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C O N T E N T

Editorial Note

A Micro-Businesses Perspective on Factors Affecting the Adoption of Mobile Payment Services During The Covid-19 Pandemic In Mauritius

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Abstract : The Covid-19 pandemic which first appeared in December 2019 had a huge impact on people's lives. SMEs had to alter their routines as well as find a new way of doing business. For instance, in the last two years, the adoption intention of Mobile payment has increased to avoid getting infected by the virus. However, even though there is a strong demand for it globally, in developing countries, there is still a comparatively low usage rate.

This study aims at analyzing the factors affecting the adoption intention of Mobile payment services by Micro-businesses in Mauritius. To achieve an understanding of the factors affecting the adoption intention of mobile payment, variables such as Performance Expectancy, Effort Expectancy, Personal Innovativeness and Perceived Security have been explored.

For this study, micro-businesses from the retail industry in Mauritius were surveyed. Therefore, this quantitative survey consists of 200 respondents and the data collected were used to analyze the relationship between the independent variables and the dependent variable which is adoption intention. The results revealed that all four variables have a positive relationship with intention to adopt mobile payment. Lastly, the study also provides some recommendations as well as some proposals for further research in this field.

Keywords: Mobile Payment, Adoption, MSMEs, Covid-19, Mauritius, Performance Expectancy, Effort Expectancy, Personal Innovativeness, Perceived Security

Background of the Study

The increasing usage of mobile phones has permanently changed the lifestyle of people. Over the past few decades, mobile phone, capabilities have significantly increased from only being a communication tool to a multi-tasking device that can be used for utility payments, money transfers, and other things (Chang *et al.,* 2020). The use of mobile phones and other digital technology has become part of daily life and has had major changes in both consumption patterns (Wilska, 2003) and business strategies (Kane *et al.,* 2015). From business owners in the financial sector (Lin *et al.,* 2012; Shaikh, 2013) to smaller retailers (Wang Lin and Dai Xuefeng, 2020), M-Payment has progressively started to replace their traditional systems, which mostly supported cash or credit card payment. M-Payment has efficiently helped businesses to connect with consumers, clients, and vendors in innovative ways and at any time which has improved customer service and enhanced their competitiveness (Chang *et al.,* 2020).

However, even if both larger organizations and smaller businesses would experience the same effects from intention to adopt, the amount of those effects would vary. Studying their effects has already been a focus of research for quite a few authors in the context of larger organizations, where M-Payment has already been adopted on a wide scale (Tsai *et al.,* 2018; Gan *et al.,* 2016). Thus, small businesses' reactions to this M-Payment solution would be an instructive and useful topic, deserving of a wider investigation, especially during this new era of the Covid-19 pandemic. The significance of SMEs in the Mauritian environment cannot be understated. Since SMEs which have been dramatically affected by Covid-19 are crucial to improving the country's economic

performance, the use of M-Payments among these companies will eventually have an accelerating effect on reaping its benefits. Such a benefit would be that it enables one to execute correct transactions at anytime and anywhere for both consumers and businesses (Lu et al., 2011; Carton et al., 2012). The SMEs in Mauritius have been hesitant in using M-Payment in their business and foregoing cash, which somewhere makes adoption relatively low (Dahlberg et al., 2015; Koloseni & Mandari, 2017). When taking into account the adoption and use of intentions, it is clear that some SMEs tend to be skeptical of new technologies and to be resistant to innovation (Jahanmir & Lages, 2015, 2016).

Even though many researchers have conducted studies on the adoption of MPS, it is discovered that they tend to concentrate on developed countries (Chung and Kwon, 2009; Khattak *et al.,* 2021), with only a small number of developing countries like Mauritius being discussed. Furthermore, while numerous studies have been done in the past to advance the knowledge of how users adopt technology, few have focused on MPS in the Mauritian context. Additionally, it has been noted that the TAM and TRA models have been utilized, respectively, to analyze the adoption of technology (Lai, 2017), but very few research has combined a variety of theories better understand the adoption of technology, especially in the context of M-payment. Dahlberg *et al.,* (2015) discovered that firms have received significantly less attention than consumers in M-Payment research (Chandra *et al.,* 2010; Tan *et al.,* 2014). Moreover, there is currently a rise in the use of mobile payments, particularly during the COVID-19 period, However, despite the surge in M-payment usage in developing nations like Mauritius during the pandemic period, scholars have not given the topic adequate attention. Therefore, the goal of the study is to fill the research gap in this field.

This study aims to investigate the factors affecting the intention to adopt Mobile Payment by Micro businesses during the Covid-19 pandemic: in the context of the retail industry in Mauritius. Although services like Juice by MCB and MY. T Mobile is transforming Mauritius into a cashless society, it cannot yet be entirely regarded as such. Potential users are still based on an analysis of the advantages and disadvantages of such services. Moreover, as per the researcher's knowledge, there is very limited comprehensive research conducted on the MPS, especially from business perspectives in Mauritius. Consequently, this study proposed to fill the gap in a local context by investigating the factors that affect micro businesses in their intention to adopt M-Payment in Mauritius.

Literature Review

Technology Acceptance Model (TAM)

The TAM model was first introduced by Davis (1989) and was created to examine IT user acceptance. The Theory of Reasoned Action served as the foundation for this approach (Ajzen and Fishbein, 1980). It became increasingly well-known when it was frequently utilized in a variety of technologically-related studies (Venkatesh *et al.,* 2003).The TAM model has arrived at a point where it is being used to forecast consumer acceptance of many FinTech technologies, including M-Payment (Zhong *et al.,* 2013). It has been viewed as a powerful theory and the most reliable, cost-effective, and widely used model for acceptable behavior.

Diffusion of Innovation Theory (DOI)

The Diffusion of Innovation Theory (DOI), put forth by Rogers in 1995, describes diffusion as the process through which an idea spreads gradually within a social system. He contends that five inventive characteristics which are, relative benefit, complexity, compatibility, trialability, and observability can be used to explain why people accept new technologies. Relative benefit, complexity, and compatibility were all found to be more consistent in describing technology acceptance in several earlier investigations.

Unified Theory of Acceptance and Use of Technology (UTAUT)

The UTAUT model, which is based on the underlying theory of technology users' behavior, was proposed by Venkatesh *et al.,* (2003). It is formed by the integration of eight prominent user technology adoption models which include: Technology Acceptance Model (TAM), the Theory of Reasoned Action (TRA), the Diffusion of Innovation Theory (DOI), the Theory of Planned Behaviour (TPB), the combined TAM-TPB, the Model of PC Utilisation (MPCU) and the Social Cognitive Theory (SCT). This approach is based on three moderators namely, gender, age, and intention of use, and uses four factors, that is, performance expectancy, effort expectancy, social influence, and facilitating conditions. Nevertheless, the moderators are irrelevant because the research is business-focused.

Performance Expectancy (PE)

The degree to which a user expects that utilizing a technology would help them perform better at work is known as performance expectancy (Venkatesh *et al.,* 2003). Numerous previous findings have revealed a strong and positive connection between expected performance and adoption intention (See and Goh, 2020; Tang *et al.,* 2021; Thaker*et al.,* 2022). For instance, Jambulingam (2013) used the UTAUT model to examine behavioral intentions to adopt mobile technology, and the assertion that there was a favorable association between performance expectancy and adoption intention was supported by this researcher's findings. Additionally, PE has a significant link with the intention to use the m-payment system, according to Morosan and DeFranco, (2016). There is evidence that mobile payments enable anytime, anywhere banking and are a source of widespread, prompt payment options compared to cash (Slade, 2015). When adopting new technology, individuals are mostly worried about whether it will make their work more efficient (Davis, F. D., 1989). Businesses often look toward the most practical and adaptable payment choices when it comes to M-Payment to grow their clientele and, eventually, their sales. Previous acceptance tests on M-Payment have demonstrated that PE under the TAM Model has the same influence as perceived usefulness (E.L. Slade, Y.K. Dwivedi, N.C. Piercy, and M.D. Williams, 2015). The user automatically adopts a favorable attitude toward the system once they see its usefulness through their daily payments (Nambiar and Bolar, 2022). Therefore, it might be stated that the use of mobile payment services during COVID-19 had a favorable effect on the uptake of services. Thus, the following hypothesis is derived:

H1. Performance Expectancy has a positive impact on intention to adopt M-Payment.

Effort Expectancy (EE)

The ease of use of a system is a key factor in effort expectancy (Venkatesh *et al.,* 2012). According to Venkatesh *et al.,* (2003), users have demonstrated a willingness to utilize the M-Payment services and have higher expectations for achieving the desired outcome after discovering that the new system was much easier to use and required less work.Previous studies show that a person's behavioral intention to use a mobile payment system is positively influenced by the technology's usability and convenience (Teo *et al.,* 2015; Cimperman*et al.,* 2016; Friadi*et al.,* 2018; Tang *et al.,* 2021).Similarly, Mtebe and Raisamo, (2014) emphasized the existence of a positive relationship between behavioral intention and effort expectancy in mobile learning. The same relationship was seen while examining the effects of online tickets in Escobar Rodriguez and Truzillo's research (2014).A study by Gupta and Arora (2020) also found that effort expectancy has a positive effect on people's behavioral intentions to use mobile payment systems in India. Users are particularly worried about payment accuracy and efficiency during the COVID-19 epidemic to prevent contracting the virus. Therefore, if users think M-payment is an easy way to finish their transactions during the pandemic, they will choose it over traditional payment. Therefore, based on the findings above, the following hypothesis is developed:

H2. Effort Expectancy has a positive impact on the intention to adopt M-Payment.

Personal Innovativeness (PI)

The willingness of a person to try something novel and different is how personal innovativeness is defined (Chang, Cheung, & Lai, 2005). According to Liébana-Cabanillas *et. al.,* (2021a), PI refers to how likely a person is to use and accept new technologies that will be essential to their internal environment. Kang (2019) assert that PI is an important element in research examining the uptake of mobile payments and that it was discovered to affect the uptake of various advances in IT systems. Individuals with high levels of curiosity and innovativeness are eager seekers of new technology (Tariq, 2017;Fang & Zhang, 2019). Additionally, those with higher levels of PI in the information technology sector tend to see incorporating new technologies into their daily life more positively (Lu, 2014). When factors influencing the pre-adoption and post-adoption phases of M-Payment adoption in China were examined, a similar result was found (Tan et al. 2014; Yang *et al.,* 2012). Furthermore, a Malaysian study found a beneficial relationship between innovation and individuals who use cashless payments (Rahman *et al.,* 2020). Moreover, it has been discovered to affect India's adoption of M-payments (Patil *et al.,* 2020).Since M-Payment is now more widely used in Mauritius, notably during the Covid-19 pandemic, acceptance will mostly reflect an individual's level of innovation, which is a crucial factor there.Accordingly, the third hypothesis is developed:

H3. Personal Innovativeness has a positive impact on the intention to adopt M-Payment.

Perceived security (PS)

Safety concerns are essential components of online interactions. One of the main obstacles to people using new technologies, particularly when it comes to online transactions, is perceived security (Salisbury *et al*., 2001).Several research on technology adoption focused on the importance of security to strengthen customers' trust as well as determining whether users will adopt M-payments. (Liébana-Cabanillas *et al.,* 2018;Hossain, M.S., 2018;Shao *et al*., 2018). Businesses are equally concerned about these issues since the latter are major determinants of the relationship between the business and its customers. Perceived security is thus, considered to be a key factor (Liébana-Cabanillas*et al*., 2017;Patil *et al*., 2020) and is observed to be positively correlated with adoption intention (Cheng, Lam, & Yeung, 2006; Oliveira *et al*., 2016). According to Johnson *et al.,* (2018), a user's inclination to use M-payment is most substantially positively impacted by perceived security. Furthermore, Shaw (2014) stressed the unquestionable concern of users towards security and privacy despite their willingness to trade risk for the perceived advantages that M-Payments would offer.

Customers will use these technological systems more frequently as a result of a business using a strong security system for its technological operations (Rahman *et al.,* 2020). Due to the rise in digital payment used during the COVID-19 epidemic, the safety issue cannot be disregarded. (Kwabena *et al*., 2021; Sivathanu, 2019).Users' views of perceived security are therefore taken into account as a crucial element in fostering their trust in embracing M-payment during the pandemic. Accordingly, the study formulates its fourth hypothesis as follows:

H4. Perceived Security has a positive impact on the intention to adopt M-Payment.

Research Methodology

In order to analyse the SMEs perspective on the adoption of Mobile Payment in Mauritius, quantitative research shall be used for this study. Furthermore, both primary and secondary data will be collected in order to satisfy the study's objectives. A strategy was devised to determine the data sources, target population, sampling technique, research equipment, and methods of data collection. The targeted population will be the micro businesses in Mauritius. Based on the variables influencing the uptake of M-Payment in Mauritius during the Covid-19 epidemic era, a sampling size of 250 SMEs for this study was selected.

A questionnaire was used as a research instrument for gathering primary data. It is critical to follow the correct values at all stages of the study to avoid research misconduct. For the study, the questionnaire was divided into two sections and consisted of several questions, with items rated on a 5-point Likert scale to gauge respondents' answers. The questions in the first section were set on the usage and awareness of M-payment. The second section focuses on the several constructs that were found to be influencing the adoption of M-payment by Micro-businesses. A total of 26 questions were sent to the respondents, asking them to provide information on the variables to be analysed. Special attention was made to ensure that Basic English was utilized to avoid any misunderstandings. The structure and phrases were simple to read and double-barreled questions were eliminated.

However, since it would be challenging to choose businesses at random from the retail industry, a convenience sample method will be used. An online survey was conducted utilizing the non-probabilistic " convenience " technique, which in which the sample is taken from a population is the one that is accessible. The questionnaires were sent to the targeted population through Facebook, WhatsApp, and Emails.

The most commonly used parameter is Cronbach's coefficient alpha. To have strong reliability, the Cronbach Alpha must be larger than or equal to 0.7. Any value below this is considered to be unreliable. The table below (Table 1) shows that the Cronbach Alpha of all the variables is higher than 0.7, indicating a highly reliable construct.

Table 1: Cronbach Alpha Results

Study Variables	No. of items	Cronbach Alpha	Status
Adoption	4	0.920	Valid
Performance Expectancy	4	0.967	Valid
Effort Expectancy	4	0.880	Valid
Personal Innovativeness	4	0.952	Valid
Perceived Security	4	0.966	Valid

Regarding online surveys, there are several constraints. The data was shown to be biased in several cases and some of the questionnaires were not completely answered. That is why the sample size was lowered to 200 because several participants declined to open the Google form and complete it because they might have thought it would be too lengthy or uninteresting.
Moreover, it was challenging to study all the smaller enterprises on the island because of the Covid-19 pandemic. Future research might use a larger sample by getting acquainted with the vast majority of micro-businesses in Mauritius.

Results and Interpretation of Findings

It can be noted that 37% of the survey respondents are aware of the three M-Payment services namely Juice by MCB, My.T Money by Telecom, and Blink by Emtel. However, when regarded separately from the survey, Juice by MCB is discovered to be more widely known than the two others by 30%. It can be observed that My.T Money accounts for 20% while the remaining 10% of the respondents are aware of Blink by Emtel. None of the respondents denied not knowing about any of the three services.

The retail sector of the economy has been expanding quickly, and it is located in an environment that is becoming more and more demanding. Participants in this study are chosen from the retail industry in Mauritius. It can be noted that 39% of the respondents are concentrated in the Food and Restaurants business, 30% in Textile and Garments, 14% in Grocery Stores, 11% of them in Handicrafts and finally, 6% in the Tourism business.

It can also be deduced that 43.5% of the respondents are in the age group of 35-45 years with the highest frequency rate of 87. In addition, respondents aged 46 to 55 had a frequency rate of 53 and a percentage rate of 26.5%, followed by 33 respondents aged 18 to 35 years (16.5%), and lastly, respondents aged 56 and above had the lowest frequency rate of 27 and a percentage rate of 13.5%. It can be noted that the majority of the participants in this study are middle-aged people.

It can be seen that 150 respondents accounting for 75% use M-Payment services while the remaining 50 respondents (25%) do not. This could be because some micro-businesses are unsure if M-Payment is appropriate for their company, or they may discover that using only cash and credit card systems is more advantageous for them. The majority of the participants (51.5%) among the user of M-Payment revealed that they frequently use these services while (17.0%) reported that they rarely use them. The remaining respondents (6.5%) admitted that they only use it occasionally.

Among those who currently use M-Payment services, (10.5%) respondents selected to use it to pay suppliers, while (40.5%) respondents preferred to use it to accept payments from consumers. Micro-businesses may find it easier to pay their suppliers in cash or by check due to their frequent large purchases and need for a receipt or invoice which is not possible with M-Payment services. (3.0%)respondents said they use M-Payment services for a variety of purposes, including paying bills ad employees.

Pearson Correlation Matrix

The Pearson Correlation Matrix is a common tool in research and its main application is to ascertain the relationships between the dependent and independent variables. In other terms, it assesses how strongly two variables are linearly related and is denoted by the symbol r. In the table below, the Pearson Correlation analysis was performed to determine whether Performance Expectancy, Effort Expectancy, Personal Innovativeness, and Perceived Security on Adoption Intention are related. A correlation coefficient is considered to be significant when the value ranges from -1 to +1 which implies a strong relationship, whereby a correlation coefficient of 0 shows that the variables do not have any linear relationship.

Table 2 : Correlation

	Adoption Int	PE	EE	PI	PS
Adoption Int	1				
PE	.927**	1			
EE	.885**	.930**	1		
PI	.916**	.913**	.839**	1	
PS	.917**	.923**	.877**	.921**	1

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

A high correlation value is displayed in the above table. The correlation value lies within the range of 0.839- 0.930. As can be observed, performance expectancy and adoption intention have a strong correlation (r =0.927, P value <0.01), thus indicating a positive relationship between the variables. Additionally, it may be highlighted that there is a direct correlation between effort expectancy and adoption intention (r = 0.885, P value <0.01). Personal innovativeness is also seen to be related to adoption intention (r = 0.916, P value <0.01). Lastly, perceived security and adoption intention are found to be positively correlated (r = 0.917, P value <0.01). It is evident that there is a significant association between all of the independent variables and the dependent variable.

Regression Analysis

Regression Analysis is the most important type of quantitative data analysis which is frequently used to examine the relationship between multiple independent variables and one dependent

variable. For the study, a multiple linear will be utilized to test whether the independent variables: Performance Expectancy, Effort Expectancy, Personal Innovativeness and Perceived Security have a significant relationship with the adoption intention of M-Payment.

Table 3: Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.948[a]	.899	.897	.33722
a. Predictors: (Constant), PS, EE, PI, PE				

Table 4: ANOVA

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	198.102	4	49.526	435.506	.000[b]
	Residual	22.175	195	.114		
	Total	220.277	199			
a. Dependent Variable: Adoption						
b. Predictors: (Constant), PS, EE, PI, PE						

From table 4, the r-square value is 0.899 which indicates that 89.9% of the variation in adoption intention can be perfectly explained by the variation in the four independent variables. As a result, the r-square is regarded as being relatively high. Other elements that affected the adoption intention of M-Payment, such as facilitating conditions, social influence, and attitudes, which were not examined in this survey questionnaire, can be used to explain the remaining 10.1%.

Under table 4, the F-value which is used to test the overall significance of the model is 435.506, which indicates that the f-value is significant since the P-value is less than 0.05. Based on the outcome, the P-value is 0.000 which is below 0.05. Therefore, this implies that the regression model statistically predicts the outcome for the variables.

Table 5: Coefficients

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.320	.108		2.965	.003
	PE	.226	.071	.271	3.169	.002
	EE	.166	.063	.165	2.617	.010
	PI	.329	.067	.319	4.908	.000
	PS	.191	.058	.229	3.298	.001
a. Dependent Variable: Adoption Intention						

From the findings, it can be observed that there exists a positive relationship between the dependent and independent variables as well as their significant level.

Firstly, it can be seen from the beta values, PI has the highest influence on the respondent's adoption intention ($\beta = 0.319$). Along with this since the P-value = 0.000 is less than 0.05, it

implies that the relationship is likely to be significant as well. Similarly, effort expectancy is found to have a positive and significant relationship (β = 0.165, P value = 0.010). Moreover, PE is also found to have a significant link with adoption intention since (β =0.271, P-value =0.002) which is less than 0.05.

Furthermore, it can be also observed that perceived security has a positive and significant relationship with adoption intention with an estimated value of (β = 0.229, P-value = 0.001) which is found to be below 0.05.

Discussion

Performance Expectancy

Based on the empirical findings of Onyango *et al.,* (2014), we note that there is a significant relationship between PE and the dependent variable. In this study, a similar result was found to have a positive relationship with an estimated value of (β = 0.271, P-value = 0.02). This significance reflects the 41.5% and 25.5% of the survey respondents who agreed and strongly agreed that M-Payment is a useful method of payment during the pandemic.For instance, despite lockdown restrictions during the Covid-19 pandemic, SMEs were still able to conduct their business online. According to Kirui &Onyuma (2015), M-Payment transactions increase the productivity of SMEs.

Effort Expectancy

According to the results of the regression analysis, EE significantly affects the adoption intention of M-Payment, with an estimated value of (β= 0.165, P-value = 0.002). The result is in line with several studies that claim EE is an essential factor in businesses' convenience and success (Kim *et al.,* 2010,Apanasevic*et al.,* 2016, Zhou, 2011). According to the survey, 57% of the micro-businesses regarded M-Payment as a practical and simple method of payment. Therefore, it can be argued that EE is a crucial component for the acceptance of M-Payment.

Personal Innovativeness

Based on the regression analysis of the quantitative results, it can be seen that PI has the highest impact on the adoption intention of M-Payment with an estimated value of (β = 0.319, P-value = 0.000). This significance reflects the 41% and 11.5% of the survey respondents who agree and strongly agree to explore new technologies.This outcome is consistent with a study by Hausman A. (2005) that found PI has a significant impact on the adoption intention of M-Payment.The majority of respondents, 120 out of 200, are between the ages of 18 and 45, which may explain why they are more likely than older respondents to be interested in experimenting with new technology. According to Chen, K.Y. and Chang, M.L., (2013), younger people typically experiment with new technology or use M-Payment more frequently than older people.

Perceived Security

According to the statistical results, PS has a positive and significant association with adoption intention with an estimated value of (β = 0.229, P-value = 0.001) which means that PS has a huge impact on the adoption intention of M-Payment. According to a study, by Mallat&Tuunainen (2008), concerns about trust and security were deemed to be crucial factors from the seller's perspective. As a result, statistics from the survey conducted for this research have been able to prove a significant relationship between PS and the dependent variable. In reality, businesses' concerns regarding the convenience and ease of mobile payments are less significant than their security concerns.

Hypothesis Testing

Table 6 : **Below Shows The Results Of The Hypothesis Testing Based On The Quantitative Survey.**

Table 6: Hypothesis Testing result

	Hypothesis	**Results**
H1	Performance Expectancy has a positive impact on the intention to adopt M-Payment.	Supported
H2	Effort Expectancy has a positive impact on the intention to adopt M-Payment.	Supported
H3	Personal Innovativeness has a positive impact on the intention to adopt M-Payment.	Supported
H4	Perceived Security has a positive impact on the intention to adopt M-Payment.	Supported

Conclusion and Recommendation

Mobile payment services gained popularity during the COVID-19 pandemic, which significantly changed daily life throughout the world and pushed individuals to limit their social interactions in order to stay safe from the virus. However, we found an absence of studies concentrating on the adoption of mobile payments in Mauritius during the pandemic from a business perspective. Accordingly, we identified the research gap and the main objective of the research was to investigate the various factors affecting the adoption of M-Payment in Mauritius by micro-businesses during the Covid-19 period.

This study has effectively contributed to the body of knowledge on M-Payment from a business aspect, while the majority of M-Payment-related studies have focused on customers in Mauritius. Through previous research, this study has been able to identify the determinants in a very systematic way. The TAM model, DOI model and UTAUT model were used to access the factors affecting the adoption intention of M-Payment and initially developed 4 hypotheses. For this research, the micro-businesses from the retail sector were surveyed with a total of 200 respondents. The findings of this study have made several contributions to the existing literature review. According to this quantitative survey, it is found that micro-businesses are aware of the M-Payment services and intend to use them in the future. Even though all micro-businesses use M-Payment services, the majority of them stated that they will most likely use it in their individual firms in the future. It has been discovered that PE, EE, PI and PS are all the major predictors of the intention to adopt in the context of M-Payment. Hence, we can conclude that all of the determinants have a strong relationship with the adoption of M-Payment.

Despite their potential to increase productivity, it has been discovered that owners are still dubious of their practicality for business purposes. Considering personal innovativeness as a determining factor, it is important to come up with measures that would first enhance the perception of the individual. It is essential in this situation that the service providers make the advantages of their services known. Moreover, this study determined that perceived security has a significant impact on the intention to adopt M-Payment. This would necessitate the providers to emphasize the security component by adding more security seals. However, it is advised that these micro-businesses and start-ups take the time to weigh the advantages and disadvantages of such services to make sure that they are the best fit for their operations.

Since different industries have different needs for these services and we have focused on the retail sector in this research, generalizing the results to all SMEs in Mauritius may be misleading.

Because this topic is so new, evaluating these conclusions with additional empirical research in industries other than the retail sector is required. Moreover, the progression of M-Payment is also a useful area for future studies, whether or not they compare Covid-19 and non-Covid-19 periods. Furthermore, it would be interesting to qualitatively investigate the factors affecting the intention to adopt M-Payment from micro-businesses.

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