

UNLOCKING E-BANKING BEHAVIOR: UNRAVELING THE IMPACT OF PERCEIVED THREAT AND ANXIETY ON COPING STRATEGIES IN KEBUMEN DISTRICT

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Abstract: The goal of this study was to empirically evaluate the association between perceived threat and anxiety on coping behaviors (protective action, seeking help, avoidance) of Kebumen district e-banking users. By disseminating surveys via a Google form, 121 study samples were acquired. Purposive sampling was utilized in this study, with the criteria of respondents obtained by e-banking. In this work, structural equation modeling is used to evaluate hypotheses using the WarpPLS version 7.0 program. The findings of hypothesis testing demonstrate that perceived threats and anxiety have an influence on coping behavior; however, there is no evidence that perceived threats lead to avoidance. According to the findings of this study, threats have no effect on respondents' usage of e-banking because it has become a daily requirement.

Keywords: E-Banking, Anxiety, Coping Behavior, Perceived Threat

INTRODUCTION

Changes in Indonesian consumer behavior that lead to internet-based activities (online shopping, online transportation, etc.) have a significant influence on the services supplied by Indonesian businesses, including the banking industry. According to Pikkarainen et al, 2004, e-banking is a banking service that uses information and communication technology to check transactions, review transaction history, transfer funds, and print documents (Tan & Teo, 2000; Brown et al, 2004). The following are the findings of the Jenius Financial Study on the increased usage of smartphones, which has benefited bank clients as well as internet and mobile banking users.

Every year, the number of Indonesian banks clients who utilize e-banking services grows. Electronic transactions at Bank Negara Indonesia (BNI) surged by 133.4% year on year in the third quarter of 2019, while Bank Central Asia (BCA) climbed by 51.7% year on year (Haturuk & Kartika, 2019).

The internet, communication devices, or computer devices connected to a worldwide network are particularly vulnerable to security assaults when used for e-banking. In addition to other issues such as downtime, the major issue with utilizing e-banking is the security risk. Banking crime differs from traditional crime in that it seeks to gain account information, credit cards, hack bank database systems, and rob banks.

According to the report, a considerable percentage of consumers (49%) feel insecure when doing financial transactions online. Furthermore, half of consumers (59%) believe that doing business offline is more dependable than doing business online, and 46% believe that physical banking is safer than internet banking. Despite these concerns, the majority of Internet users make online payments: 79% use a desktop or laptop computer, 52% use

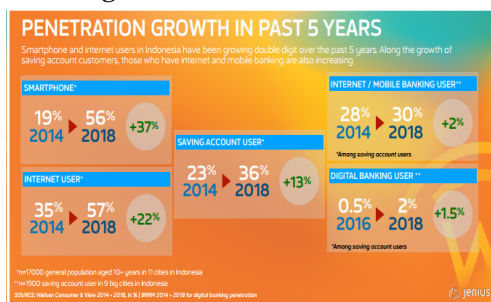


Figure 1. Increase in the Number of Smartphone Users

tablets, and 45% use smartphones. At the same time, the poll found that one in every five users does nothing to secure their online financial data.

Through coping behavior, this study focuses on individual security behavior in executing e-banking transactions (Chen & Zahedi, 2016). Coping behavior has been identified as a remedy to stress or beliefs of online safety (Lazarus & Folkman, 1984; Liang & Xue, 2009, 2010; Chen & Zahedi, 2016). Coping behavior is described as the process of controlling internal and external conditions that people perceive as hostile (Lazarus & Folkman, 1984). Previous study Chen & Zahedi (2016) indicates that coping activity happens as a result of a perceived security threat and perceived coping efficacy.

According to previous study, a person's coping behavior is influenced by their perceived security threat and perceived coping efficacy. However, in Indonesian society, the affective part of coping behavior is more accurate than the effectiveness aspect. PMT can explain and predict an individual's behaviors and attitudes when confronted with a danger (Rogers, 1975). PMT identified three crucial components for fear appeals: 1.) the degree of the danger's negative repercussions; 2.) the likelihood of a threat; and 3.) the efficacy of preventive actions. PMT with the addition of self-efficacy as the fourth component. PMT presented two cognitive processes that an individual might use to manage when confronted with a danger: threat assessment and coping appraisal.

When confronted with fear or danger, people tend to take preventive measures (Inkeles, 1975). Individuals frequently focus on action to get the desired objective, even if it is accomplished through issue or hazard avoidance (Elliot et al, 2001; Elliot et al., 2012). Chen and Zahedi (2016) shown that when faced with dangers, individuals are motivated to take defensive action. This study provides compelling evidence to back up these claims.

According to the study, in order to reject or ignore dangers, E-banking customers adopt preventive steps to safeguard themselves from future losses.

According to Chen and Zahedi (2016), one of the coping methods for overcoming online security issues is to seek support. This theory is confirmed by an empirical research done by McCrae (1984), which found that requesting help is the third most common coping strategy in health difficulties out of 28. Chen and Zahedi (2016) find a substantial link between threats and requesting aid. This study's outline The notion that taking precautionary measures against impending damage might be seen as a call for assistance from others.

Financial losses might result from online dangers. Users are driven to avoid online threats when they perceive them (Liang & Xue, 2010). Their avoidance is described as a loss of individual drive to do or even abandon specific occupations. According to Liang and Xue (2010), there is a positive link between threats and avoidance behavior. This finding is corroborated by Chen and Zahedi (2016), who contend that computer threats have a significant impact on avoidance behavior. As a result, the following are the study's hypotheses:

H1a: Perceive security threats has a positive effect on protective action

H1b: Perceived security threats has a positive effect on seeking help

H1c: Perceived security threats has a positive effect on avoidance

Anxiety is connected with coping behavior in personality psychology (R. S. Lazarus & Launier, 1978; Lazarus, 1991). Krohne and Hock (2011) contend that the nature of anxiety, which has controlled individual personalities for decades, necessitates a high healing process known as coping. This investigation supports the logical arguments advanced by R. S. Lazarus

and Launier (1978; Lazarus (1991). Anxious people look for answers to their problems. Anxiety leads a person to accomplish nothing, thus the remedy is to release anxiety through the coping process. As a result, the following hypothesis guides this study:

H2a: Internet Anxiety has a positive effect on protective action

H2b: Internet Anxiety has a positive effect on seeking help

H2c: Internet Anxiety has a positive effect on avoidance

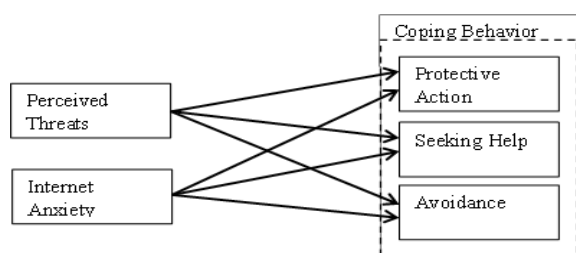


Figure 2. Research Model

RESEARCH METHOD

This is a causal quantitative study using a survey approach. This study's research subjects were Kebumen Regency e-banking customers. There are 121 replies available for analysis. The data in this study are original data collected directly from respondents via instrument distribution. A 5-point likert scale online questionnaire was employed in this investigation. The assembled questionnaire is an adaption of instruments generated by numerous investigations, as follows:

Tabel 1. Operationalization of Variables

Variable	Item Questions	Definition	Sources
Perceived threat (PT)	3	Anxiety felt by internet users because they have no resources to face the threat	Chen & Zahedi (2016)
Internet anxiety (IA)	5	A condition of an individual who has concerns and anxiety within him/herself while using an internet. Anxiety means fears of losing	Wachyudy & Sumiyana (2018)

Variable	Item Questions	Definition	Sources
		valuable personal data	
Protective action (PA)	3	Individuals' action to protect themselves from attack or threat in facing problems	Chen & Zahedi (2016)
Seeking help (SH)	3	The condition of individuals who request the assistance by looking for information or advice about the threats or problems encountered	Chen & Zahedi (2016)
Avoidance (AV)	3	The condition of individuals who prefer avoiding internet security threat rather than facing it	Chen & Zahedi (2016)

RESULT AND DISCUSSION

Convergent Validity

Convergent validity describes a measure's capacity to be positively connected with the same alternative construct size (Hair Jr. et al, 2016). To determine if the measuring model fulfills the requirements of convergent validity for reflective constructs (Sholihin & Ratmono, 2013), two criteria must be met: loading values more than 0.70 with a significant p (value 0.05) or the average variance extracted (AVE) value greater than 0.50.

Table 2. Convergent Validity Summary

	Item	Loading	P-Value	AVE
PT	PT1	(0.857)	<0.001	0.784
	PT2	(0.922)	<0.001	
	PT3	(0.875)	<0.001	
IA	IA1	(0.772)	<0.001	0.581
	IA2	(0.806)	<0.001	
	IA3	(0.778)	<0.001	
	IA4	(0.838)	<0.001	
	IA5	(0.853)	<0.001	
PA	PA1	(0.785)	<0.001	0.649
	PA2	(0.760)	<0.001	
	PA3	(0.868)	<0.001	

	Item	Loading	P-Value	AVE
SH	SH1	(0.785)	<0.001	0.655
	SH2	(0.807)	<0.001	
	SH3	(0.834)	<0.001	
AV	AV1	(0.835)	<0.001	0.725
	AV2	(0.873)	<0.001	
	AV3	(0.845)	<0.001	

Source: Primary data processed (2023)

Discriminant Validity

Discriminant validity indicates how much the construct differs from other constructs based on empirical standards (Hair Jr. et al, 2016). The average variance extracted (AVE) square root value, which is a diagonal column enclosed with brackets, must be greater than the correlation between latent variables in the same column to determine whether the measurement model meets discriminant validity requirements (Sholihin & Ratmono, 2013). Table 3 shows that the standards for discriminant validity have been satisfied. The correlation between latent variables in the same column is larger than the AVE square root value (diagonal column).

Table 3. Discriminant Validity Summary

	PT	IA	PA	SH	AV
PT	(0.885)	0.005	0.215	0.332	0.020
IA	0.005	(0.808)	0.434	0.328	0.307
PA	0.215	0.434	(0.806)	0.256	0.231
SH	0.332	0.328	0.256	(0.809)	0.197
AV	0.020	0.307	0.231	0.197	(0.851)

Source: Primary data processed (2023)

Internal Consistency Reliability

Internal consistency reliability tests are used to evaluate the homogeneity of items that comprise a concept (Cooper and Schindler, 2011). Composite reliability and Cronbach's alpha values more than 0.70 are utilized to determine the dependability of internal consistency (Mahardhika & Prasetyo, 2019; Sholihin & Ratmono, 2013). Table 4 shows that all constructs in this investigation fulfill the criterion for internal consistency

reliability, as evidenced by composite reliability and cronbach's alpha values more than 0.70 for each construct.

Table 4. Internal Consistency Reliability Summary

	PT	IA	PA	SH	AV
Composite Reliability	0.916	0.870	0.847	0.850	0.888
Cronbach's Alpha	0.861	0.810	0.728	0.736	0.810

Source: Primary data processed (2023)

Hypotheses Testing Summary

SEM-PLS was used to evaluate the hypothesis in this study. In this study, six hypotheses are investigated. The outcomes of evaluating this study hypothesis are summarized in Table 5.

Table 5. Hypotheses Testing Summary

	Hypotesis	Path Coef.	p-values	Conclusion
H1 _a	PT → PA	0.257	0.002	Supported
H1 _b	PT → SH	0.343	<0.001	Supported
H1 _c	PT → AV	0.053	0.278	Not supported
H2 _a	IA → PA	0.319	<0.001	Supported
H2 _b	IA → SH	0.193	0.014	Supported
H3 _c	IA → AV	0.160	0.035	Supported

Source: Primary data processed (2023)

According to table 5, all study hypotheses are acceptable (p-value > 0.05) with the exception of the perceived danger to avoidance (p-value 0.05). Furthermore, the path coefficient is positive, which is consistent with the theory given in this work.

CONCLUSION

The findings of the study reveal that perceived danger and online anxiety impact e-banking customers' coping behavior. However, Perceived Threat had no influence on Avoidance. The results of this study, however, cannot be generalized because the sample was limited to e-banking customers in Kebumen Regency. Future research is likely to broaden the scope of the study.

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