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# Debt Management Literacy among Credit Cards Users

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**Abstract**---This research investigates the debt management literacy among credit card users. Based on thematic analysis through semi-structured interviews with debt management experts, particularly in credit cards, this research sheds light on the positive and negative to the causal of debt management literacy, including awareness and experiences. Meanwhile, the negative causal is ignorance and the economy. These themes depict that credit cards users are prone to develop knowledge in debt management for several causes. Taken together, the research findings highlight the importance of understanding the nature of debt management, which has received relatively little attention to date.

**Keywords**---causal debt literacy, credit cards, debt management, financial literacy, thematic analysis.

## Introduction

Credit card debt has been reported as critical since the credit crises years ago. In 2019, 185.5 billion USD purchase transactions were made worldwide using Visa payment cards platform (de Best, 2020). In Malaysia alone, credit card spending increased up to 78% from 2018 to 2019 (Goh, 2020). The recent financial crisis nurtures the query of whether lack of individual's financial literacy cause credit cards users to incur debt that they could not afford because spending and borrowing among users are susceptible to misuse due to the credit card description. This situation happens when using credit cards, and users tend to borrow such an amount to multiple accounts (Maswati et al., 2015).