

## Continuance intention to use mobile payment

The present survey is integrated into the development of a PhD thesis. The main objective is to analyze the continuance intention to use mobile payment. Mobile payment generally refers to financial transactions, performed via a mobile device such as money transfer, raising money, or pay goods and services. Example: MB WAY.

### Consent

Dear participant, this is an online survey (around 10-15 minutes) to evaluate your opinion about mobile payment. There is no risk involved in answering any of the following questions. Remember that your participation in this survey is voluntary, which means that you are free to participate or not, as well as give up at any time. However, your responses are very important, completely anonymous, and will be used only for academic purposes.

### Informed Consent Form

I declare that I am 18 or over 18 and agree to participate in this research. I declare that I was informed that my participation in this study is voluntary and that I can leave this survey at any time without penalty, and all data is confidential. I understand that I will evaluate responses and that this study does not offer serious risks.

For any questions, do not hesitate to contact us at [d2016475@novaims.unl.pt](mailto:d2016475@novaims.unl.pt).

Thank you for your attention and participation.

#### \* 1. Consent

I agree to participate in this survey

I do not agree to participate in this survey

## Continuance intention to use mobile payment

#### \* 2. How many times have you used mobile payment in the last 3 months?

0

5 - 10

1 - 4

> 10

\* 3. Information Quality

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
The information provided by mobile payment is useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided by mobile payment is understandable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided by mobile payment is interesting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided by mobile payment is reliable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 4. System quality

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
Mobile payment is easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile payment allows me to easily find the information I am looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile payment is well structured.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile payment is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 5. Service Quality

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
The responsible service personnel are always highly willing to help whenever I need support with the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The responsible service personnel provide personal attention when I experience problems with the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The responsible service personnel provide services related to the mobile payment at the promised time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The responsible service personnel have sufficient knowledge to answer my questions with respect to the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 6. Use

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
I use mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use mobile payment to buy products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use mobile payment to make transfers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use mobile payment to withdraw money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 7. Satisfaction

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
I am very pleased to use the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am very happy with the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am absolutely delighted with the mobile payment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 8. Confirmation

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
My experience with using mobile payment was better than what I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service level provided by mobile payment was better than what I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, most of my expectations from using mobile payment were confirmed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 9. Perceived Usefulness

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
Using the mobile payment improves my performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the mobile payment increases my productivity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the mobile payment enhances my effectiveness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find the mobile payment to be useful for my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 10. Individual Performance

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
The mobile payment enables me to accomplish tasks more quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mobile payment makes it easier to accomplish tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mobile payment is useful for my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 11. Continuance intention

	1-Totally Disagree	2	3	4	5	6	7- Totally Agree
I intend to continue using the mobile payment rather than discontinue its use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My intentions are to continue using the mobile payment rather than manual processing or other alternative means.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to continue using the mobile payment in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Demographic data

\* 12. Gender

- Female  
 Male

\* 13. Age

\* 14. Academic degree

- 7th year  
 12th grade or equivalent  
 Bachelors degree  
 Master degree  
 PhD  
 I don't know

\* 15. Profession

- Student  
 Unemployed  
 Retired  
 Other (specify)  
 Employed worker  
 Self-employed

\* 16. Marital status

- Single  
 Married  
 Divorced  
 Widower  
 Unity of fact  
 I don't know

\* 17. What is your level of knowledge regarding the subject of this survey (Mobile Payment)?

1-Very limited	2	3	4	5	6	7-Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 18. What is your level of knowledge regarding NOVA IMS - ISEGI?

1-Very limited	2	3	4	5	6	7-Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>