia mobile banking necessitates a certain degree of sharia-compliant financial literacy. Understanding the fundamentals of Sharia, the goods and services offered by sharia banks, and the gains and drawbacks associated with using mobile banking can help people make smarter financial decisions (Widyaputri, 2023). Because of its accessibility, low risk, social influence, and improved sharia financial abilities, using sharia mobile banking can be a sensible substitute for handling private monies that is also consistent with sharia norms.

### **Unfiled Theory of Acceptance and use of Technology (UTAUT)**

Unfiled of acceptance and use of technology or can be abbreviated as UTAUT is one of the technology adoption theories developed by (Venkatesh et al., 2003), with the aim of integrating various previous theories that discuss technology adoption and acceptance. In addition, this theory is considered useful for evaluating the use of new technologies and understanding acceptance factors that can contribute to the design of interventions that target individuals to use new systems (Tan & Leby Lau, 2016). The UTAUT theory has been widely used in various studies on technology adoption and has helped to better understand user behavior in accepting and using various types of technology, such as software, mobile phone applications, and other hardware (Namahoot & Jantasri, 2023); (Mufingatun et al., 2020); (Sobti, 2019).

Development and improvement of features in the Islamic mobile banking application itself, and a consumer is someone effective due to technological developments, namely an increase in skills using a technology that will later give rise to the Theory of Acceptance and use of Technology or UTAUT which can later be explained by the variables Performance Expectancy, Vibe Risk, Social Influence and also Islamic Financial Literacy.

The four variables that make up the UTAUT theory, performance expectancy, expected effort, social impact, and facilitating conditions, all contribute to the explanation of technology acceptance. The degree to which consumers think that using Sharia mobile banking will facilitate their ability to conduct financial transactions can be understood as the "Performance Expectancy" context.

In UTAUT theory, Performance Expectancy (X1) and Accepted Risk (X2) are factors that influence a person's decision to use technology. Accepted risk includes people's concerns about losses or negative consequences that may occur due to the use of technology, while



Performance Expectancy includes people's expectations of the benefits and quality of technology use. In the context of using Islamic mobile banking, accepted risks may include people's concerns about the security and privacy of their financial data, as well as risks related to compliance with Islamic financial principles. Performance Expectancy can include a person's expectations of the ease of use, transaction speed, and quality of service provided by Islamic mobile banking.

According to Alkhawater, (2020) decisions about how to use mobile banking are also positively and significantly influenced by performance expectations (X1). Therefore, people who have high-performance expectations for mobile banks, that is, those who have high standards for service quality, speed, and ease of use, are more likely to use the product. However, permissible risk (X2) has a large and adverse impact on decisions made about mobile banking. In other words, people are less likely to use Sharia mobile banking if they believe there is greater danger involved. Thus, people are more likely to use Sharia mobile banking if they believe the risk they are taking is modest and if they have high expectations for the service.

Performance Expectancy (PE) can be interpreted as Performance expectancy is how useful and effective technology is in helping a person achieve the desired goal or the extent to which a person believes that using a particular system will help increase efficiency in completing their tasks (Venkatesh et al., 2003). Tan and Leby Lau (2016) explained performance expectancy is expected to be useful for maximizing mobile banking services and providing benefits to its users. The advancement of technological systems in mobile banking will provide higher convenience, be easier to use, shorten waiting times, and provide a more effective response to online financial transaction matters than before with offline banking systems. In research (Tan & Leby Lau, 2016) Performance Expectancy has a significant and positive influence on the use of behavioral decisions of intention to use mobile banking.

**H1:** performance expectations have a positive and significant influence on the decision to use Islamic mobile banking.

Perceived risk can be interpreted as how much someone feels unsure or worried about the results or security of using technology or our level of uncertainty about the results of using information technology and uncertainty about the security of the information technology we use. So, in essence, we feel uncertain about the results and security of the information technology we use. (Tan & Leby Lau, 2016) Perceived risk, or perceived risk, according to (Elhajjar & Ouaida, 2020) can be the main factor that makes people want to use Internet banking. Perceived risk is our subjective expectation of the losses that can arise from certain consumption decisions.

This perceived risk becomes more important, especially in situations related to financial transactions, such as online transactions in mobile banking. So, the point is whether we feel unsure about the results and security of the information technology we use (Elhajjar & Ouaida, 2020). This study shows that a person's decision to use mobile banking is negatively and significantly influenced by risk perception. When a person chooses a product or service, they may experience the effects and ambiguity of the product or service, which reduces their perceived risk. Therefore, people perceive less risk when they are more certain of what they will get.

**H2:** Risk Vibe has a negative and significant influence on the decision to use Islamic mobile banking.

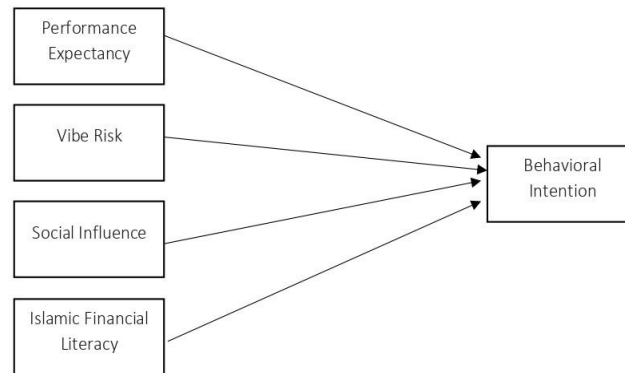
Social Influence (SI) can be defined as how much a person is influenced by people who are important to him to use a technology or the extent to which a person feels that the opinions of others are important in determining whether he should use the system (Venkatesh et al., 2003). (Riquelme & Rios, 2010) according to this study Suggestions from friends, family, and relatives are very important for us to decide whether to use a new product or service. So, don't underestimate their advice, if someone uses a product without advice or Social Influence from one of them, it is unlikely that someone will use or consume a product, especially to adopt the use of mobile banking (Tan & Leby Lau, 2016) from this study it is also told that the influence of friends or family is very large in recommending something because people who first use a product can make us interested directly and can influence the decision to use a product, especially products in mobile banking.

**H3:** Social Influence has a positive and significant influence on the decision to use Islamic mobile banking.

Islamic Financial Literacy (IFL) is actually how well a person understands the financial services and products of Islamic mobile banking, and how able a person is to compare between Islamic banks and conventional banks or like a person's financial skills, knowledge, and behavior that can make them understand and clarify information about finance by Islamic law. So, if someone has a good IFL, they will understand how to manage their money according to Islamic principles (Khan & Arif, 2022). Islamic financial literacy includes the ability to understand financial options, discuss financial matters, plan for the future, and be aware of events that can drive everyday financial choices and overall economic improvement. So, if someone has good Islamic financial literacy, they will understand how to manage their finances according to Islamic principles (Bahri-Ammari et al., 2020).

Pala et al., (2023), Islamic Financial Literacy has a significant and positive influence on decision-making. The higher a person's Islamic Financial Literacy, the higher the use of technology in Islamic finance. This is because most people who use Islamic financial technology already have an understanding and knowledge of their financial info. So, Islamic Financial Literacy is very important for us in managing our finances by Islamic principles.

**H4:** Islamic Financial Literacy has a positive and significant effect on decisions to use Islamic mobile banking.

**Figure 2. Research Model**

*Source: Author (2024)*

## RESEARCH METHOD

The research model in Figure 3.1 above, uses multiple linear regression analysis as a quantitative approach technique. Theories and previous studies form the conceptual framework used in this research (sugiono, 2014). This study aims to investigate several elements that influence individuals' decisions to use sharia mobile banking. The research focuses on five variables: Performance Expectation (X1), Vibe (X2), Social Influence (X3), Sharia Financial Literacy (X4), and Behavior and Use of Sharia Mobile Banking (Y). The research population consists of students who are currently or have previously intended to use sharia mobile banking. Since the population size is unknown, this study uses a non-probability sampling method with purposive sampling technique. The sample criteria are individuals who are currently or have previously used sharia mobile banking and are over 18 years old. The sample size was calculated using the Bernoulli technique (Sisdianto et al., 2021).

Based on the calculation, the minimum number of respondents required is 96, but the researcher collected data from 180 respondents. Data collection was conducted through a questionnaire with questions relevant to the research objectives, using a Likert scale of 1-5, and distributed via Google Form on social media. Multiple linear regression analysis with the Ordinary Least Square (OLS) approach was used to determine how the independent variables affect the dependent variable. The data analysis process includes: Validity Test: Measures how well the research instrument can measure what it is intended to measure. Reliability Test: Measures the consistency of the research instrument in producing stable and consistent data over time.

Classical Assumption Test: Ensures the model meets the assumptions of normality, homoscedasticity, multicollinearity, and no autocorrelation. T-Statistic Test: Tests the significance of each independent variable on the dependent variable. F-Statistic Test (simultaneous): Tests the significance of the regression model as a whole. Coefficient of Determination ( $R^2$ ): Measures how much of the variability in the dependent variable can be



explained by the independent variables in the model. This analysis will provide a deeper understanding of the relationship between the variables studied in this study To determine the effect of Performance Expectancy (X1), Vibe Risk (X2), Social Influence (X3), and Islamic Financial Literacy (X4) on the behavioral Intention of mobile Islamic Banking (Y), the multiple linear regression analysis method is used with the following formula

$$Y = \alpha + \beta_1PE + \beta_2VB + \beta_3SI + \beta_4IFL + e \quad (1)$$

Description:

Y: Sharia mobile Banking Behavioral Intention

a: Constant

b: Regression coefficient

X1: Performance Expectancy

X2: Vibe Risk

X3: Social Influence

X4: Islamic Financial Literacy

e: Confounding variable

**Table 1.** Operational definition

<b>Variable</b>	<b>Definition</b>
<b>Performance Expectancy</b>	Performance Expectancy is how useful and effective a technology is to help someone a desired goal, and make them plan to use mobile sharia banking in the future. (Venkatesh et al., 2003)
<b>Vibe Risik</b>	Vibe Risk is how much a person feels unsure or worried about the outcome or security of using a technology, and makes him hesitant to use mobile sharia banking in the future. (Tan & Leby Lau, 2016).
<b>Social Influence</b>	Social influence is the extent to which a person is motivated to take advantage of technology by someone else who has important meaning in his life, and who attracts his interest in taking advantage of mobile sharia banking in the future. (Venkatesh et al., 2003).
<b>Islamic Financial Literacy</b>	Islamic Financial Literacy is how well a person understands the services and mobile financial products of Sharia banking, and how well one is able to compare between

sharia banks and conventional banks. A person's intention to use mobile sharia banking in the future may be influenced by the level of sharia financial knowledge. (Khan & Arif, 2022).

**Measurement:**

In order to measure performance expectations, vibration risk, social influence and Islamic financial literacy, this study will use a 1-5 Likert scale questionnaire. Respondents will be asked to rate the questionnaire statements on a scale of 1 (strongly disagree) to 5 (strongly agree).

**RESULT AND DISCUSSION****Respondents**

Respondents totaled 180 students who are > 18 years old and have or intend to use Islamic mobile banking in the JABODETABEK and Semarang areas.

**Table 2.** Gender Participants

Gender	Total Participants (individuals)	Percentage (%)
Male	81	45
Female	99	55
Total	180	100

Source: Data processed by the author (2024)

There are two categories based on the gender of the study participants: male and female. According to the data collected, 81 respondents, or 45% of the total respondents, were male, and 99 participants, or 55% of the respondents, were female. Many causes could be the source of this difference. One of them is technology experience; compared to male students, female students may be more familiar or comfortable with Islamic mobile banking technology.

**Table 3.** Age Participants

age	Number of Respondents (people)	Percentage (%)
18 – 21 years	165	91,7
22-25 years	15	8,3
Total	180	100

Source: Data processed by the author (2024)

165 respondents, or 91.7%, of the 180 respondents who participated in this survey were between 18 and 21 years old. There were 15 respondents, or 8.3%, who were between 22 and

25 years old. This shows that the majority of the study participants are young adults. This data may shed light on the preferences and actions of this age group in using Islamic mobile banking.

**Table 4.** Domisili Responden

<b>Gender</b>	<b>JABODETABEK Domicile</b>	<b>Percentage JABODETABEK (%)</b>
Male	51	
Female	37	
Total	88	48,8

<b>Gender</b>	<b>JABODETABEK Domicile</b>	<b>Percentage Semarang (%)</b>
Male	30	
Female	62	
Total	92	51,1

*Source: Data processed by the author (2024)*

The table shows the distribution of respondents based on gender and domicile, namely JABODETABEK and Semarang. For male respondents, there are 51 people from JABODETABEK and 30 people from Semarang. This means that males make up 48.8% of the total respondents in JABODETABEK and 51.1% in Semarang. Meanwhile, for female respondents, there are 37 people from JABODETABEK and 62 people from Semarang. However, the table does not provide percentage information for females. In total, there are 88 respondents from JABODETABEK and 92 respondents from Semarang, with a total of 180 respondents. From this data, it can be said that for the JABODETABEK area, the behavior of students in using sharia mobile banking is dominated by male students, but for the Semarang area, it is more dominated by females.

## **Measurement model**

### **Validity Test**

Validity and reliability are the two main factors that need to be prioritized when conducting this test. Standardized loading factors, which show the relationship between each indication and its concept, are used to determine the validity of an indicator. The criteria for a validity test according to Imam Ghazali, (2018) states to pass the validity test by looking at the significance value (p-value) if the value is  $<0.05$  then the validity is considered valid while  $>0.05$  then it is considered invalid. The results of the outer model analysis using SPSS show that all indicators have met the validity test requirements.

**Table 5.** Validity Test SPSS

Variable	PE_1	PE_2	PE_3	PE_4	PE_5	PE_6	PE_Total	
PE1-6	Pearson Correlation	1	.594**	.365**	.453**	.324**	.427**	.712**
	Sig. (2-tailed)		0,000	0,000	0,000	0,000	0,000	0,000
	N	180	180	180	180	180	180	180
VB1-6		VB_1	VB_2	VB_3	VB_4	VB_5	VB_6	VB_Total
	Pearson Correlation	1	.526**	.626**	.593**	.501**	.380**	.794**
	Sig. (2-tailed)		0,000	0,000	0,000	0,000	0,000	0,000
SI1-6		SI_1	SI_2	SI_3	SI_4	SI_5	SI_6	SI_Total
	Pearson Correlation	1	.611**	.505**	.522**	.311**	.466**	.740**
	Sig. (2-tailed)		0,000	0,000	0,000	0,000	0,000	0,000
IFL1-6		IFL_1	IFL_2	IFL_3	IFL_4	IFL_5	IFL_6	IFL_Total
	Pearson Correlation	1	.512**	.621**	.527**	.419**	.431**	.774**
	Sig. (2-tailed)		0,000	0,000	0,000	0,000	0,000	0,000
BI1-6		BI_1	BI_2	BI_3	BI_4	BI_5	BI_6	BI_Total
	Pearson Correlation	1	.546**	.638**	.584**	.499**	.530**	.766**
	Sig. (2-tailed)		0,000	0,000	0,000	0,000	0,000	0,000
	N	180	180	180	180	180	180	180

Source: Data processed by the author (2024).

**Reliability Test**

The purpose of the reliability test is to verify that there is no measurement problem. Cronbach's alpha indication and composite reliability are used in this test. Variable values can be considered reliable if both Cronbach's alpha values and compound reliability values are greater than 0.70. (Elhajjar & Ouaida, 2020) (Edeh et al., 2023) The reliability test findings are as follows.

**Table 6. Reliability test**

<b>Reliability Statistics</b>			
variabel	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
PE	0,837	0,838	6
VB	0,853	0,853	6
SI	0,878	0,883	6
IFL	0,843	0,846	6
BI	0,890	0,892	6

*Source: Data processed by the author (2024)*

### Classical Assumption Test

The purpose of the normality test is to find out whether the distribution of information is to be studied. Five variables in this study are performance expectations, geta-ran risk, social influence, Sharia financial literacy, and behavioral intent-tested normality. The intention behind the behavior. According to Imam (Imam Ghozali, 2018), the objective of the normality test is to find out whether in the regression model of independent-dependent variables, variables dependent, or both are normally distributed. Statistical testing may become less effective if the variable distribution is abnormal. Kolmogorov Smirnov's One Sample Method can be used to perform normality tests. Significance values greater than 5%, or 0.05, indicate that data is distributed regularly. However, data is not distributed normally if the significance value is less than 5% or 0.05.

**Table 6. Normality Test**

		Unstandardized Residual
N		174
Normal Parameters <sup>a,b</sup>	Mean	0,0000000
	Std. Deviation	2,27101966
Most Extreme Differences	Absolute	0,059
	Positive	0,048
	Negative	-0,059
Test Statistic		0,059
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>

*Source: Data processed by the author (2024)*

### Multicollinearity test



Amultilinear relationship is something that needs to be confirmed or evaluated by a multi-linearity test. To determine whether there is no evidence of multi-linearity, we performed a multicollinearity test by checking whether the tolerance value is greater than 0.1 and the Variance Inflation Factor (VIF) value is less than 10. (Imam Ghozali, 2018)

**Table 7. Multikolinearity Test**

Variable	VIF Value	Multicolinerity
PE	2.139	escape
VB	2.298	escape
SI	2.726	escape
IFL	2.376	escape

Source: Data processed by the author (2024)

**Heterokedastisity**

**test**

One way to find out if a regression model has inconsistent variations is to run a heteroskedastisity test. If the significance value exceeds 0.05, then the model is considered free of heterocadasthesis (Imam Ghozali, 2018).

**Table 8. Heterokedastisity Test**

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	-1,175	1,823		-0,645	0,520
PE	-0,013	0,088	-0,015	-0,143	0,886
VB	-0,002	0,081	-0,003	-0,030	0,976
SI	0,174	0,089	0,226	1,957	0,052
IFL	-0,109	0,085	-0,139	-1,284	0,201

a. Dependent Variable: U2T

Source: Data processed by the author (2024)

**Table 9. Autocorelation Test**

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.763 <sup>a</sup>	0,582	0,572	2,29774	1,805

a. Predictors: (Constant), IFL, PE, VB, SI

b. Dependent Variable: BI

Source: Data processed by the author (2024)

To determine the value of DU and DL, look at the Durbin-Watson [table-dw.pdf](#) table which is determined from N, namely 180, and also the value of K, namely 4, if these two things are known then later the DU value can be obtained, namely 1.8017 and DL, namely 1.7109, the DW value of this study is 1.8050. The basis for making autocorrelation test decisions is if  $dU < d < 4-dU$  then the null hypothesis is accepted, meaning that there is no autocorrelation. where this value is in the range  $1.8017 < 1.8050 < 2.1983$ . Thus, it can be said that this model does not show symptoms of autocorrelation.

### Simultaneous F Test and Square R Test

**Table 10. R-Square**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.763 <sup>a</sup>	0,582	0,572	2,29774

a. Predictors: (Constant), IFL, PE, VB, SI

Source: Data processed by the author (2024)

**Table 11. F-Test**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1243,040	4	310,760	58,861	.000 <sup>b</sup>
	Residual	892,253	169	5,280		
	Total	2135,293	173			

a. Dependent Variable: BI

b. Predictors: (Constant), IFL, PE, VB, SI

Source: Data processed by the author (2024)

The R-Square value of this study is 0.572, showing that 57.2% of the variability of behavioral intentions using Sharia Mobile Banking can be explained by independent variables of Performance Expectations, Risk Vibe, Social Impact, and Sharia Financial Literacy. Other factors not included in this study model explain the remainder of 42.8%. All four factors have a significant influence on the intention to behave using Sharia Mobile Banking, which is demonstrated with a p-value of 0,000. Significant influences or relationships are often indicated with a value of p less than 0.05. Thus, it can be said that Sharia Mobile Banking Behavioral Intentions are heavily influenced by Performance Expectations, Risk Vibe, Social Impact, and Sharia Financial Literacy. However, 42,8% of the variability can be explained by variables that are not related to the research model.

### Variable Relationship Test

#### T-Test (partial) and Hypothesis Test

**Table 12. t-Test**

Coefficients	
--------------	--

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
1 (Constant)	4,794	1,641		2,922	0,004
PE	0,270	0,079	0,230	3,416	0,001
VB	-0,454	0,073	-0,436	-6,233	0,000
SI	0,428	0,080	0,405	5,345	0,000
IFL	0,555	0,076	0,517	7,267	0,000

a. Dependent Variable: BI

Source: Data processed by the author (2024)

### Multiple linear regression equation

$$Y = \alpha + \beta_1PE + \beta_2VB + \beta_3SI + \beta_4IFL + e \quad (2)$$

$$Y = 4.794 + 0.270 \times PE - 0.454 \times VB + 0.428 \times SI + 0.555 \times IFL \quad (3)$$

Based on the research findings mentioned above, there are several significant relationships between the variables studied. The following is a summary of the research findings. The Performance Expectancy variable has a P-value of 0.000, indicating a positive and significant relationship with the Behavioral Intention variable. Therefore, H1 is accepted. The Vibe Risk variable has a P-value of 0.000, indicating a strong but negative relationship with the Behavioral Intention variable. Thus, H2 is accepted. The Social Influence variable has a P-value of 0.000, indicating a positive and significant relationship with the Behavioral Intention variable. Therefore, H3 is approved. The Sharia Financial Literacy variable has a P-value of 0.000, indicating a positive and significant relationship with the Behavioral Intention variable. Thus, H4 is accepted.

### Discussion

#### The Effect of Performance Expectancy on Behavioral Intention of Sharia Mobile Banking

Performance Expectancy (PE) can be defined as an individual's belief that a particular system will increase efficiency in completing tasks or the extent to which they believe that technology will be useful and effective in helping them achieve their desired goals (Venkatesh et al., 2003). In other words, PE can be defined as an individual's belief that technology will be beneficial to them and also to him/her. The purpose of this study is to determine whether customer perceptions of the ease and benefits of utilizing mobile banking services can influence their decisions to utilize Islamic mobile banking products or not. The Performance Expectancy variable has a positive influence on Behavioral Intention, which is worth 0.270. Based on the results of multiple linear regression testing, this means that if Performance Expectancy increases by one unit, then Islamic Mobile Banking Behavioral Intention will also increase by 0.270 units.

When compared to the other three variables, this variable has the weakest variable association strength, which is 0.230. There is no doubt that the use of mobile banking services can increase the number of users, especially for Islamic mobile banking which is still relatively new. Solarz and Adamek (2021) supports this claim, which states that users will be more receptive to mobile banking if it provides increased convenience, user-friendliness, and

reduced transaction waiting time. To increase the response of customers who are or will use Islamic mobile banking, the convenience, comfort, and benefits of Islamic mobile banking services are crucial. This is in line to Tan & Leby Lau (2016) which shows that behavioral intentions in the context of traditional mobile banking are positively and significantly influenced by performance expectations.

### **Effect of Vibe Risk on Behavioral Intention of Sharia Mobile Banking**

A person's doubt or fear over the security of the device or service they are using is known as "vibe risk", or sometimes referred to as "perceived risk" (Tan & Leby Lau, 2016). The purpose of this study is to determine whether the dangers associated with using mobile banking technology services can influence participants' decisions to use Islamic mobile banking products. The Performance Expectancy variable hurts Behavioral Intention, as shown by the Multiple Linear Regression results. Specifically, if Vibe Risk increases by one unit, then the Behavioral Intention to Use Islamic Mobile Banking will decrease by -0.454 units. Variables related to the use of mobile banking have a variable relationship strength of -0.436, placing it in the second highest position when compared to the Islamic Financial Literacy variable. The higher the danger, of course, will make someone want to avoid using mobile banking, while the lower the risk will make people less worried it will increase the intention or choice to use mobile banking.

Arvidsson (2014) shows that a good attitude towards the application of mobile payment services correlates with low perceived security threats. In other words, customers are more likely to use mobile payment services if they believe that there is little security risk involved. Thus, the intention to use Islamic mobile banking will be higher if hazards can be well controlled, i.e. if the risks associated with using Islamic mobile banking are minimal. This shows a poor relationship. According to Tan and Leby Lau (2016), behavioral intention and risk have a negative and substantial relationship.

### **Effect the influence of Social Influence on Behavioral intention of Sharia Mobile Banking**

Influence from Society How much a person feels that other people's opinions are important when deciding whether to use a technology or not, or how much he is influenced by important people when using it (Venkatesh et al., 2003). The purpose of this study is to determine whether the social impact when utilizing mobile banking technology services can motivate a person to consider adopting Islamic mobile banking products. The Social Influence variable has a positive influence on Behavioral Intention, which is worth 0.428, according to the results of Multiple Linear Regression testing. This means that if Social Influence increases by one unit, the Sharia Mobile Banking Behavioral Intention will also increase by 0.460 units. Compared to the Vibe Risk Variable, this variable has a variable association strength of 0.405, placing it in third place. This shows that a person's decision behavior in using something, especially in terms of using technology, is strongly influenced by other people or people who are around consumers.

Riquelme and Rios (2010) explained, the importance of seeking recommendations from friends, family, and relatives when deciding whether to use new goods or services. if the

adopter has never used a particular technology system before. Hartwick and Barki (1994) revealed that when Malaysian customers from Generation Y want to purchase financial or banking services, they significantly rely on advice from family and peers. This may imply that social circumstances and influences may also impact the intention to use Islamic mobile banking and that there is a positive and substantial relationship between social influence variables and behavioral intention for Islamic mobile banking. This is consistent with research that shows a good and significant relationship between social conditions or influences and behavioral intention (Widyaputri, (2023); Tan & Leby Lau, (2016)).

### **Effect of Islamic Financial Literacy on Behavioral Intention of Sharia Mobile Banking**

The ability to manage one's financial resources by Islamic principles through behavior and financial knowledge, understanding, and Wawa-san is known as Islamic financial literacy. This study aims to investigate the role of Islamic financial literacy in encouraging people to choose Islamic mobile banking services. Based on the results of multiple linear regression which shows that the Islamic financial literacy variable has a significant and positive effect on the intention to use Islamic mobile banking (worth 0.555), the behavioral intention to use Islamic mobile banking increases by 0.555 units for every one unit increase in Islamic financial literacy. With a variable association strength of 0.517, this variable has better performance than the other three variables. In line with Widyaputri (2023) which shows a significant and positive impact of Islamic financial literacy. This could occur as a result of increased use of Islamic mobile banking and the motives behind the decision to use it, which is influenced by understanding and knowledge of Islamic financial literacy. The use of Islamic mobile banking products may be influenced by one's understanding of Islamic literacy. In this case, a person uses Islamic mobile banking because they have a good understanding of the subject and use it by Sharia law. This may influence the intention to use Islamic mobile banking more than conventional, in contrast to fintech or conventional mobile banking, which is easier to use but does not include Islamic financial literacy aspects.

### **CONCLUSION**

Based on the phenomenon raised, there is a problematic issue related to the use of mobile banking especially in the context of Sharia. This phenomenon suggests that Sharia mobile banking usage is still very low and far behind compared to user data and total assets owned by 2022-2023, a comparison of about 20 times. The focus of the research is on the behavioral intentions of students that influence the use of mobile sharia banking. In this case, the study aims to identify the factors that influence the behavioral intentions of students in using mobile sharia banking. In this study, the factors studied include Islamic Financial Literacy, Vibe Risk, Social Influence, and Performance Expectancy. By highlighting the phenomenon of low mobile use of Sharia banking and focusing on the behavioral intention factors of students, the study is expected to provide a deeper understanding of the factors that influence the use of Sharia mobile banking and provide relevant recommendations for increasing adoption of this technology among students.



Based on the research findings, it was found that Islamic financial skills are the most powerful determinant of Sharia mobile banking behavioral intention. The decision to use something by Sharia regulations, as in this case, the intention to use Sharia mobile banking, is strongly influenced by one's understanding and knowledge of Islamic financial skills. With a point value of 0.517, Islamic Financial Literacy has the highest variable ratio among other variables. Other variables with similar variable relation strength include Vibe Risk, Social Influence, and Performance Expectancy, the latter at -0.436, 0.405, and 0.230. One needs to introduce Sharia mobile banking services to ensure that users are satisfied with them. The Indonesian Muslim community, as per those closest to them or present here, should start realizing the potential of Sharia finance and utilizing such services. This can be achieved by starting to use Sharia mobile banking and developing a focused and thorough understanding of financial skills.

Secondly, there is the possibility of a Risk Vibe. We recognize that risk has a significant impact; the correlation coefficient is -0.454. The technology is dangerous despite its benefits. Users or consumers of such technology, especially those using Sharia-compliant mobile banking services, should reconsider their intentions when using such products. There is no doubt that the implementation of Sharia mobile banking in Indonesia would not be as smooth as it is today if the risks involved were small. Although sharia banking is still relatively new, to have a favorable response from users who use or will use sharia mobile banking, the risks associated with it should be as short as possible. Social influence, or social influence variables, is the next component. A person's environment has a significant impact on the decisions they make, as in this case on the intention to use sharia mobile banking. It has a variable connection strength of 0.428. One should have started the Sharia mobile banking service to promote an environment where users enjoy using it. Like the people who are closest or present here, Indonesian Muslims should realize the financial benefits of Sharia and start using its services by starting to use Sharia mobile banking.

Performance expectancy, or ease of product service, is the second element in this example and the weakest in the variable ratio of 0.270. Technology should be low-risk, easy to use, and beneficial - for example, it should be easy to conduct remote transactions or provide services that can be accessed from anywhere and at any time. A person's decision to use an app may be heavily influenced by its innovative features and ongoing development. As innovations are often developed, there are cases where app servers or services are being incorporated. If people are to benefit from technology, it must remain regulated to keep them out of harm's way

## REFERENCES,

- Alkhowaiter, W. A. (2020). Digital payment and banking adoption research in Gulf countries: A systematic literature review. *International Journal of Information Management*, 53(February), 102102. <https://doi.org/10.1016/j.ijinfomgt.2020.102102>
- Arvidsson, N. (2014). Consumer attitudes on mobile payment services - results from a proof of concept test. *International Journal of Bank Marketing*, 32(2), 150–170. <https://doi.org/10.1108/IJBM-05-2013-0048>
- Bahri-Ammari, N., Coulibaly, D., & Ben Mimoun, M. S. (2020). The bandwagon luxury consumption in Tunisian case: The roles of independent and interdependent self concept. *Journal of Retailing and Consumer Services*, 52(September 2019), 101903. <https://doi.org/10.1016/j.jretconser.2019.101903>

- Dewi. (2023). *NIAT BELI KONSUMEN BERBASIS SIKAP, NORMA SUBYEKTIF, DAN KUALITAS PRODUK*. CV. Intelektual Manifes Media. [https://books.google.co.id/books?id=1BfFEAAAQBAJ&pg=PA71&hl=id&source=gbs\\_selected\\_pages&cad=1#v=onepage&q&f=false](https://books.google.co.id/books?id=1BfFEAAAQBAJ&pg=PA71&hl=id&source=gbs_selected_pages&cad=1#v=onepage&q&f=false)
- Edeh, E., Lo, W.-J., & Khojasteh, J. (2023). Review of Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R: A Workbook. In *Structural Equation Modeling: A Multidisciplinary Journal* (Vol. 30, Issue 1). <https://doi.org/10.1080/10705511.2022.2108813>
- Elhajjar, S., & Ouaida, F. (2020). An analysis of factors affecting mobile banking adoption. *International Journal of Bank Marketing*, 38(2), 352–367. <https://doi.org/10.1108/IJBM-02-2019-0055>
- Ihwanudin, N., Maulida, S., Fatriansyah, A. I. A., Rahayu, S. S., Rahman, M. R. R., Fachri, S., Rijal, K., Agrosamdyo, R., Senjiati, I. H., Isnandar, F. R., & Jiwantar, F. A. (2020). Pengantar Perbankan Syariah (Konsep, Regulasi & Praktis). In *Konsep Ekonomi Dan Perbankan Dalam Islam*.
- Imam Ghozali. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25* (9th ed.).
- Khan, L., & Arif, I. (2022). Islamic Financial Literacy and Intention to Use Islamic Banking: A Role of Financial Considerations. *Journal of Finance & Economics Research*, 7(1), 47–59. <https://doi.org/10.20547/jfer2207104>
- Pala, F., Erdođdu, A., Ali, M., Alnori, F., & Barut, A. (2023). Analyzing the linkage between Islamic financial literacy and Islamic banking services adoption: evidence from Turkey. *Journal of Islamic Accounting and Business Research*. <https://doi.org/10.1108/JIABR-12-2021-0324>
- Phonthanukitithaworn, C., Sellitto, C., & Fong, M. (2015). User intentions to adopt mobile payment services: A study of early adopters in Thailand. *Journal of Internet Banking and Commerce*, 20(1).
- Pindyck, R. S., & Rubinfeld, D. L. (n.d.). *Microeconomía* (7th ed.).
- Riquelme, H. E., & Rios, R. E. (2010). The moderating effect of gender in the adoption of mobile banking. *International Journal of Bank Marketing*, 28(5), 328–341. <https://doi.org/10.1108/02652321011064872>
- Rofianti, D. T., Inayah, S. H., Nabila, L. N., Faza, M. E., Andni, R., & Anindya, S. (2023). Factors that Affect the Intention to Use Mobile Banking in Sharia Banks. *Sharia Oikonomia Law Journal*, 1(2), 70–87. <https://doi.org/10.55849/solj.v1i2.108>
- Sheppard, B. H., Hartwick, J., & Warshaw, P. R. (1988). The Theory of Reasoned Action: A Meta-Analysis of Past Research with Recommendations for Modifications and Future Research. *Journal of Consumer Research*, 15(3), 325. <https://doi.org/10.1086/209170>
- Sisdianto, E., Fitri, A., & Isnaini, D. (2021). Penerapan Pembayaran Zakat Digital Dalam Presfektif Ekonomi Islam (Cashless Society ). *Jurnal Ilmiah Keuangan Dan Perbankan*, 4(2), 112–123.
- Solarz, M., & Adamek, J. (2021). Factors Affecting Mobile Banking Adoption in Poland: An Empirical Study. *European Research Studies Journal*, XXIV(Issue 4), 1018–1046. <https://doi.org/10.35808/ersj/2648>
- sugiono. (2014). *Metode Penelitian kuantitatif, kualitatif dan R & D / Sugiyono*. Alfabeta. <https://opac.perpusnas.go.id/DetailOpac.aspx?id=911046>
- Tan, E., & Leby Lau, J. (2016). Behavioural intention to adopt mobile banking among the millennial generation. *Young Consumers*, 17(1), 18–31. <https://doi.org/10.1108/YC-07-2015-00537>



- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly: Management Information Systems*, 27(3), 425–478. <https://doi.org/10.2307/30036540>
- Widyaputri, F. F. (2023). *Shariah mobile banking Adoption Trends : Analysis Mob Mentality , Reputation , Perceived Risk , and Islamic Financial Literacy Tren Adopsi Mobile Banking Syariah : Analisis Mentalitas Gerombolan , Reputasi , Persepsi akan Resiko , dan Literasi Keuangan Sy. 10(5)*, 482–495. <https://doi.org/10.20473/vol10iss20235pp482-495>