

## **The Role of Performance Expectancy and Trust in Decision to Use Mobile Banking Livin' Mandiri**

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### **ABSTRACT**

The customer's decision to use Livin' Mandiri mobile banking to access banking services does not just happen but is caused by several influencing factors. This research aims to examine the effect of performance expectancy and trust on the decision to use Livin' mobile banking for Bank Mandiri customers. The research approach used for this research is quantitative. The research sample consists of 75 Bank Mandiri customers who use Livin' mobile banking. The data collection technique used was a questionnaire. Based on the results of data processing, it can be said that all statement items are declared valid and all variables are declared reliable. The results of the t test state that performance expectations and trust have a significant effect on the decision to use Livin' Mandiri mobile banking.

**Keywords:** Decision, Performance Expectancy, Trust,

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### INTRODUCTION

The number of Bank Mandiri customer transactions via ATM (Automatic Teller Machine) slowly decreased from 373 million in the third quarter of 2018 to 271 million in the fourth quarter of 2021, while inversely proportional to the increasing number of financial transactions made using Livin' mobile banking. In the third quarter of 2018 there were 55 million to 379 million in December 2021. This shows a tendency for Bank Mandiri customers to make the transition from using ATMs to using mobile banking Livin' By Mandiri.

The customer's decision to use Livin' By Mandiri mobile banking in accessing banking services does not just happen, but can be caused by several influencing factors. Performance expectancy is a factor that can influence customers to use mobile banking. Performance expectancy describes the awareness felt by individuals when using technology can have an impact on improving service performance as well as increasing levels of response, efficiency, or accessibility (Farah et al., 2018).

Banking companies also need to grow trust from customers in a technology that is safe to use because financial transaction issues tend to be sensitive. Consumer trust will further reinforce the benefits and perceived value of mobile banking, thereby minimizing individual worries. According to Alalwan et al. (2015) customers seem to be more sensitive in terms of financial matters which, in turn, explains why customers tend to rely on trust as a mechanism to reduce concerns about technology and to support decisions to use technology.

So, the research hypothesis is:

H1 : Performance expectancy significantly influences the decision to use Livin' mobile banking for Bank Mandiri customers.

H2 : Trust significantly influences the decision to use Livin' mobile banking for Bank Mandiri customers.

### METHOD

This research uses a quantitative data approach. The independent variables examined in this research are Performance Expectancy and Trust in decisions using Livin' Mandiri mobile banking. This research is included in the quantitative because the data obtained in the research are in the form of numbers resulting from distributing questionnaires to a population and analyzed statistically (Burns et al, 2017).

The data used in the research were obtained from two sources, namely:

1. The primary data source where the researcher obtained the data came from the main source, namely Mandiri bank customers who use Livin' mobile banking.
2. Secondary data sources are data that are already available and can be used to support research, so researchers do not need to collect data.

Population refers to a collection of certain human groups or non-human entities such as educational institutions, units of time, plants, animals, and others with the same characteristics to be studied or observed (Sugiyono, 2015). The population specified in this research is the customers of Bank Mandiri.

The sample stated by Sugiyono (2015) implies a part or unit taken randomly from a larger whole and is considered to be unique with its characteristics. The sampling technique in this research is the non-probability sampling method, which is a method in which the sampling unit is selected based on personal judgment, called non-probability sampling, where members of the population do not have the same opportunity (Sugiyono, 2015). In

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this method, personal knowledge and opinions are used to identify individuals/items from the population. The non-probability sampling technique used is purposive sampling. Sugiyono (2015) states purposive sampling is "a sampling technique with certain considerations." The considerations used to determine the sample are:

1. Bank Mandiri customers are at least 18 years old
2. Livin' User

The number of samples in this research is based on the opinion of Ferdinand (2013: 171) that in determining the sample is 25 per independent variable, so  $25 \times 3 = 75$ . The total number of samples is 75 respondents.

### RESULT AND DISCUSSION

#### Convergent Validity Test

**Table 1.** Convergent Validity Test Results

No	Indicators	Factor Loading	Description	r table	Description
1	X1.1	0.894	Valid	0.2242	Valid
2	X1.2	0.896	Valid	0.2242	Valid
3	X1.3	0.935	Valid	0.2242	Valid
4	X1.4	0.832	Valid	0.2242	Valid
5	X1.5	0.804	Valid	0.2242	Valid
6	X1.6	0.804	Valid	0.2242	Valid
7	X2.1	0.812	Valid	0.2242	Valid
8	X2.2	0.871	Valid	0.2242	Valid
9	X2.3	0.882	Valid	0.2242	Valid
10	X2.4	0.860	Valid	0.2242	Valid
11	X2.5	0.840	Valid	0.2242	Valid
12	Y1.1	0.742	Valid	0.2242	Valid
13	Y1.2	0.850	Valid	0.2242	Valid
14	Y1.3	0.861	Valid	0.2242	Valid
15	Y1.4	0.914	Valid	0.2242	Valid
16	Y1.5	0.863	Valid	0.2242	Valid

Based on the results of table 1 regarding the convergent validity test it states that all of the statement items above are declared fulfilled because the  $r$  table  $< 0.2242$ .

#### Alpha Cronbac'h Reliability

**Table 2.** Alpha Cronbac'h Reliability Results

No	Variables	Alpha Cronbac'h Reliability	Description
1	X1	0.926	Fulfilled
2	X2	0.906	Fulfilled
3	Y1	0.901	Fulfilled

From the results of the Alpha Cronbach Coefficients contained in table 2 it can be seen that all coefficients are in a position above or greater than 0.6 so that these criteria can fulfill Alpha Cronbach Reliability.

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### Classic assumption test

So that the regression model in this research is not biased or a classic assumption test will be carried out, the results of which are presented below.

### Normality test

**Table 3.** Normality Test Results  
**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residuals
N		75
Normal Parameters, b	Means	.0000000
	std. Deviation	1.56590154
Most Extreme Differences	absolute	.062
	Positive	.058
	Negative	-.062
Test Statistics		.062
asympt. Sig. (2-tailed)		.200c,d

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Table 3 is the result of the normality test using the Kolmogorov-Smirnov probability value obtained for the Kolmogorov-Smirnov significance of 0.200 which is greater than 0.05, so it can be concluded that the data is normally distributed.

### Multicollinearity Test

The multicollinearity test is seen based on the tolerance value and VIF contained in the Coefficients table which has provisions if the tolerance value  $\geq 0.1$  and the VIF value  $< 10$  means that multicollinearity does not occur. The results of the multicollinearity test in this research are shown in Table 4.

**Table 4.** Multicollinearity Test Results

No	Variables	Collinearity Statistics	
		tolerance	VIF
1	X1	0.405	2.47
2	X2	0.405	2.47

The results of the multicollinearity test show that the tolerance value of each independent variable which consists of performance expectancy, social influence, and trust is more than 0.1. Likewise, the VIF value obtained has a value  $< 10$  so that it can be concluded that multicollinearity does not occur.

### Heteroscedasticity Test

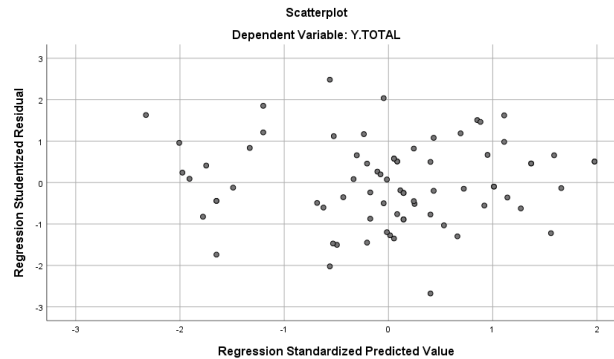
Heteroscedasticity testing in this research uses observations on images or scatterplots. The provisions used are that heteroscedasticity does not occur if there is no specific pattern such as gathering in the middle in the scatterplot model with the results shown in Table 5.

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**Table 5.** Heteroscedasticity Test Results



According to what is presented in the scatterplot graph, it explains that the residual scatter diagram does not form a certain pattern such as gathering in the middle but spreads both above and below point 0 on the studentized residual regression line so that the regression used in this research is free from heteroscedasticity.

**Multiple Linear Regression Analysis**

**Table 6.** Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		
	B	Std. Error	
1	(Constant)	-0.816	1.128
	X1.TOTAL	.411	.076
	X2.TOTAL	.508	.082

a. Dependent Variable: Y.TOTAL

Based on Table 6, the regression equation in this research is obtained as follows.

$$Y = a + b_1X_1 + b_2X_2$$

$$Y = -0.816 + 0.411X_1 + 0.508X_2$$

The multiple linear regression equation mentioned above has the following meaning:

1. Constant value (a) = -0.816  
A constant value of -0.816 means that if the independent variables consisting of performance expectancy (X1) and trust (X2) have no value.
2. The value of the regression coefficient b1 = 0.411  
The value of the regression coefficient b1 is 0.411, meaning that if performance expectancy (X1) increases by one unit assuming the trust variable (X3) is constant, the decision to use mobile banking Livin' (Y) will increase by 0.411 units.
3. The value of the regression coefficient b2 = 0.508  
The value of the regression coefficient b2 is 0.508, meaning that if trust (X2) increases by one unit assuming the variable performance expectancy (X1) is constant, the decision to use mobile banking Livin' (Y) will increase by 0.508 units.

**Analysis of the Coefficient of Determination**

The coefficient of determination is used to measure the percentage contribution given by performance expectancy and trust to changes that occur in decision variables using Livin' mobile banking. From the results of data processing, the coefficient of determination is obtained as follows.

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**Table 7.** Analysis of the Determination Coefficient Results

Summary model				
Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.897a	.805	.800	1,588

a. Predictors: (Constant), X2.TOTAL, X1.TOTAL  
b. Dependent Variable: Y. TOTAL

The results shown in Table 7 show that the coefficient of determination (R Square) is 0.805, which means that the influence of the independent variables consisting of performance expectancy (X1) and trust (X2) on the dependent variable, namely the decision to use mobile banking Livin' (Y) is very high. strong because the resulting coefficient of determination is in the range of 0.80-1.000.

The magnitude *Adjusted R Square* is 0.800. This value means that the percentage contribution of the independent variables consisting of performance expectancy (X1) and trust (X2) is 80.0%. While the remaining 20.0% is influenced by other variables not examined.

### Hypothesis testing

Testing the hypothesis in this research using the t test. Based on the results of data processing using the SPSS version 25 program, the results of multiple linear regression are obtained as follows:

**Table 8.** Hypothesis Test Results

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.816	1.128		-.724	.472
	X1.TOTAL	.411	.076	.445	5.442	.000
	X2.TOTAL	.508	.082	.508	6.211	.000

a. Dependent Variable: Y.TOTAL

Based on the results of hypothesis testing using the t test can be explained as follows.

1. Effect of performance expectancy on the decision to use  
Partial test results obtained t value calculated for the effect of performance expectancy on the decision to use of 5.442. The significant level obtained is 0.000 which is smaller than 0.05. According to the results obtained, it can be explained that performance expectancy has a significant effect on the decision to use Livin' mobile banking for Bank Mandiri customers so that H1 is accepted.
2. The effect of trust on the decision to use  
Partial test results obtained t value calculated for the influence of trust on the decision to use of 6.211. The significant level obtained is 0.000 which is smaller than 0.05. According to the results obtained, it can be explained that trust has a significant effect on the decision to use Livin' mobile banking for Bank Mandiri customers so that H2 is accepted.

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**DISCUSSION****Explanation of Discussion**

The results of this research are supported by previous research conducted by Mardlotillah (2022) and Khairunnisak (2020) who found that performance expectancy can have a significant influence on usage decisions. The path coefficient of performance expectancy on the decision to use is positive at 0.411 with a significant t-test result of 0.000 which is smaller than 0.05 so that H1 is accepted. This shows that Bank Mandiri customers' belief that the use of Livin' mobile banking will be beneficial in improving performance when using banking services influences the decision to use Livin' mobile banking.

Bank Mandiri customers are more inclined to use the Livin' mobile banking service because it is considered that the mobile banking service will facilitate and speed up banking transactions thereby increasing user performance. This is supported by the opinion of Farah et al. (2018) that mobile banking service applications can increase flexibility, save time, and enable effective access to information, thereby increasing consumer perceived performance expectations. The greater the customer feels that the use of mobile banking will improve their performance, the greater the use of mobile banking services.

**Explanation of Discussion**

The results of this research are supported by previous research conducted by Amaral and Watu (2021) which found that user trust can have a significant influence on the decision to use a technology. The path coefficient generated by the trust variable on the decision to use is positive at 0.508 with a significant t-test result of 0.000 which is smaller than 0.05 so that H2 is accepted. This shows that the perception of Bank Mandiri customers that Livin' mobile banking services consistently meet their expectations influences the decision to use Livin' mobile banking.

Trust is an important factor in using Livin' mobile banking. This is because customers are becoming more sensitive in terms of financial matters because they are worried about security in transactions using banking technology. As explained by Alalwa et al. (2015) that customers are more sensitive in terms of financial service issues so they rely on trust as a mechanism to reduce concerns about a financial technology and support decisions to use that technology.

**IMPLICATIONS**

Based on the research results, it can be concluded that the performance expectancy and trust variables influence the decision to use Livin' mobile banking. On the other hand, the results of descriptive analysis research have several managerial implications that must be considered. Some aspects that need attention are:

**Performance Expectancy Variable**

Indicators for measuring performance expectancy according to Saparudin et al. (2020) consists of:

- 1) Transaction speed relates to the ability to provide banking transaction services to customers quickly.
- 2) Innovation is related to the ability to understand the needs and desires of customers.
- 3) Time efficiency relates to the ability to provide banking services without requiring a lot of time and flexibility to access.

**Performance Expectancy Variable**

Measurement of the trust variable based on indicators from Hana (2019) consists of:

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- 1) Integrity includes openness, fulfillment, loyalty, honesty, relevance and reliability of a company's services.
- 2) Benevolence is attention and motivation to take action according to the interests of consumers.
- 3) Competency can be interpreted as the needs and desires of consumers that can be fulfilled by the company. This is related to the ability to ensure a sense of security in transactions.

**Decision Variables Using Mobile Banking**

The indicators used to measure the decision to use mobile banking are based on Latief and Dirwan (2020) which consist of recognition of needs, information search, alternative selection, decision making, response after use.

**CONCLUSION**

The conclusions of this research are as follows:

Performance expectancy has a significant effect on the decision to use Livin' mobile banking for Bank Mandiri customers so that the first hypothesis is accepted. The higher the ability of Livin' mobile banking to improve the performance of its users, the higher the decision of Bank Mandiri customers to use Livin' mobile banking. Trust also has a significant effect on the decision to use Livin' mobile banking for Bank Mandiri customers so that the third hypothesis is accepted. The higher the trust of Bank Mandiri customers in Livin' mobile banking, the higher the decision to use Livin' mobile banking.

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With regard to performance expectancy, Bank Mandiri management should always innovate by providing features that suit customer needs, such as adding features to make transactions via Livin' mobile banking not only using a PIN but also fingerprints. So customers who don't remember their PIN can still make transactions or access Livin' mobile banking. With regard to trust, the management of Bank Mandiri should be able to increase its reliability in meeting the financial transaction needs of customers. For this reason, supervision of the Livin' mobile banking system needs to be improved and inform customers immediately through various official social media platforms if there is a problem with the system.

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