

## Efficiency of Using E-Wallets as Payment Method in Marikina City During COVID-19 Pandemic

**Authors :** Noel Paolo Domingo, James Paul Menina, Laurente Ferrer

**Abstract :** Most people were forced to stay at home and limit their physical contact during the COVID-19 pandemic. Due to the situation, strict implementation of government policies and safety protocols encouraged consumers to utilize cashless or digital transactions through e-wallets. In this study, the researchers aim to investigate the efficiency of using e-wallets as a payment method during the COVID-19 pandemic in Marikina City. The study examined the efficiency of e-wallets in terms of Usefulness, Convenience, and Safety and Security based on respondents' assessment. Questionnaires developed by the researchers were distributed to a total of 400 e-wallet users in Marikina City aged 15 years old and above to gather data by using a purposive sampling technique. The data collected was processed using SPSS version 26. Frequency, percentage, and mean were utilized to describe the profile of respondents and their assessment of e-wallets in terms of the three constructs. ANOVA and t-tests were also employed to test the significant differences in the respondent's assessment when the demographic profile was considered. The study revealed that when it comes to usefulness, e-wallet is efficient while in terms of convenience, and safety and security, e-wallet has been proven to be very efficient. During the COVID-19 pandemic, utilizing e-wallets has been embraced by most consumers. By enhancing its features, more people will be satisfied with using e-wallets.

**Keywords :** efficiency of e-wallets, usefulness, convenience, safety and security

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