



HOW INTENTION TO USE MOBILE PAYMENT IN INDONESIA FORMED? THE ROLE OF INNOVATIVENESS, USEFULNESS, RISK, AND USER STRESS

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ABSTRACT

Purpose: This study aims to examine the effect of perceived satisfaction, perceived usefulness, perceived risk, and perceived trust variables on the intention to use mobile payment in Indonesia.

Method: This study is causal research that was tested empirically by using questionnaire data of 300 respondents who have used Gopay mobile payment (largest mobile payment in Indonesia) at least 3 times in the last 3 months. The analysis of this study used Structural Equation Modeling (SEM) with SPSS and AMOS software.

Results and Conclusion: The results show that innovativeness and perceived ease of use has a positive and significant effect on perceived usefulness, stress has a negative and significant effect on perceived usefulness, while perceived satisfaction, perceived usefulness, and perceived trust have a positive and significant effect on the intention to use mobile payment Gopay in Indonesia.

Originality/value: This study tries to close the gap between the research of Cabanilas et al. (2020) and Leiva et al. (2017) by replicating the model using the largest mobile payment in Indonesia. The study drew a large sample up to cover 15 provinces in Indonesia. University of Surabaya, Surabaya, Indonesia.

Keywords: Innovativeness, Perceived Usefulness, Perceived Risk, Intention to Use Mobile Payment.

COMO A INTENÇÃO DE USAR O PAGAMENTO MÓVEL NA INDONÉSIA FORMADO? O PAPEL DA INOVAÇÃO, UTILIDADE, RISCO E ESTRESSE DO USUÁRIO

RESUMO

Objetivo: Este estudo tem como objetivo examinar o efeito da percepção de satisfação, percepção de utilidade, percepção de risco e percepção de variáveis de confiança sobre a intenção de utilizar o pagamento móvel na Indonésia.

Método: Este estudo é uma pesquisa causal que foi testada empiricamente usando dados de questionário de 300 entrevistados que usaram pagamento móvel Gopay (maior pagamento móvel na Indonésia) pelo menos 3 vezes nos últimos 3 meses. A análise deste estudo utilizou Modelagem de Equações Estruturais (SEM) com software SPSS e AMOS.

Resultados e Conclusão: Os resultados mostram que a inovação e a percepção da facilidade de uso têm um efeito positivo e significativo na percepção da utilidade, o estresse tem um efeito negativo e significativo na percepção da utilidade, enquanto a percepção da satisfação, a percepção da utilidade e a percepção da confiança têm um efeito positivo e significativo na intenção de usar o pagamento móvel Gopay na Indonésia.

Originalidade/valor: Este estudo tenta diminuir a distância entre a pesquisa de Cabanilas et al. (2020) e Leiva et al. (2017), replicando o modelo usando o maior pagamento móvel em Indonésia. O estudo fez uma grande amostra de 15 províncias da Indonésia. Universidade de Surabaya, Surabaya, Indonésia.

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Palavras-chave: Inovatividade, Percepção de Utilidade, Percepção de Risco, Intenção de Utilizar Pagamento Móvel.

¿CÓMO SE FORMÓ LA INTENCIÓN DE USAR EL PAGO MÓVIL EN INDONESIA? EL PAPEL DE LA INNOVACIÓN, LA UTILIDAD, EL RIESGO Y EL ESTRÉS DEL USUARIO

RESUMEN

Propósito: Este estudio tiene como objetivo examinar el efecto de la satisfacción percibida, la utilidad percibida, el riesgo percibido y las variables de confianza percibida en la intención de usar el pago móvil en Indonesia.

Método: Este estudio es una investigación causal que se probó empíricamente utilizando los datos del cuestionario de 300 encuestados que han utilizado el pago móvil de Gopay (el mayor pago móvil en Indonesia) al menos 3 veces en los últimos 3 meses. El análisis de este estudio utilizó el Modelado de Ecuaciones Estructurales (SEM) con software SPSS y AMOS.

Resultados y Conclusión: Los resultados muestran que la innovación y la facilidad percibida de uso tiene un efecto positivo y significativo en la utilidad percibida, el estrés tiene un efecto negativo y significativo en la utilidad percibida, mientras que la satisfacción percibida, la utilidad percibida y la confianza percibida tienen un efecto positivo y significativo en la intención de usar el pago móvil Gopay en Indonesia.

Originalidad/valor: Este estudio trata de cerrar la brecha entre la investigación de Cabanilas et al. (2020) y Leiva et al. (2017) al replicar el modelo utilizando el mayor pago móvil em Indonesia. El estudio extrajo una gran muestra para cubrir 15 provincias de Indonesia. Universidad de Surabaya, Surabaya, Indonesia.

Palabras clave: Innovación, Utilidad percibida, Riesgo Percibido, Intención de Utilizar el Pago Móvil.

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1 INTRODUCTION

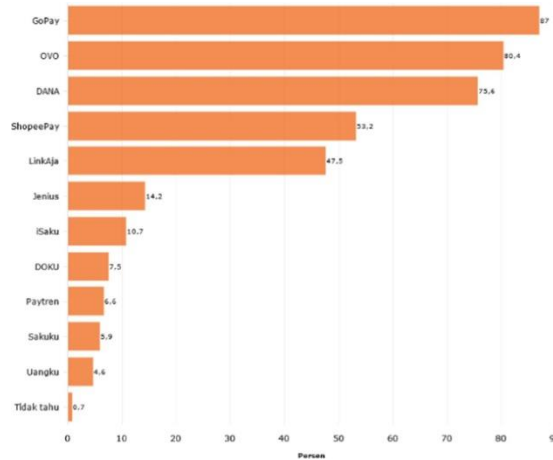
Innovation and new technological advances today not only have an impact on business, but also on consumer behavior (Yakut, 2022). Technology not only makes it easier for consumers to search for information, but also in terms of payment methods. One of the rapid growth in Indonesia today is the use of non-cash payment methods, better known as e-money. This growth is supported by central bank's (Bank Indonesia) policy, which since 2013 has proposed the "National Cashless Movement," aiming to provide convenience for its users and reduce handling costs from financial institutions.

The 2021 data shows that the most frequently used digital payments in Indonesia are e-wallet and virtual accounts. These two payment methods dominate 80% of the payment methods (Rossa, 2021). One of the biggest e-wallets today is Gopay, which is a product of Decacorn Gojek. A survey shows that Gopay is the most popular e-wallet service in Indonesia today (Lidwina, 2020) and it is also the highest monthly e-wallet in Indonesia (Ryza, 2019).



Figure 1

Percentage of e-wallet users in Indonesia



Source: Pahlevi, 2022

This study is based on the gaps found in Cabanillas et al. (2020) and Leiva et al. (2017). In Cabanillas et al. (2020), all variables, which are innovativeness, stress, perceived ease of use, perceived satisfaction, perceived usefulness, perceived risk, and perceived trust, have a significant effect on the intention to use mobile payment, while in Leiva et al. (2017),

perceived usefulness and perceived risk do not have a significant effect on the intention to use mobile payment. This study replicates Cabanillas et al. (2020) with Gopay as the research object.

In Cabanillas et al. (2020), innovativeness is defined as the willingness of users to try a new information technology which is a payment service through cellular media, where innovation is considered to play an important role in determining user perceptions of technology adoption. Yi et al. (2006) state that innovativeness can affect perceived usefulness and the intention of user behavior to use new technology. Personal innovation and perceived usefulness can be closely related and are strong determinants of users' intentions to use mobile payment services, so the following hypothesis is proposed.

H1: Innovativeness has a positive effect on Perceived Usefulness.

Stress refers to a situation where individuals experience an inability to adapt to something new, experience increased sensitivity, and can have negative impacts, such as fatigue, headaches, restlessness, and irritability (Tarafdar et al., 2014). Consumers who are stressed and nervous are very resistant to change and will affect the acceptance of payment services such as trading activities through mobile media (Venkatesh & Davis, 2003). Individuals who feel anxious, stressed, and nervous when trying and using new technology may



refuse to use technology and prefer to make payments by traditional methods Swilley (2010). Based on these arguments, the second hypothesis is proposed as follows.

H2: Stress has a negative effect on Perceived Usefulness.

Perceived ease of use is defined as the ease with which the process of using any technology services such as cellular trading or mobile payments can be made Leiva (2017). Another definition describes perceived ease of use as the degree to which a person believes that using a particular system would be free of effort Davis et al., (1989). Consumers believe easy-to-use technology will be very useful and lead to technology adoption such as payments using mobile payment services Venkatesh et al., (2012). Thus, the technology that is easy to use will be felt useful. The third hypothesis is as follows.

H3: Perceived Ease of Use has a positive effect on Perceived Usefulness.

Satisfaction refers to a psychological or emotional state resulting from a cognitive assessment of the gap between expectations and the actual performance of an information system (Natarajan et al., 2017; Oliver, 1981). Perceived satisfaction is a general evaluation of a product by customers, which is related to both whether or not the product meets the needs and desires of customers (Hossain et al., 2018). Users with a high level of satisfaction will have a higher intention to use technology (Hung et al, 2007; Kim & Lee, 2014; Rahi et al., 2020). We proposed hypotheses 4 as follows.

H4: Perceived satisfaction has a positive effect on the Intention to use mobile payment on Gopay in Indonesia.

Perceived usefulness is the level where consumers believe that using a certain system will help improve their work performance (Davis et al., 1989; Chen & Aklikokou, 2019). Several studies confirm that when users perceive a higher level of perceived usefulness, users will have a greater intention to use the payment system (Cabanillas et al., 2020; Kim et al., 2015; Singh, 2020). The fifth hypothesis is as follows.

H5: Perceived usefulness has a positive effect on the Intention to use mobile payment on Gopay in Indonesia.

According to Bauer (1960) and Leiva et al., (2017), perceived risk is a consumer's perception of the uncertainty and unfavorable consequences perceived by consumers related to consumer expectations while using certain products or services. Perceived risk reflects the consumer's perception of the uncertainty of the results related primarily to finding and selecting product or service information before deciding to use it (Cunningham, 2005). Furthermore, Luna et al. (2015) stipulates that risk negatively affects the use of cellular payment systems as



well as consumer perceptions of the uncertainty and adverse consequences of making transactions using mobile payment methods. The sixth hypothesis is as follows.

H6: Perceived risk has a negative effect on the Intention to use mobile payment on Gopay in Indonesia.

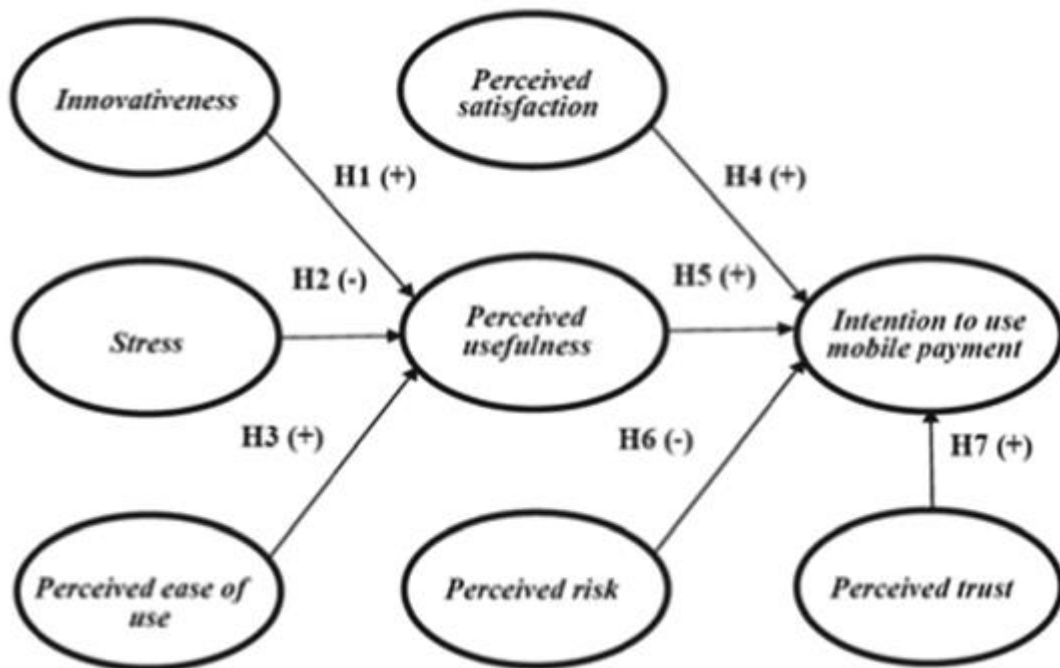
According to Morgan & Hunt (1994), trust is the willingness of users to rely on partners who are considered to have integrity related to qualities such as competence, honesty, responsible, etc. The existence of trust can ease someone to understand, control, and monitor a situation. On the other hand, Singh & Sirdeshmukh (2000) define trust in B2C e-commerce as a psychological state that induces acceptance of the vulnerability of people who trust and is based on favorable expectations about the intentions and behavior of others. According to Leiva et al. (2020), trust is used to understand the intention to use easily, based on the idea that trust will reduce the effort expended to understand, control, and monitor a situation. The higher the trust, the greater the intention to use technology; thus the seventh hypothesis is as follows.

H7: Perceived trust has a positive effect on the Intention to use mobile payment on Gopay in Indonesia.

All seven hypotheses in this study can be seen in Fig. 2. There are five hypotheses with a positive direction and two hypotheses with a negative direction.



Figure 2
Research model



2 RESEARCH METHODS

This study is basic causal research. A quantitative approach was used in this study by collecting data in the form of a survey. The collected data were processed using the Structural Equation Modeling (SEM) technique using SPSS 25 and AMOS 22.0 software.

The level of measurement in this study is the interval. The type of measurement scale used was a 5-point numerical scale. The greater the score or, the more to the right indicates that the respondent increasingly agrees with the statement. All variables in this study consist of 3–5 indicators. The target population of this study was all mobile payment users who have used Gopay mobile payment for a minimum period of 6 months. The characteristics of the population were: (1) have mobile payment Gopay at least three times in the last 3 months, (2) aged at least 18 years old, and (3) domiciled in Indonesia. The distribution of the questionnaires was carried out online using a google form to 300 respondents.



3 RESULTS AND DISCUSSION

Validity and reliability testing were carried out with 30 initial respondents. Question items on the questionnaire can be categorized as valid because the Pearson correlation item value with a total value greater than 0.361 and has a significance below 0.05 ($\alpha = 5\%$). The results of Cronbach's alpha show a value above 0.6, so all indicators can meet the valid and reliable criteria.

In the measurement model test, the parameter results have met the criteria (CMIN/DF = 1.386; RMSEA = 0.036; GFI = 0.889; CFI = 0.968; TLI = 0.963). The next stage was to test the validity and reliability of the constructs. The validity of the constructs can be reviewed through standardized loading and Average Variance Extracted (AVE) with a minimum value of 0.5. Reliability can be seen from Construct Reliability (CR) value above 0.6. All the results meet the criteria so that they can be continued to the structural model test.

Structural model testing show that all parameters met the specified criteria (CMIN/DF = 1.585; RMSEA = 0.044; GFI = 0.874; TLI = 0.950; CFI = 0.944). There is one parameter that falls in the "marginal fit" category but is still acceptable and hypothesis testing can be done (Tables 1 and 2).

The results of hypothesis testing indicate that all hypotheses in this study are supported. The variable that most strongly influences perceived usefulness is innovativeness, while the negative effect of "stress" is smaller than the other variables. H1 has a standardized estimate value of 0.457, a critical ratio value of 5.451, and a p-value of 0.001***. These results show a positive and significant influence between Innovativeness and Perceived usefulness. These results are consistent with previous research conducted by Cabanillas et al. (2020), which states that Innovativeness (I) has a positive effect on the Perceived Usefulness (PU) variable and is a strong determinant of user desire to continue using mobile payment services (Fig. 3).

The second hypothesis examines the relationship between the Stress (S) and Perceived Usefulness (PU) variables. H2 has a standardized estimate value of -0.154, a critical ratio value of -2.406, and a p-value of 0.016. These results indicate a negative and significant effect between the two variables. The results of this study are in accordance with previous research conducted by Cabanillas et al. (2020), which states that Stress



Table 1

Goodness of Fit Measurement Model

Parameters	Criteria	Result	Conclusion
CMIN/DF	CMIN/DF ≤ 3	1.386	Good Fit
RMSEA	RMSEA ≤ 0.08	0.036	Good Fit
GFI	GFI 0.8–0.9	0.889	Marginal Fit
CFI	CFI ≥ 0.95	0.968	Good Fit
TLI	TLI ≥ 0.95	0.963	Good Fit

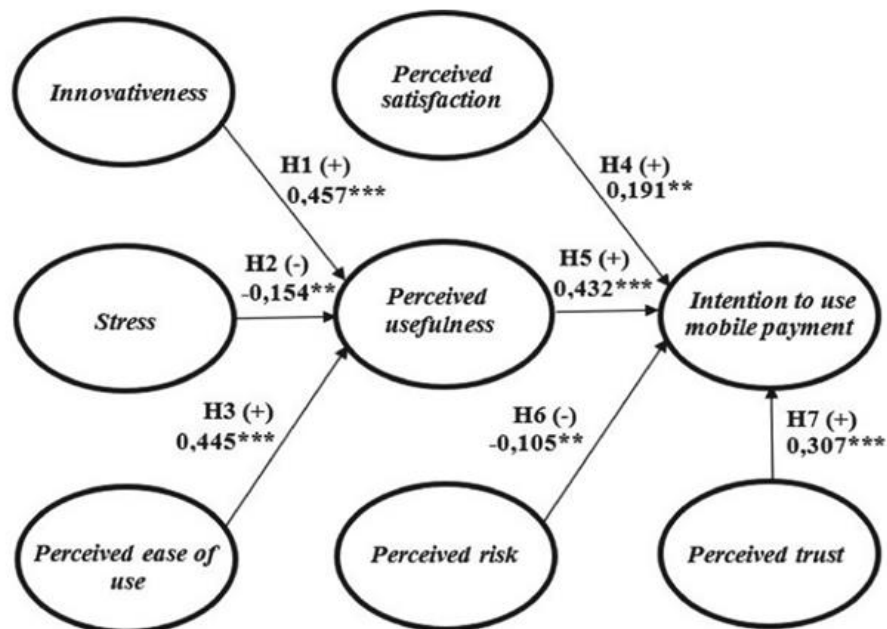
Table 2

Hypothesis Testing Results

Hypothesis	Standardized Estimate	C.R.	P-value	Result
H1 (+)	0.457	5.451	***	Supported
H2 (-)	-0.154	-2.406	0.016	Supported
H3 (+)	0.445	6.06	***	Supported
H4 (+)	0.191	2.822	0.005	Supported
H5 (+)	0.432	4.87	***	Supported
H6 (-)	-0.105	-1.979	0.048	Supported
H7 (+)	0.307	3.639	***	Supported

Figure 3

Results of Hypothesis testing



Stress (S) has a negative effect on the Perceived Usefulness (PU) variable. The complexity or difficulty in using the Gopay mobile payment application will have a significant impact on the perception of the usefulness of the application. This stress exists when users



perceive Gopay as a complex, complicated, time-consuming, and mind-consuming means of payment.

The third hypothesis has a standardized estimate value of 0.445 and a critical ratio value of 6.06, and a p-value of 0.001***. These results show a positive and significant effect between Perceived Ease of Use (PE) on the Perceived Usefulness (PU) variable. These results are in accordance with the results of previous studies conducted by Leiva et al. (2017) and Cabanillas et al. (2020), which reveal that Perceived Ease of Use (PE) has a positive effect on the Perceived Usefulness (PU) variable.

The fourth hypothesis examines the relationship between the Perceived Satisfaction (PS) variable and the Intention to Use Mobile Payment (IU) variable. These results show the standardized estimate value of 0.191, the critical ratio value of 2.822, and the p-value of 0.005. This shows a positive and significant influence between the two variables. These results are in accordance with the results of previous research conducted by Cabanillas et al. (2020), which says that Perceived Satisfaction (PS) has a positive effect on the Intention to Use Mobile Payment (IU) variable.

The fifth hypothesis examines the relationship between the Perceived Usefulness (PU) variable and the Intention to Use Mobile Payment (IU) variable. The test results show a standardized estimate of 0.432, a critical ratio value of 4.87, and a p-value of 0.001***, indicating a positive and significant effect between the two variables. These results are in accordance with the results of previous research conducted by Cabanillas et al. (2020), which reveal that Perceived Usefulness (PU) has a positive effect on the Intention to Use Mobile Payment (IU) variable.

The sixth hypothesis examines the relationship between the Perceived Risk (PR) variable and the Intention to Use Mobile Payment (IU) variable. The test results show the standardized estimate value of -0.105 , a critical ratio value of -1.979 , and a p-value of 0.048, indicating a negative and significant effect between the two variables. These results are in accordance with the results of a previous study conducted by Cabanillas et al. (2020), which shows that Perceived Risk (PR) has a negative effect on the Intention to Use Mobile Payment (IU) variable.

The seventh hypothesis examines the relationship between the Perceived Trust (PR) variable and the Intention to Use Mobile Payment (IU) variable. The resulting standardized estimate is 0.307, the critical ratio is 3.639, and the p-value is 0.001***, indicating a positive and significant effect between the two variables. These results are in accordance with the results of previous studies conducted by Leiva et al. (2017) and Cabanillas et al. (2020), which confirm



that Perceived Trust (PT) has a positive effect on the Intention to Use Mobile Payment (IU) variable.

Overall, this model shows that although stress and perceived risk have a significant negative effect on the formation of Intention to use mobile payments, the magnitude of the effect is much smaller than other variables. Thus, it can be said that the effect of the positive variable is much stronger than the inhibiting variable. The most powerful variable that shapes perceived usefulness is innovativeness, thus Gopay, as the largest mobile payment in Indonesia must encourage the development of the latest innovations in its payment system that facilitates customers. Another important variable is customer trust in Gopay. This trust is obtained from experience gained while using the service and will strengthen the Intention to continue using Gopay.

4 CONCLUSION

The limitation of this research is that the object was only Gopay as the largest mobile payment in Indonesia. Further research can be carried out with more diverse mobile payment objects. This study also still has limitations from the distribution of respondents who do not represent the population of Indonesian users. Further research can use a sampling technique that can represent the user population in Indonesia.

In the future, Gopay can develop its application by using the user' fingerprint, as currently, the application asks users to enter a pin code consisting of six numbers manually when making payments. This is done to make consumers increasingly think that Gopay's mobile payment service is easy to use, and the perceived convenience will encourage users to use Gopay more frequently.

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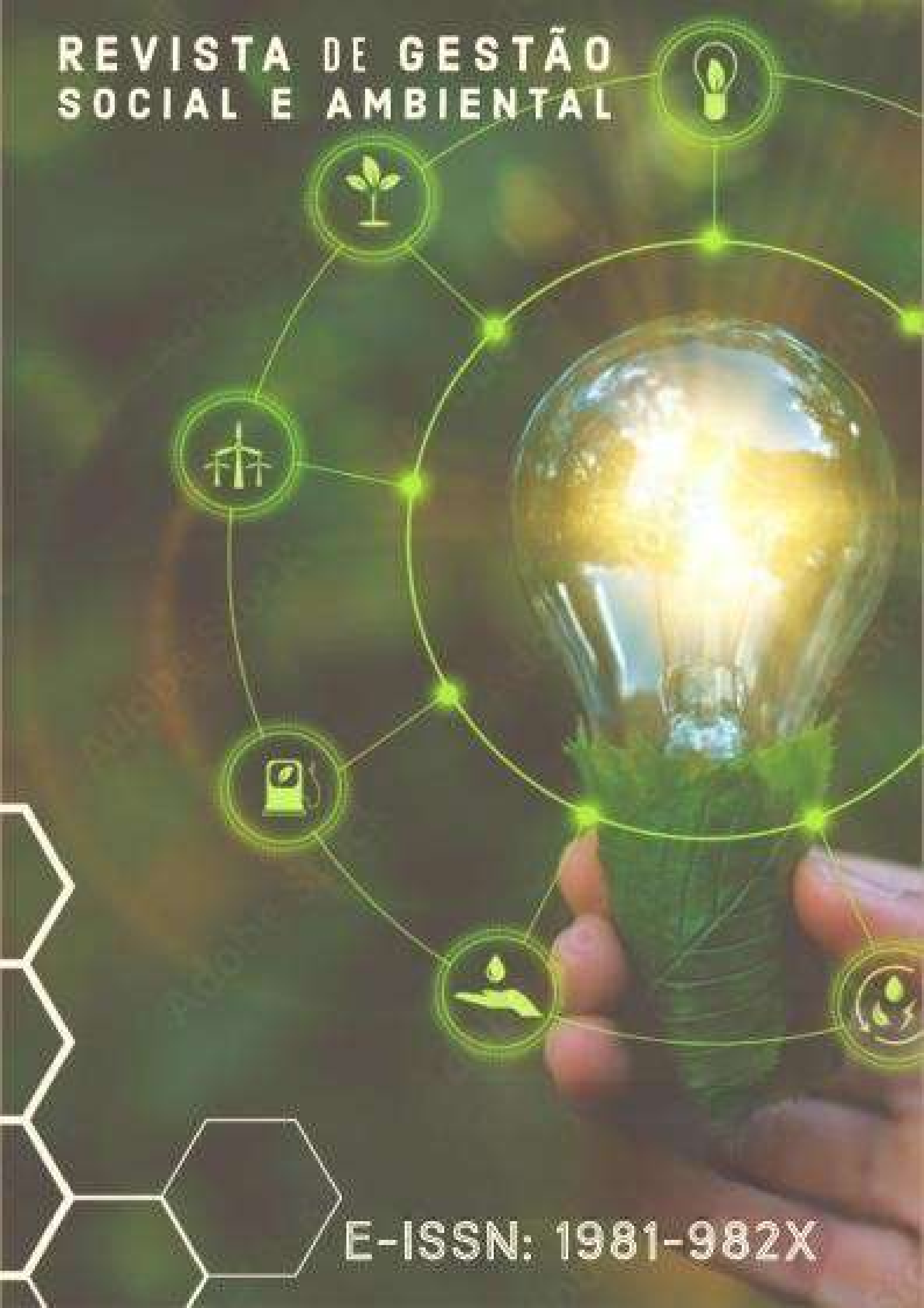


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PUBLISHED: 2024-04-04

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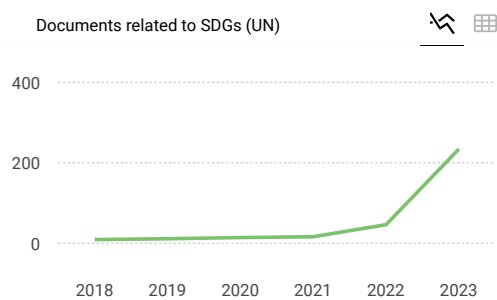
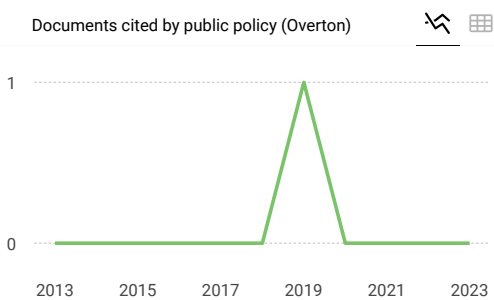
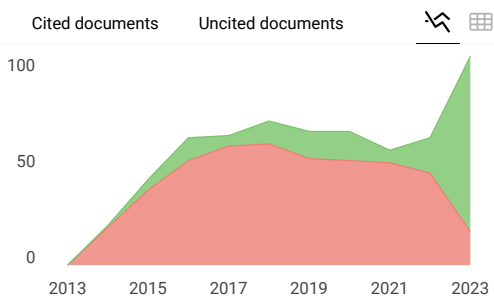
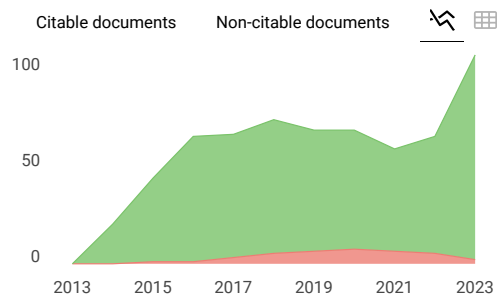
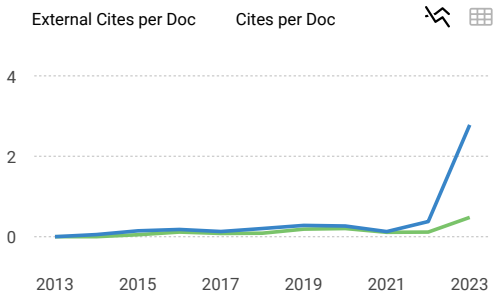
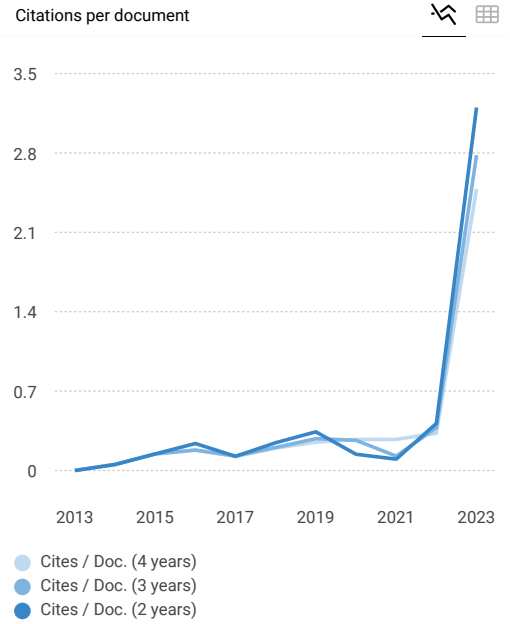
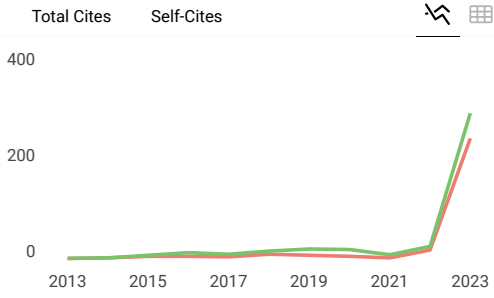
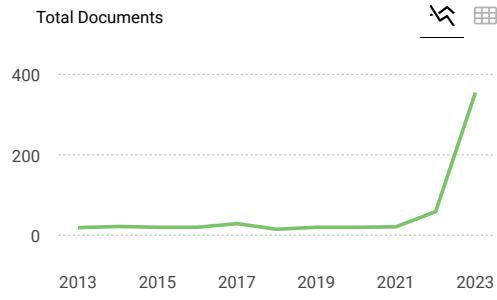
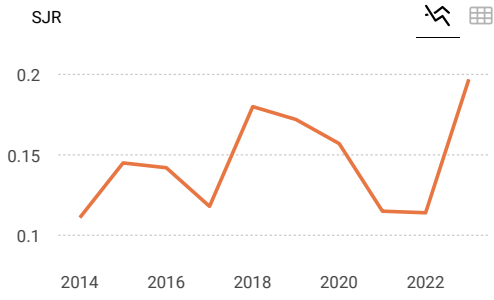
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Melanie Ortiz 7 days ago

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A **Ayus A Yusuf** 3 weeks ago

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Melanie Ortiz 3 weeks ago

SCImago Team

Dear Ayus,
Thank you for contacting us.
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Harliantara Harliantara 1 month ago

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Melanie Ortiz 1 month ago

SCImago Team

Dear Xu Jim Pi,
Thank you very much for your comment. We suggest you contact the Scopus support team here: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards, SCImago Team

D **DESCONTINUADA DE SCOPUS** 1 month ago

Esta revista ya ya perdió la indexación en Scopus.
No se dejen engañar. Tengan mucho cuidado.

reply

C **Chokchai Alongkrontuksin** 1 month ago

Dear sir
I have checked from SJR and SCOUS on 22 Apr 2024 and SCOPUS on 2 May 2024, website showed that cover 2013-present but today I check again it show that cover 2013-2024 (discontinued). I have some question to ask you, Does journal active to 2024?

reply



Melanie Ortiz 1 month ago

SCImago Team



Dear Chokchai,
Thank you very much for your comment.
We suggest you consult the Scopus database directly to see the current index status as SJR is a static image of Scopus, which is changing every day.
The Scopus' update list can also be consulted here:
<https://www.elsevier.com/solutions/scopus/how-scopus-works/content>
For further information, please contact Scopus support team here: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards, SCImago Team

S **Shameem** 1 month ago

For everyone's information, this journal is discontinued from SCOPUS

reply

K **Keiko** 1 month ago

Me lasquei, acabei de enviar artigo pra essa revista, justamente pela indexação scopus.

D **djoko siswanto muhartono** 1 month ago

Dear...

I ask Author ID Scopus from my article was published tommorrow. Thanks

Best Regards, SCImago Team

reply



Melanie Ortiz 1 month ago

SCImago Team

Dear Djoko,

Thank you very much for your comment. We suggest you contact the Scopus support team: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/

Best Regards, SCImago Team

D **Djjoko Siswanto Muhartono** 1 month ago

Dear

My published article with the title:

ACHIEVING SUSTAINABLE QUALITY EDUCATION TARGETS: A CASE STUDY
IN EAST JAVA, INDONESIA (Author: Djoko Siswanto Muhartono)

On page 9 under Table 2, it is still in Bahasa Indonesia. I asked for help to change in English. Thank you very much ...

reply



Melanie Ortiz 1 month ago

SCImago Team

Dear Djjoko,

Thank you for contacting us.



We are sorry to tell you that SCImago Journal & Country Rank is not a journal. SJR is a portal with scientometric indicators of journals indexed in Elsevier/Scopus. We suggest you contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team

M **Marie B Salazar** 2 months ago

Some of my articles that were published and did not appear in Scopus have now been indexed this week! I just sent another article for evaluation!

reply

P **Pyan** 1 month ago

Thanks. Yes true, my article was indexed in scopus now.



Melanie Ortiz 1 month ago

SCImago Team

Dear Marie,
thank you very much for your comment. We suggest you contact the Scopus support team here: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards, SCImago Team

R **ROSMARIA** 2 months ago

Hello, I have done paymnet in this journal. Please continued to publication.
please answer my email

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Rosmaria,
Thank you for contacting us.
We are sorry to tell you that SCImago Journal & Country Rank is not a journal. SJR is a portal with scientometric indicators of journals indexed in Elsevier/Scopus. We suggest you contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team

R **Rusdiman AB** 2 months ago

i wan submitting

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Rusdiman,
Thank you for contacting us.
We suggest you visit the journal's homepage (See submission/author guidelines) or contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team

J Juanda 2 months ago

Thank you for publishing our article, I hope the journal RGSA continues to maintain Q3 towards Q2

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Juanda, thanks for your participation! Best Regards, SCImago Team

O Omar H Farhuk 2 months ago

RGSA is an excellent Journal. I sent my article, the editor returned it for evaluation and I received very important comments that greatly improved my research. I strongly recommend RGSA Journal.

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Omar, thanks for your participation! Best Regards, SCImago Team

J Jose Carlos Perez 2 months ago

Lamentablemente, la revista ha adoptado prácticas cuestionables, como la publicación en Scimago para aparentar normalidad, a pesar de que la situación real es muy diferente. Es evidente cómo ha CRECIDO la cantidad de publicaciones este año EN SU PAGINA WEB y cómo DESDE FEBRERO ninguna nueva aparece en Scopus. Desde que OpenAcces tomó el control de la revista, ha cambiado drásticamente hacia un enfoque más orientado a obtener ganancias económicas. Esto se refleja en revisiones editoriales apresuradas que han resultado en una baja en la calidad de los artículos. Actualmente, la revista está siendo evaluada por Scopus y existe la posibilidad de que sea eliminada, un destino que comparten otras revistas bajo la misma administración. Es crucial mantenernos alerta y preservar la integridad de la publicación académica.

reply

V Victor Pablo 2 months ago

Una excelente revista en el campo ambiental. En mi publicación, las notas de los evaluadores fueron muy importantes para mejorar la investigación publicada.

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Victor, thanks for your participation! Best Regards, SCImago Team

V **Victor Campos** 2 months ago

Desde que fue adquirida por OpenAcces, la revista ha tomado un giro preocupante hacia prácticas orientadas al lucro. El enfoque editorial ha cambiado, con revisiones apresuradas que llevan a publicaciones de baja calidad. Actualmente bajo evaluación de Scopus, la revista enfrenta la posibilidad de ser discontinuada, un destino compartido por otras revistas bajo el mismo grupo. Debemos permanecer vigilantes para mantener la integridad de la publicación académica.

reply



Melanie Ortiz 2 months ago

SCImago Team

Dear Victor, thanks for your participation! Best Regards, SCImago Team

A **Anderson** 3 months ago

I highly recommend the RGSA Journal, I had two articles published. The journal moved up in scimago ranking to Q3

reply

J **Jabbour Al Maalouf** 2 months ago

But is it Scopus? or will it be discontinued? did the articles show on your Scopus profile?

J **Juan Pablo Luna** 2 months ago

Estimados colegas,

Quiero compartir con ustedes una preocupación que nos afecta como comunidad académica. Desde que la revista fue adquirida por la editorial OpenAcces hace más de un año, hemos presenciado un cambio alarmante en su dirección editorial. Se han implementado medidas cuestionables, como un proceso de revisión acelerada que carece de rigor y profundidad. Esto ha resultado en la publicación de artículos sin criterio y en un aumento significativo del volumen de contenido en cada edición.

Actualmente, la revista está siendo evaluada por Scopus y existe la posibilidad real de que sea discontinuada. Es importante destacar que la editorial es consciente de esta situación, por lo que ha introducido una política de no reembolso en caso de que la revista pierda su indexación. Sin embargo, mientras la revisión está en curso, la revista mantiene una apariencia de actualización en la base de datos de Scopus.

Este patrón de comportamiento ya ha afectado a otras revistas adquiridas por el mismo grupo editorial, como el "Journal of Law and Sustainable Development" y el "International Journal of Professional Business Review", que fueron discontinuadas debido a problemas similares.

Es fundamental que como comunidad académica estemos alerta ante estas prácticas y que

trabajemos juntos para preservar la integridad y calidad de nuestras publicaciones científicas.

G **Gustavo** 3 months ago

Estimados colegas, hace más de un año que esta revista fue comprada por la editorial OpenAcces, la cual solo tiene la intención de lucrar. Desde entonces se volvió depredadora y publica cualquier tipo de artículo, aunque el tema esté fuera de su alcance temático. Además, utilizan una "revisión acelerada" que no es más que un simple formalismo. Cuidense porque actualmente está siendo reevaluada por Scopus y será descontinuada, al igual que las revistas "Journal of Law and Sustainable Development" e "International Journal of Professional Business Review", ambas adquiridas por el mismo grupo editorial y que ya están descontinuas por el mismo problema.



Melanie Ortiz 3 months ago

SCImago Team

Dear Anderson, thanks for your participation! Best Regards, SCImago Team

F **Frank** 3 months ago

RGSA in Q3 rankings. Good performance. <https://www.scopus.com/sourceid/21100268407>.
<https://www.scimagojr.com/journalsearch.php?q=21100268407>

reply



Melanie Ortiz 3 months ago

SCImago Team

Dear Frank, thanks for your participation! Best Regards, SCImago Team

B **Bam** 3 months ago

Please dont subscribe to this journal. They are predatory. JIBP and this journal are the same

reply

S **SIRILO SUASTEGUI CRUZ** 2 months ago

Buenas tardes estimado investigador revise la revista que usted hace sus comentarios y pues me dejo muchas dudas, por eso recurro a usted si me podrías ayudar con algunas revista donde puedan publicar temas relacionados con el medio ambiente ya que me urge publicar en estos meses, espero pueda ayudarme saludos

J **Joseline Santos** 3 months ago

Why is this journal accept immediately even without a day? Is this a predatory journal?

reply

K **Karida Tisoc** 3 months ago

Indeed, the journal is heading towards being predatory, since it entered the review process in Scopus, it has started with bad practices such as accepting articles in one day, each volume has an abundant number of articles; It has also added the policy of no refunds if it is no longer indexed, unfortunately the review process lasts 3 to 4 months, which means that in that time you can receive many articles and continue to appear in Scopus as current.



Melanie Ortiz 3 months ago

SCImago Team

Dear Joseline,

Thank you for contacting us.

SJR is a portal with scientometric indicators of journals indexed in Scopus. All the data have been provided by Scopus /Elsevier and SCImago doesn't have the authority over this data. For further information about predatory journals or publishers, you can check the links below:

<https://beallist.weebly.com/>

<https://predatory-publishing.com/three-quick-ways-to-spot-a-predatory-journal/>

<https://www2.cabells.com/about-predatory>

Best regards, SCImago Team

R **Rodrigo Sanchez** 4 months ago

Please pay attention to your submissions to this journal, the journal is in the process of being reviewed by SCOPUS, in the meantime, no article will be indexed.

reply

H **hari** 4 months ago

is this journal listed as predatory?

R **Rodrigo Sánchez** 4 months ago

My suspicion grew as I began to receive emails soliciting the publication of articles in the journal, especially when the publication fee decreased from 990 to 600 USD. To confirm my doubts, I consulted with Scopus, and their response was that the journal is under review. This would explain why they have recently introduced limitations on reimbursements according to their policies.

A **Alditya** 4 months ago

Is that true? Where can i find it?

A **Antonio** 4 months ago

Dear Rodrigo,

where did you verify this statement?

A **Andriani Andriani** 5 months ago

is this journal still indexed in Scopus and SJR per 2024?

reply



Melanie Ortiz 5 months ago

SCImago Team

Dear Andriani, thank you very much for your comment. We suggest you consult the Scopus database directly. Keep in mind that the SJR is a static image (the update is made one time per year) of a database (Scopus) which is changing every day.

The Scopus' update list can also be consulted here:

<https://www.elsevier.com/solutions/scopus/how-scopus-works/content>

Best Regards, SCImago Team

A **Ajarn Charlie** 8 months ago

Be very careful to which email you send your paper and money too. Someone is pretending to be the editor(s) of RGSA (Revista de Gestão Social e Ambiental)- Environmental and social management journal

researchpublication463@gmail.com – This email sends the following:

Dear Researchers,

It is an honor to invite you to submit your research paper for our upcoming issue in Environmental and Social Management Journal (Revista de Gestão Social e Ambiental e-ISSN: 1981-982X), which is known for its Scopus indexed journal. The Environmental and Social Management Journal (Revista de Gestão Social e Ambiental e-ISSN: 1981-982X), is a scientific publication aiming to provoke discussion and dissemination of the social and environmental theme resulting from academic research. Its editorial line is grounded on issues relating to areas of social and environmental management and company policies. The publication fee is 500 Euro, and Articles will be published within two months.

editor.rgsa@gmail.com – this email sends an acceptance letter and invoice. No human name ever given. After many months of emails, it became obvious this email was not in charge of RGSA. We are still trying to get our article payment money returned. This email used the "European Sustainable Research Outreach" (ESRO) to process our payments.

loutteswanderley@gmail.com – This is the email given on the SJR portal site for the journal. All emails to this email went unanswered.

rgsa@openaccesspublications.org – this email says they are the real journal email but give no human name in their emails. They sent the following to my author teams:

"Dear author - All RGSA article submissions are made only via our official website, we do not accept submissions via e-mail, our publication guidelines as well as our fees are available on our official website as well. We do not work through agents, only with official submissions on our open access website. We always ask that all guidelines are read carefully so that there are no doubts about this and our official e-mail as well as telephone contact is also available on our website. We therefore suggest that you contact the means by which you submitted your work, as we cannot be held responsible once nothing has been submitted via our official means. We are sorry for what happened and are available for official submissions.

Best regards

Editorial team

The Environmental and Social Management Journal

As of 2023.11.11- The following publication fees are published on the website: Publication fee: R\$ 790,00 per article to be published (for Brazilians). Publication fee: 990 usd per article to be published (for other nationalities). –

reply

H **Hong Vu** 5 months ago

Dear,
Thank you very much.
The best way is to submit articles directly to the journal's system.
Best regards,

D **David Henrique** 9 months ago

This journal does not belong to Associação Nacional de Pós-Graduação e Pesquisa em Administração (ANPAD), as can be seen on the association's website (<https://anpad.org.br/en/publishing/>). I hope this information is corrected as soon as possible.

reply



Melanie Ortiz 9 months ago

SCImago Team

Dear David,
Thank you for contacting us.
SJR is a portal with scientometric indicators of journals indexed in Scopus. All the metadata (including the Publisher) have been provided by Scopus /Elsevier (April 2023) and SCImago doesn't have the authority over these data which are property of Scopus/Elsevier. SCImago is not allowed to do any changes of the metadata unless Scopus authorizes it expressly.
Therefore, we suggest you contact Scopus support regarding this matter here:
https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards,
SCImago Team

M **Mezher** 11 months ago

Hello sir
How much is the publishing fee in your journal

reply



Melanie Ortiz 11 months ago

SCImago Team

Dear Mezher,
Thank you for contacting us.
We are sorry to tell you that SCImago Journal & Country Rank is not a journal. SJR is a portal with scientometric indicators of journals indexed in Elsevier/Scopus.
We suggest you visit the journal's homepage or contact the journal's editorial staff, so they could inform you more deeply.
Best Regards, SCImago Team

W **Wiwit Agustina** 12 months ago

Greetings sir
I am Wiwit Agustina from Indonesia
Permission to ask, how long does the journal review process take?

reply



Melanie Ortiz 12 months ago

SCImago Team

Dear Wiwit,
Thank you for contacting us.
We suggest you visit the journal's homepage or contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team



EVILSON JACO RIVERA 2 years ago

Estimada (o) muy buenas noches en Perú, mediante el presente quisiera saber si es posible publicar mi manuscrito en su revista indexada, estaré muy agradecido en que me pueda guiar para concretar lo indicado o presentar el formato adecuado por favor.

TÍTULO: Eficiencia de la Opuntia ficus indica como coagulante para el tratamiento de las aguas residuales grises en un sistema piloto

AUTOR PRINCIPAL: Evilson Jaco Rivera

Estaré atento a su respuesta.
Saludos cordiales

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Evilson,
Thank you for contacting us.
We are sorry to tell you that SCImago Journal & Country Rank is not a journal. SJR is a portal with scientometric indicators of journals indexed in Elsevier/Scopus.
Unfortunately, we cannot help you with your request, we suggest you visit the journal's homepage (See submission/author guidelines) or contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team

Leave a comment

Name

Email

(will not be published)



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The users of Scimago Journal & Country Rank have the possibility to dialogue through comments linked to a specific journal. The purpose is to have a forum in which general doubts about the processes of publication in the journal, experiences and other issues derived from the publication of papers are resolved. For topics on particular articles, maintain the dialogue through the usual channels with your editor.

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Source details

Revista de Gestao Social e Ambiental

Years currently covered by Scopus: from 2013 to 2024

(coverage discontinued in Scopus)

Publisher: ANPAD - Associacao Nacional de Pos-Graduacao e Pesquisa em Administracao

ISSN: 1981-982X E-ISSN: 1981-982X

Subject area: [Social Sciences: Geography, Planning and Development](#) [Environmental Science: Management, Monitoring, Policy and Law](#)

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CiteScore 2022

0.4



SJR 2023

0.197



SNIP 2023

3.610



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