

Furthermore, a blindfolding procedure (Henseler, Ringle, & Sinkovics, 2009) was run with 7 omission distance, to obtained Q² value for the endogenous latent constructs. Q² is the measure of model predictive capability (Geisser, 1974; Stone, 1974). As demonstrated in J. F. J. Hair et al. (2014), a PLS path model with Q² greater than 0 has predictive relevance. The Q² value for behavioural intention is 0.282. This implies that the model has predictive relevance.

Table 3. Summary of Hypotheses Testing

Hypotheses	Relationships	Path Coefficients	Std. Error	T. Value	P. Value
H1	Customer Concerns -> Behavioural Intention	0.378	0.049	7.749	0.000
H2	Effort Expectancy -> Behavioural Intention	0.050	0.080	0.624	0.267
H3	Facilitating Conditions -> Behavioural Intention	0.197	0.069	2.866	0.002
H4	Performance Expectancy -> Behavioural Intention	0.292	0.086	3.403	0.000
H5	Social Influence -> Behavioural Intention	0.228	0.082	2.779	0.003

***p<0.001, **p<0.01, *p<0.05

5. Discussions and Conclusion

The motivation of the researchers to embark on this study was informed by the amount of physical cash circulating in Nigerian economy and its consequences on cost of cash management thus becomes a source of concern for the government. While CBN rolled out cashless policy to drain the excess cash-based economy via POS and other electronic means of payment, the prospective users resist changing to the new payment process. People, process and technology are integral parts business process reengineering and technology, which is a subset of change. To begin change, change sense of urgency (CSU) is required to be created in the people. Interestingly CSU has been traced to behavioral intention.

However, while existing literature's attempts were incomprehensive in examining behavioral intention, particularly related to technology adoption, the context of the study (retail industry) hinted that customer is an integral part of its business. Therefore the current study conceptualized customer concerns as determinant of behavioral intention, along with UTAUT independent variables.

Based on exhaustive literature review and consideration of the context of current study, five direct determinants of behavioral intention were proposed. Four of the direct determinants are adapted from UTAUT; Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Conditions, while Customer Concerns is added to the UTAUT model as an extension of the model. All of these direct determinants are hypothesized to have significant positive relationship with behavioral intention. Consequently, the result of the hypothesis testing revealed that all except effort expectancy have significant positive relationship with behavioral intention. This extension has provided further insight into the technology diffusion phenomena, by incorporating merchants' customer concerns to the existing lists of determinants of successful technology implementation in business process.

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7. References

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