The Influence of Digital Financial Literacy and The Use of Financial Technology Towards Financial Satisfaction Through Financial Behavior

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Abstract. The current digital age has triggered an increased usage of financial technology that affects consumerism culture, while the overall digital financial literacy remains low. Previous literature suggested a significant relationship between these two variables towards the behavioral finance of fintech users and how it can have an effect on a person's satisfactory level on their own personal finance. Thus, this study is conducted to analyze the influence of digital financial literacy and financial technology towards financial satisfaction through financial behavior. Furthermore, there is limited literature related to digital financial literacy and contradictory results regarding the relationship between fintech and financial behavior. To accomplish the objective of this study, multiple regression analysis was conducted, which analyzed the relationship between the independent variables (DFL and FT), the intervening variable (FB), toward the dependent variable (FS). As a result, four out of five hypotheses were accepted; only the relationship between DFL and FS was not supported.

Keywords: *Digital Financial Literacy, Financial Technology, Financial Behavior, Financial Satisfaction*.

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I. INTRODUCTION

1.1. Background

In 2021, the Indonesian government introduced a strategic national program that aims to achieve a 90 percent financial inclusion by 2024, by improving the country's overall financial literacy and supporting the growth of fintech or FinTech [36]. According to the 2022 Financial Services Authority (OJK) on SNLIK or Survey of National Financial Literacy and Inclusion, financial inclusion and overall literacy of Indonesian citizens has improved [35]. Indonesia's financial literacy index score in 2022 is 49.68 percent, increasing from 2019's 38.03 percent [35]. The financial inclusion index scores this year reached 85.1 percent, increasing from 2019, which was still 76.19 percent, with Jakarta holding the highest score of financial inclusion (96.62 percent) [7].

However, Indonesia has seen little to no improvement in its overall digital literacy and fintech literacy. Indonesia's digital literacy rating is 3.49, according to the rating of Indonesian Digital Literacy, which was organised in 2021 by the Katadata Insight Centre (KIC) and the Ministry of Communication and Informatics (Kemkominfo). With an index value ranging from 0 to 5, Indonesia is classified as moderate by this score [22]. INDEF Senior Economist, Aviliani, mentioned that in 2023, Indonesia's digital literacy index was only 62 percent, the lowest among all ASEAN countries [34]. In fact, the Financial Services Authority (OJK) reports that in 2022, fintech literacy in Indonesia was only 10.90 percent [35]. At the same time, the fintech industry has been growing rapidly for the past few years, from the perspective of financial inclusion, growth in the number of fintech companies, and increase in industry profitability.

Based on statistics from the World Bank's Global Financial Inclusion Index, Indonesia has made significant progress in promoting financial inclusion across East Asia and the Pacific region. From only 20 percent of adults having bank accounts in 2011 to 48.9 percent of adults having accounts in 2018, the country has made significant progress [25]. The rapid growth in the fintech industry suggests the importance of digital financial literacy. Higher numbers of digital financial literacy are necessary to use fintech's enhanced access to financial services effectively to avoid mis-selling, fraud (e.g., phishing, cyber assaults, illegal use of data), discrimination, and behavioral problems such as over-borrowing [30].

Based on these findings, it is questionable whether or not these variables have an effect on the financial behavior of individuals and how that can affect their monetary contentment. These variables are closely related to financial decision-making and financial well-being and previous research suggests the existence of a certain influence between these variables. Therefore, this research aims to identify a clear relationship between the determinants of financial behavior and how it affects an individual's financial satisfaction to map this relationship.

1.2. Research Problem

Financial literacy is the core of understanding the basics of financial decision making, budgeting, investment, and money management. Investors with good levels of financial literacy can make better financial decisions and affect individual financial behavior [40]. Whether someone's financial management is good or bad is closely related to his or her ability and knowledge to grasp the concepts of finance literacy. Despite the importance of financial literacy, in 2019, the Financial Services Authority or *Otoritas Jasa Keuangan* announced that financial literacy in Indonesia is still quite low: scoring 38,03 out of 100 percent [7]. Even though the number has improved since 2022 (see in Background), it is still lower than 50 percent. With this result, OJK assumes that individuals are at least more familiarized with financial services products and able to navigate with better financial decision-making and financial well-being [35].

At the same time, fintech is suspected to be one of the main triggers of consumerism culture [43]. By definition, Consumption is the idea that increasing one's intake of goods and services from the market is always a good goal and that obtaining consumer goods and material possessions is essential to pleasure [20]. In fact, in March 2022, public consumption in Indonesia increased along with economic growth and improved mobility due to the ongoing decrease in Covid-19 instances. This is supported by the findings of the Bank Indonesia Consumer Survey (BI), which revealed an increase in the average consumer income proportion for consumption in March 2022 compared to the previous month. This suggests that the convenience and quick access to online financial services allowed Indonesian fintech users to spend more. The accessibility and convenience of cashless transactions encourages purchasing behavior rather than saving or investing. This tendency leaves individuals to be less efficient in money management [45].

In addition, Data from Statistics Indonesia (BPS) show that in May 2022, annual inflation rose to 3.55 percent, the highest level since December 2017. Bank Indonesia predicts that inflation could rise to 4.2 percent this year, exceeding the government's goal range of 2–4 percent. Individual incomes, particularly for workers, have begun to rise as of 2022. Personal consumption expenditures (PCE) have increased as a result of rising prices. According to BPS statistics, the average worker's monthly salary in February 2022 was still less than the Rp 2.91 million that was registered in 2019, prior to the epidemic. PCE, meanwhile, climbed 3.17 percent from the level in 2020 to Rp 1.22 million in 2021. The personal consumption expenditure is predicted to climb even further this year as a result of the increase in food and energy costs [43]. With increasing cost of living, it becomes more of a challenge for people to earn enough income to support their lifestyle.

Putting these facts in mind, it is important to note that good financial management is crucial. This is something that should be importantly considered. Therefore, in this research, the researcher aims to determine the relationship between these variables to further analyze the importance of good financial literacy and better use of financial technology towards financial behaviour and financial satisfaction.

1.3. Research Objective(s)

1) To identify whether Digital Financial Literacy positively influences Financial Behavior; 2) To identify whether Financial Technology positively influences Financial Behavior; 3) To identify whether Financial Behavior positively influences Financial Satisfaction; 4) To identify whether Digital Financial Literacy positively influences Financial Satisfaction; and 5) To identify whether Fintech positively influences Financial Satisfaction.

1.4. Scope and Limitations

1) The study's unit of analysis consists of Indonesian nationals aged 18 to 50 who reside in the Jabodetabek region; 2) The research will be observing two independent variables, which are Digital Financial Literacy and Financial Technology, one intervening variable: Financial Behavior, and one dependent variable: Financial Satisfaction; 3) The number of respondents that this research will study is 280 people; 4) The study will be conducted from March 2023 until June 2023.

II. LITERATURE REVIEW

2.1. Umbrella Theory

2.1.1. Theory of Planned Behavior

Ajzen (1991) developed the idea of planned behavior, which describes how a person acts with intention in order to achieve his goals [3]. The notion held by individuals regarding their capacity to regulate their conduct will influence the actions of society. This hypothesis states that humans intentionally act while considering all of the information at their disposal and use their financial expertise to decide on a course of action. It implies that a person will make decisions and use all relevant information to act in a reasonable manner. Ajzen (2005) outlines a number of aspects that influence a person's conduct. The first aspect concerns internal elements, such as IQ, emotional stability, moral principles, behavioral patterns, and personality. The second is the information aspect, which includes knowledge, experience, and news-related information. Social factors are the third and include age, gender, income, education, religion, and ethnicity [3].

2.1.2. Technology Adoption Model

One of the models that is most frequently used in studies on technology adoption is the Technology Adoption Model (TAM) by Davis (1989). Additionally, it is thought to be a good model for examining consumer behaviour in e-commerce payments and the FinTech sector overall [39]. TAM is also primarily utilized to research how each individual customer adopts technologies (Ajibade, 2019). This theory can be used to examine the variables that affect a system's or information system's level of acceptability. According to Fred Davis (1989), there are three factors that impact a system's usability: intention to use, perceived usefulness, and perceived ease of use. Since the topic of this research involves using Fintech, the dimensions on how to measure the variable are strongly correlated with TAM theory. The measurements will be explained in detail in Chapter 3.6: Operational Definition of Variables.

2.1.3. Financial Literacy

2.1.3.1. Financial Literacy (in general)

OJK defines financial literacy as having the information, skills, and self-assurance that impact a person's financial behaviour and mindset to enhance the process of making decisions and managing finances and to attain prosperity [35]. Financial literacy is described as "combining one's own ability and confidence to appreciate financial opportunities with one's own understanding of financial products and concepts while also weighing the risks, to take other practical steps to enhance their financial well-being, such as making educated decisions and knowing where to seek assistance," by the Organisation for Economic Co-Operation and Development (2005). It is "the capacity to apply fundamental economic and financial concepts along with other financial skills to manage financial resources for a lifetime of financial well-being" [21]. It seems that people who are financially educated and well-informed take actions that increase their financial stability and well-being. Additionally, careful financial conduct leads to intelligent financial judgments, which in turn account for financial well-being, such as ongoing cost assessments, keeping emergency funds on hand (Mokhtar et al., 2020), planning ahead for budgeting, avoiding impulsive decisions, and cost management [47].

2.1.3.2. Digital Financial Literacy

Understanding the basics of financial decision making is especially important in this digital era, where many financial activities are carried out using digital platforms. Other than being financially literate, being able to adopt and implement that knowledge with technology is an important aspect of today's digital era. This is known as Digital Financial Literacy (DFL), which is the combination of digital and financial literacy. It combines the proficiency required to navigate financial services with the skills to use technological services. Four elements that describe DFL follow: (1) knowledge of digitally presented financial products and services; (2) comprehension of digital financial risks; (3) acquaintance with strategies for managing digital financial risk; and (4) familiarity with consumer rights and dispute resolution procedures [30]. The use of the internet and mobile devices also has an impact on the use of digital financial literacy. In the meantime, the Millennial generation makes extensive use of Fintech and digital technologies (Indrawati, 2021). Several key difference points between FL and DFL exist, based on previous research: Understanding online banking and payment systems to make and save money is a

prerequisite for DFL [32]. DFL integrates digital platforms and financial literacy [42]. Thus, in the context of digital financial technology, DFL is defined as financial literacy. DFL is the standard for financial literacy in digital form [32].

2.1.4. Financial Technology

By upholding risk management and consumer protection guidelines, as well as being vigilant to preserve the stability of the financial system, money, and an efficient, seamless, secure, and dependable payment method, Bank Indonesia regulates using technology to support reform in the financial sector. Financial Technology was defined as taking other practical steps to enhance financial well-being, such as making educated decisions and knowing where to seek assistance. It is another way to define this interdisciplinary field that integrates innovation management, technology management, and finance [41]. Financial technology is actually a financial service that is new and enables users to access financial services through their gadgets, as a result of which customers engage with commercial providers less because they are not compelled to visit banks or other financial organisations. FinTech innovations range from mobile payments to app-based investing platforms and online banking services, which affect financial planning, financial well-being, and economic inequality [49].

2.1.5. Behavioral Finance

Behavioural finance is described as a “moderate, agnostic approach to studying financial markets” by Richard H. Thaler [41]. Shefrin (2000, p. 4) defines behavioral finance as a rapidly growing field that studies the interplay and impact of psychology on financial behavior and investor performance. This definition is consistent with Gilovich et al. (2002), who defined behavioral finance as a theory that brings together the two fields of psychology and economics to explain how and why people make seemingly irrational or rational decisions when investing, saving, borrowing, and spending. This theory is based on descriptive theory based on the framework of financial standards and it presents different models of individual habits made up of different elements, which include prospect theory, cognitive errors, problems of self-control, and pain of regret [48].

2.1.6. Financial Satisfaction

Financial satisfaction was defined as the subjective assessment of how well-equipped one is with money to meet both present and future financial commitments [18]. It is the overall component of life satisfaction and psychological well-being that shows the level of satisfaction towards financial conditions. Having financial satisfaction is a sub-construct of having general wellbeing [48], which is a state of being well, content, and not worrying about money. This desired state can be achieved when people are content with their financial circumstances, both objectively and subjectively (non-tangibly).

2.2. Research Model

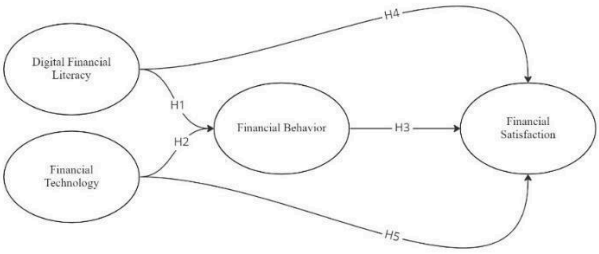

Figure 1: Research Model; Source: Developed in this study, 2022

2.3. Hypotheses Development

The correlation between financial literacy in general and financial behavior has been analyzed by several researchers in the past. Lusardi (2019) found that financial literacy is similar to an international identification that enables people to take advantage of the variety of financial goods on the market and to make wise financial decisions [26]. Financial literacy also has a positive correlation with financial behavior [16][40]. In terms of DFL, the level of digital financial literacy has a positive and significant effect on the saving, spending, and investing behavior of the Indonesian millennials [36][38]. Therefore, the hypotheses are as follows:

H1: Digital Financial Literacy has a positive relationship with Financial Behavior.

Agarwal and Chua (2020) found that FinTech can facilitate consumption by facilitating more effective loan and payment systems. Additionally, as more individuals have access to financial services, there will be a rise in financial inclusion, indicating a positive relationship between FinTech and financial behavior. Farida et al. (2021) discovered that a large number of people utilize fintech since it makes it simple to obtain account information and allows them to conduct financial transactions in a relaxed manner, indicating a positive relationship between fintech and financial behavior [14]. This study result is in line with Humaidi et al. (2020). Therefore, the hypothesis is as follows:

H2: Financial Technology has a positive relationship with Financial Behavior.

A higher risk tolerance, budgeting, not having any trouble making monthly bill payments, having good credit scores, and having savings in an emergency fund were all positively associated with financial satisfaction [1]. This finding is in line with Farida et al. (2021), Hasibuan (2017) and Arifin (2018), who found that the more financially responsible a person is, the more satisfied they are with their financial situation [6][14][19]. Those with superior financial habits will experience greater financial happiness. Therefore, the hypothesis is as follow:

H3: Financial Behavior has a positive relationship with Financial Satisfaction.

Even though past studies did not particularly investigate how DFL can impact financial satisfaction, the insights of the effect of financial literacy on financial satisfaction can be used to explain the relation between DFL on financial satisfaction. In order to obtain long-term financial pleasure, financial education must also cover the most effective ways to utilize pertinent financial knowledge. Consequently, it could raise financial satisfaction [11]. Financial literacy has a significant effect on financial satisfaction because having financial understanding can help individuals achieve satisfaction in meeting their day-to-day requirements [14]. In addition, if a person has financial knowledge, they will be able to use credit and debt responsibly and choose financial products with better credit quality and cheaper costs to suit their needs, in order for people to be content with their overall financial situation [6]. Therefore, the hypothesis is as follow:

H4: Digital Financial Literacy has a positive relationship with Financial Satisfaction

Individuals' contentment with their existing financial situation may be improved by using FinTech services, such as mobile payments. Improvements in performance are driven by technology [49]. Users of financial technology feel satisfied when performance improves. Consequently, using financial technology can boost users' financial contentment (c). Using technology has an effect on satisfaction because through convenient digital payments that are quick and satisfying for the individual, financial technology enables people to access information with ease and conduct financial transactions [14]. Therefore, the hypothesis is as follow:

H5: Financial Technology has a positive relationship with Financial Satisfaction.

III. RESEARCH METHODS

This study investigates whether Digital Financial Literacy (DFL) and Financial Technology (FT) influences Financial Satisfaction (FS) through Financial Behavior (FB). So, the current study is causal research. It looks at whether one variable affects the other. A causal study searches for one or more contributing elements to an issue [37]. The amount of data gathered during the data analysis process is referred to as the unit of analysis, in accordance with [37]. Numerous sorts of analytic units exist, including individual, dyads (two-person interactions), groups, divisions, industries, and nations. This study focuses on how digital financial literacy and the usage of financial technology can influence an individual's financial satisfaction through their financial behavior. So, the study's unit of analysis is the individual fintech users in the Jabodetabek region.

Data from Asosiasi Fintech Indonesia's Annual Member Survey 2019/2020 show that most fintech users in Indonesia (89%) are between the ages of 18 and 50, and the bulk of them (41%) reside in Jabodetabek (Aftech Secretariat Analysis, 2020). In addition, "individuals" account for 47 percent of all customer types for fintech companies in Indonesia in 2019 (CCAF, 2019). Therefore, the population for this research will be Jabodetabek residents aging between 18 to 50 years old. This will be the population target.

This study will use Stratified Random Sampling. This method involves stratification or segregation in order to pick subjects at random from each stratum. There are two types of stratified random sampling: proportionate

and disproportionate. This study implements the latter, which does not necessitate each stratum to have the same sampling fraction.

$$Number\ of\ Indicator\ x\ (5\ to\ 12)\ =\ Sample\ Size$$

Based on this equation, determining the minimum sample size for SEM is: $40\ x\ 7\ =\ 280\ units$ [18]. So, this research will have the sample size of approximately 280 respondents around Jabodetabek cities.

IV. RESULTS AND DISCUSSION

H1: Digital Financial Literacy Positively Influences Financial Behaviour

The first hypothesis, which was *"Digital Financial Literacy positively influences Financial Behaviour,"* is **accepted**. This research finding is in line with and supported by previous research done by Setiawan (2020) and Rahayu et al. (2022) [36][38]. This means that the higher the digital financial literacy, the better the financial behaviour. The literacy here is represented by decent knowledge of digital financial products and services, skills to navigate financial services through digital platforms, experience in using fintech, and awareness of potential financial risks. In addition, a person is suggested to have, at the very least, a good understanding related to the knowledge of digital payment products (DFL1), digital loan products (DFL3), and digital asset management products (DFL2), since these are the three indicators that show most significance from the nine indicators of Digital Financial Literacy. Digital Financial Literacy helps individuals to make better financial decisions when it comes to managing their own finances. Financial behaviour, such as comparing prices between stores before deciding to buy a product or service, paying bills on time, maintaining emergency fund savings balance, and so on, are examples of good financial behaviour. With good levels of digital financial literacy, individuals tend to better understand why it is important to manage finances (e.g., consumption, cash flow, credit, saving and investment, and insurance) and how exactly to do it. Therefore, good levels of financial literacy positively influence financial behaviour. Although, it is important to note that Digital Financial Literacy is not the only variable that influences a person's financial behaviour. The R-square Adjusted score for Financial Behaviour was 0.894. This means that 89.4 percent of the variance of FB is explained by the variance of both DFL and FT, while the rest is explained by other variables not measured within this study. This point leads us to the next hypothesis.

H2: Financial Technology Positively Influences Financial Behaviour

The second hypothesis, which was *"Financial Technology positively influences Financial Behaviour,"* was **accepted**. Additionally, this research finding is in line with and is supported by previous research done by Agarwal and Chua (2020) and Farida et al. (2021) [14]. From all of the five correlations made between the latent variables, this relationship shows the highest significance (0.641 Path Coefficient and T-Statistics of 8.634). Which means, compared to digital financial literacy, fintech usage gives much more impact and is much more influential to a person's financial behaviour. While knowledge (DFL) guides a person's decision making, Fintech is a platform that facilitates access to basic financial services and products. It mediates financial activities. People need to have access to the platforms first before gaining any further understanding regarding digital financial products and services. In other words, without Fintech, there would be no need for digital financial literacy. The conducting of basic financial knowledge is facilitated by fintech and therefore, it helps explain why fintech has a bigger influence on financial behaviour compared to DFL. This research finding is against the assumption that high fintech usage triggers high consumerism (or poor financial behaviour) that is resulted from impulsivity [45][46]. Therefore, the acceptance of the hypothesis has successfully addressed one of the study's research gaps, namely the contradicting findings regarding the relationship between Fintech and Financial Behaviour (See Chapter 2.1.4 Literature Review: Financial Technology.) Additionally, since digital financial literacy and financial technology were both positively correlated with financial behaviour, it shows how much impact financial inclusion has given to residents of Jabodetabek area. Fintech users believe in fintech reliability (FT9), they think it does not take much effort to interact with fintech (FT8), and agree that payment procedures through fintech are clear and easy to understand (FT7). These are the most significant reasons why people are comfortable with fintech adoption and why they have high fintech usage in their daily lives. The loading factors of those indicators were 0.730, 0.710, and 0.700 respectively. The scores are above 0.7 which indicates a high strength in measuring the variable. Therefore, using technology positively influences a person's financial behaviour.

H3: Financial Behaviour Positively Influences Financial Satisfaction

The third hypothesis, which was *"Financial Behaviour positively influences Financial Satisfaction,"* was **accepted**. This research finding is in line with and is supported by previous research done by Aboagye and Jung (2018), Farida et al. (2021), Hasibuan (2017) and Arifin (2018) [6][14][19]. This

correlation showed the second highest significance, after the second hypothesis, with a Path Coefficient of 0.344. This finding suggests that the better the financial behaviour, the better the monetary contentment. Financial behaviour represents the financial activities done by a person in order to achieve their financial means. For example, in terms of consumption management, one wishes to control the amount of expenses and maximize the benefits they gain from the purchases they make. Creating a budget and implementing it (FB4), having a property insurance policy (FB15) and having personal health insurance (FB14) are other examples of good financial behaviour. In addition, these three statements show the highest significance among the 15 indicators used to measure the variable, with loading factors of 0.643, 0.618, and 0.613 respectively. Though the scores are below 0.7, they are considered to be moderately valid in measuring the latent variable and therefore, are important when evaluating a person's level of financial behaviour. Surprisingly, statements such as buying products or services based on priority (FB2), maintaining an emergency fund savings balance (FB9), and paying bills on time (FB5) were the least significant, with loading factors of 0.478, 0.541, and 0.543 respectively. Meaning that though they are important, they are not as crucial as the significant ones mentioned before. Therefore, the acceptance of the hypothesis supports the assumption that financial behaviour positively influences financial satisfaction.

H4: Digital Financial Literacy Positively Influences Financial Satisfaction

The fourth hypothesis, which was *"Digital Financial Literacy positively influences Financial Satisfaction,"* was **rejected**. Although the path coefficient score is positive, this correlation had the smallest significance compared to the other relationships (0.216 Path Coefficient). Moreover, its T-statistics was < 1.96 and had a p-value > 0.05. It is suggested that good knowledge of digital financial products and services is not enough to fulfill one's perceived financial well-being. It must be accompanied with action or real-life application. For example, knowledge that results in good financial decisions. All of the questions that measure financial satisfaction were all related to one's opinion on their own financial situation. That financial situation (e.g., balance in savings account, availability of money for future needs, etc.) are the result of their financial behaviour. Financial behaviour is represented by five dimensions, which are consumption management, cash flow management, credit management, savings and investment, and insurance. These dimensions are mainly related to monetary management and decision-making, in which the result is how satisfied a person is with their own financial decisions. As supported by the first and third hypothesis, good financial behaviour is influenced by good digital financial literacy and

good financial satisfaction is supported by good financial behaviour. Therefore, this hypothesis is rejected. This finding is new as it does not align with previous research done by Dew and Xiao (2011), Farida et al. (2021), and Arifin (2018) [6][11][14]. However, the sound of the argument presented by one of the researchers quite resembles the explanation above. A person who is financially literate will be able to use credit and debt sensibly and select financial products that best meet their needs in terms of credit quality and price, in order to be content with their overall financial situation [6]. This explanation suggests that literacy affects behaviour first before influencing satisfaction. Therefore, digital financial literacy does not influence a person's financial satisfaction.

H5: Financial Technology Positively Influences Financial Satisfaction

The fifth hypothesis, which was *"Financial Technology positively influences Financial Satisfaction,"* was **accepted**. This research finding agrees with and is supported by previous research done by Chen, Du and Wang (2023) and Farida et al. (2021) [14][49]. For FS, securing funds for upcoming needs (FS5) showed higher significance over the other indicators, with a loading factor of 0.605. On the contrary, the level of satisfaction on their savings account was the least significant (0.522 Loading Factor). Similar to the previous explanations, SLFs with scores between 0.5 to 0.7 are considered as valid with a moderate measurement strength. In addition to the acceptance of the hypothesis, this correlation was the second weakest after the fourth hypothesis, with a Path Coefficient of 0.297 and a T-statistics of 2.326. But even so, it has been proven that fintech usage can boost users' financial contentment. Users will be more than glad to use something as advantageous as fintech if it is simple to comprehend and apply. The level of satisfaction among fintech users is impacted by the industry's expansion and the public's increased access to fundamental financial services. This demonstrates how fintech plays a significant role in their daily lives. Fintech customers are able to better manage their finances thanks to the utility, usability, and credibility of these services, which ultimately leads to a feeling of satisfaction for the individual users. Therefore, using fintech positively influences a person's financial satisfaction.

V. CONCLUSION

Out of all the five hypotheses developed in this study, one was rejected: only the relationship between Digital Financial Literacy and Financial Satisfaction was not supported. Which means the following:

- Digital Financial Literacy positively influences Financial Behaviour,
- Financial Technology positively influences Financial Behaviour,
- Financial Behaviour positively influences Financial Satisfaction, and
- Financial Technology positively influences Financial Satisfaction.

Overall, the results of this study suggest that in the midst of rising prices and inflation, it is crucial for people in metropolitan cities to have decent levels of digital financial literacy and good usage of financial technology. The acceptance of the second hypothesis also proved that Fintech does not trigger consumerism or, at least, is not the main cause for it.

5.2. Research Limitations and Recommendations

This study involves the measurement of four variables: Digital Financial Literacy, Financial Technology, Financial Behaviour, and Financial Satisfaction. These variables were measured using a total of 40 indicators, which might be regarded as many. This may be the primary cause leading to the multicollinearity problem at the start of the data processing stage: asking too many questions results in repetitive responses. Perhaps the amount of indicators might be lowered in future studies to an amount where participants feel comfortable reading and responding through the entire questionnaire. Additionally, a wider Likert scale (such as a 7- to 10-point scale) can be used to expand the range of replies.

Other than that, since this study focuses on fintech users in metropolitan cities in Indonesia, future research could try to conduct research in smaller cities or less developed cities. This could prove as useful information related to the usage of fintech in non-metropolitan cities, because even though fintech is widely used in Indonesia, many cities are still more familiar with traditional payment methods.

The variable Digital Financial Literacy is also thought to be novel. The amount of study on the subject is still fairly small; only a few studies have delved into it (as mentioned in Chapter 2.1.3.2. Digital Financial Literacy). This researcher encourages more research to incorporate this specific variable into their studies to deepen their understanding of the subject. Other than that, the indicators used to measure Digital Financial Literacy were adopted from previous research. Perhaps future research could develop new indicators to measure it and provide alternative measurement models in addition to this existing one.

Other independent or dependent variables could also be used to support the next studies that may result in better relationships.

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