CHAPTER V

CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter gives the reader a complete knowledge of the research overview and study summary. The purpose of this chapter is to discuss an overview of the study, summary of research findings, the contribution of the study, limitations, future research, and summary.

5.2 Overview of the Study

The purpose of this research is to identify the use of non-cash (cashless) transaction money of Indonesian students in MSU Shah Alam. 3 research questions will highlighted in this paper, whether risk, benefit, and trust have a significant relationship to the use of non-cash (cashless) transaction money. In this study, three hypotheses will be related to the variables produced in this study for further testing the use of non-cash (cashless) transaction money.

The data collection method used in this study is a questionnaire. A structured close-ended questionnaire will be distributed to Indonesian students in MSU Shah Alam to collect data. The questionnaire will be administered via Google Forms. The form will be distributed via social media such as WhatsApp and Instagram, 132 respondents filled out the questionnaire.

As a result, the data was analyzed and assessed using the SPSS program. In addition, the collected data was analyzed and evaluated using the SPSS program. Analysis of the data findings of Chapter 4 revealed that only 2 hypotheses showed a statistically significant relationship with the use of non-cash (cashless) transaction money in the regression test (Sig < 0.01). Based on Table 5.1, it can be seen that only hypotheses 2 and 3 have a significant and positive correlation with the use of non-cash (cashless) transaction money.

Table 5.1 Summary of the Hypothesis Testing

Hypothesis	Accepted (Sig < 0.01)	Rejected (Sig > 0.01)
H1 : Risk has a negative effect on the use of Non-Cash (Cashless) Transaction		√
H2 : Benefit has a positive effect on the use of Non-	√	

Cash (Cashless) Transaction

H3 : Trust has a postive effect on the use of Non-Cash   √

(Cashless) Transaction

5.3   Summary of Research Findings

5.3.1   The Influence of Risk on the Use of Non-Cash (Cashless) Transaction Money

The first question of this research is as follows "What risk has a significant relationship on the Use of Non-Cash (Cashless) Electronic Money Transactions in the Daily Life of Indonesian Students at MSU Shah Alam?". Based on this research question, Hypothesis 1 (H_1) Risk has an effect on the use of Non-Cash (Cashless) Transactions. After the analysis, the research findings show that risk is rejected and has no significant relationship with the use of Non-Cash (Cashless) Transactions. The researcher suspects that when using cashless transactions, respondents feel safe when making transactions using non-cash money (cashless). Because many Indonesian students are increasingly developing technology, now they are increasingly sophisticated in the use of payments. So, Indonesian students no longer use the cash payment system.

These results differ from research conducted by Jessica et.al (2022) which states that risk has a significant and negative relationship with the use of Non-Cash (Cashless) Transactions.

5.3.2   The Influence of Benefit on the Use of Non-Cash (Cashless) Transaction Money

The second question of this research is as follows "What benefit has a significant relationship on the Use of Non-Cash (Cashless) Electronic Money Transactions in the Daily Life of Indonesian Students at MSU Shah Alam?". Based on this research question, Hypothesis 2 (H_2) Benefit has an effect on the use of Non-Cash (Cashless) Transactions. After conducting the analysis, the research findings show that the benefit is accepted and has a significant relationship with the use of Non-Cash (Cashless) Transactions. Benefit, which has a positive relationship with the use of Non-Cash (Cashless) Transaction, meaning that Indonesian students take advantage of the Use of Non-Cash (Cashless) Electronic Money Transactions in making activities easier, saving time, giving discounts and promotions and more efficiently.

There are similar results from research conducted by Jessica et.al (2022) which states that benefit has a significant and positive relationship with the Use of Non-Cash (Cashless) Electronic Money Transactions.

5.3.3 The Influence of Trust on the Use of Non-Cash (Cashless) Transaction Money

The third question of this research is as follows "What trust has a significant relationship on the Use of Non-Cash (Cashless) Electronic Money Transactions in the Daily Life of Indonesian Students at MSU Shah Alam?". Based on this research question, Hypothesis 3 (H3) Trust effect on the use of Non-Cash (Cashless) Transactions. After conducting the analysis, the research findings show that trust is accepted and has a significant relationship with the use of Non-Cash (Cashless) Transactions. Trust, which has a positive relationship with the use of Non-Cash (Cashless) Transaction, meaning that Indonesian students trust in the Use of Non-Cash (Cashless) Electronic Money Transactions where they believe that Non-Cash (Cashless) is very responsible for the transaction process, the integrity it provides (professional, honest, timely, etc.), the ability to use features -its features, and guaranteed security in transactions.

There are similar results from research conducted by Jessica et.al (2022) which states that trust has a significant and positive relationship with the Use of Non-Cash (Cashless) Electronic Money Transactions.

5.4 Contribution of the Study

5.4.1 Methodology

The previous journal stated that the method used was qualitative (Abbas, 2017; Singhraul & Garwal, 2018) but the researcher used a quantitative method using a questionnaire distributed to Indonesian students in MSU Shah Alam.

5.4.2 Theory

This study aims to contribute to existing knowledge by investigating the impact of risk, benefit, and trust on the use of non-cash (cashless) electronic money transactions. This study uses a modified Theory of Planned Behavior model (TPB) is applied to study the behavior use of non-cash (cashless) electronic money transactions in the daily life of Indonesian students in MSU Shah Alam who can also be referred to as consumers of electronic money and Technology Acceptance Model (TAM) perceived benefits and perceived ease of use of new technologies affect Indonesian students in MSU Shah Alam, which in turn will determine whether Indonesian students in MSU Shah Alam are interested in using technology.

5.4.3 Practical

This research can provide societies with insight and information about the factors that determine the use of non-cash (cashless) electronic money transactions, as well as the impact of risk, benefit, and trust on these factors.

Furthermore, it is hoped that by understanding the factors that influence the use of non-cash (cashless) electronic money transactions, as well as the impact of risk, benefit, and trust of these factors, Indonesian students' decision to use non-cash (cashless) transactions electronic money. financial institutions can determine strategies to improve the use of non-cash (cashless) electronic money transactions. As well as give societies and Indonesian students with information to help them to use non-cash (cashless) electronic money transactions that non-cash (cashless) is very beneficial for daily use.

5.5 Limitation

Many problems arise when determining what will affect the Use of Non-Cashless Electronic Money (Cashless) Transactions. In this case, researchers will focus more on how Risk, Benefit, and Trust affect the Use of Electronic Money in Non-Cashless Transactions (Cashless). Therefore, the research in this study cannot assemble and explain how the discussion described does not go beyond the limits of the research title.

In completing this research, one of the limitations was in terms of data collection. As all the data in this study were mainly collected from questionnaires from Indonesian students at MSU Shah Alam, this was a challenge due to the very short collection time, limited sample, and many respondents who did not answer the questions sooner.

5.6 Future Research

This study investigates the factors that determine the use of non-cash (cashless) transactions electronic money. This study only applies three independent variables in determining the results, further studies can add more independent variables to the regression model. Many factors influence the use of non-cash (cashless) transactions electronic money as evidenced by previous literature apart from this research, such as social ease and security.

In addition, data was collected from 132 respondents. Future researchers are advised to collect data from a larger sample for generalization. Therefore, future studies might prioritize these variables considering how they affect the use of non-cash (cashless) transactions electronic money.

5.6 Summary

The main objective of this study is to analyze the factors that influence the use of non-cash (cashless) transactions electronic money. Researchers found that there is a positive correlation and influence between benefit and trust on the use of non-cash (cashless) transactions electronic money. Meaning that benefit, which has a good relationship with the use of Non-Cash (Cashless) Transaction, meaning that Indonesian

students take advantage of the Use of Non-Cash (Cashless) Electronic Money Transactions in making activities easier, save time, give discounts and promotions, and more efficient and trust, which has a positive relationship with the use of Non-Cash (Cashless) Transaction, meaning that Indonesian students trust in the Use of Non-Cash (Cashless) Electronic Money Transactions where they believe that Non-Cash (Cashless) is very responsible for the transaction process, the integrity it provides (professional, honest, timely, etc.), the ability to use features -its features, and guaranteed security in transactions.