

Sharia Financial Technology (Fintech) Management Model in Indonesia

by Dr. Rahmayati

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ARTÍCULO

Sharia Financial Technology (Fintech) Management Model in Indonesia

Siti Mujiatun¹, Julita², Ihsan Effendi³, Rahmayati⁴, Afif Badawi⁵

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¹ ¹⁷ *Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Sumatera Utara, Medan, Indonesia; sitimujiatun@umsu.ac.id*

² *Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Sumatera Utara, Medan, Indonesia*

³ ²⁰ *Fakultas Agribisnis, Pascasarjana, Universitas Medan Area, Medan, Indonesia; ihsaneffendi@staff.uma.ac.id*

⁴ *Fakultas Agama Islam, Universitas Muhammadiyah Sumatera Utara, Medan, Indonesia*

⁵ *Fakultas Sains dan Teknologi, Universitas Pembangunan Panca Budi, Medan, Indonesia*

* Correspondence: sitimujiatun@umsu.ac.id

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Abstract: To solve the knowledge gap, the purpose of this study is to design and provide a sharia fintech management model for Indonesia. Using a Likert ¹⁰ questionnaire, the cross-sectional technique collects primary data. This study employed a partial least square-structural equation model for the analysis of research data and empirical contribution to literature. According to the conclusions of this study, sharia fintech management can be enhanced by enhancing user happiness, sharia risk management, innovation management, fintech security, and sharia complaint management. This study's model is founded on the major constructs drawn from the context of the sharia fintech paradigm. The sharia fintech model ¹ produced by this research contributes significantly to the body of knowledge. The finding has significant theoretical consequences that are novel to this kind of knowledge. The practical consequences of this study include a means to enhance the management of sharia-compliant fintech in Indonesia. This research has produced a new model, yet the model has several drawbacks. Future directions for this research include adding additional linkages and expanding knowledge of the sharia fintech model.

Author Correspondence: sitimujiatun@umsu.ac.id

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1. Introduction

Indonesia is a country with a diversified population, and each community's needs are addressed by the public sector. The amount of user satisfaction reflects the dependability of these services. When customers have access to services that satisfy their criteria, it is natural for them to have a good attitude about those services (Agustiniingsih et al., 2021). In contrast, the user response would be negative if the services were not created positively. The evolution of services is the only way to address the changing needs of consumers (Bargas-Avila et al., 2009). The quality of services is crucial for user happiness. When public sector services are developed for user happiness and the progression of benefits, people have confidence in those services. The only method to increase the quality of services is to improve the standard of such services in accordance with user sentiment (Muryanto et al., 2021). Due to their dependability and adaptability, the well-designed services are always pleasant to their users. In the past decade, the finance department's services have also transitioned to digital platforms, and further development in these services can improve their future.

The Indonesian banking industry and other departments operating on the sharia model must improve their services. When users believe the services are well-designed for their product's performance, they are more concerned with technology (Pati et al., 2021). The development of services is a method to improve the quality of services, but it is vital to consider the sharia-compliant integration of these financial services. Those services that are well-designed and technologically enhanced through the usage of dependable methods are superior (Sugiarto et al., 2020). In addition, the services that have been established in the financial industry to meet the needs of each customer segment are dependable. The operational model of service quality can be improved for the better, and the reliability of services can be improved over time (Barata, 2019). Departments in the public sector are obligated to consistently improve service quality. In the meantime, the services provided to users must be enhanced, and a better sector ethic must be fostered. The services in the Indonesian sector must comply with sharia in order to boost user attitudes (Nasfi et al., 2022).

Indeed, many services are built and made available to Indonesian users, but there is no well-planned paradigm for sharia fintech administration. In Indonesia, technological development is based on distinct phases, however the integration of this technology with the sharia model is quite limited. Similarly, no specific fintech model related to sharia and the improvement of consumer happiness has been identified in the literature-reviewed investigations. The study by Haris et al. (2020) did explore customer satisfaction in Indonesia, but it disregarded the Sharia-compliant fintech model that is essential in this era. Similarly, the research conducted by Barus et al. (2021) emphasized many dimensions of user happiness with public sector services in Indonesia; however, this model did not account for sharia-related customer pleasure. In the meantime, the research conducted by Cindy et al. (2019) examined financial technology in Indonesia, but did not address customer satisfaction with the quality of services. In addition, Mandiri (2022) studied the public sector services in Indonesia, although there are gaps in this study on the alignment of service sector development with user benefit. Thus, academics never report the sharia fintech management approach in the academic literature. Therefore, the purpose of this study is to remedy this gap in the literature.

In order to address this knowledge gap, the purpose of the present study is to design and provide a sharia fintech management model in Indonesia. This research's model is built

on major constructs gathered from the content of the sharia model. The sharia fintech model produced by this research contributes significantly to the body of knowledge. In addition, the finding has significant theoretical ramifications that are novel to this way of knowledge. Moreover, the practical consequences of this research are a means to improve the administration of sharia fintech in Indonesia. This research has produced a novel model; however, it has several drawbacks. Future directions for this research include adding additional linkages and expanding knowledge of the sharia fintech model. This study employed a partial least square-structural equation model for the analysis of research data and empirical contribution to the literature.

2. Review of Literature

(D'Alvano et al., 2012) A complaint management system is any firm that can supply clients with dependable services. Customers' and users' issues must be resolved in a timely manner using the proper management system. When the apparatus is designed in accordance with the level of the replies, the complaint management system can be created more effectively (Agustiniingsih et al., 2021). For the management of any system, user input is essential, and the design of a complaint management system must incorporate user preferences. The improvement and expansion of the complaint system can yield more precise and precise outcomes for users.

Hypothesis 1: Sharia complaint management has a direct and positive impact on user satisfaction.

When modern technology is included into the architecture of a department's complaint management system, it can provide improved services to respondents. Additionally, the system of complaint management must be enhanced when technology is used effectively for this purpose (Maruhun et al., 2018). Indeed, fintech has revolutionized the management system, and the user experience must be enhanced through the application of proper development (Lim et al., 2019). The most recent technological innovation for the automation of complaint management has altered the old methods of management in government and private agencies.

Hypothesis 2: Sharia complaint management has a direct and positive impact on sharia fintech management.

When a better degree of user satisfaction is desired, it is crucial to take risk management into account. When users receive the necessary services, their satisfaction will increase (Muryanto et al., 2021). Risk management is a crucial activity, and technological progress can be utilized in a reasonable manner to enhance the consumers' impression of risk management (Sugiarto et al., 2020). Moreover, risk management can become an avenue for enhancing user satisfaction when the design of services is based on the needs of responders. The design of the service must be enhanced promptly, and all essential steps must be made to increase the degree of satisfaction among respondents.

Hypothesis 3: Sharia risk management has a direct and positive impact on user satisfaction.

Risk management development is essential for enhancing customer happiness and advancing the level of development. Additionally, risk management can be enhanced by integrating smart technology, which could be advantageous for financial services (Barata, 2019). Indeed, the capacity for risk management can create greater employment possibilities in government sector departments for enhancing fintech management services (Nasfi et al., 2022). When the risk management capabilities of fintech services are strengthened, the dependability of these services can be enhanced. In the

meanwhile, the government is expected to increase the risk management capabilities of public sector agencies through the productive integration of new technologies.

Hypothesis 4: Sharia risk management has a direct and positive impact on sharia fintech management.

Modern users are more satisfied when they believe technology progress has enhanced the privacy of services. Technology has increased user satisfaction in every industry, but their financial technology services are increasing with time to increase respondents' contentment (Haris et al., 2020). Users are formally satisfied when they consider that the services have been implemented effectively with the aid of technology (Barus et al., 2021). The breach in the services is not to the users' advantage, and they are seeking a superior and more advanced model to increase user pleasure.

Hypothesis 5: Fintech security has a direct and positive impact on user satisfaction.

Every department's management has been enhanced by technological progress. When customers perform the proper work on department-related services, these services can be enhanced for customers (Cindy et al., 2019). The quality of services can have a good or negative effect on the degree of consumer satisfaction. Technology and its use in every industry can increase the financial progress that could be more advantageous for public sector development (Mandiri, 2022). Users with online access to any technological services are encouraged to submit comments for the improvement of the services supplied by government agencies.

Hypothesis 6: Fintech security has a direct and positive impact on sharia fintech management.

Innovation in the service industry can alter the attitudes and conduct of users (Suhartono et al., 2021). When users are pleased with the work of a particular department, they acquire a more favorable opinion about it. Less innovation and efficiency in service delivery can diminish customer pleasure (Menne et al., 2022). Indeed, users of any department's services are obligated to offer relevant feedback to service providers in order to improve those services. In the interim, service providers are obligated to work on the innovation model to increase responder satisfaction.

Hypothesis 7: Innovation management has a direct and positive impact on user satisfaction.

Financial technology innovation also improves management work. The necessary productive innovation for the development of management facilities should be enhanced throughout time (Piliyanti, 2019). In accordance with contemporary standards, the innovation's dependability can create a better working environment. Additionally, technology management in financial services is the best source of innovative service creation (Utami, 2019). The innovation satisfies the evolving needs of users and is the best source of productive work behavior. Innovation management can be enhanced throughout time to accommodate the fluctuating needs of customers.

Hypothesis 8: Innovation management has a direct and positive impact on sharia fintech management.

The financial services department must evaluate the feedback and reviews of users in order to enhance the functionality. The degree of user satisfaction can improve or decrease over time based on the quality of services and the efficiency of the workforce (Okfalisa et al., 2022). Users have diverse expectations for the services, which must be enhanced over time for effective performance and dependable results. Indeed, these services must be treated favorably, and dependable mechanisms for user satisfaction with financial services must be devised (Winarto, 2020). In the same way,

when users are dissatisfied with financial services, they have a less productive attitude toward these services.

Hypothesis 9: User satisfaction has a positive and direct impact on sharia fintech management.

When the right system is designed with the aid of technology to give dependable services to a department's customers, the customers are satisfied. Similarly, users are dissatisfied when they perceive the services are not developed in accordance with their needs (Utami, 2020). User happiness is dependent upon the dependability of services, which must be constructed efficiently. Improving the development of these services is one approach to enhance the quality of these services and enhance fintech management (Nurhayati, 2021). The complaint management cell is a public service that must be enhanced over time in order to produce fruitful results.

Hypothesis 10: User satisfaction mediates the relationship between sharia complaint management and sharia fintech management.

Risk management services can be a source of consumer happiness, but they must be developed in an equitable manner. While updating the services, user feedback should be addressed, and the risk management system should be enhanced (Wirani et al., 2022). Risk management and quality management enhancements might be advantageous for user service satisfaction. Additionally, the financial improvement and service quality must be enhanced over time to advance all aspects of service quality and service development (Biancone et al., 2019). The modern risk management technique's dependability can increase user confidence in services.

Hypothesis 11: User satisfaction mediates the relationship between sharia risk management and sharia fintech management.

Security and privacy are very important to users, which increases their pleasure. The dependability of the services can be improved with user-satisfying services that are tailored to their needs (Utami, 2019). When there is little risk that their personal information will be compromised, service users might have a more positive attitude regarding their work. The management of information and integration of various financial services can provide users with dependable service quality (Okfalisa et al., 2022). The improvement of technological amenities can increase consumer pleasure. It is vital to include user feedback while designing services to maximize customer happiness.

Hypothesis 12: User satisfaction mediates the relationship between fintech security and sharia fintech management.

Innovation in service quality and service performance may be a means of enhancing user pleasure. Many services are designed for the convenience of their customers, but innovation is required to enhance the quality of these services (Pati et al., 2021). A better working attitude in service performance can assure the improvement of service development. The level of customer satisfaction can be increased if the invention is managed positively for appropriate application. Moreover, the level of user happiness must be increased through innovation in the service industry using the service performance model (Piliyanti, 2019). When a suitable working attitude for providing services is formed, the dependability of the services can be enhanced.

Hypothesis 13: User satisfaction mediates the relationship between innovation management and sharia fintech management.

The sharia financial technology model is presented in Figure 1.

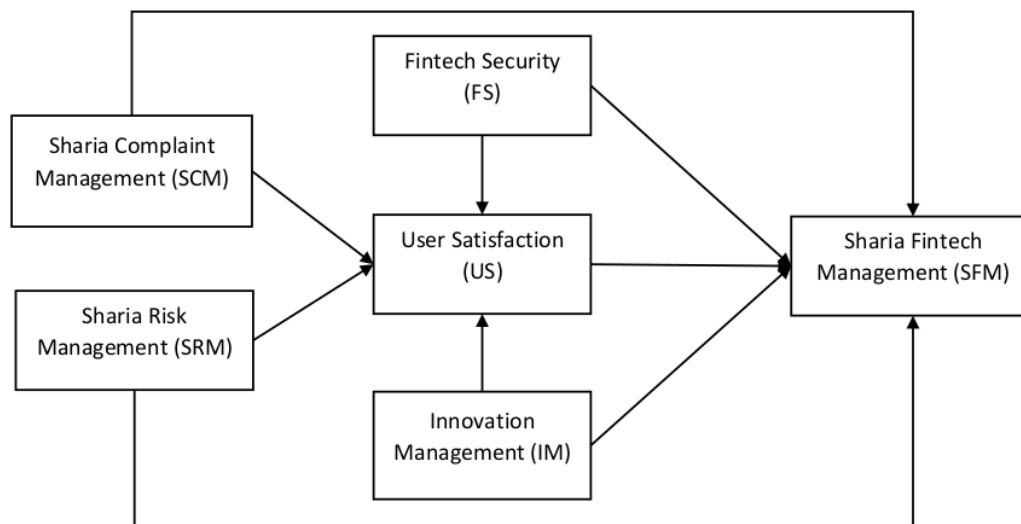


Figure 1. Sharia Financial Technology Model

3. Methodology

This research aims to develop a sharia fintech management model in Indonesia, and its "population" is the Muslim community of Indonesia. All Muslim nationals of Indonesia are considered research participants. However, it is difficult to collect information from each respondent, so the "Morgan Table" is used to establish the "sample size." Thus, the suggestions of this table are considered, and the "sample" of this study is regarded 384. Moreover, this research employed a "cross-sectional" method of data gathering, since it is customary to do so in social science. Similarly, studies on fintech services and user satisfaction-related models employ the same "response collection" methodology. In addition, this study has evaluated "survey-based" data collecting because, for the known respondents, this is an appropriate strategy for data collection.

In accordance with this, the research has derived construct measures from the available data. These "items" are modified according to the study model's context. The "items" for sharia complaint management are derived from Hultén (2012) in order to determine its effect on customer satisfaction and sharia fintech management. In addition, "the items" for sharia risk management are derived from Maruhun et al. (2018) in order to assess its effect on customer happiness and sharia fintech management. Thirdly, the "items" for fintech security are derived from Lim et al. (2019) in order to examine its effect on customer satisfaction and sharia fintech management. In addition, the "items" for innovation management are derived from D'Alvano et al. (2012) in order to assess its effect on user satisfaction and sharia fintech management. Consequently, the "items" for user satisfaction are derived from Bargas-Avila et al. (2009) in order to analyze its impact on sharia fintech management (Agustini et al 2021).

The respondents of this study are targeted in Jakarta, the capital of Indonesia, in order to collect their responses. This study has avoided any form of "bias" in data collecting and the respondents irrespective of age and gender and approached to collect the data. Respondents' personal information was kept secret. In this manner, respondents' personal information is not collected on the questionnaire. A questionnaire based on the Likert scale was used to collect data for this study. The "Smart PLS 3.0" is employed for data analysis of this research for

identifying the outcomes. This research has studied the "partial least square - structural equation model" for the research data analysis and empirical contribution to the literature. The "measurement model", "structural model" and "predictive relevance" findings are employed for data analysis. This research's approach is also appropriate, as studies in the literature have also employed it for data analysis.

4. Data Analysis and Findings

In this study, the validity and dependability of the "skewness and kurtosis" findings were examined. Bai et al., (2005) established, "skewness is a measure of symmetry, or more precisely, the lack of symmetry." In addition, Mardia (1974) proved that "kurtosis is a measure of whether data have heavy or light tails relative to a normal distribution." The presented findings contained in Table 1 confirm the "data normality".

Cunningham et al., (2001) demonstrated "convergent validity refers to how closely a test is related to other tests that measure the same (or similar) constructs." Taber (2018) demonstrated, "Cronbach's alpha > 0.70 is a measure of internal consistency, that is, how closely related a set of items are as a group." Likewise, Li et al., (2020) demonstrated "factor loading > 0.60 is the correlation coefficient for the variable and factor." Furthermore, Alarcón et al., (2015) demonstrated "composite reliability > 0.70 is a measure of internal consistency in scale items". Also, Alarcón et al., (2015) explained, "average variance extracted > 0.50 is a measure of the amount of variance that is captured by a construct about the amount of variance due to measurement error." The reported data in Table 2 confirms the validity of this research data.

Similarly, the "discriminant validity" test is employed in this investigation. In the Fornell-Larcker (FL) criterion, the square root of the average variance recovered by a construct must be larger than its correlation with any other construct, as established by Alarcón et al. (2015). In addition, Li et al. (2020) claimed that "in cross-loadings, a specific item should have higher loadings on its parent construct than other constructs in the study." The results of FL presented in Table 3 and the results of "cross-loadings" presented in Table 4 validate the research's discriminant validity.

2 Table 1. Skewness and Kurtosis

Items	Mean	Standard Deviation	Excess Kurtosis	Skewness
SCM1	3.238	1.527	-0.517	0.101
SCM2	3.238	1.809	-0.580	0.463
SCM3	3.520	1.897	-0.802	0.332
SCM4	3.489	1.918	-0.812	0.400
SCM5	3.529	1.734	-0.471	0.316
SCM6	3.485	1.828	-0.732	0.253
SRM1	3.480	1.847	-0.914	0.169
SRM2	3.670	1.885	-0.811	0.219
SRM3	3.700	1.882	-0.784	0.312
SRM4	3.652	1.950	-0.793	0.386
SRM5	3.555	1.898	-0.736	0.391
FS1	3.573	1.872	-0.639	0.376
FS2	3.599	1.904	-0.791	0.325
FS3	3.485	1.801	-0.485	0.462
FS4	3.524	1.929	-0.939	0.222
FS5	3.463	1.828	-0.646	0.333
US1	3.652	1.795	-0.670	0.256
US2	3.062	1.483	-0.115	0.595
US3	3.167	1.501	0.471	0.891
US4	3.225	1.441	0.792	0.916
US5	3.145	1.460	0.420	0.745
IM1	3.097	1.395	0.493	0.668
IM2	3.181	1.516	0.282	0.699
IM3	3.137	1.458	0.542	0.825
IM4	3.018	1.433	-0.281	0.421
IM5	3.181	1.376	0.386	0.632
SFM1	3.106	1.447	0.150	0.630
SFM2	3.123	1.464	0.272	0.709
SFM3	3.203	1.425	-0.212	0.503
SFM4	3.137	1.374	0.203	0.562
SFM5	3.031	1.348	-0.209	0.530
SFM6	3.128	1.323	0.238	0.602

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

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Table 2. Validity and Reliability

Constructs	Cronbach's Alpha	Items	Factor Loadings	Composite Reliability	Average Variance Extracted
FS	0.940	FS1	0.889	0.954	0.807
		FS2	0.906		
		FS3	0.904		
		FS4	0.901		
		FS5	0.893		
IM	0.945	IM1	0.921	0.958	0.821
		IM2	0.927		
		IM3	0.928		
		IM4	0.879		
		IM5	0.874		
SCM	0.951	SCM1	0.896	0.961	0.804
		SCM2	0.902		
		SCM3	0.900		
		SCM4	0.882		
		SCM5	0.893		
SFM	0.946	SCM6	0.904	0.957	0.787
		SFM1	0.876		
		SFM2	0.868		
		SFM3	0.913		
		SFM4	0.875		
SRM	0.947	SFM5	0.900	0.959	0.825
		SFM6	0.890		
		SRM1	0.890		
		SRM2	0.892		
		SRM3	0.903		
US	0.911	SRM4	0.935	0.935	0.743
		SRM5	0.922		
		US1	0.704		
		US2	0.876		
		US3	0.910		
		US4	0.902	0.902	
		US5	0.901		

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

Table 3. Discriminant Validity - FL

Constructs	FS	IM	SCM	SFM	SRM	US
FS	0.989					
IM	0.642	0.966				
SCM	0.922	0.712	0.951			
SFM	0.612	0.919	0.678	0.946		
SRM	0.941	0.662	0.941	0.626	0.908	
US	0.711	0.919	0.759	0.924	0.721	0.862

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

Table 4. Discriminant Validity - Cross Loadings

Items	FS	IM	SCM	SFM	SRM	US
FS1	0.889	0.591	0.818	0.565	0.811	0.645
FS2	0.906	0.548	0.822	0.515	0.848	0.603
FS3	0.904	0.531	0.816	0.521	0.836	0.606
FS4	0.901	0.606	0.861	0.572	0.891	0.653
FS5	0.893	0.601	0.825	0.571	0.841	0.679
IM1	0.613	0.921	0.663	0.822	0.636	0.829
IM2	0.583	0.927	0.644	0.862	0.598	0.847
IM3	0.597	0.928	0.688	0.857	0.630	0.860
IM4	0.577	0.879	0.647	0.796	0.582	0.823
IM5	0.538	0.874	0.582	0.827	0.551	0.804
SCM1	0.835	0.691	0.896	0.656	0.829	0.727
SCM2	0.825	0.592	0.902	0.563	0.838	0.640
SCM3	0.833	0.592	0.900	0.567	0.838	0.637
SCM4	0.816	0.659	0.882	0.624	0.838	0.692
SCM5	0.832	0.642	0.893	0.621	0.849	0.700
SCM6	0.820	0.641	0.904	0.607	0.867	0.678
SFM1	0.519	0.801	0.564	0.876	0.534	0.785
SFM2	0.573	0.804	0.624	0.868	0.570	0.816
SFM3	0.515	0.825	0.572	0.913	0.541	0.834
SFM4	0.509	0.804	0.547	0.875	0.523	0.818
SFM5	0.549	0.832	0.633	0.900	0.562	0.827
SFM6	0.593	0.827	0.667	0.890	0.600	0.838
SRM1	0.817	0.609	0.864	0.575	0.890	0.672
SRM2	0.852	0.575	0.848	0.519	0.892	0.631
SRM3	0.885	0.612	0.846	0.575	0.903	0.660
SRM4	0.870	0.599	0.869	0.587	0.935	0.654
SRM5	0.853	0.609	0.844	0.583	0.922	0.655
US1	0.835	0.596	0.811	0.570	0.811	0.874
US2	0.566	0.809	0.613	0.839	0.584	0.876
US3	0.603	0.834	0.656	0.834	0.616	0.910
US4	0.570	0.845	0.621	0.843	0.575	0.902
US5	0.562	0.849	0.627	0.862	0.585	0.901

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

The “structural model” findings with the “ $t > 1.96$ and $p < 0.50$ ” threshold is checked in this research. Firstly, hypothesis 1 is accepted and sharia complaint management directly and positively impacts user satisfaction. Secondly, hypothesis 2 is accepted and sharia complaint management directly and positively impacts sharia fintech management. Thirdly, hypothesis 3 is accepted and sharia risk management directly and positively impacts user satisfaction. Fourthly, hypothesis 4 is accepted and sharia risk management directly and positively impacts sharia fintech management. Furthermore, hypothesis 5 is accepted and fintech security directly and positively impacts user satisfaction. Also, hypothesis 6 is accepted and fintech security has a direct and positive impact on sharia fintech management. Accordingly, hypothesis 7 is accepted and innovation management directly and positively impacts user satisfaction. Indeed, hypothesis 8 is accepted and innovation management

directly and positively impacts sharia fintech management. Likewise, hypothesis 9 is accepted and user satisfaction directly and positively impacts sharia fintech management. The outcomes are reported in Figure 2 and Table 5.

Furthermore, the mediation analysis findings identified that user satisfaction positively mediates the relationship between sharia complaint management and sharia fintech management, and H10 is accepted. Accordingly, the mediation analysis findings identified that user satisfaction positively mediates the relationship between sharia risk management and sharia fintech management, and H11 is accepted. Meanwhile, the mediation analysis findings identified that user satisfaction positively mediates the relationship between fintech security and sharia fintech management, and H12 is accepted. Finally, the mediation analysis findings identified that user satisfaction positively mediates the relationship between innovation management

and sharia fintech management, and H13 is accepted. The mediating hypotheses outcomes are available in Table 6.

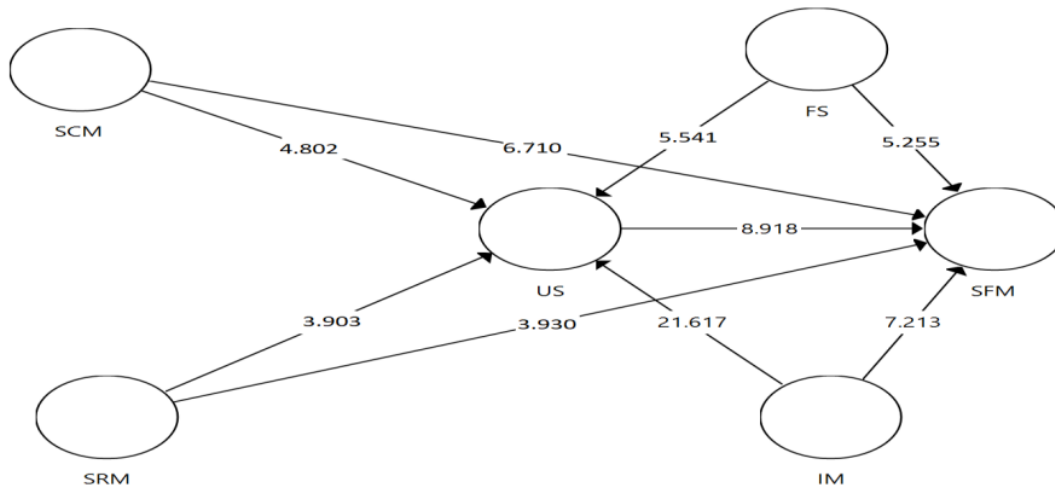


Figure 2. Structural Model Results

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

Table 5. Direct Hypotheses

Direct Paths	Original Sample	Standard Deviation	T Statistics	P Values
SCM -> US	0.365	0.076	4.802	0
SCM -> SFM	0.544	0.081	6.710	0
SRM -> US	0.324	0.083	3.903	0
SRM -> SFM	0.277	0.075	3.930	0
FS -> US	0.133	0.024	5.541	0
FS -> SFM	0.247	0.047	5.255	0
IM -> US	0.772	0.036	21.617	0
IM -> SFM	0.443	0.061	7.213	0
US -> SFM	0.573	0.064	8.918	0

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

Table 6. Mediation Hypotheses

Mediation Paths	Original Sample	Standard Deviation	T Statistics	P Values
SCM -> US -> SFM	0.335	0.043	7.127	0
SRM -> US -> SFM	0.214	0.048	4.458	0
FS -> US -> SFM	0.276	0.047	5.872	0
IM -> US -> SFM	0.442	0.057	7.723	0

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

Furthermore, the “predictive relevance” of the research is tested. Akter et al., (2011) demonstrated, “Q-square > 0 is predictive relevance, measures whether a model has predictive

relevance or not.” The outcomes in Table 7 confirm the acceptable “predictive relevance” of the research model.

Table 7. Predictive Relevance

Constructs	SSO	SSE	Q ² (=1-SSE/SSO)
FS	1135	1135	
IM	1135	1135	
SCM	1362	1362	
SFM	1362	417.655	0.693
SRM	1135	1135	
US	1135	407.618	0.641

SCM: Sharia Complaint Management, SRM = Sharia Risk Management, FS: Fintech Security, US: User Satisfaction, IN = Innovation Management, and SFM = Sharia Fintech Management

5. Discussion and Conclusion

According to the evaluation of the data using the "structural equation model," the hypotheses made for this study are significantly supported. The conclusion of the study was that hypothesis 1 is supported and that sharia complaint handling has a direct and beneficial effect on user satisfaction. This association is analyzed by comparing it to previous research. Every business should have a complaint management strategy in place to provide clients with dependable services (Maruhun et al., 2018). Issues involving customers and users must be managed expeditiously with the use of an efficient management system. When the apparatus is tailored to the experience level of respondents, the method for handling complaints can be developed more efficiently. The complaint management system must be customized for each individual user (D'Alvano et al., 2012). The improvement and development of the complaint management system can provide users with more accurate results. The major development of Hypothesis 1 by this research is thus validated.

In addition, the researchers reached the conclusion that hypothesis 2 is supported and that sharia complaint management has a direct and good effect on sharia fintech management. This association is analyzed by comparing it to previous research. Once current technology is incorporated into the architecture of a department's complaint management system, it can be helpful for offering improved services to complainants (Lim et al., 2019). In addition, when technology is utilized efficiently for it, the method for resolving complaints must be updated. Fintech has indeed fundamentally impacted the management system, and for customer satisfaction to improve, the proper innovations are required (Agustiningsih et al., 2021). As a result of the most current technology advancements in automated complaint processing, the traditional methods of administration in the public or commercial sectors have changed. The tremendous development of H2 by this research is confirmed in the data.

The third and conclusion of the study is that hypothesis 3 is supported and that sharia risk management has a direct and beneficial effect on user happiness. This association is analyzed by comparing it to previous research. When a higher level of customer satisfaction is required, risk management is a critical consideration (Bargas-Avila et al., 2009). When the proper services are provided, users will be more satisfied. Risk management is a vital responsibility, and technological improvements can be utilized to modify how consumers perceive it. In addition, if the services are tailored to the needs of the responders, risk management can be used to increase customer satisfaction (Muryanto et al., 2021). The design of the service must be enhanced as quickly as feasible, and all necessary actions must be taken to increase user happiness. Thus, the significance of the H3 produced by this study is validated.

The fourth conclusion of the study is that the fourth hypothesis is supported and that sharia risk management has a direct and beneficial effect on sharia fintech management. This association is analyzed by comparing it to previous research. The level of customer satisfaction and risk management development must be enhanced. Additionally, incorporating intelligent technology helps improve risk management, which is helpful for financial services (Agustiningsih et al., 2021; Pratami et al., 2022). The capacity for risk management can increase employment opportunities in the government division tasked with expanding fintech management services (Pati et al., 2021). The dependability of fintech services may be enhanced if their risk management capabilities are improved. In the meanwhile, the government must integrate new

technical advances to increase the risk management capabilities of public sector entities. The H4 greatly developed by this research is confirmed in the findings.

In addition, the researchers determined that hypothesis 5 is supported, and that fintech security has a direct and beneficial effect on user pleasure. Since modern users believe that technology advancement has improved service privacy, their satisfaction has increased. Every industry has witnessed a growth in consumer happiness as a result of technological advancements, but fintech services are improving the most as respondents' levels of satisfaction increase (Sugiarto et al., 2020). Users are deemed to be formally satisfied when they see that the services have been implemented properly with the aid of technology. Users are seeking a superior and more sophisticated model to boost customer happiness because the services have a disadvantageous drawback (Barata, 2019). This association is analyzed by comparing it to previous research. The major development of H4 by this research is thus proven.

In addition, the researchers reached the conclusion that hypothesis 6 is supported and that fintech security has a direct and favorable effect on sharia fintech management. This association is analyzed by comparing it to previous research. The leadership of any organization has profited from technical innovation. When customers perform the necessary work on these services, any department's offerings might be enhanced for customers (Nasfi et al., 2022). Consumers' levels of satisfaction may be affected positively or negatively, depending on the quality of the services. It would be more beneficial for the development of the public sector if each sector's use of technology and how it promotes financial growth were examined (Haris et al., 2020; Tambunan et al., 2022). Users with online access to technical services are urged to provide feedback to assist government agencies in enhancing their offerings. The tremendous development of H6 by this research is confirmed in the data.

Accordingly, the researchers reached the conclusion that hypothesis 7 is supported, and innovation management has a direct and beneficial effect on customer happiness. This association is analyzed by comparing it to previous research. As a result of innovation in the service sector, the attitudes and actions of users may change. When users are pleased with a department's operations, they will have a more favorable opinion of it (Barus et al., 2021). As services become less inventive and productive, the level of user satisfaction may fall. Users of services in any department must provide meaningful feedback to service providers in order to enhance services (Cindy et al., 2019). In the interim, service providers must design an innovation strategy to increase client pleasure. The considerable development of H7 by this research is thus proven.

In addition, the researchers reached the conclusion that hypothesis 8 is supported and innovation management has a direct and good effect on sharia fintech management. This association is analyzed by comparing it to previous research. Financial development also improves managerial operations. Product innovation, which is required for the development of management facilities, should be continuously enhanced throughout time (Mandiri, 2022). The innovation's compatibility with contemporary requirements may facilitate a more productive work environment. Moreover, technology management in the financial services business is the best source for the development of services in an innovative manner (Suhartono et al., 2021; Pratami et al., 2022). Innovation is the best source of productive work behavior since it meets the growing needs of consumers. Innovation management can be refined over time to accommodate shifting client needs. The

H8 developed greatly by this investigation is confirmed in the findings.

Similarly, the study determined that Hypothesis 9 is supported and that user happiness has a direct and beneficial effect on sharia fintech management. This association is analyzed by comparing it to previous research. To improve functioning, the financial services industry must take into account consumer feedback and opinions. Depending on the quality of the services and their efficiency, the level of user satisfaction can fluctuate over time (Menne et al., 2022). Users have diverse expectations for the services, all of which must be met to ensure the services' dependability over time. In actuality, these services must be approached positively, and dependable instruments must be developed to ensure consumer satisfaction (Piliyanti, 2019). Likewise, those who are unhappy with financial services are less likely to utilize them successfully. Therefore, the significance of the H9 produced by this research is validated.

According to the conclusions of the examination of mediation, user satisfaction mediates the relationship between sharia complaint management and sharia fintech management. This association is analyzed by comparing it to previous research. When the correct system is built with the aid of technology to provide trustworthy services to users in any department, they are satisfied (Utami, 2019). In a similar manner, people express displeasure when they believe that services have not been constructed in accordance with their needs. Users' satisfaction with services is contingent on their dependability; therefore, these services must be constructed efficiently (Okfalisa et al., 2022). Through increased development of these services, both the quality of these services and the management of fintech can be enhanced. Over time, the complaint management cell in public services must be improved so that it can win successfully and deliver consistent results. Consequently, the significance of the H10 established by this research is validated.

Similarly, the study found that user satisfaction positively mediates the association between sharia risk management and sharia fintech management. This association is analyzed by comparing it to previous research. Users may enjoy risk management services, but these facilities must expand proportionately. While updating a service, consideration should be given to user feedback, and the risk management system should be strengthened (Winarto, 2020). Enhancements in risk management and quality assurance may assist user services in serving consumers equitably. In addition, for the progress of all facets of service quality and service development, financial improvement and service quality must be enhanced over time (Utami, 2020). The dependability of modern risk management strategies might bolster the faith of service users. Therefore, the significance of the H11 produced by this research is validated.

In the meantime, the research found that user pleasure positively mediates the connection between fintech security and sharia fintech management. This association is analyzed by comparing it to previous research. Customers place a great value on security and privacy, and as a result, their level of satisfaction increases (Nurhayati, 2021). In addition, the dependability of the services can be enhanced by focusing on client satisfaction when designing services. When there is no risk that their personal information will be compromised, service users can work with a different mindset (Silviani et al., 2022; Wirani et al., 2022). The data management and integration of several services for financial advantage can provide users with dependable service quality. As technological infrastructures evolve, consumer satisfaction may rise. The user's feedback must be taken into account while designing services to fulfill their level of satisfaction. The significant

development of H12 as a result of this research is therefore established.

The study found that user satisfaction positively mediates the association between innovation management and sharia fintech management. This association is analyzed by comparing it to previous research. Innovations in service performance and quality may help the development of user happiness. Even though many services are designed to meet the needs of customers, the quality of these services can be enhanced through innovation (Susilawati et al., 2022; Winarto, 2020). Better in-service performance and a more positive attitude at work can pave the way for the enhanced development of services. User happiness can be increased when innovation is managed in a constructive manner and applied in an acceptable manner. In the meanwhile, the service industry must innovate the service performance model to increase user pleasure (Okfalisa et al., 2022). Support service reliability can be enhanced through the development of a reasonable working attitude. The tremendous development of H13 as a result of this research has been established.

6. Theoretical and Practical Problems

This study's model is founded on the major constructs drawn from the context of the sharia fintech paradigm. The sharia fintech model produced by this research contributes significantly to the body of knowledge. The finding has significant theoretical consequences that are novel to this kind of knowledge. This study found that sharia complaint management has a direct and positive effect on user satisfaction in sharia fintech models. The study also shown that sharia complaint management has a direct and positive effect on sharia fintech management within the sharia fintech model. The study found that sharia risk management has a direct and positive effect on customer satisfaction in the sharia fintech paradigm. The research revealed that sharia risk management has a direct and favorable effect on sharia fintech management in sharia fintech mode. In addition, the research revealed that fintech security has a direct and beneficial effect on consumer satisfaction in the sharia fintech model. Fintech security has a direct and good effect on sharia fintech management in the sharia fintech paradigm, according to the research. This study also demonstrated that innovation management has a direct and beneficial effect on user satisfaction in the sharia fintech model. The study concluded that innovation management has a direct and positive effect on sharia fintech management in the sharia fintech model. Similarly, the research revealed that customer happiness has a direct and beneficial influence on sharia fintech management in this approach. This research also introduced the mediating relationships involved in this investigation. This study added to the body of knowledge by demonstrating that user satisfaction mediates the association between sharia complaint management and sharia fintech management. In addition, our study added to the literature by demonstrating that user happiness mediates the relationship between sharia risk management and sharia fintech management. In addition, the research found that user happiness mediates the connection between fintech security and sharia fintech management. In conclusion, the study contributed to the development of a model in which user satisfaction mediates the interaction between innovation management and sharia fintech management.

In practice, this study concluded that the sharia fintech paradigm must be implemented in the setting of Indonesia. When sharia laws are followed in the genuine spirit and innovative technology is deployed in the financial sector, the Muslim community in Indonesia will derive the greatest benefit. According to this study, advancements in sharia complaint handling are vital since they can increase user satisfaction. In

fact, according to the findings of this study, sharia risk management should be improved in order to promote user satisfaction and sharia management. Accordingly, the research revealed that sharia management can be enhanced with the development of fintech security, since it is the essential aspect that may improve the user experience and happiness. Moreover, innovation management for user happiness is required, and Indonesian public sector agencies are required to work on this model to enhance the Sharia management system. Accordingly, the research revealed that a greater emphasis on user pleasure is the only practical method to enhance and progress sharia laws in Indonesia.

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7. Future Directions

According to the important findings of this study, sharia fintech management may be enhanced by enhancing user happiness, sharia risk management, innovation management, fintech security, and sharia complaint management. In fact, the model of this study is built on the major constructs derived from the sharia fintech model. The finding has significant theoretical consequences that are novel to this kind of knowledge. This research has produced a new model, yet the model has several drawbacks. Future directions for this research include adding additional relationships and advancing expertise in sharia fintech. It is suggested that experts investigate the moderating effect of government policies on the relationship between user pleasure and sharia fintech management. In addition, it is suggested that experts investigate the moderating effect of enhanced user interference between user pleasure and sharia fintech management. In addition, it is suggested that researchers examine the moderating effect of technological literacy on the relationship between user happiness and sharia fintech management. Finally, it is suggested that researchers investigate the function of technological revaluation as a mediator between sharia risk management, sharia complaint management, and sharia fintech management. In fact, the direction would be beneficial for improving the sharia fintech management model in Indonesia.

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