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Comparison of the Use of E-wallet and Mobile Banking in Transactions in Generation Z in Dumai City

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Abstract

The rapid development of digital technology has encouraged Generation Z to adopt cashless payment services, such as e-wallets and mobile banking. This study aims to compare the use of e-wallets and mobile banking among Generation Z in Dumai City. The research employed a quantitative method by distributing questionnaires to 50 respondents. The findings indicate that e-wallets are more frequently used for daily transactions due to their convenience, ease of use, and various promotional offers. Meanwhile, mobile banking is preferred for higher-value transactions because it is perceived as more secure and reliable. Convenience, security, and efficiency are the main factors influencing the use of both services. This study concludes that Generation Z in Dumai City utilizes e-wallets and mobile banking according to their respective transaction needs.

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1. Introduction

The development of digital technology in Indonesia has made major changes in people's financial transaction systems, especially through the increasing use of non-cash payment services such as e-wallets and mobile banking (Aji et al., 2020; Saputra et al., 2024). The presence of various digital payment services makes transaction activities easier, faster, and more efficient because users can make payments without having to use cash directly (Aji et al., 2020; Pratama & Purnomo, 2023). These changes are increasingly visible in Generation Z, which is known as the generation that is familiar with digital technology and is more open to the use of electronic payment systems in daily activities (Pratama & Purnomo, 2023; Silvia & Roosdhani, 2024). Generation Z's proximity to smartphones and internet-based services makes this group more adaptable to digital financial services than previous generations (Silvia & Roosdhani, 2024; Nugroho & Sundari, 2025).

E-wallet and mobile banking are two digital transaction services that are currently widely used by the public. Digital wallets (e-wallets) are electronic services that function to store payment data and are used as a transaction tool in making digital payments (Aji et al., 2020). Meanwhile, mobile banking is used for various banking services such as fund transfers, bill payments, and other financial transactions (Sinha et al., 2025). Although they have almost the same function, the two services have different characteristics and advantages that affect user preferences in making transactions (Sebayang et al., 2024; Ruslim et al., 2024).

According to the Technology Acceptance Model (TAM) theory developed by Fred D. Davis, a person's acceptance of technology is influenced by the perception of perceived ease of use and perceived usefulness. The easier and more useful a technology is, the more likely it is to be used by the public. This theory is widely used to explain user behavior in receiving digital services, including e-wallets and mobile banking (Setiawan & Mulia, 2023; Haedar & Marsasi, 2025; Febisatria et al., 2025). The Use of E-Wallet Payment Systems in Millennials and Generation Z explains that the use of e-wallets is influenced by the benefits felt by users, especially in making everyday transactions and payments easier. In addition, the factors of need and ease of access are also the main

reasons for using e-wallets in the younger generation (Pratama & Purnomo, 2023). Other related research also shows that the perception of ease of use and the benefits of technology has an influence on the adoption of mobile banking services. The results of the study show that Generation Z tends to use digital services that are considered practical, efficient, and able to meet their transaction needs (Maheswara et al., 2025).

Empirical evidence further demonstrates that perceived usefulness and perceived ease of use are important considerations in the adoption of digital payment technologies among younger consumers. Research on QRIS adoption among Generation Z in Ternate City found that perceived usefulness significantly influenced behavioral intention, while perceived ease of use did not reach statistical significance at the 5% level. Nevertheless, both variables simultaneously contributed significantly to the intention to use digital payment services. These findings indicate that practical benefits may be particularly important in encouraging younger consumers to adopt financial technologies. Similarly, a literature review of Go-Pay adoption identified perceived usefulness and perceived ease of use as important factors influencing consumer intentions to use digital wallet services, emphasizing the relevance of transaction efficiency, convenience, and perceived benefits in technology acceptance (Ishak et al., 2025; Nurfadia et al., 2026).

In addition to technological convenience, consumer perceptions of security, trust, and accessibility contribute to the acceptance of digital payment systems. Research on public perceptions of digital payments in Ulaweng Subdistrict, Bone Regency, revealed that users considered digital financial services practical, efficient, and time-saving. However, concerns regarding transaction security, limited digital literacy, and unstable internet connectivity continued to influence willingness to adopt these services. These findings suggest that the availability of digital payment technology does not automatically guarantee widespread acceptance because users also evaluate the reliability, accessibility, and perceived risks associated with financial transactions. Therefore, understanding consumer preferences requires consideration of both technological advantages and the perceived security of digital financial services (Anugrah et al., 2026).

Previous studies have provided valuable insights into the factors influencing digital payment adoption, particularly perceived usefulness, ease of use, trust, and security. However, the cited studies primarily examined QRIS adoption, Go-Pay acceptance, or public perceptions of digital payments in different regional contexts rather than directly comparing e-wallets and mobile banking among Generation Z in Dumai City. This distinction highlights the importance of examining how young consumers evaluate different digital transaction services according to their specific financial needs. A comparative analysis of usage preferences, transaction convenience, security, and efficiency can provide a more contextual understanding of the factors associated with selecting e-wallets or mobile banking for daily financial activities (Anugrah et al., 2026; Ishak et al., 2025; Nurfadia et al., 2026).

Therefore, this study was conducted to find out the comparison of the use of e-wallets and mobile banking in transactions in Generation Z in Dumai City. This research is expected to provide an overview of the behavior of using digital financial services and become a reference for service providers in improving the quality and convenience of digital transaction systems.

2. Literature Review

2.1 Digital Money and Non-Cash Transactions

Digital money is part of the development of modern payment systems that encourage people to switch from cash transactions to non-cash transactions. The development of information technology and non-cash payment policies has encouraged the use of electronic payment systems that are considered more efficient, practical, and easy to trace (Tan & Disemadi, 2021). In the context of consumer behavior, digital payments such as e-wallets, mobile banking, and QRIS are part of changing people's preferences in conducting daily financial transactions (Fadilah & Andriani, 2025).

The increasing adoption of non-cash transactions reflects changes in consumer behavior toward financial services that offer accessibility, convenience, and transaction efficiency. Digital payment systems enable individuals to conduct financial activities without relying entirely on physical cash, thereby supporting more flexible transactions

in various economic activities. However, different payment services provide distinct functions and user experiences. E-wallets are generally associated with convenient retail payments, while mobile banking provides broader access to banking transactions. These differences indicate that consumer preferences may depend on transaction purposes, perceived benefits, and the accessibility of available financial services (Aji et al., 2020; Sinha et al., 2025).

Furthermore, the adoption of digital payment systems is influenced not only by technological developments but also by consumers' ability to access and utilize financial technology. Research conducted in Ulaweng Subdistrict, Bone Regency, revealed that digital payments were perceived as practical and time-saving, although concerns regarding security, digital literacy, and internet connectivity remained important barriers to adoption. These findings suggest that the transition toward non-cash transactions requires consideration of technological infrastructure and consumer readiness. Consequently, understanding digital payment preferences among Generation Z is important for identifying how different financial services are evaluated and utilized in everyday transactions (Anugrah et al., 2026).

2.2 E-Wallet

E-wallet is a digital wallet service that allows users to store balances and make payments through applications on smartphones. This service is widely used because it provides convenience in transactions, both for food payments, transportation, online shopping, and QR code-based transactions. Research by Arini et al. (2024) shows that ease of use and perception of benefits have a positive influence on decisions to use e-wallets in Indonesia. In addition, the satisfaction of e-wallet users in Generation Z is also influenced by the perception of benefits, ease of use, and security of services (Nugroho & Sundari, 2025).

The convenience offered by e-wallet services contributes to their attractiveness as digital payment instruments, particularly among consumers who frequently conduct daily transactions. Features such as simplified payment procedures, transaction histories, promotional discounts, and cashback programs may provide additional benefits that encourage continued usage. From the perspective of the Technology Acceptance Model, consumers are more likely to accept digital payment services when the technology is perceived as useful and easy to operate. A literature review examining Go-Pay acceptance also identified perceived usefulness and perceived ease of use as important factors associated with consumers' intentions to adopt digital wallet services (Ishak et al., 2025).

In addition to convenience and economic benefits, security and trust are important considerations in the adoption of e-wallet applications. Consumers need assurance that financial transactions and personal information are adequately protected when using digital payment services. Research involving Generation Z in Kupang City demonstrated that perceived security, perceived ease of use, and trust positively influenced the intention to use e-wallets. The study also found that trust strengthened the relationships between perceived security and usage intention, as well as between perceived ease of use and usage intention. These findings highlight the importance of combining user-friendly application features with reliable security mechanisms to encourage acceptance of digital wallets (Sjioen et al., 2026).

2.3 Mobile Banking

Mobile banking is a digital banking service that allows customers to make financial transactions through mobile devices without having to come directly to the bank. This service can be used for fund transfers, bill payments, purchases, balance checks, and other financial transactions. In the Indonesian context, mobile banking services are considered important because they support transaction efficiency and improve the quality of digital banking services (Beanning & Zulkarnain, 2024). The factors of electronic service quality, security, convenience, and user satisfaction are important aspects in the sustainable use of mobile banking.

The development of mobile banking services has transformed conventional banking activities by providing customers with greater flexibility in accessing financial services. Through mobile applications, users can conduct transactions, monitor account balances, and manage banking activities without visiting physical bank branches. These capabilities can reduce transaction time and improve the accessibility of banking services. Nevertheless, customer satisfaction depends not only on the availability of application features but also on service reliability, system

functionality, and the overall quality of digital interactions. Research on mobile banking services in Indonesia emphasizes the importance of electronic service quality in supporting customer satisfaction and loyalty (Beanning & Zulkarnain, 2024).

Another important characteristic of mobile banking is its integration with formal banking accounts and services, which distinguishes it from digital wallets in terms of financial management functions. Mobile banking applications provide access to account-related services and may offer transaction facilities suitable for different financial needs. However, consumer preferences are not determined solely by the number of available features, because perceived security, service accessibility, and transaction convenience can also influence platform selection. Previous research on Indonesian mobile banking users examined preference attributes associated with technology adoption, highlighting the importance of understanding consumers' expectations when developing digital banking services. Therefore, mobile banking represents an important comparison with e-wallets in examining the financial transaction preferences of Generation Z (Sebayang et al., 2024; Beanning & Zulkarnain, 2024).

2.4 Generation Z and Digital Financial Services

Generation Z is a group that grew with the development of the internet, smartphones, and digital applications. These characteristics make it easier for Generation Z to accept digital financial service innovations than previous generations. Research by Sjioen et al. (2026) shows that Generation Z's interest in using e-wallets is influenced by the perception of security, ease of use, and trust. This shows that the use of digital money in Generation Z is not only influenced by the aspect of convenience, but also by a sense of security and trust in digital services.

Generation Z represents an important consumer segment in the development of digital financial services because its members are familiar with internet-based communication and smartphone applications. Nevertheless, familiarity with digital technology does not necessarily mean that every financial innovation will be accepted in the same way. Consumers may evaluate digital payment applications according to their perceived usefulness, ease of operation, and ability to meet specific transaction requirements. Research concerning QRIS adoption among Generation Z in Ternate City demonstrated that perceived usefulness significantly influenced behavioral intention, while perceived ease of use did not show statistical significance at the 5% level. These findings indicate that practical benefits may be particularly influential in shaping younger consumers' intentions to adopt digital payment systems (Nurfadia et al., 2026).

Furthermore, the financial behavior of Generation Z can be examined through the relationship between technological convenience and consumer confidence in digital services. Although young consumers may be accustomed to using mobile applications, financial transactions involve considerations related to personal information, account security, and potential financial risks. Previous research has demonstrated that trust and perceived security are important factors in encouraging the adoption of e-wallet services among Generation Z. These findings suggest that the acceptance of digital financial technology requires more than technological familiarity. Therefore, examining how Generation Z evaluates convenience, security, and transaction efficiency can provide valuable insights into its preferences for e-wallets and mobile banking (Sjioen et al., 2026; Nurfadia et al., 2026).

2.5 Digital Money, Lifestyle and Financial Management

The use of digital money not only affects the way a person makes transactions, but also relates to lifestyle and financial management. The ease of transactions through e-wallets can help users make payments quickly and monitor transaction history. However, the intensive use of digital wallets can also affect personal financial control, especially for students who actively use digital services in their daily lives (Ifoni et al., 2025). In addition, the ease of transactions in the digital ecosystem, including e-commerce, can encourage consumptive behavior if it is not balanced with self-control and good financial literacy (Putri et al., 2025).

The integration of digital payment services into everyday activities may influence how consumers organize their expenditures and manage financial transactions. Digital wallets and mobile banking applications provide convenient payment mechanisms that allow users to conduct transactions with relatively simple procedures. Transaction

histories can also help individuals review previous financial activities and monitor spending patterns. However, convenient access to payment services may reduce the practical effort required to complete purchases, potentially encouraging frequent transactions when consumers do not consistently evaluate their financial priorities. Consequently, the relationship between digital payment usage and financial management should be examined by considering transaction habits, financial awareness, and individual spending behavior (Ifoni et al., 2025; Putri et al., 2025).

Financial literacy also plays an important role in determining how individuals utilize digital financial services in their daily lives. Consumers with adequate financial knowledge may be better prepared to compare transaction costs, recognize potential risks, and select payment services according to their financial needs. Conversely, limited financial literacy may create difficulties in evaluating the benefits and risks associated with digital transactions. Research on public perceptions of digital payment systems in Bone Regency identified financial literacy, digital literacy, and user experience as factors associated with technology acceptance. These findings support the importance of understanding consumer knowledge and financial behavior when examining digital payment preferences, particularly among young consumers who frequently interact with financial technology (Anugrah et al., 2026).

2.6 Research Review Framework

Based on the literature review, the use of digital money in this study is seen through four main aspects, namely the level of use and transaction preferences, ease of use, consumer security and trust, and efficiency and economic benefits. These four aspects were chosen because they are related to factors that are often used in the study of digital payment technology adoption, such as perception of benefits, perception of convenience, security, risk, and decisions to use digital financial services (Fadilah & Andriani, 2025; Pinasthika & Santoso, 2026). Thus, this study is directed to describe the impact of the use of e-wallets and mobile banking on the lifestyle and financial management of Generation Z in Dumai City.

The research framework integrates technological and behavioral considerations to provide a structured comparison of e-wallet and mobile banking usage among Generation Z. The first aspect, usage level and transaction preferences, describes the types of transactions associated with each digital payment service. The second aspect, ease of use, concerns consumers' experiences when accessing application features and completing transactions. The third aspect focuses on perceived security and trust, while the fourth examines transaction efficiency and perceived economic benefits. These dimensions are consistent with previous studies emphasizing perceived usefulness, ease of use, and security as relevant considerations in digital payment acceptance (Ishak et al., 2025; Sjioen et al., 2026).

The integration of these four aspects provides a conceptual basis for examining similarities and differences in the use of e-wallets and mobile banking among Generation Z in Dumai City. Rather than assuming that one payment service is universally superior, the framework considers how different transaction requirements may be associated with different consumer preferences. Previous studies have examined digital payment adoption through perceived usefulness, ease of use, security, and trust, while the present study applies these considerations to a descriptive comparison of two financial services within a specific geographical context. Accordingly, the framework is intended to organize the analysis of respondents' perceptions and transaction preferences, providing contextual insights into the factors associated with digital financial service selection (Nurfadia et al., 2026; Anugrah et al., 2026).

3. Research Methods

This study uses a descriptive quantitative approach that aims to analyze the impact of digital money on students' lifestyles and financial management through data collection in the form of numbers analyzed using descriptive statistics. Research data was obtained through the distribution of online questionnaires using Google Form. Quantitative research refers to research that uses numerical measurements of research variables and is analyzed using statistical methods to explain a phenomenon objectively (Creswell, 2014; Hildawati et al., 2024). The population in this study is Generation Z who lives in Dumai City and use e-wallet and mobile banking services. Population refers to all individuals, objects, or events that have certain characteristics and are the target of study in a study (Hildawati et al., 2024). The sample in

this study totals 50 respondents. The sample is part of the population that is selected to be observed and analyzed in order to represent the characteristics of the population in general (Hildawati et al., 2024).

The sampling technique used in this study is purposive sampling, which is a technique for selecting respondents based on certain criteria that are in accordance with the purpose of the research. The criteria for respondents in this study are included in the Generation Z category and have used e-wallet and mobile banking services. The selection of the purposive sampling technique was carried out because the respondents needed must have direct experience in the use of digital money. Based on the characteristics of the respondents, this study was dominated by 35 women (70%) and 15 men (30%). Based on age, the majority of respondents were in the range of 21-23 years as many as 35 people (70%), and most of them were students/students as many as 33 people (66%).

The research instrument consists of four categories, namely the first category of usage level and transaction preferences, the second category of ease of use or user experience, the third category of consumer security and trust, and the fourth category of efficiency and economic benefits. Each category consists of four statement items using a five-point Likert scale, so that the total answers in each category amount to 200 answers. The data analysis technique was carried out using frequency and percentage analysis to describe the characteristics of respondents and the tendency of respondents' answers to the impact of digital money use.

4. Result and Conclusion

This study discusses the comparison of the use of e-wallets and mobile banking in transactions in Generation Z in Dumai City. Data collection was carried out through the distribution of an online questionnaire using Google Form which contained a number of questions related to the use of e-wallets and mobile banking. From the results of the questionnaire distribution, as many as 50 respondents were obtained who met the research criteria, namely included in the Generation Z category and had used both digital transaction services

Based on the results of data processing, it is known that e-wallets are more often used by respondents to carry out daily transactions because they are considered more practical, easy to use, and offer various attractive promos. Meanwhile, mobile banking is more widely used for transactions with a larger nominal amount because it is considered to have a higher level of security and trust.

The results of the study show that ease of use, security, and efficiency are the main factors influencing Generation Z's decision to choose digital transaction services. These findings are in line with research that shows that ease of use and perceived benefits are the main factors that encourage the use of e-wallets in the younger generation (Pratama & Purnomo, 2023). In addition, the factors of security, ease of use, efficiency, and economic benefits are proven to be the main considerations in the use of these two digital transaction services (Faiz Pratama & Purnomo 2023). Thus, Generation Z in Dumai City tends to use e-wallets and mobile banking in a complementary manner according to the characteristics and needs of the transactions made.

Respondent gender data was used to describe the characteristics of respondents who participated in the study based on male and female categories. This information is important to provide an overview of the respondent profile, because gender differences can affect behavior in transactions, financial management, and the use of digital financial services. By knowing the distribution of respondents by gender, researchers can understand the characteristics of the research sample and interpret the results of the study more precisely. The respondents' gender data is presented in the following table:

Table 1. Respondents' gender data

Respondent Gender		
Gender	Frequency	Percentage
Women	35	70
Male	15	30
Total	50	100

Based on Table 1, the number of respondents in this study was 50 people, consisting of 35 female respondents (70%) and 15 male respondents (30%). The data showed that female respondents dominated the study with a difference of 20 respondents compared to male respondents.

The dominance of female respondents indicates that women's participation in this study is higher than that of men. This can show that women in Generation Z have a greater level of involvement in the use of digital

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transaction services, such as e-wallets and mobile banking. Meanwhile, although the number of male respondents is smaller, the data obtained can still provide an overview of the behavior of using digital financial services in both gender groups. Thus, the distribution of respondents by gender provides preliminary information about the profile of the respondents who are the object of this study.

4.1 Respondent Age Data

Respondent age data is used to describe the characteristics of respondents based on age group. Age information is important because it can affect the level of understanding of digital technology, financial service usage patterns, and the ability to adapt to digital payment innovations. In this study, age data shows that the majority of respondents are in the young and productive age group, which generally has a higher level of digital technology utilization in daily activities.

Table 2. Respondent Age Data

Respondent Age		
Age	Frequency	Presentase (%)
17-20	10	20
21-23	31	62
24-26	5	10
26>	4	8
Total	50	100

Based on Table 2, the age distribution of respondents showed that the age group of 21–23 years dominated the study with a total of 31 respondents (62%) out of a total of 50 respondents. Furthermore, the age group of 17–20 years amounted to 10 respondents (20%), the age group of 24–26 years old as many as 5 respondents (10%), and the age group over 26 years old as many as 4 respondents (8%).

This shows that the majority of respondents are in the age range of 21–23 years, which is a productive age group and belongs to the category of Generation Z. The dominance of this age group indicates that respondents are in a phase of life that is very close to the development of digital technology and has a high level of smartphone use. This condition allows them to more actively utilize digital transaction services such as e-wallets and mobile banking in their daily lives. Meanwhile, the 17–20-year-old age group ranks second with a percentage of 20%. This shows that digital transaction service users are not only from the final year students or young workers, but also from the younger age group. The number of respondents in the age group of 24-26 years and above 26 years is relatively smaller, which indicates that this study is more representative of the views and behaviors of younger Generation Z.

The age composition of respondents in this study is in accordance with the purpose of the study, which is to examine the use of e-wallets and mobile banking in Generation Z. The dominance of respondents aged 21–23 years shows that the results of the study more describe the digital transaction behavior of the age group that is active in using digital financial technology and services.

4.2 Respondent Status Data

Respondent status data is used to describe the background of the main activities of the respondents, such as students, workers, and other categories. This information is important because the status of the respondents can affect income levels, consumption patterns, and habits in managing and using digital financial services. Through this data, the researcher can understand the characteristics of the respondents more deeply and find out which groups are the most dominant in the study. Thus, the results of the study can be interpreted according to the characteristics of the respondents involved, especially if the majority of respondents are from students.

Table 3. Data status respondent

Status	Frekuensi	Persentase
Siswa/i	4	8
Pelajar/mahasiswa	33	66
Ibu rumahtangga	2	4
Pekerja	11	22
Total	50	100

Based on Table 3, the majority of respondents had student status, namely 33 people or 66% of the total 50 respondents. Furthermore, respondents had worker status as many as 11 people or 22%, students as many as 4 people or 8%, and housewives as many as 2 people or 4%. This data shows that the study respondents are dominated by the group of students/students who are generally more active in using digital services in daily transaction activities.

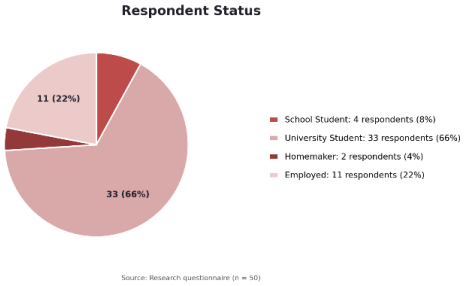


Figure 1. Percentage Chart (%) of Respondent Status

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Based on the data shown in figure 1, the status of respondents in this study was dominated by the student group with a total of 33 respondents (66%) out of a total of 50 respondents. Furthermore, there were 11 respondents (22%) who had the status of workers, 4 respondents (8%) who had student status, and 2 respondents (4%) who had the status of housewives.

The results showed that the majority of respondents came from students/students. This condition indicates that the results of the study are more representative of the characteristics, behaviors, and experiences of Generation Z who are undergoing education. As a generation that grows and develops in

In the midst of the rapid development of information and communication technology, students have a high level of exposure to the use of the internet and various digital innovations. This makes them more adaptive in receiving and utilizing digital financial services, such as e-wallets and mobile banking, to support various daily transaction activities. In addition, the high intensity of the use of technology in the academic environment and social life also encourages the formation of stronger habits of using digital services than other age groups.

The dominance of respondents from students/students provides a relevant picture of Generation Z's perception and behavior towards the use of digital financial services in daily life. Respondents who are workers rank second with a percentage of 22%. This group generally has their own income so that the use of digital transaction services is not only for consumptive needs, but also for various other financial transactions, such as fund transfers and bill payments. Meanwhile, the number of respondents who are students and housewives are relatively small, so their contribution to the overall picture of the research is not as large as the group of students/students and workers.

4.3 Usage Levels & Transaction Preferences

Data on usage levels and transaction preferences were used to determine the tendency of Generation Z to use e-wallets and mobile banking. The results showed that e-wallets are more often used for daily transactions because they are considered practical and easy to use. Meanwhile, mobile banking is more often chosen for transactions with a larger nominal amount because it is considered safer and more reliable. These findings show that both services are used according to the needs and types of transactions carried out by respondents.

Table 4. Usage level & transaction preferences

Remarks	E-wallet for small transactions	Percentage (%)	Mobile banking for large transactions	Percentage (%)
Strongly Disagree	2	4,0	1	2,0
Disagree	5	10,0	0	0,0
Neutral	8	16,0	10	20,0
Agree	24	48,0	19	38,0
Strongly agree	11	22,0	20	40,0
Total	50	100	50	100

Based on Table 4, the majority of respondents tend to choose mobile banking for large transactions. This can be seen from 19 respondents (38%) who agreed and 20 respondents (40%) who said they strongly agreed, so that the total positive response reached 78%. Meanwhile, as many as 10 respondents (20%) were neutral, and only 1 respondent (2%) stated that they strongly disagreed. These findings show that mobile banking is considered more suitable and trusted to make large-value transactions.

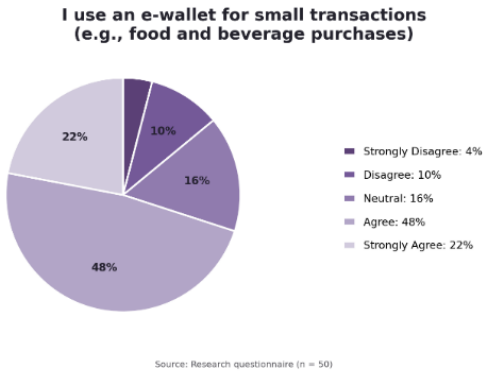


Figure 2. Usage Rate & Transaction Preferences Chart

Based on the results of the research on the indicator of usage level and transaction preferences, the majority of respondents showed a tendency to use e-wallets for small transactions and mobile banking for large transactions. In the statement "I use e-wallet for small transactions (e.g. food/beverage payments)", as many as 35 respondents (70%) agreed and strongly agreed. This shows that e-wallets have become the main choice of Generation Z in making daily transactions because they are considered more practical, fast, and easy to use. Meanwhile, in the statement "I prefer mobile banking for large transactions", as many as 39 respondents (78%) agreed and strongly agreed. These results show that respondents have a high level of trust in mobile banking to make transactions

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with a larger nominal. Mobile banking is considered more secure and able to provide better security guarantees than e-wallets.

Based on these two results, it can be concluded that Generation Z in Dumai City uses e-wallets and mobile banking according to the needs of the transactions carried out. E-wallets are more widely used for daily transactions with small nominals because of their convenience and practicality, while mobile banking is preferred for large-value transactions due to higher security and trust factors. These findings show that the two digital transaction services have complementary functions in supporting Generation Z's financial activities.

4.4 Consumer Safety & Trust

This data shows that security is an important factor that affects consumer confidence in using e-wallets and mobile banking. The higher the level of security that users feel, the greater their trust in the digital financial services used to transact.

Table 5. Consumer safety & trust

Security is the main factor in choosing between e-wallets and mobile banking.

Remarks	Frequency	Presentase (%)
Strongly Disagree	1	2,0
Disagree	1	2,0
Neutral	7	14,0
Agree	22	44,0
Strongly agree	19	38,0
Total	50	100

Based on Table 5, the majority of respondents stated that security is the main factor in choosing between e-wallets and mobile banking. This can be seen from 22 respondents (44.0%) who agreed and 19 respondents (38.0%) who said they strongly agreed. Meanwhile, as many as 7 respondents (14.0%) were neutral, and only 2 respondents (4.0%) stated that they disagreed or strongly disagreed. These findings show that the security and consumer trust aspects have an important role in determining preferences for using digital financial services.

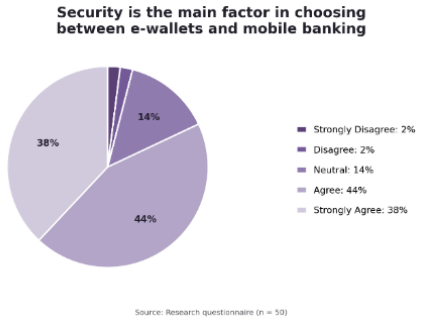


Figure 3. Consumer Safety & Trust Diagram

The data above shows that most respondents consider security as an important factor in choosing digital transaction services, both e-wallets and mobile banking. This is shown by 22 respondents (44%) who agreed and 19 respondents (38%) who strongly agreed. Thus, as many as 82% of respondents gave a positive assessment of the importance of security aspects in the use of digital financial services.

The high level of consent shows that users are increasingly concerned about security in making digital transactions. This condition can be understood because financial transactions carried out through applications are vulnerable to various risks, such as personal data theft, account misuse, and digital-based fraud. Therefore, the existence of security features such as PINs, OTP verification, biometric authentication, and data protection systems is able to increase users' sense of security and trust when transacting.

In addition, there were 7 respondents (14%) who gave a neutral answer. This group of respondents likely considers that security is important, but it is not the only determining factor in choosing a digital transaction service. They can also consider other aspects, such as the ease of use of the application, transaction speed, completeness of features, and various promos offered by the service provider.

Meanwhile, 1 respondent (2%) said they disagree and strongly disagree. Although the number is relatively small, this result shows that there are some users who do not place security as the main consideration. This can be due to the assumption that the security system in e-wallets and mobile banking is currently quite good and relatively uniform, so that security is no longer a distinguishing factor in making choices.

The results show that security plays a very important role in influencing users' decisions to choose between e-wallets and mobile banking. The higher the level of security that users feel, the more they trust the service.

4.5 User Experience

In addition to security and trust factors, ease of use (user experience) is also one of the aspects that influence consumer decisions in choosing e-wallet and mobile banking services. A good user experience can increase convenience, efficiency, and satisfaction in conducting digital transactions.

This data aims to determine the level of ease of use (user experience) felt by

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respondents in using e-wallet and mobile banking services. This data is important to understand the extent to which the application is easy to learn, access, and use in daily transaction activities. Through this data, researchers can identify features, appearances, and transaction processes that are considered practical and in accordance with user needs, so that they can affect the level of user satisfaction and comfort.

Furthermore, the evaluation of user experience is essential for understanding the differences in consumer preferences between e-wallets and mobile banking. Applications with simple interfaces, clear navigation, accessible features, and efficient transaction procedures tend to provide greater convenience for users. Conversely, complicated application designs, technical difficulties, and lengthy transaction processes may reduce user satisfaction and discourage continued use. Therefore, examining respondents' perceptions of ease of use can provide valuable insights into how application functionality and transaction convenience contribute to the selection of digital financial services, particularly among Generation Z, who frequently utilize smartphone-based applications for their daily financial activities.

Table 6. Ease of use/user experience

Remarks	E-wallets are easier to use than mobile banking	Percentage (%)	Rarely experience difficulties when using e-wallets or mobile banking	Percentage (%)
Strongly Disagree	1	2,0	1	2,0
Disagree	3	6,0	2	4,0
Neutral	14	28,0	18	36,0
Agree	20	40,0	22	44,0
Strongly agree	12	24,0	7	14,0
Total	50	100	50	100

The results of the data above show that in the statement "I rarely experience difficulties when using e-wallets or mobile banking", as many as 22 respondents (44%) agree and 7 respondents (14%) say they strongly agree. Thus, there are 58% of respondents who consider that using digital financial services is relatively easy and does not cause many obstacles. However, there are 18 respondents (36%) who are neutral, while 3 respondents (6%) say they disagree and strongly disagree. These results show that although most respondents feel quite comfortable using both services, there are still a number of users who have not fully felt the convenience of the process of using them. This can be caused by differences in the level of understanding of technology, application experience, and the complexity of the available features.

Furthermore, in the statement "E-wallet applications are easier to use than mobile banking", as many as 20 respondents (40%) said they agreed and 12 respondents (24%) said they strongly agreed. This means that 64% of respondents consider that e-wallets have a better level of ease of use than mobile banking. Meanwhile, 14 respondents (28%) gave neutral answers, and only 4 respondents (8%) stated that they disagree or strongly disagree. The perception of ease according to Mathieson is that if they trust a person, if they use a system, they will be free from effort. Ease of use is very necessary and usually the understanding of use is informed by the bank or can be learned by themselves (Saputra et al., 2024).

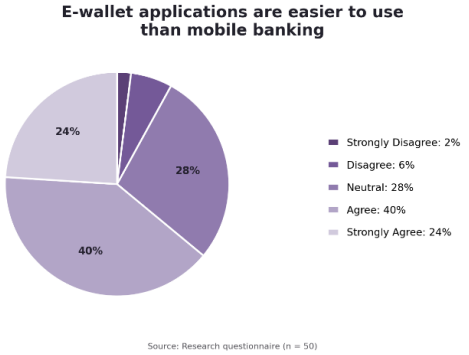


Figure 4. User Experience

E-wallets and Mobile Banking have been able to provide a positive user experience for their users. However, e-wallets show a higher level of ease of use than mobile banking. This is reflected in the percentage of respondents who agreed and strongly agreed that e-wallets are easier to use, which is 64%, which is higher than the percentage of respondents who stated that they rarely experience difficulties in using both services, which is 58%. This finding indicates that ease of use is one of the competitive advantages possessed by e-wallet services.

The high positive perception of the ease of use of e-wallets can be influenced by simpler interface designs, relatively short transaction flows, and features designed to support daily transaction needs. On the other hand, mobile banking generally offers more comprehensive services because it is integrated with various

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banking products and services. The complexity of these features can provide added value for users, but at the same time requires a higher level of understanding and adaptation in its use. (Pinasthika & Santoso, 2026)

Therefore, the results show that ease of use is one of the advantages is one of the important factors that affect consumer preferences in choosing digital financial services. In terms of user experience, e-wallets tend to get a better assessment because they offer easier access and a more practical transaction process. Meanwhile, mobile banking has advantages in the completeness of features and a wider scope of banking services. Therefore, the difference in characteristics between the two services is a consideration for users in determining the platform that best suits their needs, transaction goals, and expected level of convenience.

Efficiency & Economic Benefits

In addition to security and ease of use aspects, efficiency and economic benefits are also factors that influence consumers' decisions to use e-wallet and mobile banking services. Users tend to choose services that are able to provide ease of transactions while providing added value economically in daily financial activities (Sagita & Afandi, 2025).

According to Philip Kotler and Kevin Lane Keller, consumers will choose products or services that provide the highest value compared to the costs that must be incurred. This value is not only in the form of functional benefits but also economic benefits (Kotler & Keller, 2016). In this regard, if consumers feel that the use of e-wallets provides benefits in the form of cashback, promos, lower transaction fees, and time efficiency, then the perceived value will increase so as to encourage the use of these services.

This data explains respondents' perceptions of the efficiency and economic benefits obtained from the use of e-wallets and mobile banking. This category is important to know the extent to which digital financial services are able to provide convenience, save time, reduce transaction costs, and increase effectiveness in daily financial management. Through this data, researchers can understand how users assess the contribution of e-wallets and mobile banking in creating more efficient transactions and providing economic benefits for their financial activities.

Table 7. Efficiency & economic benefits

Transactions using e-wallets are faster than mobile banking.

Remarks	Frequency	Presentase (%)
Strongly Disagree	2	4,0
Disagree	2	4,0
Neutral	25	50,0
Agree	13	26,0
Strongly agree	8	16,0
Total	50	100

Based on Table 7, most respondents were in the neutral category for the statement that transactions using e-wallets are faster than mobile banking, namely 25 respondents (50.0%). Meanwhile, as many as 13 respondents (26.0%) agreed and 8 respondents (16.0%) stated that they strongly agree. The respondents who stated that they did not agree and strongly disagree amounted to 2 respondents each (4.0%). These results show that although some respondents consider e-wallets to be faster in transactions, the majority of respondents are still neutral so that the perception of the efficiency of e-wallets compared to mobile banking is not completely dominant.

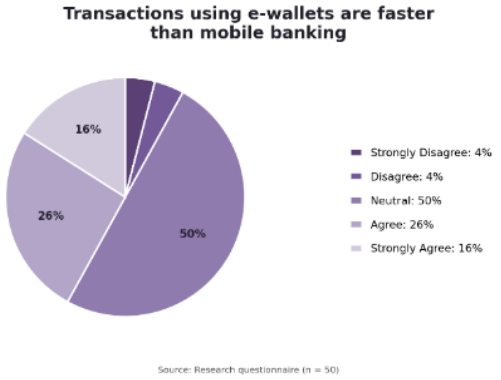


Figure 5. Diagram of efficiency & economic benefits

The acceptance of technology is influenced by two main factors, namely perceived usefulness and perceived ease of use (Davis, 1989). Transaction time efficiency is part of perceived usefulness because users consider that technology can improve performance and save time (Monika et al., 2024). Meanwhile, ease of use is an important consideration in choosing between e-wallets and mobile banking. In terms of transaction time efficiency, e-wallets tend to be perceived as superior to mobile banking. However, the high percentage of respondents who chose neutral answers indicates that the speed difference between the two services is not too large. In addition to the speed factor, users also consider other aspects such as ease of use,

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security, and completeness of features in determining the digital financial services to be used.

Table 8. Efficiency & economic benefits

Transaction fees on e-wallets are cheaper than mobile banking.

Remarks	Frequency	Presentase (%)
Strongly Disagree	1	2,0
Disagree	0	0,0
Neutral	14	28,0
Agree	19	38,0
Strongly agree	16	32,0
Total	50	100

Based on Table 8, the majority of respondents consider that transaction fees on e-wallets are cheaper than mobile banking. This is shown by 19 respondents (38.0%) who agreed and 16 respondents (32.0%) who said they strongly agreed. Meanwhile, as many as 14 respondents (28.0%) were in the neutral category, 1 respondent (2.0%) stated that they strongly disagreed, and there were no respondents who stated that they disagreed. These results show that e-wallets are perceived to have quite good economic benefits, especially in terms of transaction fees which are considered cheaper.

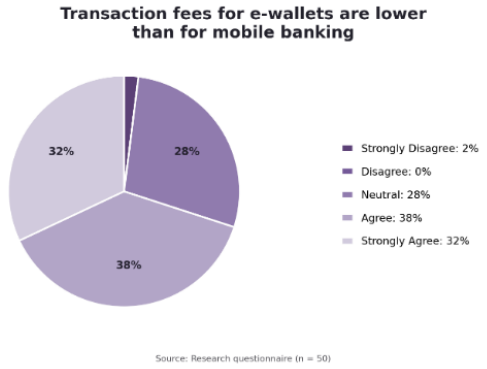


Figure 6. Efficiency & Economic Benefits Diagram

The data above shows that the frequency and percentage of respondents who chose neutral and agreed were 37% each. Meanwhile, strongly agreed only by 4.5%. This shows that respondents are aware of the influence of digital money on spending behavior, but are still cautious in assessing its impact. In this era, it is aggressive to choose between applications with service features that according to the public are the easiest and most efficient to use on a daily basis. The presence of service features that are increasingly updated to remain stable and not lose interest from the community itself also raises the thoughts of each individual user. The existence of the perception itself is none other than the ease of the service features, where a person believes that the use has risks, advantages and disadvantages in each application (Putri et al., 2023).

Digital money is perceived to provide convenience in making transactions and has the potential to affect shopping behavior. However, this influence is not felt absolutely by all respondents because there are still other considerations that affect transaction decisions (Sulistiani & Deskoni, 2025). This is why most respondents chose neutral and agreed answers rather than strongly agreeing with the statement that digital money affects shopping behavior.

5. Conclusion

The conclusion that can be drawn based on the results of the research regarding the comparison of the use of e-wallets and mobile banking in Generation Z in Dumai City, it can be concluded that both digital transaction services are used according to the needs and transaction characteristics of their users. E-wallets are more often used for daily transactions with small nominals because they are practical, easy to use, and supported by various promotional programs. On the other hand, mobile banking is more widely used for transactions with large nominals because it is considered safer and more reliable.

The results of the study show that security, ease of use, efficiency, and economic benefits are the main factors that influence Generation Z's preferences in choosing digital transaction services. From the security aspect, most respondents' place security as the main consideration in transactions, thereby increasing trust in digital financial services. In terms of ease of use, e-wallets are rated better than mobile banking. This shows that a simple interface, fast transaction process, and easy access are factors that support the high use of e-wallets among Generation Z. Meanwhile, mobile banking has the advantage of having more comprehensive banking features and services. In terms of efficiency and economic benefits, e-wallets are considered more profitable because they facilitate transactions and offer relatively lower fees. However, mobile banking remains the main choice for transactions that require a higher level of security and reliability.

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