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## **ROLE OF SECURITY AND PRIVACY FACTORS IN THE MOBILE PAYMENTS' ADOPTION AND USAGE: A SYSTEMATIC LITERATURE REVIEW**

### **Abstract:**

This study reviews the literature on the role of security and privacy factors in the consumer adoption of mobile payments and its usage. A robust search protocol led to identification of 57 relevant studies. The studies were analysed from various perspectives to identify five themes around which the findings were organised. These themes include: conceptualisation of risks; methodology employed to assess risks; nature of effect of risks; factors impacting security and privacy risks; and strategies/ measures to mitigate risks. The results show that security and privacy in the mobile payments' context were looked from various standpoints. Initially, they were analyzed either directly or as part of higher order factors such as perceived risk, trust, attitude. Over time, researchers delve deep into the concepts of security and privacy w.r.t to mobile payments and tried to understand the antecedents of security and privacy. The study made a novel contribution in mobile payments' domain by showing the growth of research w.r.t. security and privacy factors of mobile payments, by identifying theme-based research gaps and suggesting potential research questions.

### **Keywords:**

Mobile payments, m-payments, mobile wallet, contactless payments, security, privacy, mitigate risk

**JEL Classification:** A12