Determinants of Adoption of Financial Technology and Its Impact on the Performance of PT Bank NTB Syariah

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Abstract

Financial technology or what is often called FinTech, is the result of a combination of financial services and technology which started from the traditional system of meeting face to face and carrying a certain amount of money, now being able to carry out long distance transactions in just a matter of seconds. This research is causal associative research, with a quantitative approach. The population in this study were banking employees at Bank NTB Syariah. Determining the number of samples was by the number of question items used in the questionnaire so 200 samples were obtained in this study. Next, the Partial Least Square-Structural Equation Model (PLS-SEM) with smart PLS 3.2.9 and SPSS software was used to analyze the research data. The study's findings indicate that Employee capabilities positively influence FinTech adoption as skilled employees can effectively utilize technology to boost bank performance. Financial resources also drive FinTech adoption, with well-funded banks more likely to embrace new technology. Performance expectations drive adoption, while risk aversion hinders it. Competitive and customer pressures further encourage FinTech adoption, leading to improved banking performance, as seen in Bank NTB Syariah.

Keywords: Employee Capabilities; Financial Resources; Risk Acceptance; Performance Expectations; Competitive Pressure; Customer Pressure; Fintech Adoption; Performance

Introduction

Increasingly sophisticated digital technology is making major changes to the world, especially in the financial sector. The presence of financial technology can create changes in people's lifestyles which have been dominated by information technology users with the demands of fast-paced life (Pambudi 2019). Financial technology or what is often called FinTech, is the result of a combination of financial services and technology which started from the traditional system of meeting face to face and carrying a certain amount of money, now being able to carry out long-distance transactions in just a matter of seconds (Kurniansyah 2019).

Collaboration between FinTech and banks is considered very strategic to achieve the goal of increasing financial inclusion for unbankable communities (Aziz et al, 2020). However, how big and to

what extent will banks be affected or will FinTech companies replace activities held by banks (Phan et al. 2020)? Responding to the fintech industry which is considered threatening or starting to shift the role of banking, banks support the existence of Fintech. Bank NTB Syariah has started a collaborative movement using fintech, including the development of several supporting products such as M-Banking, the Financing Origination System (FOS) application, EDC, and the addition of ATM withdrawal machines. This proves that banks are not easily eroded by the FinTech industry, instead, banks are embracing fintech and collaborating. Banks encourage fintech to become an accelerator of financial business in Indonesia and banks see fintech as partners (Lingga, 2019). Financial technology can automate business processes, reduce manual labor, and increase speed and accuracy in processing financial transactions (Ditya et al., 2023).

The increasingly developing technological era makes society increasingly dependent on the use of technology. Social, economic, and cultural elements cannot be separated from the impact of technology. The development of very advanced technology in various fields, including finance, has also been triggered to develop in a more efficient and modern direction. Technology and finance will be closely related. Currently, there is a technological development in the financial sector with a touch of the latest technology that brings convenience to clients and customers. This effective and efficient technological innovation in financial services is called Financial Technology (FinTech). The FinTech industry is a method of financial services that is gaining popularity in the digital era. Technology-based payment systems are one of the most developed sectors in the FinTech industry in Indonesia. It is in this sector that the government and society as users most hope to encourage increased access to financial services (Sukma, 2016). FinTech continues to develop rapidly resulting in increasingly competitive competition in the market, banks must have solutions to innovate more. FinTech also has the potential to benefit various parties in the financial industry because FinTech will provide a more practical, safe, and modern financial transaction process (Mawarni, 2017).

Responding to the fintech industry which is considered threatening or starting to shift the role of banking, banks support the existence of Fintech. Bank NTB Syariah has started a collaborative movement using fintech, including the development of several supporting products such as M-Banking, the Financing Origination System (FOS) application, EDC, and the addition of ATM withdrawal machines. This proves that banks are not easily eroded by the FinTech industry, instead, banks are embracing fintech and collaborating. Banks encourage fintech to become an accelerator of financial business in Indonesia and banks see fintech as partners (Lingga, 2019) some several contexts or factors become a strong foundation for the adoption of a technology in an industry, from internal to external. In research, Tornatzky and Fleischer (1990) classified the factors that influence the adoption of technology in companies into three factors which will be reviewed from the organizational, technological, and environmental aspects. Within a company, the decision to adopt new technology requires a detailed calculation of the advantages to the risks that will be accepted (Bauer, 1960) Research developed by Venkatesh et al (2003) provides a useful tool for managers who need to assess the likelihood of successful introduction of new technology and helps them understand the movement of technology to be adopted. Apart from that, research conducted by DeLone and McLean (2003) also supports the adoption of technology in an industry, where this research links several parameters measuring the success of information systems from information quality to impact.

Organizations have a role in technology adoption. Support from management is the primary driver of technology adoption intentions. Ramayah, Ling, Taghizadeh, and Rahman (2016), stated that there is a positive interaction between top management support and concrete intentions to adopt technological innovation in companies in Malaysia and Taiwan. One of the basic problems related to organizational factors is Financial Resources and Employee Capability to implement the system. These two things are the main concerns in FinTech adoption (Maduku et al, 2016)

Resources are the primary determinant of the adoption of technological innovation in organizations (March and Ngai, 2006). The availability of resources, including adequate financial capital

and human resources, and the ability to meet demands established by resources are very important to consider. The importance of having Financial Resources is because Financial Resources are central to technology adoption decisions (Kim and Garrison, 2010). Financial Resources are needed to initiate and finance the costs of adopting ongoing technological innovations. Having sufficient capital is crucial because it allows organizations to minimize financial disruption during the adoption and implementation of technological innovations (Ismail, 2013). Employee Capability in companies plays an important role because employees are directly involved in the implementation of the adoption of technological innovation. Having quality human resources to manage the technological innovations that will be adopted is also equally important. The literature explains that the lack of qualified internal IT innovation experts hurts IT sophistication in companies (Ghobakhloo, Hong, Sabouri, and Zulkifli, 2012). The availability of competent staff with the desired skills will stimulate banking behavioral intentions to use FinTech inventions.

Technological factors refer to perceptions of technology adoption. This perception is positively driven by Performance Expectancy and Perceived Risk. The positive relationship between Performance Expectancy and adoption intention indicates that users have a perception of the benefits of FinTech adoption. Performance Expectancy is the extent to which someone believes that their performance will increase by using technological innovation (Venkatesh, Vismanath, Morris, Davis, and Davis, 2003). On the other hand, if someone believes that a technological system is less useful then he will not use it (Priambodo and Prabawani, 2016). Perceived Risk is a customer's perceptions of uncertainty and undesirable consequences in carrying out activities (Dowling and Richard, 1994). According to (Featherman and Pavlou, 2002) Risk perception is a perception of uncertainty and undesirable consequences of using a product or service.

Another factor that can influence the adoption of technological innovation in the banking industry is environmental factors. The environment has a role and is a driver for a company to adopt a technological innovation. Empirical studies (Oliveira, Thomas, and Espandal, 2014) argue that organizations are increasingly adopting technology to deal with competitive pressures from their competitors and their trading partners. Competitive Pressure is pressure within a company that arises from the threat of losing competitive advantage (Wang and Cheung, 2004). Competitive pressures can force companies to adopt technology, even when they see no benefit in doing so (Lin, 2014). Pressure from competitors will force companies to develop by making innovations. Apart from Competitive Pressure, Customer Pressure is also a concern in technology adoption. Apart from trust and dependence, there are several characteristics of inter-organizational relationships, such as commitment, encouragement, and coercion which come from customers. Several of these characteristics have been identified as playing an important role in technology adoption by companies or organizations (Rui, 2007). Organizations will adopt and use Information Technology innovations because they believe that their customers expect them to do so (Maduku et al., 2016).

Empirically, there have been several previous studies using the TOE framework in Internet banking and mobile marketing (Gareeb and Naicker, 2015; Lin, 2014; Maduku et al. 2016; and Wang, 2014) with inconsistent results. This research combines several theoretical frameworks in the field of information systems, namely TOE, UTAUT, and IS Success in the context of Fintech adoption and its impact. To the extent that researchers' knowledge is still quite rare in previous research, especially in the Indonesian banking industry. Based on the description above, the phenomenon of FinTech and organizations collaborating using FinTech gives rise to the paradigm that FinTech will be a threat, especially to the banking industry. However, this has not been proven by the existence of banks that have started collaborating or resulting in FinTech becoming partners. Considering the convenience of fintech, it can help banking functions by expanding coverage that has not been covered, especially in areas that are not yet covered by the physical presence of banks but are already covered by the Internet network. These attracted researchers to conduct research with the title "Determinants of Financial Technology Adoption and Its Impact on the Performance of PT Bank NTB Syariah."

Methodology

This research is causal associative research, namely research that examines the relationship of one or two other variables (Sugiyono, 2014). Then this research uses a quantitative approach, which is a type of research that explains phenomena by collecting numerical data which is analyzed using mathematical (statistical) based methods (Creswell, 2014). The population in this study were banking employees at Bank NTB Syariah. Determining the number of samples was based on what Hair et al (2010) stated determining the number of samples was by the number of question items used in the questionnaire so 200 samples were obtained in this study. In this questionnaire, respondents' answers were measured using a 6-point Likert scale: with ratings of 1 (strongly disagree), 2 (disagree), 3 (somewhat disagree), 4 (somewhat agree), 5 (agree), 6 (strongly agree). Next, the Partial Least Square-Structural Equation Model (PLS-SEM) with smart PLS 3.2.9 and SPSS software was used to analyze the research data.

Results and Discussion

Descriptive analysis results were obtained using SPSS software. The results of the variable analysis of employee capability, financial resources, performance expectations, risk acceptance, customer pressure, FinTech adoption, and BNTBS performance can be seen in the following table:

Table 1. Descriptive Statistical Analysis Results

	Jumlah	Min	Max	Mean	Std. Deviation
Employee Capabilities	200	3.000	6.000	4.987	0.542
Financial Resources	200	2.000	6.000	4.773	0.874
Performance Expectations	200	3.000	6.000	3.537	1.362
Risk Acceptance	200	1.000	6.000	5.110	0.626
Competitive Pressure	200	2.000	6.000	4.934	0.768
Customer Pressure	200	2.000	6.000	4.684	0.763
Fintech Adoption	200	3.000	6.000	4.957	0.732
Bank NTB Syariah Performance	200	3.000	6.000	5.100	0.558
Valid N (listwise)	200				

1. From the analysis results obtained, the average respondent has a fairly high assessment of employee capabilities, with an average of 4.987 and a standard deviation of 0.542. With the existing average value, it can be assumed that the average respondent somewhat agrees with employee capabilities regarding FinTech adoption.
2. In the Financial Resources variable, the average respondent's assessment is quite high compared to the other average values. With a result of 4,773 and a standard deviation of 0.874, it can be interpreted that the average respondent's assessment has a somewhat agreeable assessment of financial resources for FinTech adoption.
3. In the Performance Expectations variable, the average respondent has a fairly low assessment of Performance Expectations, with an average of 3,537 and a standard deviation of 1,362. With the existing average value, it can be assumed that the average respondent somewhat disagrees with the Performance Expectations regarding FinTech adoption.
4. Risk Acceptance variable, the average respondent has a fairly high assessment of Risk Acceptance, with an average of 5.110 and a standard deviation of 0.626. With the existing average value, it can be assumed that the average respondent agrees with the risk acceptance of FinTech adoption.
5. In the Competitive Pressure variable, the average respondent has a fairly high assessment of Competitive Pressure, with an average of 4.934 and a standard deviation of 0.768. With the existing average value, it can be assumed that the average respondent agrees with Competitive Pressure on FinTech adoption.

6. Customer Pressure Variable, the average respondent has a high assessment of Customer Pressure, with an average of 4.684 and a standard deviation of 0.763. With the existing average value, it can be assumed that the average respondent strongly agrees with Customer Pressure on FinTech adoption.

7. In the FinTech Adoption variable, the average respondent gave a fairly high assessment of FinTech Adoption, with an average of 4.957 and a standard deviation of 0.732. With a fairly high average value, it can be assumed that the average respondent agrees that FinTech adoption helps and makes transactions easier for banks and customers.

8. The BNTBS Performance variable shows that the average value of the respondents' assessment is quite high among the others, namely 5,100 with a standard deviation of 0.558. Based on this average value, it can be interpreted that the average respondent agrees with the statements of BNTBS Performance regarding the adoption of FinTech, which also proves that the adoption of FinTech provides several benefits such as efficiency, and flexibility in time and place for customers in making transactions.

This outer loading is used to describe how well the items reflect/describe the measurement of the variable. The reflectance size is said to be high if it correlates > 0.7 with the model you want to measure (Ghozali, 2012). The Outer Loading value of this research can be seen as follows:

Table 2. Convergent Validity Test (Outer Loading)

Variables	Item	Outer Loading
Employee Capabilities	KK 1	0.887
	KK 2	0.883
	KK 3	0.882
Financial resources	SDK 1	0.852
	SDk 2	0.851
	SDK 3	0.780
	SDK 4	0.876
Risk Acceptance	PR 1	0.879
	PR 2	0.957
	PR 3	0.832
Performance Expectations	Ek 1	0.946
	Ek 2	0.927
	Ek 3	0.926
Competitive Pressure	TK 1	0.811
	TK 2	0.731
	TK 3	0.712
	TK 4	0.798
Customer Pressure	TP 1	0.868
	TP 2	0.849
	TP 3	0.740
	TP 4	0.775
Fintech Adoption	AF 1	0.750
	AF 2	0.924
	AF 3	0.879
	AF 4	0.912
	AF 5	0.798
Bank NTB Syariah Performance	KB 1	0.752
	KB 2	0.879
	KB 3	0.948
	KB 4	0.934

The table above shows that the factor loading value is greater than 0.70, so it can be interpreted that the loading value meets Convergent Validity. Thus, the results above show that the indicators used in this research can be said to be valid and meet convergent validity.

Composite Reliability shows a measure of how far the reliability of variables with a score > 0.7 is. Meanwhile, the Average Variance Extracted (AVE) test can show the ability of the variable value to represent the original data score, where if the AVE value is > 0.5, it shows that the measure of convergent validity is good. The Composite Reliability and Average Variance Extracted values are presented in the following table:

Table 3. Average Variance Extracted and Composite Reliability

No	Variables	Average Variance Extracted	Composite Reliability
1	Employee Capabilities	0,884	0.915
2	Financial resources	0,83975	0.906
3	Risk Acceptance	0,889333	0.953
4	Performance Expectations	0,933	0.920
5	Competitive Pressure	0,763	0.848
6	Customer Pressure	0,808	0.883
7	Fintech Adoption	0,8526	0.931

From the Table above, it appears that the results of SEM-PLS data processing for the AVE value of each variable are good because they meet the requirements with a value of more than 0.50. This shows that the latent variable can explain more than 50 percent of the variance in the indicators. So from the table above it can be stated that all indicators and constructs in the research model have met the Convergent Validity test criteria. This value describes the meaning according to (Ghozali, 2016) that one latent variable can explain more than half of the variance of the indicators on average. Then the composite reliability value meets the requirements, namely more than 0.7. This shows that there are no variables that do not meet the reliability requirements. This means that it can be said that the respondents in answering each question item were consistent and valid.

This test is carried out by looking at the cross-loading value between the statement item and its construct which must be greater than the correlation of the construct item with other constructs. The following cross-loading results obtained are presented in the table below:

Table 4. Cross Loading

	KK	SDK	EK	PR	TK	TP	AF	KB
KK 1	0.887	0.174	0.321	-0.013	0.238	0.240	0.187	0.518
KK 2	0.883	0.195	0.473	0.000	0.279	0.318	0.154	0.476
KK 3	0.882	0.182	0.449	-0.098	0.177	0.354	0.144	0.349
SDK 1	0.206	0.852	0.149	-0.224	0.075	0.130	0.184	0.193
SDK 3	-0.007	0.851	0.067	-0.382	0.215	0.320	0.307	0.081
SDK 4	0.267	0.780	0.296	-0.299	-0.016	0.118	0.053	0.165
SDk 2	0.340	0.876	0.178	-0.324	0.054	0.196	0.286	0.180
Ek 1	0.546	0.163	0.946	-0.247	0.490	0.444	0.581	0.633
Ek 2	0.390	0.201	0.927	-0.188	0.306	0.263	0.415	0.479

Ek 3	0.324	0.092	0.926	-0.076	0.465	0.233	0.476	0.483
PR 1	0.001	-0.327	-0.206	0.879	0.063	-0.047	-0.185	-0.085
PR 2	-0.099	-0.380	-0.181	0.957	-0.112	-0.256	-0.314	-0.240
PR 3	0.064	-0.270	-0.096	0.832	-0.101	-0.049	-0.135	-0.223
TK 1	0.460	0.203	0.535	-0.066	0.811	0.547	0.582	0.517
TK 2	0.030	0.358	0.117	0.056	0.731	0.340	0.508	0.381
TK 3	0.043	-0.185	0.450	-0.107	0.712	0.491	0.450	0.352
TK 4	0.220	-0.018	0.292	-0.085	0.798	0.651	0.499	0.471
TP 1	0.348	0.287	0.372	-0.246	0.506	0.868	0.659	0.466
TP 2	0.355	0.208	0.276	-0.182	0.596	0.849	0.467	0.449
TP 3	0.180	0.083	0.202	0.029	0.478	0.740	0.362	0.114
TP 4	0.161	0.213	0.229	-0.056	0.598	0.775	0.431	0.463
AF 1	0.174	0.374	0.480	-0.220	0.674	0.526	0.750	0.677
AF 2	0.161	0.274	0.408	-0.269	0.543	0.525	0.924	0.511
AF 3	0.198	0.266	0.426	-0.480	0.492	0.552	0.879	0.470
AF 4	0.158	0.117	0.543	-0.109	0.681	0.551	0.912	0.613
AF 5	0.081	0.241	0.394	-0.025	0.392	0.456	0.798	0.389
KB 1	0.370	0.025	0.391	-0.355	0.431	0.336	0.318	0.752
KB 2	0.506	0.113	0.589	-0.254	0.512	0.432	0.447	0.879
KB 3	0.461	0.180	0.512	-0.148	0.514	0.447	0.651	0.948
KB 4	0.477	0.211	0.545	-0.112	0.545	0.467	0.708	0.934

The table above shows that the cross-loading value of the construct as a whole between the statement item scores and the construct is greater than the cross-loading value of the correlation of the construct items to other constructs. The overall factor loading value obtained is greater than 0.5 by the recommended value. Thus, all research indicators used are valid and meet discriminant validity. The results of the outer image formed are as follows:

Figure 1. Outer Loading
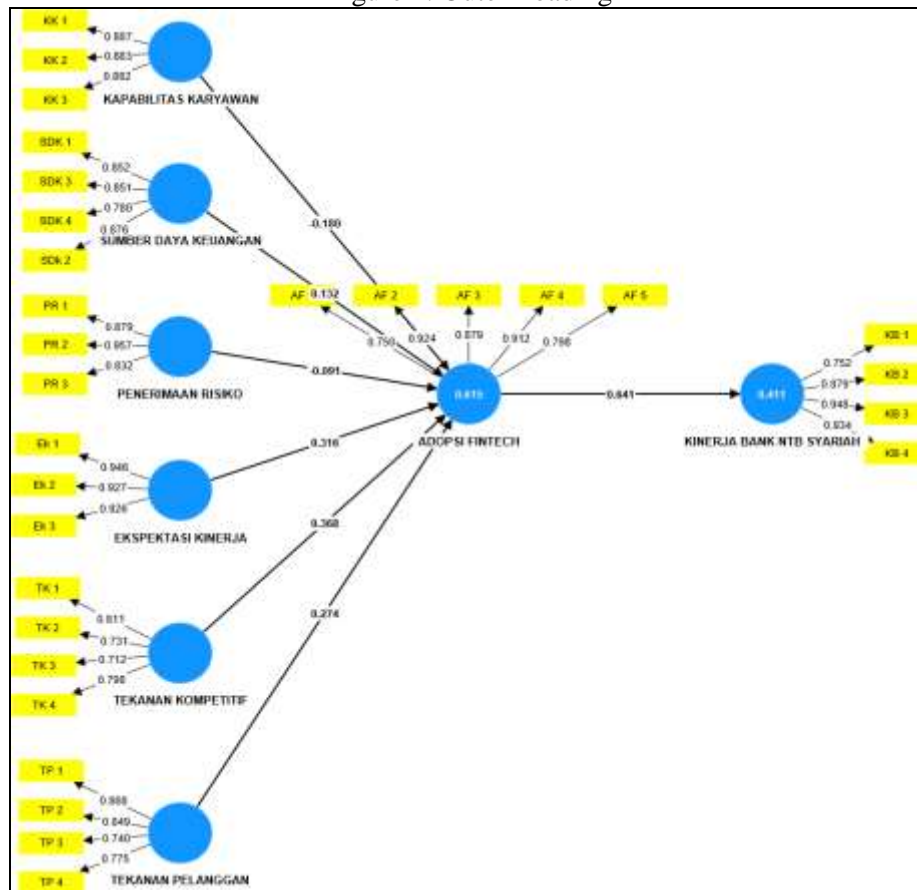
From the various analytical test results that have been presented previously, the results of testing several hypotheses that have been explained previously were obtained. The results of hypothesis testing are presented in the following table:

Table 5. Hypothesis Test Results

Hypothesis	Relations	Original Sample (O)	Sample Mean (M)	T Statistics (|O/STDEV|)	Hasil
H1	KK -> AF	-0,180	-0,169	3,421	Significant
H2	SDK -> AF	0,132	0,137	2,677	Significant
H3	EK -> AF	0,316	0,312	5,798	Significant
H4	PR -> AF	-0,091	-0,095	2,016	Significant
H5	TK -> AF	0,368	0,370	4,840	Significant
H6	TP -> AF	0,274	0,269	4,454	Significant
H7	AF -> KB	0,641	0,644	16,858	Significant

Based on the hypothesis test results obtained in Table above, the data can be read by comparing the results of T Statistics (calculated t) with the t table, where the t table itself is 1.65. In this way, the results obtained show that the variables employee capability, financial resources, performance expectations, risk acceptance, competitive pressure and customer pressure have a significant effect on FinTech adoption. This also happens to the FinTech adoption variable which has a significant effect on Bank NTB Syariah's performance.

The R-Square test is used to determine the proportion or percentage of total variation in the dependent variable that is explained by the independent variable. The results of the R-Square values are presented in the table below:

Table 6. R Square Test Result

	R-Square	R-Square Adjusted
Adopsi FinTech (AF)	0,615	0,603
Net Benefit (NB)	0,411	0,408

The results of the analysis from the table above show that the R-Square value is close to 1. So it can be concluded that the variable's ability can be said to be quite good. From the table above, it shows that the Fintech Adoption variable to get a value of 0.615 is in the Moderate category. This value shows that the influence of exogenous variables on endogenous variables is less than 60 percent. This means that the adoption of financial technology has significant implications for Bank NTB Syariah's performance.

The Influence of Employee Capabilities on FinTech Adoption

Based on the results of data processing, the coefficient on the employee capability variable on FinTech adoption is -0.169 and t calculated is 3.421. So, it can be seen that t calculated (3.421) > t table (1.65). With the β value being negative, it can be concluded that "H1: Employee Capability has a positive effect on FinTech Adoption" is not significant. From the results of this analysis, it can be said that employee capabilities do not have a positive influence on FinTech adoption. The capability referred to in this research is the employee's ability to adapt to technology and have the knowledge of how to use it to support the performance of the bank where the employee works. That way, employee capabilities do not have an influence on banks' decisions to adopt FinTech. The results of this research are not in line with research from Gareeb and Naicker (2015) that information systems and information technology can be used effectively and contribute to performance must be supported by the ability of organizational members in using information technology. The implications for FinTech adoption, banks can adopt FinTech as an information technology innovation, then the possibility of banks to compete and survive in their industry will be good. For banks, it would be better to support their employees to increase their capabilities in implementing FinTech. As much as possible, banks provide regular training to maximize employee potential while also monitoring employee performance, so that confidence in adopting FinTech will increase in a positive direction.

The Influence of Financial Resources on FinTech Adoption

Based on the results of data processing, the coefficient on the financial resources variable on FinTech adoption is 0.137 and t calculated is 2.677. So, it can be seen that t calculated (2.677) > t table (1.65). With a positive β value, it can be concluded that "H2: Financial Resources have a positive effect on FinTech Adoption" is significant. From the results of this analysis, it can be said that financial resources have a positive influence on FinTech adoption. The resources in this research are financial capabilities to support the performance of the bank where the employees work. In this way, financial resources influence banks' decisions to adopt FinTech. The results of this research are in line with research from Toufaily et al (2009) that technology adoption requires costs and organizations that have large financial resources will be more likely to use new technology. The implication is that if banks have adequate financial resources, the possibility for banks to adopt FinTech will increase and it tends to be easy for banks themselves to convince stakeholders that the bank is in a stable position. In addition, by having sufficient financial resources, banks can add routine programs specifically for employees so that banking and employee performance can be more optimal.

The Effect of Performance Expectations on FinTech Adoption

Based on the results of data processing, it is known that the coefficient of the performance expectation variable on FinTech adoption is 0.312 with a calculated t of 4.750. So, it can be seen that t count (5,798) > t table (1.65). This shows that the first hypothesis which states that "H3: Performance Expectations has a positive effect on FinTech adoption" is significant. From the results of the analysis above, it can be interpreted that if a bank whose employees are represented in this research meets their

performance expectations, the more useful the technology system used will be and the adoption of FinTech will also increase. The results of this study also support Kwok's (2015) research which states that expected performance is a stronger predictor of intention to adopt new information technology. The implication that performance expectations have a positive effect on adoption indicates that banks that adopt FinTech feel that by adopting FinTech, these banks will achieve performance as expected. This increases the desire to carry out various kinds of activities or transactions through higher adoption of FinTech, so that it can lead to a positive increase in confidence in FinTech adoption.

The Effect of Risk Acceptance on FinTech Adoption

Based on the research results, it is known that the coefficient on the risk acceptance variable on FinTech adoption is -0.095 with a calculated t of 4.840. So, it can be seen that t count (2.016) > t table (1.65). With a negative β value, this indicates that the fourth hypothesis which states that "H4: Risk acceptance has a negative effect on FinTech adoption" is significant. From the results of the analysis above, it can be formulated that risk acceptance has a significant negative effect on FinTech adoption. The risk referred to in this research is the risk that occurs due to the use of FinTech services adopted by banks due to uncertainty or negative consequences. This means that if a bank accepts the risks it accepts, then the risks obtained will have an influence on the organization's or banking's decision to adopt FinTech. The results of this research also support research by Ryu (2018) which states that a person's intention to adopt a new technology (Mobile Banking) is significantly negatively influenced by risk. The implications for adoption, risk acceptance indicate that banks that adopt FinTech feel that by adopting FinTech the bank will face several risks that must be faced. This causes the anticipation of a bank adopting FinTech to increase, thereby reducing risks when adopting FinTech.

The Effect of Competitive Pressure on FinTech Adoption

Based on the results of data processing, the coefficient on the competitive pressure variable on FinTech adoption is 0.370 and the calculated t is 4.840. So, it can be seen that t count (4,840) > t table (1.65). With a positive β value, it can be concluded that "H5: Competitive pressure has a positive effect on FinTech Adoption" is significant. From the results of this analysis, it can be said that competitive pressure has a positive influence on FinTech adoption. The pressure intended in this research is the Bank's ability to adapt to technology and have a competitive advantage to support the Bank's performance. Thus, competitive pressure has an influence on banking decisions to adopt FinTech. The results of this research are in line with previous research from Wang and Cheung (2004) which states that competitive pressure arises as a result of the threat of losing one's advantage. Competitive pressures can force companies to adopt technology, even when they see no benefit in doing so (Lin, 2014). The implications for FinTech adoption, if banks have a competitive advantage in their banking in terms of human resources to the sophistication of the technology they use, then the possibility of banks to compete and survive in the industry will be good. Apart from that, confidence in adopting FinTech will increase in a positive direction.

The Influence of Customer Pressure on FinTech Adoption in the Banking Industry

Based on the results of data processing, the coefficient on the customer pressure variable on FinTech adoption is 0.269 and the calculated t is 4.454. So, it can be seen that t count (4,454) > t table (1.65). With a positive β value, it can be concluded that "H6: Customer pressure has a positive effect on FinTech Adoption" is significant. From the results of this analysis, it can be said that customer pressure has a positive influence on FinTech adoption. The pressure intended in this research is that banking customers encourage banks to adapt to technology and have advantages and also make it easier to fulfill customer needs. In this way, customer pressure influences banks' decisions to adopt FinTech. The results of this research are in line with previous research by Rui (2007) showing that meeting customer needs and expectations through the use of electronic services that facilitate better communication with customers is the main driver for the adoption of Information Technology innovation in business. Implications for FinTech adoption: Bank customers indirectly reflect a bank's reputation. Banks are

also increasingly improving their performance and technology because to meet the needs of their customers, the chances of banks to compete and survive in the industry will be good. Apart from that, confidence in adopting FinTech will increase in a positive direction.

The Influence of FinTech Adoption on the Performance of Bank NTB Syariah

Based on the results of data processing, the coefficient on the FinTech adoption variable on Bank NTB Syariah Performance is 0.644 and the calculated t is 16.858. So, it can be seen that t count (16,858) > t table (1.65). With a positive β value, it can be concluded that "H7: FinTech adoption has a positive effect on Bank NTB Syariah's performance." significant. From the results of the analysis above, FinTech adoption has a positive effect on Bank NTB Syariaht's performance. It can be interpreted that Bank NTB Syariah, which in this research is represented by its employees, feels that Bank NTB Syariah adopting FinTech can provide good performance to Bank NTB Syariah. The results of this research are also supported by previous researchers, namely Chong et al (2010); and Xu et al (2009) who show that FinTech adoption can provide benefits to users, so that it can attract interest in adopting FinTech. Implications for FinTech adoption: The implications for FinTech adoption are that by adopting FinTech, banks get several net benefits. The net benefit obtained can be in the form of how the technology affects productivity and profitability for customers and the banking sector itself.

Conclusion

1. Employee capabilities have a positive influence on FinTech adoption. Capability is an employee's ability to adapt to technology and have the knowledge of how to use it to support the performance of the bank where the employee works. In this way, employee capabilities have a direct influence on banking performance itself.
2. Financial resources in this research are the financial capabilities of banks to support bank performance. In this way, financial resources influence banks' decisions to adopt FinTech. Technology adoption requires costs and organizations that have large financial resources will be more likely to use new technology. If banks have adequate financial resources, the possibility for banks to adopt FinTech will increase.
3. Performance Expectations can be seen from the fact that if a bank gets the performance it desires, the more useful the technology system used will be and the adoption of FinTech will also increase. Expected performance is a stronger predictor of intention to adopt new information technology. Banks that adopt FinTech feel that by adopting FinTech, these banks will achieve performance as expected.
4. Risk acceptance has a negative effect on FinTech adoption. occurs due to the use of FinTech services adopted by banks due to uncertainty or negative consequences. This means that if a bank accepts the risks it accepts, then the risks obtained will have an influence on the organization's or banking's decision to adopt FinTech. A person's intention to adopt a new technology is negatively influenced by risk. This causes the anticipation of banks adopting FinTech to be increased, thereby reducing risks when adopting FinTech.
5. Competitive pressure has a positive influence on FinTech adoption. The pressure intended in this research is the Bank's ability to adapt to technology and have a competitive advantage to support the Bank's performance. Thus, competitive pressure has an influence on banking decisions to adopt FinTech. Competitive pressure arises as a result of the threat of losing advantage and competitive pressure can force companies to adopt technology. If banks have a competitive advantage in their banking in terms of human resources to the sophistication of the technology they use, banks will be able to compete and survive in their industry.
6. Customer pressure has a positive influence on FinTech adoption. Banking customers encourage banks to adapt to technology and have advantages and also make it easier to fulfill customer needs. In this way, customer pressure influences banks' decisions to adopt FinTech. Meeting customer needs and expectations through the use of electronic services that facilitate better

communication with customers is a key driver for the adoption of Information Technology innovations in business. Bank customers indirectly reflect a bank's reputation. Banks are also increasingly improving their performance and technology to meet the needs of their customers.

7. FinTech adoption has a positive effect on Bank NTB Syariah's performance. In adopting FinTech, Bank NTB Syariah can provide services and provide various attractive offers for its customers. This can certainly make it easier for customers to access and make transactions through this FinTech service. In this case, Bank NTB Syariah can also use FinTech services to make payments and other business needs. Therefore, the adoption of FinTech can affect productivity, profitability and also surplus for consumers, customers and the banking sector itself.

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