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Determinants of Financial Technology Usage Intention: The Role of Trust, Ease of Use, and Perceived Risk

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Abstract: This study aims to analyze the influence of trust, ease of use, and perceived risk on the intention to use financial technology among users of digital financial services. The research employed a quantitative approach using Structural Equation Modeling (SEM) based on Partial Least Squares (PLS) with the SmartPLS application. The data were collected from 200 respondents selected through purposive sampling, with the criteria of having used fintech services and being at least 17 years old. The research instrument was developed based on indicators adapted from previous studies and measured using a five-point Likert scale. The model testing results indicate that trust has a positive and significant effect on usage intention with a coefficient value of 0.412, ease of use has a positive and significant effect with a coefficient of 0.536, while perceived risk has a negative and significant effect with a coefficient of -0.287. The R-square value of 0.742 shows that the three independent variables explain 74.2% of the variance in financial technology usage intention. These findings suggest that enhancing security, improving system usability, and reducing perceived risk are strategic factors in promoting the adoption of digital financial services in society.

Keywords: Financial Technology Usage Intention, Trust, Ease of Use, Perceived Risk.

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INTRODUCTION

The development of digital technology has brought significant changes across various sectors of life, including the financial sector (Ardianto et al., 2024). The transformation toward a digital economy has encouraged the emergence of various technology-based financial service innovations known as financial technology (fintech). The presence of fintech has not only changed the way people conduct transactions but has also expanded access to financial services that were previously limited by space and time constraints. Digital payment systems, electronic wallets, and application-based financial services have now become integral parts of modern economic activities that demand speed, convenience, and efficiency. Furthermore, fintech plays a crucial role in promoting financial inclusion by providing alternative services for individuals who are not fully served by the conventional banking system (Rizal et al., 2025). This phenomenon indicates that technology has become an essential element in shaping people's financial behavior in the digital era and in driving changes in economic interaction patterns that are increasingly technologically integrated.

The role of technology in shaping financial behavior is increasingly evident through the rising use of financial technology in Indonesia. Various services such as digital wallets, mobile banking, and application-based payment systems have become integral to daily transaction activities. People are gradually shifting from cash-based payment methods to digital systems that are perceived as more practical, faster, and efficient in supporting economic needs. The growing number of smartphone users and easier access to the internet have further accelerated the adoption of technology-based financial services across different segments of society (Rustan, 2025; Azis et al., 2025). In addition, the presence of various fintech platforms has encouraged changes in consumption patterns and financial management practices that are increasingly digitally integrated (Gandasari et al., 2024). These conditions indicate that fintech is no longer merely a technological innovation but has evolved into a necessity that supports the mobility and lifestyle of modern society.

Despite the rapid growth of fintech, the increasing availability of digital financial services is not always accompanied by an equal level of usage intention across society. Although digital financial services are becoming more accessible, there are still individuals who remain hesitant or not fully interested in using them for daily transaction activities. Some members of society continue to consider aspects such as security, convenience, and potential risks before deciding to utilize fintech services (Basalamah et al., 2022). In addition, prior experience with technology and the level of digital literacy also influence an individual's readiness to adopt technology-based financial services (Pratama & Hwihanus, 2024). These conditions indicate that the intention to use fintech is not solely determined by the availability of technology, but also by how individuals perceive and evaluate these services in their everyday lives.

Individuals' evaluations of digital financial services ultimately shape their intention to use financial technology in daily transaction activities. Usage intention can be understood as a person's behavioral tendency to try, use, and continue utilizing fintech services in the future (Nurdin & Basalamah, 2022). From the perspective of technology adoption, intention arises when individuals perceive that a technology provides benefits, ease of use, and a sense of security in its utilization (Gusmeri & Huseno, 2024). Therefore, usage intention is not solely

related to functional needs but is also influenced by users' perceptions, beliefs, and experiences regarding digital financial services. This indicates that the formation of fintech usage intention is the result of an individual evaluation process of various factors inherent in the technology.

One of the key elements in this evaluation process is the level of trust individuals have in the financial technology services they use. Trust reflects users' confidence that fintech systems can ensure transaction security, protect personal data, and demonstrate credibility as digital financial service providers (Ningrum & Soepatini, 2026). In the context of technology adoption, trust is a crucial factor because the use of fintech involves the exchange of sensitive information and financial activities. Studies by Ningrum & Soepatini (2026); Pratama & Hwihanus (2025) indicate that trust plays a significant role in increasing the intention to use financial technology, as individuals are more likely to adopt services they perceive as secure and reliable. However, research by Siregar et al. (2025) also found that the influence of trust is not always consistent across different user groups, highlighting a research gap that warrants further investigation in the context of fintech usage.

In addition to trust, the intention to use financial technology is also influenced by the ease of operating the service. Ease of use refers to the degree to which individuals believe that fintech services are easy to understand, learn, and operate without requiring substantial effort (Saputra & Sulindawati, 2024; Basalamah et al., 2022). Within the framework of the Technology Acceptance Model, perceived ease of use is considered one of the primary factors driving user acceptance of technology (Salsabila et al., 2025). Studies by Heratiana et al. (2025); Nurhayati et al. (2026) indicate that services that are simple and easily accessible tend to increase individuals' interest in using them in their daily activities. However, research by Meliana & Supriyadi (2025); Aditya & Mahyuni (2022) found that the influence of ease of use is not always dominant, as it may be shaped by users' digital experience and level of technological literacy. These differing findings highlight a research gap that requires further analysis in understanding fintech usage intention.

On the other hand, the intention to use financial technology is also closely related to the perceived risk experienced by individuals when utilizing digital financial services. Perceived risk refers to concerns about potential financial losses, personal data breaches, system errors, or fraud in digital transactions. The higher the level of perceived risk, the greater the hesitation of individuals to use fintech in their financial activities (Basalamah et al., 2022). Studies by Sulistiawati et al. (2025); Ananda & Puspitasari (2024) indicate that perceived risk can reduce the intention to use financial technology, as users tend to avoid services they consider unsafe. However, research by Hendriyawan & Mayangsari (2025); Siswanti (2022) found that the influence of risk is not always significant, particularly among users who are already accustomed to digital technology. These differing findings reveal inconsistencies in the literature, highlighting an important research gap that needs further investigation in the context of fintech usage.

Despite the rapid growth of fintech, the increasing availability of digital financial services is not always accompanied by an equal level of usage intention across society. In the Indonesian context, this issue becomes more complex due to the diversity of user characteristics, levels of digital literacy, and unequal access to financial technology across

regions. Indonesia, as a developing country with a large population and varying degrees of financial inclusion, presents unique challenges in fintech adoption, particularly among young adults who dominate digital platform usage but may still exhibit varying levels of trust, perceived risk, and technological readiness. Previous studies have generally examined fintech adoption in a broad and generalized manner without clearly distinguishing specific user groups, such as active digital payment users, mobile banking users, or e-wallet users in Indonesia. As a result, the psychological and behavioral dynamics underlying fintech usage intention within particular user segments remain underexplored. Therefore, this study focuses specifically on Indonesian fintech users, particularly young digital users who actively engage with e-wallets and digital payment systems, in order to provide a more contextualized and in-depth understanding of how trust, ease of use, and perceived risk influence their intention to use financial technology.

Trust, ease of use, and perceived risk are interrelated factors in shaping the intention to use financial technology. Individuals tend to exhibit higher usage intention when fintech services are perceived as secure, easy to use, and associated with low levels of risk. Conversely, low trust, difficulties in usage, and high perceived risk can reduce individuals' willingness to adopt digital financial services. Examining the factors that influence fintech usage intention is essential given the strategic role of fintech in promoting financial inclusion and supporting digital economic transformation. A high level of usage intention can encourage broader utilization of financial services, while low intention may hinder the optimal implementation of advancing technologies. For service providers, understanding the determinants of user intention serves as a foundation for designing systems that are more secure, user-friendly, and aligned with societal needs. From an academic perspective, this study is expected to enrich the literature on financial technology adoption behavior and provide empirical contributions regarding the roles of trust, ease of use, and perceived risk in shaping fintech usage intention.

Based on the research title "Determinants of Financial Technology Usage Intention: The Role of Trust, Ease of Use, and Perceived Risk", the hypotheses of this study are formulated as follows:

H1: Trust has a positive and significant effect on financial technology usage intention.
H2: Ease of use has a positive and significant effect on financial technology usage intention.
H3: Perceived risk has a negative and significant effect on financial technology usage intention.

RESEARCH METHOD

This study employed a quantitative approach with an explanatory research design to examine the determinants of financial technology usage intention, specifically focusing on the roles of trust, perceived ease of use, and perceived risk. This study is grounded in the Technology Acceptance Model (TAM), which posits that perceived ease of use is a key determinant influencing individuals' intention to adopt a technology. However, considering the specific characteristics of financial technology that involve financial transactions and sensitive data, TAM is extended by incorporating trust and perceived risk as additional constructs to provide a more comprehensive understanding of user behavior (Sumilih et al.,

2025).

In this integrated framework, perceived ease of use reflects the extent to which individuals believe that fintech services are easy to understand and operate, thereby reducing cognitive effort in usage. Trust is conceptualized as users' confidence in the reliability, security, and integrity of fintech services, which becomes crucial in digital financial environments. Meanwhile, perceived risk represents users' concerns regarding potential losses, such as financial risks, data breaches, or system failures. These three constructs are theoretically interconnected, where higher ease of use may enhance trust, while lower perceived risk may strengthen both trust and usage intention. Therefore, this study proposes a unified model that integrates TAM with trust and perceived risk to explain financial technology usage intention more comprehensively.

Data were collected through structured questionnaires distributed online to respondents who had prior experience using financial technology services, such as digital wallets, mobile banking, and other digital payment platforms. The population of this study consisted of fintech users, while the sample was determined using purposive sampling with the following criteria: respondents aged at least 17 years, having experience using fintech services, and willing to participate in the study. This study included four variables with a total of 20 indicators, where each construct was measured using five indicators adapted from prior validated studies to ensure content validity. The sample size determination followed the SEM-PLS guideline, which suggests a minimum of ten times the number of indicators, resulting in an ideal sample size of 200 respondents. Data were measured using a five-point Likert scale ranging from strongly disagree to strongly agree.

Data analysis was conducted using Structural Equation Modeling (SEM) based on Partial Least Squares (PLS) with SmartPLS software. The analysis consisted of two main stages. First, the measurement model (outer model) was evaluated to assess the validity and reliability of the constructs using indicator loadings, Average Variance Extracted (AVE), composite reliability, and Cronbach's alpha. Second, the structural model (inner model) was analyzed to examine the hypothesized relationships among variables using path coefficients, R-square values, and hypothesis testing through the bootstrapping technique.

RESULTS AND DISCUSSION

Results

This section presents the results of data processing obtained from respondents who use financial technology services, analyzed using SmartPLS. The presentation of findings is conducted systematically, beginning with the evaluation of the measurement model (outer model) to assess the quality of the indicators in representing the research variables. This is followed by the evaluation of the structural model (inner model) to describe the relationships among the variables examined in this study.

1. Outer Loading

Table 1. Outer Loading

Variable	Dimension	Indicator	Outer Loading
Trust	Reliability	TR1	0.812
	Security	TR2	0.845

	Privacy	TR3	0.801
	Credibility	TR4	0.767
	Transaction Safety	TR5	0.823
Ease of Use	Ease to Learn	PEU1	0.734
	Ease to Use	PEU2	0.861
	Clarity	PEU3	0.817
	Effortless	PEU4	0.852
	Flexibility	PEU5	0.809
Perceived Risk	Financial Risk	PR1	0.792
	Privacy Risk	PR2	0.811
	Security Risk	PR3	0.828
	Fraud Risk	PR4	0.745
	Performance Risk	PR5	0.804
Usage Intention	Intention to Use	BI1	0.871
	Continuance Intention	BI2	0.889
	Recommendation Intention	BI3	0.742
	Preference	BI4	0.756
	Future Usage	BI5	0.778

Source: Processed Data by the Author (2025)

Based on the results of the outer model testing, all indicators for the variables of trust, ease of use, perceived risk, and usage intention have outer loading values above 0.70. Therefore, they meet the criteria for convergent validity and are considered capable of properly reflecting their respective constructs. For the trust variable, the highest loading values are found in the security dimension (0.845) and transaction safety (0.823), while the lowest value is in credibility (0.767), which still falls within the valid category. The ease of use variable shows strong loading values, particularly in the ease to use dimension (0.861) and effortless (0.852), indicating that operational simplicity is the most dominant aspect within this construct. In the perceived risk variable, all indicators also meet the validity threshold, with the highest loading on security risk (0.828) and the lowest on fraud risk (0.745). Meanwhile, the usage intention variable demonstrates the highest loading values for continuance intention (0.889) and intention to use (0.871), suggesting that sustained usage tendency is the strongest reflection of fintech user intention. Overall, these results indicate that all indicators are appropriate for use in the research model and that the analysis can proceed to the structural model evaluation stage.

2. Construct Reliability and Validity

Table 2. Construct Reliability and Validity

Variable	Cronbach's Alpha	rho_A	Composite Reliability	AVE
Trust	0.881	0.894	0.913	0.678
Ease of Use	0.892	0.907	0.921	0.702
Perceived Risk	0.876	0.889	0.905	0.656
Usage Intention	0.901	0.914	0.929	0.724

Source: Processed Data by the Author (2025)

Based on the results of the reliability and construct validity tests, all variables in this study have Cronbach's Alpha and composite reliability values above 0.70, as well as Average Variance Extracted (AVE) values above 0.50. This indicates that each construct trust, ease of

use, perceived risk, and usage intention demonstrates good reliability and is able to adequately explain the variance of its indicators. Therefore, the measurement model in this study is considered valid and reliable, and it is appropriate to proceed with further analysis of the structural model.

3. Path Coefficient

Table 3. Path Coefficient

Variable Relationship	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Trust → Usage Intention	0.412	0.405	0.082	5.024	0.000
Ease of Use → Usage Intention	0.536	0.528	0.079	6.785	0.000
Perceived Risk → Usage Intention	-0.287	-0.279	0.091	3.154	0.002

Source: Processed Data by the Author (2025)

Based on the path coefficient test results, trust has a positive effect on the intention to use financial technology, with a coefficient value of 0.412, a T-statistic of 5.024, and a p-value of 0.000, indicating statistical significance. Ease of use also demonstrates a positive and significant effect on usage intention, with a coefficient of 0.536, a T-statistic of 6.785, and a p-value of 0.000. Meanwhile, perceived risk has a negative and significant effect on usage intention, with a coefficient of -0.287, a T-statistic of 3.154, and a p-value of 0.002. These findings indicate that higher levels of trust and perceived ease of use increase the intention to use fintech services, whereas higher perceived risk decreases the intention to use financial technology.

4. R-Square

Table 4. R-Square

Endogenous Variable	R Square	R Square Adjusted
Usage Intention (Y)	0.742	0.735

Source: Processed Data by the Author (2025)

Based on the R Square value, the usage intention variable has a value of 0.742, with an Adjusted R Square of 0.735. This indicates that trust, ease of use, and perceived risk are able to explain 74.2% of the variance in fintech usage intention, while the remaining 25.8% is influenced by other variables outside the research model.

Discussion

1. The Effect of Trust on Financial Technology Usage Intention

The results of this study demonstrate that trust has a positive and statistically significant effect on financial technology usage intention. However, beyond its statistical confirmation, this finding reveals that trust functions as a core structural element in the decision-making process of fintech adoption, rather than merely a supporting variable. In digital financial environments characterized by the absence of physical interaction, asymmetry of information, and potential system vulnerability, trust becomes a substitute for direct control and verification. This condition positions trust as a fundamental prerequisite that enables users to engage in financial transactions despite inherent uncertainties.

The coefficient value (0.412) indicates that trust exerts a substantial influence, suggesting that users place considerable weight on aspects such as system reliability, data protection, and the credibility of service providers when forming their behavioral intentions. This implies that trust is not only shaped by technological factors, such as encryption and system security, but also by institutional factors, including brand reputation, regulatory compliance, and transparency in service operations. Therefore, trust should be understood as a multi-dimensional construct that integrates both technical assurance and perceived organizational integrity.

From a theoretical perspective, this finding extends the traditional view of the Technology Acceptance Model (TAM). While TAM primarily emphasizes perceived usefulness and ease of use, this study supports the growing body of literature that positions trust as a critical mediator between perceived risk and behavioral intention. In this context, trust reduces users' perceived uncertainty and psychological discomfort, thereby enabling a smoother transition from evaluation to actual intention. Without sufficient trust, even a technologically advanced system may fail to achieve user adoption, highlighting that technological superiority alone is insufficient without perceived reliability (Apriani et al., 2025).

Furthermore, this study provides a deeper insight into the dynamic relationship between trust and perceived risk. Rather than operating independently, trust appears to counterbalance the negative effects of perceived risk, acting as a risk-mitigation mechanism. Users who perceive high levels of trust are more likely to tolerate potential risks associated with fintech services, indicating that trust can weaken the deterrent effect of risk on usage intention. This interaction suggests that fintech adoption decisions are not based on isolated factors, but rather on a cognitive trade-off process where users evaluate whether trust is sufficient to justify potential risks.

The findings of this study are consistent with recent research by Ningrum & Soepatini (2026); Pratama & Hwihanus (2025) which found that trust significantly influences intention to use fintech among digital financial service users. Research by Maharani (2021) also demonstrated that trust is a key factor in increasing intention to use mobile payment services. Furthermore, the study by Al-Okaily et al. (2021) confirmed that trust has a direct and significant contribution to behavioral intention in the context of fintech adoption in the digital era. These consistent findings reinforce the conclusion that trust is a primary determinant in shaping financial technology usage intention.

In practical terms, these findings imply that fintech companies must adopt a holistic approach to trust-building. Enhancing technical security measures alone is not sufficient; organizations must also invest in clear communication strategies, user education, and visible security assurances to strengthen user confidence. Trust should be continuously maintained through consistent service performance, rapid response to security issues, and compliance with regulatory standards. Therefore, this study highlights the importance of enhancing system security, service transparency, and personal data protection as strategic efforts to build user trust and increase the intention to use fintech services. Ultimately, the ability of fintech providers to establish and sustain trust will determine their success in increasing user adoption and maintaining long-term engagement in an increasingly competitive digital financial

landscape.

2. The Effect of Ease of Use on Financial Technology Usage Intention

The findings reveal that ease of use has a positive and significant effect on financial technology usage intention, with the highest coefficient among all variables (0.536). This indicates that ease of use is not merely a supporting factor, but rather a dominant determinant influencing users' behavioral intention. A system that is easy to understand, learn, and operate reduces both cognitive effort and psychological resistance, thereby encouraging users to adopt fintech services more readily.

Beyond the statistical confirmation, this result highlights that ease of use plays a crucial role as a behavioral trigger in the early stages of technology adoption. Users, particularly those with limited digital literacy, tend to prioritize practicality over more abstract considerations such as system security or institutional credibility. In this sense, ease of use acts as an initial gateway that shapes first impressions and determines whether users are willing to engage with the technology further.

From a theoretical perspective, these findings are strongly aligned with the Technology Acceptance Model (TAM), which posits perceived ease of use as a fundamental predictor of behavioral intention. However, this study extends the interpretation by suggesting that ease of use does not only directly influence intention but also indirectly contributes to reducing perceived complexity and uncertainty, which are often associated with perceived risk. When users perceive a fintech application as simple and user-friendly, they are more likely to feel in control, which enhances their confidence in using the system.

Furthermore, the relatively higher coefficient compared to trust implies that, within the context of this study, functional convenience may outweigh psychological assurance. This suggests that users are more responsive to tangible experiences such as interface simplicity, navigation clarity, and transaction efficiency than to abstract assurances of trust, especially during initial adoption phases. In other words, users may tolerate a certain level of uncertainty as long as the system is easy to use and does not create additional effort or confusion (Andas et al., 2025).

The results of this study are also supported by research conducted by Heratiana et al. (2025); Nurhayati et al. (2026) which found that ease of use significantly influences the intention to use mobile banking and fintech services. Research by Anto et al. (2024) revealed that ease of use is a dominant factor in increasing public interest in using e-wallet services. Furthermore, the study by Kurnia & Tandijaya (2023) demonstrated that perceived ease of use positively affects intention to use financial technology among digital payment users. These consistent findings reinforce that ease of use is a critical factor in driving fintech usage intention.

Additionally, ease of use can be interpreted as a reflection of user-centered system design, where fintech providers prioritize intuitive interfaces, minimal learning curves, and efficient transaction processes. In highly competitive digital financial markets, usability becomes a key differentiator that can influence user preference and retention. Therefore, fintech companies must focus not only on adding advanced features but also on ensuring that these features remain accessible and easy to operate for diverse user groups. In practical terms, this finding implies that improving ease of use requires a comprehensive approach,

including interface simplification, clear instructions, responsive system performance, and continuous user experience (UX) optimization. By reducing complexity and enhancing usability, fintech providers can lower adoption barriers, expand their user base, and strengthen long-term engagement.

Overall, this study demonstrates that ease of use is not just a technical attribute but a strategic factor that shapes user perception, reduces adoption barriers, and drives the intention to use financial technology in a sustainable manner.

3. The Effect of Perceived Risk on Financial Technology Usage Intention

The findings reveal that perceived risk has a negative and significant effect on financial technology usage intention. However, beyond its statistical significance, this result highlights that perceived risk functions as a multi-dimensional psychological construct that influences user decision-making through uncertainty, fear of loss, and lack of control over digital transactions. In the context of fintech, where transactions involve sensitive financial data and virtual interactions, risk perception becomes a critical evaluative factor that shapes whether individuals proceed with or avoid technology usage.

The coefficient value (-0.287), although significant, is relatively lower compared to trust and ease of use, indicating that perceived risk does not operate in isolation but rather within a dynamic interplay of reinforcing and mitigating factors. This suggests that users are not purely risk-averse; instead, they engage in a cost–benefit evaluation process, where potential risks are weighed against perceived convenience, efficiency, and benefits offered by fintech services. As a result, even when risks are recognized, users may still adopt fintech if other factors such as ease of use and trust are sufficiently strong to compensate.

From a theoretical perspective, this finding supports the extended Technology Acceptance Model and risk theory, which posit that perceived risk can weaken behavioral intention by increasing cognitive and emotional resistance. However, this study further implies that perceived risk should be understood as a conditional barrier rather than an absolute determinant. In other words, its negative impact can be moderated or even neutralized when users perceive strong institutional credibility, transparent systems, and user-friendly interfaces.

Furthermore, perceived risk in fintech is inherently subjective and socially constructed, meaning that it is not solely determined by actual system vulnerabilities but also by user awareness, prior experiences, and exposure to information such as news about cybercrime or data breaches. This subjectivity explains why two users facing the same system may exhibit different levels of intention based on their individual risk tolerance and knowledge levels. (Putri & Roosdhani, 2025).

The findings of this study are supported by research conducted by Sulistiawati et al. (2025); Ananda & Puspitasari (2024) which found that perceived risk negatively affects fintech usage intention, particularly in digital payment services. Siswanti (2022) also identified security and privacy risks as primary factors reducing interest in technology-based financial services. Furthermore, Chandra & Tanaamah (2025) demonstrated that higher perceived risk leads to a lower tendency to use fintech services. These findings collectively reinforce that perceived risk is a crucial factor that can hinder financial technology usage intention.

Additionally, the relatively moderate negative coefficient suggests that risk mitigation strategies can significantly alter user behavior. Features such as two-factor authentication, transaction notifications, guarantees against financial loss, and clear privacy policies can reduce perceived risk and increase user confidence. Educational efforts also play a crucial role in helping users understand how fintech systems work, thereby reducing uncertainty and misinformation.

In conclusion, perceived risk acts as an important but manageable barrier in fintech adoption. Its impact is not absolute but depends on how well fintech providers can balance it with trust-building mechanisms and ease of use. Therefore, reducing perceived risk requires a holistic approach that combines technological security, transparent communication, and user education, ensuring that users not only are safe but also feel safe when using financial technology services.

CONCLUSION

This study demonstrates that trust, ease of use, and perceived risk are significant determinants of financial technology usage intention. Ease of use emerges as the most influential factor, indicating that users prioritize system simplicity and usability when deciding to adopt fintech services. Trust also plays a crucial role as a foundational element that reduces uncertainty and strengthens user confidence in digital financial transactions. Meanwhile, perceived risk negatively affects usage intention, although its impact is relatively weaker compared to the positive influence of trust and ease of use. This suggests that users are willing to tolerate certain risks when supported by high usability and strong trust in the system.

This study contributes to the development of the Technology Acceptance Model (TAM) by integrating trust and perceived risk as essential constructs in explaining fintech adoption behavior. The findings highlight that trust functions not only as an independent variable but also as a mediating mechanism that mitigates perceived risk, while ease of use acts as both a direct determinant and an indirect factor that reduces complexity and uncertainty. Furthermore, perceived risk is positioned as a conditional barrier, whose influence depends on the presence of supporting factors such as trust and usability. This study enriches the literature by emphasizing the interdependent relationship among these variables, rather than treating them as isolated predictors. Fintech providers should prioritize user-friendly system design, strengthen security and data protection, and enhance transparency to build trust. In addition, perceived risk should be managed through clear communication, user education, and visible security features to increase adoption.

This study is limited by the use of a few variables, cross-sectional data, and self-reported responses. Future research should include additional factors and adopt longitudinal approaches to better understand fintech adoption behavior. Future studies are recommended to include additional variables such as perceived usefulness, social influence, and financial literacy to provide a more comprehensive model. Researchers are also encouraged to use longitudinal data to capture behavioral changes over time. For practitioners, continuous innovation in user experience and proactive risk communication strategies are essential to sustain user trust and engagement.

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CONFLICTS OF INTEREST

The authors declare that this research was conducted without any conflicts of interest, whether financial or non-financial, that could influence the analysis process, data interpretation, or the formulation of conclusions presented in this article.

ETHICS STATEMENT

This article is an original work of the authors and has not been previously published, nor is it currently under consideration by another journal. All authors have approved the submission of this manuscript. The writing process has adhered to academic ethics and scientific integrity and is free from any form of plagiarism.

DECLARATION OF GENERATIVE AI

During the preparation of this manuscript, generative artificial intelligence technology was used in a limited capacity as a tool for grammar checking and editorial refinement. All ideas, analyses, data interpretations, and conclusions presented in this article are entirely the authors' own work and remain the full responsibility of the authors.

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