



Acceptability of E-Payment Platforms on Revenue, Collection, and Disbursement Processes of Hardware Stores in San Ildefonso, Bulacan

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ABSTRACT

The growing use of e-payment systems (EPS) has transformed financial transactions, but some businesses, specifically hardware stores in San Ildefonso, Bulacan, were still hesitant about adopting this innovation. This research assesses the acceptability of e-payment systems and its impact on revenues, collection, and disbursement processes among hardware stores in this area.

Quantitative research was employed, using purposive sampling to select hardware store owners and managers as respondents. Data were gathered through a survey questionnaire using Google Forms and printed copies. Data were analyzed using descriptive and inferential statistics. Findings indicate that the respondents view e-payment platforms as secure but were still worried about cybersecurity threats. Perceived usefulness and ease of use play a major role in adoption, where users value convenience, efficiency, and security. E-payment platforms had direct impacts on revenue by attracting new customers, improving collection by minimizing delays and errors, and enhancing disbursement processes. But some businesses were still wary because of the lack of internet connectivity and the risk of fraud. Correlation analysis verified that there was a significant correlation between e-payment acceptability and financial processes, and perceived usefulness and intention to use were strong predictors of revenue growth.

To maximize the benefits of e-payment systems, hardware stores should integrate it into operations. Additionally, service providers must enhance the digital payment application. Policymakers should also provide assistance to ensure wider adoption among businesses.

Keywords: *Acceptability, Collection, Disbursement, E-payment platforms, Financial Processes, Perceived Ease of Use, Perceived Usefulness, Revenue, Security, Intention to Use; Quantitative-Descriptive Research; Hardware owners and managers; Purposive Sampling.*

1. Introduction

The primary problems with the acceptability of e-payments are that the consumers are hesitant to use digital payment methods because of various factors about security, lack of trust in the system, limited options of e-payment methods on the market, and lack of understanding of how to use them. Developing countries faced several challenges in adopting e-payments in the market, including limited internet connections, low financial resources, and lack of understanding of how to use e-payment methods, and the transaction cost of e-payments being too expensive for other consumers, especially if they are minimum wage earners.

The study aims to assess the acceptability and impact of e-payment platforms on the revenue, collection, and disbursement processes of hardware stores in San Ildefonso, Bulacan. In 2022, 42.1% of the overall retail transaction value in the Philippines will be made up of e-payments (Bangko Sentral ng Pilipinas, 2022). Merchant payments and person-to-person fund transfers are the two primary factors that drive this growth. While this seems a promising rate, many small businesses, particularly hardware stores in rural areas like San Ildefonso in Bulacan have not fully adopted e-payment systems into their normal operations. A 2.6 million decline in e-payment accounts shown in the Financial Bank Inclusion Survey conducted in 2020 indicates barriers that restrain digital payment adoption (Raon et. al 2020). This research aims to offer valuable insights into how the integration of e-payment platforms and their potential to enhance financial processes. Effective e-payment platforms are anticipated to be characterized by ease of learning, control, navigation, and improved security for financial transactions (Pueblos and Timoteo, 2023).

Being a developing country there is a high demand on construction materials due to development of public infrastructure and urbanization in the country that leads to high demands of construction materials from suppliers and hardwares. This study focused on how e-payments platforms affected the business processes when it comes to receipts and disbursement of hardwares in San Ildefonso, Bulacan and assessed other factors that affect the decisions of the hardwares stores on using e-payment platforms in their day-to-day operations. Through this study business can show how e-payments platforms improved efficiency and possibly increased sales because some of the customers prefer cashless transactions for safer transactions, and better financial management in the part of the hardware stores.

Acceptability of e-payment platforms has been introduced through technology and wide use of e-payments in various businesses. E-payment platforms were known to provide a more effective and efficient way of collecting and managing payments. In addition, it reduces the risk associated with handling cash when acquiring materials from hardware stores. Using e-payment platforms are also useful for disbursement to monitor business transactions and to minimize human error in recording transactions, it also helps generate ready made digital receipts that can be sent to the hardware stores and to the buyer for transparency.

While there are a lot of benefits from using e-payment platforms, there are still gaps and information that are not yet known when it comes to acceptability of e-payment platforms, especially of hardware stores. Even if e-payment platforms are available to the market, there are specific gaps that limit the public to use e-payment platforms of revenue, collections, and disbursement process. One of the gaps on acceptability of e-payment platforms is the level of acceptance among hardware store owners, it is unclear how many hardware stores accept e-payments platforms or still prefer traditional cash-based payments. It also includes the customer's preference if they will use e-payment platforms than cash-based methods, additionally, the challenges in implementation and security risk underlied on the system of e-payments, many customers are more skeptical using e-payment platforms considering the technical risk and possible cybersecurity threats that can be encountered.

Learning new information about the acceptability of e-payment platforms is important to help individuals and businesses what are the changes and provide valuable insights regarding the acceptability of e-payment platforms in connection to accounting processes. By studying new data, businesses can take in consideration the new information obtained in this study. Researcher aims to fill the gaps and provide helpful results to improve the process of revenue, collection, and disbursement.

2. Theoretical Framework

Technology acceptance model consists of factors that help businesses build an understanding and foundation to accept the use of e-payment platforms for revenue, collections, and disbursement. One of the factors is Perceived Usefulness where it claims technology would make it easier to finish a given task. In 2017, Hamid et al. claimed that perceived usefulness had an effect on purchasing intentions from the customers. From the given statement it could be concluded that perceived usefulness has an important role on how owners of hardware stores behave towards e-payment platforms.

Perceived ease of use was about the convenience and ease they find e-payment platforms to use. If hardware stores adopt e-payment platforms to use in their revenue, collections, and disbursement cycle it is easier to do transactions to the customer. In 2001, Pavlou explained the term Perceived ease of use as an intrinsic motivation in using technology to transact. Perceived of Security is one of the biggest factors that hardwares stores consider. It refers that e- payments platforms are safe and free from risk of fraud and unauthorized access. Security played an important role to build a foundation on acceptance of e-payments platforms in revenue, collection, and disbursement of hardware stores. Intention to use e-payment platforms in hardware stores is about the willingness and readiness of hardware stores to accept electronic payments to their day-to-day operations, intention to use can be stronger if the e-payments are easy to use and safe and will increase the acceptance of e-payment platforms in revenue, collection, and disbursement process stores in San Ildefonso, Bulacan.

3. Conceptual Framework

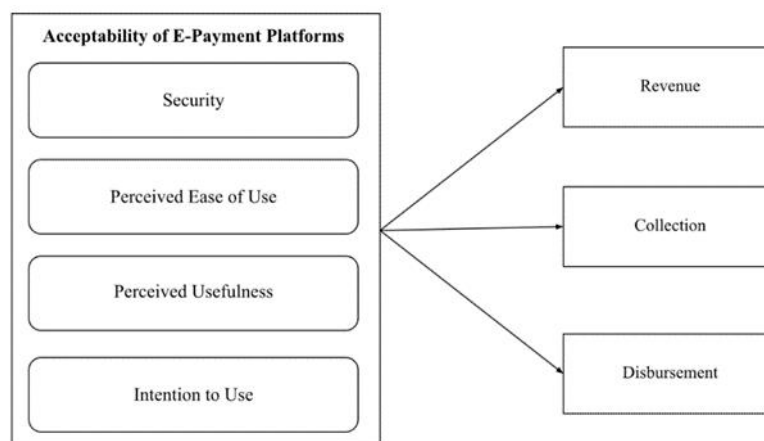


Figure 1. Conceptual Framework

Figure 1 showed the relationship between the independent and dependent variables. The independent variables were the factors affecting the acceptability of e-payment platforms: security; perceived ease of use; perceived usefulness; and intention to use. The dependent variable was the revenue, collection, and disbursement.

Security played a crucial role in making store owners and users approve of e-payment systems. After users felt secure from hacking, fraud, or unauthorized access, they were more confident about utilizing the systems. Thus, hardware stores generated more revenues since customers preferred cashless payments. Secure e-payment systems also ensured payment collection was efficient and there was less chance of handling cash. Similarly, disbursement became secure, and retailers could confidently pay employees and suppliers through e-payment platforms.

Perceived ease of use of the e-payment platforms was also an important role in their acceptance. If store owners and clients found that the systems were user-friendly, then transactions were efficient, and there was more revenue generation. Buyers could purchase with greater ease, and owners could effectively pay quickly, and there were no delays or mistakes. Furthermore, collection was also made easy because electronic payment decreased manual money handling. Disbursement operations were also made easier since owners could pay suppliers and workers easily without undergoing the burden of manual payments.

Perceived usefulness sets the perception of consumers and store owners toward e-payment systems. As they viewed the benefits of the systems, such as faster transactions and better financial control, their usage increased. This increased revenue since customers found convenience in cashless payments. Collection processes were faster and more efficient, and there was no need for counting physical cash. Disbursement was also enhanced as stores successfully managed outgoing payments and timely payments to suppliers and employees.

Lastly, the intention to use e-payment platforms determined how confident store owners integrated these platforms into operations. Once they were prepared to transition to electronic payment processes, revenues increased because customers were encouraged to use cashless payments. The process of collecting payments became efficient because store owners preferred digital payments to handling physical cash. Payment disbursement also became more efficient because store owners implemented electronic methods of managing expenditures and paying suppliers.

Overall, the acceptability of e-payment systems, which is moved by security, perceived ease of use, perceived usefulness, and intention to use, influenced significantly revenue generated, collection effectiveness, and disbursement operations. The more acceptable and convenient the platforms were, the greater was their contribution to the financial growth and operational effectiveness of hardware shops in San Ildefonso, Bulacan.

4. Research Questions

This study aims to assess the acceptability of e-payment platforms and their influence on the revenue, collection, and disbursement processes of hardware stores in San Ildefonso, Bulacan. Specifically, this study aims to answer the following question:

1. How may the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan, be described in terms of:
 - 1.1 Security
 - 1.2 Perceived ease of use
 - 1.3 Perceived Usefulness
 - 1.4 Intention to Use
2. How may the revenue processes of hardware stores in San Ildefonso, Bulacan, be described?
3. How may the collection processes of hardware stores in San Ildefonso, Bulacan, be described?
4. How may disbursement processes of hardware stores in San Ildefonso, Bulacan, be described?
5. Is there a significant relationship between the acceptability of e-payment platforms and the revenue processes of hardware stores in San Ildefonso, Bulacan?
6. Is there a significant relationship between the acceptability of e-payment platforms and the collection processes of hardware stores in San Ildefonso, Bulacan?
7. Is there a significant relationship between acceptability of e-payment platforms and disbursement processes of hardware stores in San Ildefonso, Bulacan?

5. Hypothesis

H₀ (Null Hypothesis)

1. There is no significant relationship between the acceptability of e-payment platforms and the revenue process of hardware stores in San Ildefonso, Bulacan.

2. There is no significant relationship between the acceptability of e-payment platforms and the collection process of hardware stores in San Ildefonso, Bulacan.
3. There is no significant relationship between the acceptability of e-payment platforms and the disbursement process of hardware stores in San Ildefonso, Bulacan.

6. Significance of the Study

The study seeks to assess the effectiveness of e-payment system adoption and its influence on the financial operations of hardware stores in San Ildefonso, Bulacan. Hardware store owners and managers will gain insights into whether the implementation of the e-payment platforms enhances the financial processes of the business. Through an understanding of the benefits and barriers of digital payment integration, business owners can make effective decisions on implementing such systems. As digital payments continue to expand in the business sector, entrepreneurs can use the result of this study to gain knowledge on this growing innovation that will enable them to remain competitive in the industry. Furthermore, this research will contribute to the growing literature on the integration of digital payment in the business industry as a whole. The findings of this study will serve as a reference for a deeper understanding of digital payments, store owners' perceptions towards e-payment, and the impact of its integration on business processes.

7. Scope and Delimitations

The general intent of this study was to evaluate the relationship between the acceptability of e-payment platforms among hardware store owners and their impact on the revenue, collection, and disbursement processes. This study aimed to determine whether integration of digital payment systems improved the financial processes. Digital payment systems were prevalent in the business sector; understanding its impact on financial processes could assist in business decisions and maintain competitiveness in the growing market. Hardware stores had high-volume financial transactions, particularly in developing countries like the Philippines, this study aimed to contribute to understanding the relevance and usefulness of e-payment platforms in this industry.

The respondents could be hardware store owners and managers in San Ildefonso, Bulacan. The total population is twenty-nine registered hardware stores, and purposive sampling could be used to select respondents that fit the criteria of this study (i.e., hardware stores that currently use e-payment platforms). The findings of this research were limited within this scope and might not apply to other businesses outside the area. The study focused solely on the revenue, collection, and disbursement processes and did not cover other business factors. Moreover, the study relied on the perceptions of individuals in charge of the business; therefore, there was a possibility of bias since the response aligns with personal beliefs and experiences. Data would be gathered using a quantitative method through a survey questionnaire. The responses could be analyzed with descriptive statistics and inferential statistics to summarize the data and investigate the relationship between the variables.

8. Research Design

This study utilized quantitative research design, specifically both a descriptive survey for research questions 1 to 4 and a descriptive correlational quantitative research design for research questions 5 to 7. A descriptive survey quantitative research design was used to describe the acceptability of e-payment platforms of hardware stores in San Ildefonso Bulacan in terms of security, perceived ease of use, perceived usefulness, and intention to use. Additionally, this could also be used to describe the revenue, collection, and disbursement processes of hardware stores. On the other hand, a descriptive correlational quantitative research design was used to determine the relationship between the acceptability of an e-payment platform and the revenue, collection, and disbursement processes. The systematic collection of numerical data that the researchers sought was obtained by utilizing a quantitative approach. This enabled the use of statistical analysis as the researchers identified the patterns and trends in e-payment adoption. Meanwhile, a descriptive research design would summarize and present the collected data, which would involve frequency distribution, mean, and standard deviation to determine repetition of each response and to measure central tendency and variability. The researchers would also use an inferential statistical method to determine relationships between characteristics of e-payment platforms and their impact on the business operations of the hardware stores. Specifically, the study would conduct a correlation analysis to ensure objective, data-driven, and reliable research findings. The participants of the study would be limited to owners or managers of San Ildefonso, Bulacan, registered hardware stores who are already utilizing e-payment platforms. These are the people who had accountability to the day-to-day business operations, especially the revenue, collection, and disbursement processes of the hardware stores.

9. Respondents

The managers and owners of hardware stores in San Ildefonso, Bulacan, were the key respondents of this study. The researchers choose these individuals for their direct involvement with business operations, particularly in revenue management, collections, and disbursement processes. Only those who are currently using e-payment platforms are qualified to be respondents.

The target population consists of hardware store owners and managers in San Ildefonso, Bulacan. There are 29 registered hardware stores in the official list obtained from the municipality, forming the study's total population. Each hardware store typically has one or more key decision-makers—either

the owner or the manager. Their daily tasks include overseeing financial transactions, making them a great source of insights regarding the advantages and challenges of using e-payment platforms.

Given that the population size is small and manageable, the study attempts to survey the entire population to ensure that every relevant business is included in the analysis. However, because participation is entirely voluntary, the actual sample size will be determined among the respondents' willingness.

To ensure relevant and reliable data, the study would only include respondents who met the following criteria: the respondent must be the owner or manager of a registered hardware store in San Ildefonso, Bulacan; they must currently be using an e-payment platform in their business operations; and they must be willing to participate in the study and share their insights regarding e-payment usage.

A combination of personal store visits and online recruitment would be conducted to encourage participation. The distribution of survey aimed to accommodate the respondents' preferences; thus, it was made available in two formats: Online questionnaire is created using Google Forms and printed questionnaire is provided during in-person survey

The study ensures that only the insights of qualified respondents were considered in evaluating the acceptability and impact of e-payment platforms among those employing a purposive sampling technique. This guarantees that the research findings were relevant and accurate.

10. Instrument

The researchers' survey questionnaire was structured to gather data from hardware store owners in San Ildefonso, Bulacan. The survey questionnaire has a total of eight parts. The first part determines the business profile, which uses a categorical scale. The remaining seven parts use a 4-point Likert scale with response options: Strongly Agree, Agree, Disagree, and Strongly Disagree. The questionnaire would be distributed using google forms and/or printed paper copies.

The instrument of this study uses Technology Acceptance Model (TAM) as its theoretical framework, which is a framework that explains how users adopt and use technology. The research questionnaire was adapted from multiple relevant studies to ensure that the data needed for the objective of this study was obtained. The study of Pueblos & Timoteo (2023) titled "Impact of E-Payment Platforms Among Selected Micro Entrepreneurs in Taguig City: Determinants for Enhanced Guidelines in Collection and Disbursement Process." provided the framework for Business Profile, Perceived Ease of Use, Perceived Usefulness, and the Financial Processes. The construct for Security was adapted from the study of Kim et al. (2010) "An empirical study of customers' perceptions of security and trust in e-payment systems." Lastly, Intention to Use was derived from the study of Al-Hujran et al. (2022) "Intention to Use E-Payments from the Perspective of the Unified Theory of Acceptance and Use of Technology (UTAUT)." These sources were carefully adapted to ensure that the questionnaire effectively captures the needed data to address the research questions.

The pilot testing with Cronbach's alpha reliability analysis of the instrument confirms that the survey employed in the measurement of the acceptability of e-payment platforms is overall reliable and consistent. The majority of the variables are found to have high internal reliability, i.e., questions measure what they are designed to. Among these, Perceived Ease of Use (number of items = 5, Cronbach reliability measure = 0.878), Revenue (number of items = 5, Cronbach reliability measure = 0.890), and Disbursement (number of items = 9, Cronbach reliability measure = 0.840) have high reliability, indicating that respondents answered these sections consistently. Likewise, Security (number of items = 4, Cronbach reliability measure = 0.806), Perceived Usefulness (number of items = 5, Cronbach reliability measure = 0.740), and Collection (number of items = 5, Cronbach reliability measure = 0.789) are within the acceptable range of reliability, thus these scales can be said to be theoretically useful and provide valid measures.

Meanwhile, Intention to Use (number of items = 3, Cronbach reliability measure = 0.675) has a slightly lower reliability score, but it remains valid for analysis without requiring modifications. Despite this, the overall reliability of the survey is strong, ensuring that the data collected can effectively support the study's objectives. These findings provide confidence that the research instrument is a reliable tool for understanding how e-payment platforms impact the revenue, collection, and disbursement processes of hardware stores in San Ildefonso, Bulacan.

11. Data Gathering Procedure

The study used a quantitative research approach with surveys as the main data collection method to determine the acceptability of e-payment platforms on the revenue, collection, and disbursement processes of hardware stores in San Ildefonso, Bulacan.

To collect data from the hardware stores about e-payment platforms, a structured questionnaire was used to gather their opinions, difficulties, and preferences. The employment of a Likert scale would be utilized with closed-ended structured questionnaires to measure security, ease of use, usefulness, and their intention to use an e-payment system on revenues, collections, and disbursements.

The purposive sampling technique was employed in selecting the population and samples from San Ildefonso, Bulacan. It ensures that only individuals who were able to exercise direct control over operations and hardware shops that had incorporated e-payment systems into their operations were selected. In this way, quality data were collected through the contributions of participants with their perspectives regarding some challenges, preferences, and general acceptance of digital payments for their hardware operations.

The collection of data would be supplied through online surveys such as Google Forms or printed papers that would be given face-to-face with the respondents, assuring that their personal information and anonymity would be protected. Moreover, a pilot test was carried out to test the questionnaire for clarity and reliability, and there may be necessary changes as the research progresses.

12. Data Analysis

An analysis of data would be carried out using Jamovi. Descriptive statistics such as mean, frequency, and standard deviation were employed to assess the acceptability of e-payment platforms in terms of security, perceived ease of use, perceived usefulness, and intention to use. For determination of relationships between e-payment acceptability and financial processes (revenue, collection, and disbursement), Pearson-r correlation analysis was used on data distribution. Through this method, it would assess whether e-payment adoption really influences business operations. The survey instrument's reliability was tested using Cronbach's alpha to ascertain the internal consistency of the gathered data.

13. Ethical Considerations

In conducting this study on the acceptability of e-payment platforms and their influence on revenue, collection, and disbursement processes in hardware stores in San Ildefonso, Bulacan, researchers followed certain ethical considerations in research writing:

Right to Conduct the Study. Researchers obtained necessary permission from local government offices and hardware store owners to make sure the research complies with legal and ethical standards.

Informed Consent. Researchers would make sure that all respondents participate voluntarily in the study. Respondents would be given a clear description of the purpose, objectives, possible risk, and benefits of the study prior to answering the study. Participants would be allowed to participate voluntarily and informed that they may withdraw their participation at any time without any consequences. Respondents were assured of protection of their rights to ensure that their participation would not result in harm.

Confidentiality and Anonymity. Information, identities, and personal information of respondents were kept strictly confidential, and responses would be used strictly for research purposes. The survey would not collect identifiable information unless necessary, and researchers would not disclose any respondents' identities to readers.

14. Results and Discussions

This section presents the study's findings on e-payment platforms' acceptability and impact on hardware stores' revenue, collection, and disbursement processes in San Ildefonso, Bulacan. Responses are analyzed based on security, ease of use, usefulness, and platform use intention. Inferential statistics, such as correlation analysis, test the relationship between electronic payment acceptability and financial operations, while descriptive statistics describe responses.

Table 1

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware Stores in San Ildefonso, Bulacan, in terms of Security

No.	Security		1	2	3	4	Mean	SD	VI
1	I perceive EPS as secure	f	4	11	3	0	1.94	0.639	A
		%	22.2	61.1	16.7	0			
2	I perceive the information relating to user and EPS transactions as secure	f	5	10	3	0	1.89	0.676	A
		%	27.8	55.6	16.7	0			
3	The information I provided in previous EPS is helpful for secure payment transactions	f	4	13	1	0	1.83	0.514	A
		%	22.2	72.2	5.6	0			
4	I do not fear hacker invasions into EPS	f	6	9	3	0	1.83	0.707	A
		%	33.3	50.0	16.7	0			
Overall							1.87	0.634	A

Legend: Rating Verbal Interpretation
 3.25- 4.00 Strongly SD
 Disagree

2.50- 3.24	Disagree	D
1.75- 2.49	Agree	A
1.00 -1.74	Strongly Agree	SA

Table 1 presented the descriptive measure of the acceptability of e-payment platforms in terms of security. Item number 1, "I perceive EPS as secure," attained the highest mean of 1.94 (SD = 0.639). The frequency distribution shows that 61.1% (11) of hardware store owners/managers "Agree" (2), 22.2% (4) "Strongly Agree," and 16.7% (3) "Disagree". This implied that respondents generally agree that the use of e-payment platforms are secure. Most hardware store owners/managers integrate e-payment platforms into business operations with a perception that it was safe for business use. Apaua and Lallie (2022) found that if the users perceived digital payment applications like mobile banking were secure, owners were keen to adopt it.

Conversely, item numbers 3 and 4, "The information I provided in previous EPS is helpful for secure payment transactions" and "I do not fear hacker invasions into EPS," obtained the same mean rating of 1.83 with a corresponding standard deviation (SD = 0.514) (SD = 0.707), respectively. The frequency distribution illustrated that 72.2% (13) of hardware store owners "Agree" (2), 22.2% (4) "Strongly Agree," and 5.6% (1) "Disagree". Moreover, 50% (9) of hardware store owners/managers "Agree" (2), 33.3% (6) "Strongly Agree" (1), and 16.7% (3) "Disagree" (3). This implied a slightly higher level of agreement that prior information put into systems helps to secure transactions and that respondents do not strongly fear hacker invasions. Apaua and Lallie (2022) stated despite the ease with which mobile banking apps provide, users often mistrust their security since of a growing trend of cyberattacks, and data breaches. This mistrust may hinder the acceptance and integration of digital payment methods.

The overall mean of 1.87 with a corresponding standard deviation (SD = 0.634), which falls within the "Agree" category indicated that hardware store owners in San Ildefonso, Bulacan perceive e-payment platforms as secure with a consistent response. Siagan et al. (2021) underlined how the user's acceptability to use an application would be influenced by the degree of trust in its security.

Table 2

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware Stores in San Ildefonso, Bulacan, in terms of Perceived Ease of Use

No.	Perceived Ease of Use		1	2	3	4	Mean	SD	VI
1	Easy to learn, control and navigate	f	4	13	1	0	1.89	0.676	A
		%	22.2	72.2	5.6	0			
2	Clear and easy to understand	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
3	Easy to adapt and flexible	f	4	13	1	0	1.83	0.514	A
		%	22.2	72.2	5.6	0			
4	Easy to transfer funds/pay financial obligations	f	4	13	0	1	1.89	0.676	A
		%	22.2	72.2	0	5.6			
5	E-payment system makes work simple and easy	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
Overall							1.83	0.592	A

Legend:

Rating	Verbal Interpretation	
3.25- 4.00	Strongly Disagree	SD
2.50- 3.24	Disagree	D
1.75- 2.49	Agree	A
1.00 -1.74	Strongly Agree	SA

Table 2 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of perceived ease of use. The items number 1 and 4 "Easy to learn, control and navigate" and "Easy to transfer funds/pay financial obligations" attained the highest mean of 1.89 (SD = 0.676). The frequency distribution shows that 72.2% (13) of hardware owners/managers "Agree" (2), 22.2% (4) "Strongly Agree" (1), and 5.6% (1) "Strongly Disagree" (4). The result indicated that respondents "Agree" that e-payment platforms are manageable and efficient for financial transactions. Meanwhile, the lowest mean response was attained by items number 2 and 5 "Clear and easy to understand" and

“E-payment system makes work simple and easy” with a mean of 1.78 (SD = 0.548). The frequency distribution shows that 66.7% (12) of hardware owners/managers “Agree” (2), 27.8% (5) “Strongly Agree” (1), and 5.6% (1) “Disagree” (3). It signified that there was a slightly lower level of agreement that the information provided may cause users to experience some difficulties in understanding the system or perceiving its efficiency in improving operations.

Perceived ease of use is a crucial factor influencing the adaptation and continued use of e-payment platforms. According to the study of Jasin (2022), the effect of perceived ease of use on users’ behavioral intention to use digital payment platforms. The results showed that when users find an e-payment platform that is easy to use and navigate, their intention to use the platform is higher. This was influenced by perceived enjoyment, implying the ease of use increases the satisfaction of using the system, hence the intention to adopt it.

The overall mean response for acceptability of e-payment platforms of hardware stores was 1.83 (SD = 0.592), which falls within the “Agree” (A) category. Thus, the average summary shows that the respondents believe that the usage of e-payment platforms in hardware stores in San Ildefonso, Bulacan, is manageable and efficient.

Table 3

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware in San Ildefonso, Bulacan, in terms of Perceived Usefulness

No.	Perceived Usefulness		1	2	3	4	Mean	SD	VI
1	E-payment system is more effective in terms of security of financial transactions.	f	5	10	3	0	1.89	0.676	A
		%	27.8	55.6	16.7	0			
2	E-payment system is very fast and effective in paying financial obligations and received the payment from clients on a timely manner.	f	7	10	0	1	1.72	0.752	SA
		%	38.9	55.6	0	5.6			
3	Using e-payment system is stress free, accessible and very convenient	f	7	11	0	0	1.61	0.502	SA
		%	38.9	61.1	0	0			
4	Using e-payment system is more effective in identifying the transaction and payment details.	f	7	11	0	0	1.61	0.502	SA
		%	38.9	61.1	0	0			
5	Using e-payment system effective to easily trace financial transactions	f	4	13	1	0	1.83	0.514	A
		%	22.2	72.2	5.6	0			
Overall							1.73	0.589	SA

Legend:	Rating	Verbal Interpretation
	3.25- 4.00	Strongly Disagree SD
	2.50- 3.24	Disagree D
	1.75- 2.49	Agree A
	1.00 -1.74	Strongly Agree SA

Table 3 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of perceived usefulness. Item number 1 “E-payment system is more effective in terms of security of financial transactions.” obtained the highest mean of 1.89 with a corresponding standard deviation (SD = 0.676). The frequency distribution shows that 55.6% (10) of hardware store owners/managers “Agree” (2), 27.8% (5) “Strongly Agree”, and 16.7% (3) “Disagree” that the use of e-payment platforms were more secure for financial transactions. A study by Prasetya et al. (2023) highlighted that digital payments offer enhanced security for users which could reduce the risks associated with using actual cash on transactions.

In contrast, item number 3 and 4 “Using e-payment system is stress free, accessible and very convenient.” and “Using e-payment system is more effective in identifying the transaction and payment details.” received the same mean rating of 1.61 with a corresponding standard deviation (SD = 0.502). The frequency distribution illustrated that 61.1% (11) of hardware store owners/managers “Agree” (2) and 38.9% (7) “Strongly Agree” (1). This implied a slightly higher level of agreement that there were practical benefits of e-payment platforms usage and its effectiveness to trace past transaction details. De Luna et al. (2019) found that perceived usefulness of a payment system was a key factor in a successful adoption. Usefulness, speed, convenience, and advantages could lead users to use e-payment systems over traditional methods.

The overall mean of 1.73 with a corresponding standard deviation (SD = 0.589) implied that the participants “Strongly Agree” that e-payment platforms are useful in hardware stores in San Ildefonso, Bulacan, with consistent responses among participants. The response of the respondents to the perceived usefulness of e-payment systems aligns with the other related studies. For example, Drakpa et al. (2024) analysis established that perceived usefulness is among the significant reasons to adopt e-payment systems. The practicality and convenience of the systems are expected to have an impact on users to adopt it in business processes.

Table 4

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware in San Ildefonso, Bulacan, in terms of Intention to Use

No.	Intention to Use		1	2	3	4	Mean	SD	VI
1	I intent to use E-payment services in the future	f	6	11	0	1	1.78	0.732	A
		%	33.3	61.1	0	5.6			
2	I will always try to use E-payment system in my daily life	f	6	8	4	0	1.89	0.758	A
		%	33.3	44.4	22.2	0			
3	I plan to use the E-system in the future	f	7	10	1	0	1.67	0.594	SA
		%	38.9	55.6	5.6	0			
Overall							1.78	0.695	A

Legend:

Rating	Verbal Interpretation	
3.25- 4.00	Strongly Disagree	SD
2.50- 3.24	Disagree	D
1.75- 2.49	Agree	A
1.00 -1.74	Strongly Agree	SA

Table 4 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of intention to use. The item number 2 “I will always try to use E-payment system in my daily life” obtained the highest mean of 1.89 (S.D = 0.758). The frequency distribution shows that 44.4% (8) of hardware owners/managers “Agree” (2), 33.3% (6) “Strongly Agree” (1), and 22.2% (4) “Disagree” (3). This implied that the respondents generally “Agree” that e-payment systems will be integrated in their daily lives. Meanwhile, item number 3 “I plan to use the E-system in the future” attained the lowest mean of 1.67 (S.D = 0.594). The frequency distribution shows that 55.6% (10) of hardware owners/managers “Agree” (2), 38.9% (7) “Strongly Agree” (1), and 5.6% (1) “Disagree” (3). This denotes that the respondents plan to use e-payment platforms in the future.

Intention to Use refers to the likelihood that an individual will use a particular system in the future. A study by Belmonte et al. (2024) found that there are multiple factors affecting the intention to use EPS. The findings highlight that users are more likely to adopt EPS when it is believed that it will improve transaction efficiency and provide a secure payment experience.

The overall mean response was 1.78 (SD = 0.695), which falls within the “Agree” (A) category. Thus, the average summary suggested a consistent agreement on the intention to use EPS on business operations among hardware stores in San Ildefonso, Bulacan. The finding concurred with Alalwan et al. (2018), which emphasized the importance of intention to use financial technologies. With users becoming more aware of the advantages of e-payment platforms, their adoption into everyday transactions is likely to expand, supporting the importance of intention to use in adopting e-payment platforms.

Table 5

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware in San Ildefonso, Bulacan, in terms of Revenue

No.	Revenue		1	2	3	4	Mean	SD	VI
1	E-payment gives the customers/ client to have more option on how to settle obligations.	f	7	10	0	1	1.72	0.752	SA
		%	38.9	55.6	0	5.6			
2	E-payment increase the number of potential customers/ clients.	f	6	10	1	1	1.83	0.786	A
		%	33.3	55.6	5.6	5.6			

3	E-payment helps the business to increase their sales.	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
4	E-payment increases the business profitability	f	6	11	1	0	1.72	0.575	SA
		%	33.3	61.1	5.6	0			
5	Overall, e-payment system helps to increase revenue.	f	7	10	1	0	1.67	0.594	SA
		%	38.9	55.6	5.6	0			
Overall							1.74	0.651	SA

Legend:

Rating	Verbal Interpretation
3.25- 4.00	Strongly Disagree SD
2.50- 3.24	Disagree D
1.75- 2.49	Agree A
1.00 -1.74	Strongly Agree SA

Table 5 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of revenue. The item 2 had the highest mean value of 1.83 (SD= 0.786) and frequency distribution that showed 55.6%(10) of the respondents Agree(2), 33.3%(6) Strongly agree(1), 5.6%(1) Disagree(3) and 5.6%(1) Strongly Disagree(4) indicating that while respondents recognized its advantage, it is not agreed on as strongly as other elements. This meant that while e-payment systems had the potential to bring in more customers, there could have been uncertainties or scope for improvement in obtaining its benefits. These findings aligned with previous research of e-payment platforms that can enhance sales and profitability of micro-entrepreneurs. For instance, a study of micro-entrepreneurs in Taguig City showed that e-payment systems raised trade and made it more convenient for customers (Pueblos & Timoteo, 2023).

Conversely, item 5 attained the lowest mean equals to 1.67(SD=0.594) respectively. The frequency distribution showed that 38.9% (7) Strongly Agree (1), 55.6% (10) Agree (2), and 5.6% (1) Disagree (3). It had the main impact that the agreement of adoption of digital payment had strong financial benefits among hardware stores located in San Ildefonso, Bulacan. In similar accounts, Ally Bakari stated that digitization initiatives such as e-payment systems, had enhanced revenues and improved services. (Bakari, 2021).

Moreover, the overall mean score of 1.74 with (SD = 0.651) indicated a strong agreement of the positive impact of e-payment systems on revenue. Pueblos and Timoteo (2023) supported this truth and emphasized the advantages of digital payment systems in terms of both financial efficiency and customer involvement. Similarly, Bakari (2021) said that business efficiency was due to e-payment platforms adoption, which in turn has also resulted in fast transactions and reduced operational costs.

Table 6

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware in San Ildefonso, Bulacan, in terms of Collection

No.	Collection		1	2	3	4	Mean	SD	VI
1	E-payment system is the most secure mode of collection.	f	5	8	5	0	2.00	0.767	A
		%	27.8	44.4	27.8	0			
2	E-payment is adaptable and inflexible.	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
3	E-payment facilitates timely collection.	f	7	10	0	1	1.72	0.752	SA
		%	38.9	55.6	0	5.6			
4	It provides convenience of access as it is available 24/7.	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
5	The use of e-payment will make collection process more efficient and effective.	f	5	12	1	0	1.78	0.548	A
		%	27.8	66.7	5.6	0			
6	Overall, e-payment system is an easy means of	f	5	12	0	1	1.83	0.707	A

Collection.	%	27.8	66.7	0	5.6			
Overall						1.84	0.608	A

Legend:

Rating	Verbal Interpretation
3.25- 4.00	Strongly Disagree SD
2.50- 3.24	Disagree D
1.75- 2.49	Agree A
1.00 -1.74	Strongly Agree SA

Table 6 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of collection. The item number 1 "E-payment system is the most secure mode of collection" had the highest mean of 2.00 with a corresponding standard deviation (SD = 0.767) with frequency distribution that showed 27.8%(5) Strongly Agree(1), 44.4%(8) Agree(2), and 27.8%(5) Disagree(3) revealed that respondents appreciated the security offered by e-payment systems, but did not seem to agree with them as strongly as other parts of collection efficiency. These results were in agreement with Pueblos and Timoteo (2023), who contended that e-payment systems improved people's security perceptions but still required improvements in order to ensure complete trust in their use. The inference drawn from this fact was that even though digital payment systems comprised various layers of protection, such as encryption, user authentication, and fraud detection, the substantial part of the parties were worried about the reliability of the digital platforms.

Additionally, "E-payment facilitates timely collection," showed a strong agreement with the lowest mean equivalent to 1.72 and SD of 0.752. The frequency distribution showed that 38.9% (7) Strongly Agree (1), 55.6% (10) Agree (2), and 5.6% (1) Disagree (3). The results reflected a strong agreement among respondents on its usefulness in terms of collection. These findings aligned with Pueblos and Timoteo (2023), who found that e-payment systems enhanced collection speed and security by reducing delays and errors.

Overall, the findings had a mean of 1.82 and SD of 0.645 showed that the respondents agreed on the efficiency of collection using e-payment systems. These were also aligned with the studies that showed the usage of e-payment systems improved revenue collections of businesses. Similarly to the observation of Okiro and Ndungu (2013), the e-payment systems used within the Nairobi City County had a positive impact on revenue performance by enhancing compliance and reducing leakages. Moreover, these were also in consistency with John and Mokaya (2018) wherein they illustrated that adoption of electronic fiscal devices facilitated more efficient revenue collection that ensured the timely and convenient transactions for business owners.

Table 7

Descriptive Measures of the Acceptability of E-Payment Platforms of Hardware in San Ildefonso, Bulacan, in terms of Disbursement

No.	Disbursement		1	2	3	4	Mean	SD	VI
1	E-payment makes salary payment easier than before	f	5	11	2	0	1.83	0.618	A
		%	27.8	61.1	11.1	0			
2	E-payment system has reduced errors in the payment of workers' salary to a barest minimum.	f	5	9	4	0	1.94	0.758	A
		%	27.8	50	22.2	0			
3	E-payment is adaptable and flexible.	f	5	13	0	0	1.72	0.594	SA
		%	27.8	72.2	0	0			
4	E-payment system is the most secure payments: paying by invoice.	f	6	7	5	0	1.94	0.802	A
		%	33.3	38.9	27.8	0			
5	E-payment facilitates timely payments.	f	6	12	0	0	1.67	0.485	SA
		%	33.3	66.7	0	0			
6	E-payment provides great security for disbursement transactions.	f	4	8	6	0	2.11	0.758	A
		%	22.2	44.4	33.3	0			
7	It provides convenience of access as it is available 24/7	f	5	13	0	0	1.72	0.461	SA
		%	27.8	72.2	0	0			

8	The use of e-payment will make disbursement process more efficient and effective.	f	4	12	2	0	1.89	0.583	A
		%	22.2	66.7	11.1	0			
9	Overall, the e-payment system is an easy means of disbursement.	f	6	11	1	0	1.72	0.575	SA
		%	33.3	61.1	5.6	0			
Overall							1.84	0.608	A

Legend:

Rating	Verbal Interpretation
3.25- 4.00	Strongly Disagree SD
2.50- 3.24	Disagree D
1.75- 2.49	Agree A
1.00 -1.74	Strongly Agree SA

Table 7 presented the descriptive measures of the acceptability of e-payment platforms of hardware stores in San Ildefonso, Bulacan in terms of disbursement. The item number 6 “E-payment provides great security for disbursement transactions” obtained the highest mean of 2.11 (SD = 0.758). The frequency distribution showed that 44.4% (8) of hardware owners/managers “Agree” (2), 33.3% (6) “Disagree” (3), and 22.2% (4) “Strongly Agree” (1). This suggests that its maximum effectiveness still can be improved. This is in reality consistent with Solat’s (2017) arguments on the provision of secure e-payment systems towards eliminating fraud and accuracy in the financial transactions. Furthermore, item number 5 “E-payment facilitates timely payments” were the main indicator for acceptability of e-payment systems on hardware stores in San Ildefonso, Bulacan which has a lowest mean of 1.67 (SD = 0.485). The frequency distribution shows that 66.7% (12) of hardware owners/managers “Agree”(2), and 33.3% (6) “Strongly Agree” (1). The results align with the previous study conducted by Taber and others in 2020 which focused on EPS as an approach to enhance the efficiency of financial transactions by providing accuracy, lowering human errors, and allowing real-time data processing. Likewise, Pueblos and Timoteo also claimed that e-payment systems assisted companies by cutting down errors in payroll and enhancing financial accuracy, which made business dealings more reliable based on their studies conducted in 2023.

Moreover, the overall mean response of 1.84 (SD = 0.608), which falls within the “Agree” (A) category. Thus, the average summary emphasized the perception that e-payment systems contribute to reliability, transparency, and operational efficiency in managing disbursements. According to Restianto and others in 2018, e-payment systems within Indonesian government agencies helped ease delay in payments and errors in documentation, allowing for a more effective budget execution. Furthermore, Wen (2024) proved that the payment system’s liquidity requirements could be minimized significantly while its efficiency could be augmented intensely by recently available advanced technologies in payment processing systems.

Table 8

Correlational Analysis Between Acceptability of E-Payment Platforms and Revenue Process

Acceptability of E-Payment Platforms	r	p-value	Interpretation	Decision
Security Mean	0.656**	0.003	Significant	Reject the H ₀
Perceived Ease of Use Mean	0.830**	<0.001	Significant	Reject the H ₀
Perceived Usefulness Mean	0.923**	<0.001	Significant	Reject the H ₀
Intention to Use Mean	0.969**	<0.001	Significant	Reject the H ₀

** . Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Table 8 presented the correlational analysis of the acceptability of e-payment platforms and the revenue process. The highest correlation was observed in the Intention to Use and revenue processes ($r = 0.969$, $p < 0.001$), followed by Perceived Usefulness ($r = 0.923$, $p < 0.001$), Perceived Ease of Use ($r = 0.830$, $p < 0.001$), and Security ($r = 0.656$, $p = 0.003$). These results show that a higher intention to use digital payment methods translates into greater financial benefits, possibly due to being more secure, convenient, and useful transactions.

These results were in conformity with the study by Pueblos and Timoteo (2023) who pointed out that firms that have embraced e-payment systems have been able to improve their financial performance and reduce time lost in transactions. In the same manner, Kabir, Saidin, and Ahmi (2015) established that e-payment solutions are key to revenue generation due to shortening of time and enhancement of accuracy in transactions. Moreover, Saidin and Ahmi (2016) used the Technology Acceptance Model (TAM) and included security as a key factor that affects the adoption of e-payment systems, which is especially relevant in the context of organizations’ willingness to use digital payments. However, some research focuses on the security risks, which state that although e-payment systems enhance the efficiency of the business, the companies need to have strong security measures to ensure the

reliability of digital transactions (Saidin & Ahmi, 2016). Finally, given that all the p-values are below the 0.01 and/or 0.05 significance threshold, the null hypothesis was rejected for all variables.

In general, these results indicated that e-payment platforms are important in improving the revenue cycle of a hardware store and making the process of transacting business faster and more efficient. Nevertheless, business owners should ensure that they have strong security measures in place to guarantee the confidence of the customers and to be able to reap most from the digital transactions.

Table 9

Correlational Analysis Between Acceptability of E-Payment Platforms and Collection Process

Acceptability of E-Payment Platforms	r	p-value	Interpretation	Decision
Security Mean	0.864**	<0.001	Significant	Reject the H ₀
Perceived Ease of Use Mean	0.951**	<0.001	Significant	Reject the H ₀
Perceived Usefulness Mean	0.919**	<0.001	Significant	Reject the H ₀
Intention to Use Mean	0.798**	<0.001	Significant	Reject the H ₀

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Table 9 presented the correlational analysis between acceptability of e-payment platforms and collection processes. Perceived ease of use ($r = 0.951$, $p < 0.001$) obtained the highest correlation, suggesting that the simpler the EPS is to use, the more likely the users will utilize its use. Similarly, perceived usefulness ($r = 0.919$, $p < 0.001$) implied that users value the benefits and convenience to be received when considering the use of EPS. Moreover, security ($r = 0.864$, $p < 0.001$) obtained a slightly lower but remained significant predictor of users' acceptability in integrating digital payment applications. Intention to use ($r = 0.798$, $p < 0.001$) attained the lowest correlation among the variables, signified a lower but still significant relationship to acceptability of EPS. Finally, given that all the p-values were below the 0.01 and/or 0.05 significance threshold, the null hypothesis was rejected for all variables.

These results were consistent with a similar study by Pueblos and Timoteo (2023), indicating that EPS provides accessibility, increased efficiency and effectiveness in collecting payments, and facilitates collection in a timely manner. Siagan et al. (2022) emphasized that perceived ease of use, perceived security, and perceived usefulness directly impact consumer behavioral intention regarding e-payment platforms, for broader acceptance, these systems must be designed and operated with a degree of user-friendliness, security, and perceived functionality to result in justified benefits for businesses and consumers. Moreover, Siagan et al. (2022) highlighted that intention to use is an indicator of actual usage of e-payment systems, implying that a positive acceptance was important for the system to be widely accepted.

Table 10

Correlational Analysis Between Acceptability of E-Payment Platforms and Disbursement Process

Acceptability of E-Payment Platforms	r	p-value	Interpretation	Decision
Security Mean	0.798**	<0.001	Significant	Reject the H ₀
Perceived Ease of Use Mean	0.631**	0.005	Significant	Reject the H ₀
Perceived Usefulness Mean	0.627**	0.005	Significant	Reject the H ₀
Intention to Use Mean	0.410	0.091	Not Significant	Do Not Reject the H ₀

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Table 10 presented the correlational analysis between acceptability of e-payment platforms and disbursement processes. The security of e-payment platforms showed the highest correlation ($r = 0.798$, $p < 0.001$), which suggested that security was a primary concern for users when adopting digital payment platforms. This is aligned with previous studies indicating that security has a great influence on trust and adoption of digital financial transactions (Liébana-Cabanillas et al., 2020), followed by perceived ease of use ($r = 0.631$, $p = 0.005$) also demonstrated a significant correlation, which proposed that users were more likely to accept an e-payment platform if it is convenient and required minimal effort to learn and navigate. Similarly, perceived usefulness ($r = 0.627$, $p = 0.005$) was significantly correlated with acceptability, indicating that users are inclined to adopt an e-payment platform when users find it manageable and efficient. Since the p-values for these variables were below the 0.01 and/or 0.05 threshold, the null hypothesis should be rejected. Perceived ease of use and perceived usefulness were both important drivers in platform adoption, as posited in the Technology Acceptance Model (TAM), which asserts that users would more likely to adopt a system that is easy to use and useful (Dwivedi et al., 2019).

On the other hand, intention to use had the lowest correlation ($r = 0.410$, $p = 0.091$) and was found to have insignificant correlation, suggesting that other external factors may influence users' willingness to adopt e-payment platforms. Given that the p-value of this variable was above the 0.01 and/or 0.05 threshold, the null hypothesis should not be rejected.

The results emphasized that the acceptability of e-payment platforms is highly correlated with security, perceived ease of use, and perceived usefulness, not merely the intention to use them. This implied that for e-payment platforms to be broadly used in financial disbursement processes, it needs to be developed with tough security features, easy-to-use interfaces, and clear practical advantages. Further research should examine future barriers to real usage, including regulatory barriers and user trust, to inform more effective digital financial solutions.

15. Summary of Findings

The study established the appropriateness of using e-payment platforms in hardware stores in San Ildefonso, Bulacan, based on security, perceived ease of use, perceived usefulness, and the intention to use it. The results of the study revealed that the respondents agreed that e-payment platforms are secure with the mean of 1.87 (SD = 0.634) which falls under the agreement category. The statement that read, "I perceived EPS as secure" had the highest mean of 1.94 (SD = 0.639), 61.1% of the respondents agreed with the statement, 22.2% of them strongly agreed, and 16.7% of them disagreed with the statement. However, there were some concerns to do with cyber security threats and unauthorized access, which pointed to the fact that there was a need for better security measures.

In terms of the perceived ease of use, the study established that the respondents agreed that the e-payment platforms were easy to use, with a mean of 1.83 (SD = 0.592). The highest mean score of 1.89 (SD = 0.676) was observed for the statement "easy to learn, control, and navigate" 72.2% of the respondents agreed, 22.2% of them strongly agreed, and 5.6% of them disagreed. These results showed that the platforms were perceived as being controllable and effective in supporting business processes.

In relation to the perceived usefulness, the study revealed that the respondents had a high level of agreement with the mean of 1.73 (SD = 0.589), which was categorized as "Strongly Agree." The statement that read, "The E-payment system was more effective in securing financial transactions" had the highest mean of 1.89 (SD = 0.676), 55.6% of the respondents agreed with the statement, 27.8% of them strongly agreed, and 16.7% of them had a different opinion. These findings showed that the respondents highly appreciated the benefits of the e-payment platforms in improving the security of transactions.

For intention to use, the study concluded that the respondents had a plan of embedding the e-payment platforms into their businesses meaning that the mean result was 1.78 (SD = 0.695) classified as 'Agree'. The statement "I would always try to use e-payment systems in my daily life" was the most agreed with, achieving a mean of 1.89 (SD = 0.758), 44.4% of the respondents agreed, 33.3% of them strongly agreed, and 22.2% of them disagreed.

Moreover, the study investigated the effect of e-payment platforms on revenue processes and the result was an average of 1.74 (SD = 0.651) which is classified as 'Strongly Agree'. The statement "E-payment has the potential of extending the market to many more clients" got the highest mean of 1.83 (SD = 0.786), 55.6% of the respondents agreed, 33.3% of them strongly agreed while 11.2% of them disagreed.

In the case of collection processes, the study resulted in an average of 1.84 (SD = 0.608) which is under the agreement category. The statement "The E-payment system was the most secure mode of collection" was the most highly rated with a mean of 2.00 (SD = 0.767), 50% of the respondents agreed, 38.9% of them strongly agreed while 11.1% of them disagreed.

In the case of disbursement processes, the study arrived at an average of 1.84 (SD = 0.608), which is in the agreement category. The statement "E-payment offered a high level of security in disbursement transactions" was the most highly rated with a mean of 2.11 (SD = 0.758), 44.4% of the respondents agreed, 33.3% of them disagreed while 22.2% of them strongly agreed.

The result of the correlational analysis showed that there was a significant relationship between e-payment acceptability and financial processes. Security showed a moderately strong relationship with revenue processes (correlation coefficient of 0.656 with a significance level of 0.003), perceived ease of use had a strong correlation of 0.830 ($p < 0.001$), and perceived usefulness exhibited a very strong correlation of 0.923 ($p < 0.001$). For collection processes, perceived ease of use had the strongest correlation at 0.951 ($p < 0.001$), followed by perceived usefulness at 0.919 ($p < 0.001$) and security at 0.864 ($p < 0.001$). For disbursement processes, security had the highest correlation at 0.798 ($p < 0.001$), while intention to use had the weakest correlation at 0.410 ($p = 0.091$), suggesting external factors might have influenced adoption. Overall, the findings suggested that e-payment platforms significantly impacted financial processes, although issues such as security risks, transaction failures, and user hesitation needed to be addressed.

16. Conclusion

Based on the summary of the findings, this study determined the acceptability of e-payment systems in hardware stores in San Ildefonso, Bulacan, based on security, perceived ease of use, perceived usefulness, and intention to use. The results indicate that even though the respondents rate the e-payment systems as being generally secure, fear of attacks through cybersecurity exists, thus reiterating the need for improved security protocols. The platforms were highly convenient and useful in business transactions, resulting in a strong intention to maintain their use. On the financial processes, e-payment systems positively impacted revenue, collection, and disbursement processes. Digital payments helped increase sales and better reach

customers, although some businesses were still hesitant because of existing payment habits and security issues. Collection procedures also became efficient with e-payments, reducing errors and streamlining cash flow management. Disbursement operations also improved with e-payments, making transactions faster and more secure with employees and suppliers. In addition, there was a strong relationship between financial procedures and e-payment platform acceptability, and perceived usefulness and behavioral intention to use were the strongest drivers of revenue growth. Perceived ease of use and security were significant considerations in efficient collection and disbursement. Infrastructure constraints and occasional system shutdowns, however, hindered overall adoption. Generally, the study shows that e-payment systems are highly beneficial to hardware stores in terms of efficiency, security, and financial management. In optimal use and effectiveness, hardware must minimize security threats, enhance digital infrastructures, and generate greater trust in e-payment systems.

The Technology Acceptance Model (TAM) is a conceptual model employed to describe e-payment platform adoption for hardware stores in San Ildefonso, Bulacan. The study emphasizes that perceived usefulness is an essential factor determining the acceptance of hardware store owners in using e-payment systems because they believe that they are effective in managing revenue, collection, and disbursement processes. Furthermore, perceived ease of use is also a factor since easier platforms enable hardware store owners to incorporate e-payment schemes into their business with minimal effort. Security is another vital one since fraud and unauthorized access are factors that affect trust in the platform. If these three factors security, perceived ease of use, and perceived usefulness were positively reinforced, intention to use for e-payment systems would be fostered, thus promoting wider acceptance and implementation into business systems. With the use of the TAM model, enterprises and policymakers can make policies aimed at propelling e-payment adoption to the highest possible levels, improving efficiency, convenience, and security in transactions.

The study implies that e-payment platforms implemented in hardware outlets are successful provided that critical variables like security, perceived ease of use, and perceived usefulness are addressed. Despite improvement of electronic payment services, issues about cybersecurity and system integrity remain open, and closer security practices and system design need to be advocated for. Businesses that are concerned with e-payment adoption are capable of enhancing efficiency, revenue generation, and transactional ease. The policymakers and financial institutions need to support the transition by implementing security enhancements, digital literacy programs, and trust mechanisms to be in a position to fully harness the benefits of e-payment systems in business processes.

17. Recommendation

In relation with the findings and conclusion, the following recommendations were drawn:

1. E-payment service providers must enhance security protocols, simplify user interfaces, and promote the benefits of e-payment platforms use to encourage businesses to integrate the systems on business operations
2. Hardware stores should promote the use of e-payment options by offering discounts or rewards for digital transactions because the use of e-payment platforms enhance the revenue processes of a business.
3. E-payment service providers need to enhance the reliability of e-payment platforms by minimizing system errors in order to guarantee smooth payment collections.
4. Hardware store owners/managers should ensure that there are verification processes implemented to guarantee that disbursements are authorized.
5. Hardware store owners/managers should implement the use of e-payment platforms and fully integrate it to sales processes to increase profitability and customer engagement.
6. E-payment providers should ensure simple processing steps and minimize app issues to ensure that businesses' collections for business operations are seamless.
7. Hardware store owners/managers should have a strong internal control to ensure that transactions are properly processed and any possible fraud is detected.
8. Future researchers should study other variables that could influence the acceptability of e-payments in a broader industry perspective to gain further insights into digital payment patterns.

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