



May 06-08 2022

ISBN: 978-625-8377-60-6

May 06-08, 2022 | Istanbul, Turkey



# THE BOOK OF ABSTRACTS

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ISBN: 978-625-8377-60-6

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#### ISTANBUL INTERNATIONAL MODERN SCIENTIFIC RESEARCH CONGRESS -III

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# -Opening Ceremony-

06.04.2022 Time (Ankara): 10<sup>00</sup>-10<sup>30</sup>

HEAD OF CONGRESS
Prof. Dr. Osman ERKMEN
Istanbul Gedik University

Dr. Mustafa Latif EMEK
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# ISTANBUL INTERNATIONAL MODERN SCIENTIFIC RESEARCH CONGRESS –III May 06-08, 2022 | Istanbul, Turkey

### TÜKETİCİLER ONLINE ALIŞVERİŞLERDE NEDEN BANKA KARTI VEYA KREDİ KARTI SAKLAMA UYGULAMASI KULLANANILAN İNTERNET SİTELERİNİ TERCİH ETMEKTEDİR? TÜKETİM DEĞERLERİ TEORİSİ BAKIŞ AÇISI İLE DEĞERLERİN SEÇİM DAVRANISINA ETKİSİ

WHY DO CONSUMERS PREFER WEBSITES USING DEBT CARD OR CREDIT CARD STORAGE APPLICATION IN ONLINE SHOPPING? THE EFFECT OF VALUES ON SELECTION BEHAVIOR WITH THE THEORY OF CONSUMPTION VALUE PERSPECTIVE

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#### ÖZET

Kredi kartı veya banka kartı saklama uygulaması ile kart bilgileri aracı kurumlarda veya internet sitelerinde güvenli bir şekilde saklanmaktadır. Amaç online alışverişlerde hızlı bir şekilde ödeme yapılmasını sağlamak ve güvenli bir e-ticaret yapmaktır. Temel çalışma mantığı üye işyerinin ödeme alt yapısının içine entegre olmasıdır. En önemli güvenlik özelliği ise işlem sırasında tek kullanımlık şifrenin bir mesaj olarak gönderilmesi ve bu şifre ile doğrulama yapılmasıdır. Türkiye'de kullanılan popüler aracı kurumlar arasında Masterpass, BKM Express var iken, hepsiburada, trendyol gibi pazaryerleri kendi kart saklama altyapılarını kullanmaktadır. Bu çalışma, online alışverişlerde kolay ödeme altyapısı sisteminin kullanımını etkileyen değerleri tüketim değerleri teorisi bakış açısı ile anlamayı amaçlamaktadır. Araştırmada nicel araştırma yöntemlerinden betimleyici tarama modeli kullanılmıştır. Ölçeklerin geçerliliğini ve güvenirliğini test etmek için açıklayıcı ve doğrulayıcı faktör analizi yapılmış ayrıca cronbach's alpha, kompozit güvenirlik ve ortalama açıklanan varyans değerleri uygun düzeyde bulunmuştur. Çalışma kapsamında kredi kartı bilgilerini saklayan 493 tüketiciden veri toplanmıstır. Toplanan veriler SPSS ve AMOS paket programları kullanılarak yapısal eşitlik modellemesi ile test edilmiştir. Analizlerden elde edilen sonuçlara göre fonksiyonel, duygusal ve koşullu değerlerin benimseme niyeti üzerinde pozitif etkiye sahip olduğu tespit edilmiştir. Ancak epistemik ve sosyal değerler herhangi bir etkiye sahip olmadığı görülmüştür. Bu doğrultuda işletmelerin kolay ödeme altyapılarını kurarken epistemik ve sosyal değerleri güçlendirmeleri önerilmektedir.

Anahtar Kelimeler: kredi kartı saklama uygulamaları, tüketim değerleri teorisi, seçim davranışı, Masterpass, BKM Express

#### **ABSTRACT**

With the credit card or debit card storage application, card information is securely stored in intermediary institutions or websites. The aim is to ensure fast payment in online shopping and to perform a secure e-commerce. The basic working logic is that the member merchant is integrated into the payment infrastructure. The most important security feature is that a one-time password is sent as a message during the process and verification is made with this password. While there are Masterpass and BKM Express among the popular brokerage houses used in Turkey, marketplaces such as Hepsiburada and Trendyol use their own card storage infrastructures. This study aims to understand the values that affect the use of the easy

May 06-08, 2022 | Istanbul, Turkey

payment infrastructure system in online shopping from the perspective of theory of consumption values. Descriptive survey model, one of the quantitative research methods, was used in the research. Explanatory and confirmatory factor analysis was performed to test the validity and reliability of the scales, and Cronbach's alpha, composite reliability and average explained variance values were found at appropriate levels. Within the scope of the study, data were collected from 493 consumers whose credit card information was stored. The collected data were tested with structural equation modeling using SPSS and AMOS package programs. According to the results obtained from the analyzes, it has been determined that functional, emotional and conditional values have a positive effect on the intention to adopt. However, it was seen that epistemic and social values did not have any effect. In this direction, it is recommended that businesses strengthen epistemic and social values while establishing easy payment infrastructures.

**Keywords**: credit card storage applications, theory of consumption values, choice behavior, Masterpass, BKM Express