

**EXPLORING THE ANTECEDENTS OF INTENTION TO EMBRACE
MOBILE WALLETS**

Dr. V. Sumathy*

*Assistant Professor of Commerce,
Quaid-E-Millath Government College for Women,
Chennai, Tamil Nadu, INDIA
Email Id: sumathravi@gmail.com

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ABSTRACT

Rapid advancements in digital technology have spurred the expansion of the digital payment realm, where virtual wallets have gained prominence in the sphere of conducting financial transactions. This paper delves into the antecedents that determine the users' intention to embrace mobile wallets and examines their impact on intention to accept mobile wallets. The current research adopts Unified Theory of Acceptance and Use of Technology (UTAUT2) framework and uses four constructs namely, performance expectancy, social influence, hedonic motivation and facilitating conditions from the framework. The framework was extended by considering trust as the fifth construct to predict behavioural intention, due to its critical role in accepting innovative technologies. Data collected through a questionnaire was analysed using Structural Equation Modelling (SEM). Four constructs namely, performance expectancy, social influence, hedonic motivation, and trust had a significant role as determinants of intention to adopt mobile wallets. Together they accounted for 74% variance in behavioural intention. However, facilitating conditions did not have a significant role as a determinant of intent to accept mobile wallets. The findings offer valuable insights for businesses, policymakers, and researchers, about adoption dynamics and aids in devising strategies to enhance mobile wallet adoption, thereby optimising the digital payment landscape.

KEYWORDS: *Digital Payments; Mobile Wallets; UTAUT2; Transaction Efficiency; Payment Eco System; Facilitating Conditions; Trust.*

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