

ABSTRACT

The purpose of this paper is to explore the relationship of perceived usefulness and perceived ease of use on users' intention. A survey was conducted on 323 respondents as owners of bank accounts living in DKI Jakarta and using mobile payment during December 2020. The data was collected using non-probability sampling and this research is a descriptive and verificative research. The results showed that perceived usefulness and perceived ease of use had a positive and significant impact on user's intention of use on mobile payment. Usefulness and Ease of Use that user will expect to experience. Findings of the current study can contribute to give a broader perception of behavioral mechanisms management in both company and users.

Keywords: perceived usefulness, perceived ease of use, concern of information privacy, intention of use, mobile payment.