Letter of Acceptance

Dear Sandra Yunita (Paper #087),

Congratulations!!! On behalf of the IConBEM 2020 program committee, we are pleased to inform you that your paper has been accepted for presentation at IConBEM 2020 conference. The conference will be held on February 01st, 2020, in Surabaya, Indonesia. Please follow the listed points to prepare your final version of your paper/abstract:

1. Please revise your abstract based on reviewers' comments below (if any). You should consider putting the affiliation name correctly.
2. Please update your revised version of the abstract to the Easychair submission system with the full paper attached.
3. Please register for the conference according to the scheduled date. At least one author of each paper needs to register. The registration account is: https://ecommpg.klikbca.com/BCAPGW/Payment/Link?plid=3174
4. Please directly inform us (Mrs.Anandita- +62-817-035-40-888, or Mrs.Muniroh- +62-851-3247-9080) after you complete the registration payment. Otherwise, we will assume that your paper will be withdrawn automatically.
5. Please visit the conference website to find all the information and updates about the conference venue, location, and conference program.
6. Please note that each accepted paper/abstract should be presented at the conference.

We look forward to meeting you at the IConBEM venue.

Best Regards,

Dr. Ir. Arman Hakim Nasution, M.Eng.Sc
IConBEM 2020 Conference Chair

Important Dates:

- Early Bird Registration: December 20th, 2019
- Final Paper/ Camera Ready Submission: January 03rd, 2020
- Late Registration: January 05th, 2020
- Conference Date: February 1st, 2020
Reviewer’s Comments

The author submit the research entitled "The effects of mobile payment dimensions toward continuance intention in Surabaya", which we found interesting. The author can project the overall research summary and tell all the essentials aspects such as contributions and a bit detail in methodology. The reader can grasp the idea from this abstract quite easily.
The Effects of Mobile Payment Dimensions toward Continuance Intention in Surabaya

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Abstract – The 4.0 industrial revolution allows people to make payments using mobile devices which is called mobile payment. Mobile payment users in Indonesia have enlarged a significant improvement in the last few years. However, the use of mobile payment in Indonesia has not dominated yet. Most of the payments that they use are ATM Transfers, debit cards, and internet banking. These indicate the lack of continuance intention in using a mobile payment. The aim of this study is to examine the effects of mobile payments dimension (mobility, customization, security, reputation), service quality toward continuance intention through trust, and also the effects of trust toward continuance intention through perceived risk. The data used in this study are obtained through a research questionnaire. Respondents in this study were 170 Go-Pay and OVO users domiciled in Surabaya who made transactions with Go-Pay and OVO at least twice in the last few months. The sampling method of this study was non-probability sampling. This study uses a quantitative approach with the Structural Equation Modeling (SEM) method for statistical test. SEM analysis was carried out using the Analysis of Moment Structures (AMOS). The results of this study indicate that mobility and security have a significant positive effect on trust. In the other hand customization, reputation, and service quality do not affect trust. Trust has a significant positive effect on continuance intention and perceived risk. Meanwhile, the perceived risk made a significant negative effect on continuance intention.

Keywords - Mobile Payment, Mobility, Customization, Security, Reputation, Trust, Perceived Risk, Continuance Intention

I. INTRODUCTION


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