# **USAGE OF E-WALLET**

# AMONG UTM STUDENTS IN DAILY LIFE

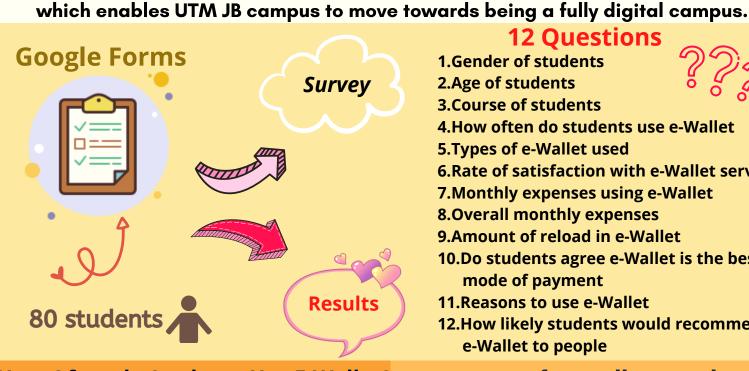




## INTRODUCTION

E-wallet.

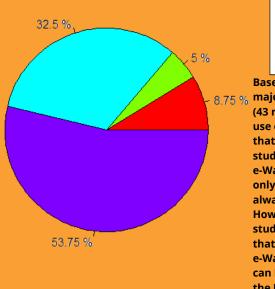
which stands for electronic wallet, is a type of digital wallet used for online transactions through a smartphone or computer. It usually appears as an app in the handphone and people can easily top up the money in the e-Wallet via credit card, debit card and online bank transfer. Thus, e-Wallet has become the new trend in the world as it brings a lot of benefits to people which ease people's lives. However, unlike in the shopping malls, supermarkets, hypermarkets, F&B outlets and so on, it seems unusual in UTM as there are limited shops and cafes that adopt e-Wallet payment method. Hence, we had decided to conduct our project on the topic of "The Usage of E-Wallet among UTM Students in Daily Life" to study the dependency of UTM students on e-Wallet in their daily lives and investigate the potential of e-Wallet being the main mode of payment in UTM



#### 12 Questions

- 1.Gender of students
- 2.Age of students
- 3.Course of students
- 4. How often do students use e-Wallet
- 5. Types of e-Wallet used
- 6.Rate of satisfaction with e-Wallet services
- 7. Monthly expenses using e-Wallet
- 8. Overall monthly expenses
- 9.Amount of reload in e-Wallet
- 10.Do students agree e-Wallet is the best mode of payment
- 11.Reasons to use e-Wallet
- 12. How likely students would recommend e-Wallet to people

### **How Often do Students Use E-Wallet?**



Based on the responses, 8.75 % majority of the students (43 respondents) seldom use e-Wallet. Besides that, there are 26 students who often use e-Wallet but there are only 7 students who always use e-Wallet. However, there are 4 students who respond that they had never used e-Wallet before. Hence, it can be said that most of the UTM students do not rely much on e-Wallet.

Always

Never Often Seldom

## Type of E-Wallet Used







64 students 40 students









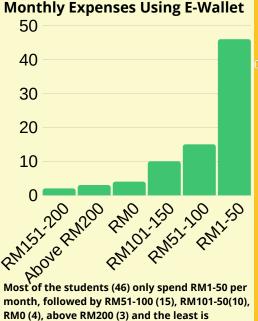
4 students







1 student

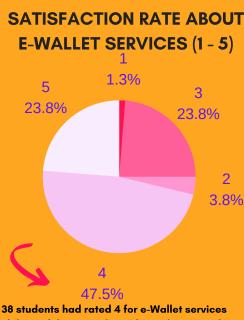


RM151- RM200 (2). Thus, we can say that most of

the students do not spend much using e-Wallet.

Convenient Cashless **Promotional Activities Security Purpose Trend** Cashback **Meranti Policy** Majority of students (65) use e-Wallet because of convenience. For the rest, cashless (58), promotional activities (45), security purpose (13), trend (11), cashback (2), and Meranti policy (1). In fact, e-Wallet does students good as they only need to bring their phones to pay for everything.

Reasons to Use E-Wallet



while 19 of them rated 3 and 5. Only two students rated 2 and one student rated 1. It shows that most students are quite satisfied with e-Wallet services.



# Conclusion

Based on our data analysis, we concluded that e-Wallet is still new to most of the students as many of them seldom use it in their daily lives. Also, this may be due to less opportunity to use e-Wallet in UTM. But somehow, we can foresee the potential of e-Wallet being the main mode of payment in UTM because students have realized that e-Wallet do bring benefits to them and make their lives easier, so they are willing to use it. However, there requires cooperation from university administration and shop owners for making our campus to go cashless in the future.