The Influence of Financial Literacy and Income on Generation Z's Interest in Using Fintech Lending: A Study in a Major City of Indonesia

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ABSTRACT

Fintech has become a phenomenon that continues to proliferate owing to its userfriendliness, one of which is fintech lending, as one of the platforms in the context of digital finance. This study was conducted to investigate the influence of financial literacy and income on the interest of generation Z in using fintech lending in Bandung, Indonesia. Cicil.co.id is one of the providers of fintech lending which the students are highly interested in. This study employed a quantitative method using questionnaires to collect data from 400 respondents. The respondents belonged to the generation Z cohort who lived in Bandung, Indonesia, and were using fintech lending by Cicil.co.id. The study used multiple linear regressions where samples were taken using Slovin's formula. The results indicated that financial literacy and income had a significant simultaneous influence on the participants' interest in Cicil.co.id fintech lending in Bandung, Indonesia.

Keywords: Financial literacy; income; fintech lending; Z generation.

1. INTRODUCTION

Rapid technological development allows people to make transactions simply through their gadgets. According to the National Digital Research Centre (NDRC) (2021), fintech is a term used as an innovation in the field of finance or financial services. In Indonesia, there are several types of fintech, one of which is fintech lending (Kagan, 2020). In the last 10 years, a new business model has been developed, namely, fintech lending (Cai et al., 2016). This model is one of the important innovations in the financing business, especially in the era of digital finance (Baihaqi, 2018). According to Nandy and Sussan (2022), pandemic had a very significant impact on fintech digital payments performance. A survey conducted by the Indonesian Internet Service Providers Association (APJII, 2020) indicated that Bandung City accounted for 82.5% of the total internet users in West Java (82.5%). Internet use can have a positive effect on many aspects, one of which is development in the financial sector. Basha et al. (2021) stated that the fintech lending platform is rapidly emerging, marked with the digital finance phenomenon. According to the Financial Services Authority (2021), in May 2021, 22,211,389 people were using fintech lending. A survey conducted by the APJII in 2019–2020 indicated that the internet users in Indonesia were dominated by generation Z. Generation Z consists of people who were born between 1997 and 2012. At present, the average Z generation consists of either students or college students (revolusimental.go.id, 2021).

When making transactions using fintech lending, understanding skill in managing individual finance is required, which is called financial literacy. High financial literacy lowers the possibility of arrears during loan payments in fintech lending financial services and vice versa, whereas low financial literacy increases the possibility of arrears in fintech lending financial services (Artavanis and Karra, 2020). Tua dan Surahman (2020) and Boatman and Evans (2017) stated that financial literacy is the highest factor in lending and good financial literacy; thus, people prefer to borrow from fintech lending companies. In addition, income can influence one's interest in using fintech (Marpaung *et al.*, 2021). People use fintech lending to buy essentials when their financial condition is insufficient. A person who uses fintech lending has the responsibility to finish the installment payment process until it is paid off (Asja *et al.*, 2021). Individual lifestyle is also a factor that makes financial condition always seems insufficient. The temptation to become consumptive is very strong (diktikemendikbud.go.id, 2021). Previous studies, such as those of Tua and Surahman (2020), Boatman and Evans (2017), and Kusumawardhany *et al.* (2021) proved that financial literacy impacts the use of fintech lending, although several other studies also confirmed the absence of an impact of the two variables. According to Mentari and Bendesa (2018) and Marpaung *et al.* (2021), income also significantly influences the use of fintech lending.

This study also investigated the influence of financial literacy and income on the interests of using fintech lending by Cicil.co.id, especially on more specific objects, namely, generation Z students.

2. LITERATURE REVIEW

2.1 Financial Literacy

According a study conducted by Pusparani and Krisnawati (2019), financial literacy can be defined as one's ability to understand and manage finance to improve and live a more prosperous life in the future. Meanwhile, Assefa and P.V. (2018), Kaiser and Menkhoff (2017), Stolper and Walter (2017), Amagir *et al.* (2018), Brown *et al.* (2018), Grohmann (2018), Ozdemir *et al.* (2019), Kokkizil and Uysal (2019), Lopus *et al.* (2019), Kadoya and Khan (2020), and Klapper and Lusardi (2020), financial literacy is the ability to use knowledge and skills to effectively manage financial resources for a lifelong financial wellness. Potrich *et al.* (2016) stated that several dimensions can measure financial literacy. First is financial knowledge. Lusardi *et al.* (2017) reported that financial knowledge is an individual's ability to know and allocate his/her finances well. Second is financial behavior. According to Sisbintari (2018), financial behavior is seen from how individuals manage their finances. Third is financial attitude. Humaira and Sagoro (2018) stated that financial attitude is a form of thought, opinion, and judgment about finances applied to attitudes.

2.2 Income

According to Achsanuddin and Adil (2020), income is a salary or service fee as payment of work that is earned by individuals or groups of households within a certain period of time and is used to meet daily needs. According to Altun (2017), income is the value for money from a net increase in one's economy. Meanwhile, Sukirno (2016), Hidayati *et al.* (2021), and Xu *et al.* (2022) define income as the total income received by a person by working or not working and not doing any activities. According to Asja *et al.* (2021), income can be measured by two dimensions, namely, (1) income earned from work and (2) income earned without performing any services.

2.3 Fintech Lending

According to the OJK (2019), fintech lending is one of the innovations in the financial sector wherein technology is used to allow lenders and borrowers to carry out loan transactions without needing to go to the bank personally. The mechanism of loan transactions is wired through a system administrated by fintech lending providers through both applications and websites. Wu *et al.* (2022) said that the way businesses manage financing changes with the advancement of Fintech lending. In addition, Lee (2017), Zhao *et al.* (2017), Kurniawan (2019), Rosavina *et al.* (2019), Agarwal and Zhang (2020), Bella (2020), Santoso *et al.* (2020), Luthfi *et al.* (2021), Suryono *et al.* (2021), and Sunardi *et al.* (2022) stated that fintech lending can be defined as direct and indirect financial exchanges without the involvement of traditional financial institutions. Omarini (2018) stated that fintech lending can be measured through the following dimensions, each defined by the Regulations of the Financial Services Authority (2016): (1) lender, a person, legal entity, or business entity that has receivables; (2) borrower, a person or legal entity who has a loan; and (3) platform, the place to host financial services.

3. RESEARCH FRAMEWORK

Philippas and Avdoulas (2020) verified that financial literacy has grown to be a critical ability required in ordinary existence across the globe. Financial literacy also provides benefits for the financial service sector, especially in fintech lending. According to Abidat *et al.* (2019), Lim *et al.* (2019), Artavanis and Karra (2020), and Gerrans *et al.* (2021), financial literacy can affect one's interest in using fintech lending services because with it, one can identify which fintech lending services are qualified and certified. High financial literacy lowers the possibility of arrears during loan payments in fintech lending financial services and vice versa, whereas low financial literacy increases the possibility of arrears in fintech lending financial services. This is supported by Tua and Surahman (2020), Kusumawardhany *et al.* (2021), and Boatman and Evans (2017) who stated that financial literacy has a significant influence on fintech lending and that a high level of financial literacy can minimize the risk of possible arrears on installment payment.

H1: Financial literacy has a significant influence on generation Z's interest in fintech lending by Cicil.co.id in Bandung City.

Income on Fintech Lending

Income is a factor that can influence one's interest in using fintech lending. Users with high income will be interested in using fintech lending, because as their income increases, their needs also grow. People use fintech lending to buy essentials when their financial condition is insufficient. Moreover, a person needs income to be able to use fintech lending so as to complete the installment payment process until it is paid off (Asja *et al.*, 2021). Previous studies conducted by Marpaung *et al.* (2021), Mentari and Bendesa (2018), and Azman *et al.* (2020) suggested that income has a positive and significant influence on one's interest in using fintech lending services.

H2: Financial literacy has a significant influence on generation Z's interest in fintech lending by Cicil.co.id in Bandung City.

H3: Financial literacy and income both have a significant effect on generation Z's interest in fintech lending by Cicil.co.id in Bandung City.

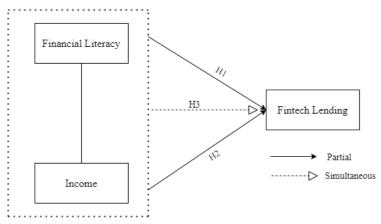


Figure 1. Research Framework

4. METHODOLOGY

There are two free variables and one bound variable. Primary data was obtained by distributing questionnaires to 400 respondents belonging to the generation Z cohort in Bandung City. Purposive sampling was employed to select respondents, and Slovin's formula was used to determine the number of respondents. The descriptive analysis used was a linear continuum. Furthermore, the data analysis technique employed was multiple linear regression. Hypothesis testing was conducted using a *t*-test and an F-test, whereas the magnitude of influence between variables was measured using the coefficient of determination.

Variables	Dimension	Scale
Financial Literacy (X1) (Potrich <i>et al.</i> , 2016)	Financial Attitude Financial Behavior Financial Knowledge	Ordinal
Income (Asja <i>et al.</i> , 2021)	Income from work Income earned without providing services	Ordinal
Fintech Lending (Omarini, 2018)	Borrower Lender Platform	Ordinal

The respondents filled out a questionnaire with five ordinal scale options to measure the three variables of the study. The data was then continuously analyzed using the following criteria.

No.	Percentage	Classification
1	20%-36%	Very Bad
2	>36%-52%	Bad
3	>52%-68%	Neutral
4	>68%-84%	Good
5	>81.25%-100%	Very Good

Table 2. Percentage range classification

5. FINDINGS AND DISCUSSION

Validity and reliability tests were conducted on 30 respondents. Pearson's correlation (Sugiarto, 2017:205) indicated that all question items were valid, and Cronbach's alpha (Sugiyono, 2019:362) indicated that these items were reliable. After the questionnaire was deemed valid and reliable, it was distributed to 400 respondents.

As for age, 85% of the respondents were 20–24 years old, and 15% were 15–19 years old. Concerning gender, 60% were female, and 40% were male. Based on employment, 75% were students, 11% had miscellaneous jobs, 9% were employees of private companies, 4% were self-employed, and 1% were civil servants. As for the monthly income, 35% of the respondents had income $\leq 1,000,000; 25\%, \geq 2,000,0000; 22\%, 1,000,000-1,500,000; and 18\%, 1,500,000-2,000,000.$ Based on the intensity of the use of fintech, 90% of the respondents used it as much as 1–3 times a week; 10%, 4–6 times; and 0%, <7 times. Tables 3, 4, and 5 present the results of the respondents' responses to the financial literacy variables, income, and fintech lending interests, respectively.

Statements		Re	spoi	nses				Sca	les		Total	Ideal	(%)
	STS	TS	N	S	SS	1	2	3	4	5	Score	Score	
I think it is important to use priority scale in financial expenses	2	1	10	146	5251	2	2	30	584	1255	1973	2000	98,65%
I think the value of the currency in the future will always be the same as it is in the present	73	91	74	72	90	73	182	222	288	450	1215	2000	60,75%
I always analyze the financial situation	4	6	72	175	5143	4	12	216	700	715	1647	2000	82,35%
I have a financial plan and make a financial budget	2	13	44	182	2 1 5 9	2	26	132	728	795	1683	2000	84,15%
I compare products or services before making a purchase	4	1	18	155	5222	4	2	54	620	1110	1790	2000	89,5%
I make purchases of goods or services without consideration	88	97	47	82	86	88	194	141	328	430	1181	2000	59,05%
I save to achieve short-term goals	15	42	73	150	120	15	84	219	600	600	1518	2000	75,9%
I save to achieve long-term goals	0	10	38	156	5196	0	20	114	624	980	1738	2000	86,9%

Table 3. Respondent's responses to financial literacy

I prioritize my personal financial future	2	2 25	5 166 205	2	4	75	664 1025	1770	2000	88,5%
Financial Literacy Variable Percentage										80,63%

As can be seen from Table 3, the financial literacy of generation Z in Bandung is categorized as good (80.63%), which means that this cohort has financial knowledge and understands fintech lending well. This can be reflected when using fintech lending services can determine the scale of financial priorities well. However, based on the results in Table 3, generation Z in Bandung have not managed their finances by saving to achieve short-term goals, their knowledge related to the time value of money is less, and they purchase goods or services without considerations.

Table 4. Respondent's responses to income

Statements		Res	pon	ses			S	Scale	S		Total Ideal		(%)
Statements	STS	TS	N	S	SS	1	2	3	4	5	Score	Score	(/0)
I receive regular income every month from my main job	49	48	75	111	117	49	96	225	444	585	1399	2000	69,95%
I have my own business both online and offline to earn income	85	81	61	91	82	85	162	183	364	410	1204	2000	60,2%
I receive income from my part- time job	107	79	58	86	70	107	158	174	344	350	1133	2000	56,65%
The income from my job makes me interested in using fintech lending	9	9	86	190	106	9	18	258	760	530	1575	2000	78,75%
Fintech lending can help me manage my finance well	4	11	67	179	139	4	22	201	716	695	1638	2000	81,9%
My salary is enough to pay my fintech lending bills	2	6	75	183	134	2	12	225	732	670	1581	2000	79,05%
I am able to pay my fintech lending bill on time	2	7	62	173	156	2	14	186	692	780	1674	2000	83,7%
I will pay a fine if I am late in paying my fintech lending bill	0	9	50	170	171	0	18	150	680	855	1703	2000	85,15%
I receive money without having to work, e.g., pocket money, scholarships, government assistance, pension funds	39	36	56	152	117	39	72	168	608	585	1472	2000	73,6%
Other income that I get even though I don't provide any compensation makes me interested in using fintech lending	12	12	79	179	118	12	24	237	472	590	1335	2000	66,75%

The installment system of fintech lending by Cicil.co.id helps me manage my finances more efficiently	4	10	68 205	113	4	20	204 820) 565	1613	2000	80,65%
Fintech lending makes it easier for me to properly allocate money	1	10	65 191	133	1	20	195 764	665	1645	2000	82,25%
When I use fintech lending, I adjust it with the income I receive	1	7	51 177	164	1	14	153 708	820	1696	2000	84,8%
Interest and processing fees from fintech lending by Cicil.co.id are suitable for the lower middle class	0	10	91 176	123	0	20	273 704	615	1612	2000	80,6%
I am responsible for the fintech lending bill that I use	0	2	54 181	163	0	4	162 724	815	1705	2000	85,25%
The limit of fintech lending by Cicil.co.id is enough to meet my needs	1	4	66 188	141	1	8	198 752	2 705	1664	2000	83,2%
Income Variable Percentage											77%

As can be seen from Table 4, the income variable of generation Z in Bandung is categorized as good (77%), which means that this cohort has a good income level. This is reflected that when using fintech lending, they use according to their income. However, the score shown in Table 4 indicates that the income of generation Z earned from work or something else encourages them to use fintech lending. Various scores are quite attention, meaning that the establishment of generation Z is still not considered very good.

Table 5. Respondent's responses to fintech lending

Statements	Statements Responses						Scal	es		Total Ideal	(%)	
	STS	TS	N	S	SS	1	2	3	4	5	Score Score	(70)
I compare service providers when taking out online loans	10	12	58	151	169	10	24	174	604	845	1657 2000	82,85%
I always pay off my loan bill on time when I take out a loan	2	4	33	155	206	2	8	99	620	1030	1759 2000	87,95%
I pay my loan bill when I take out a full loan	0	4	32	159	205	0	8	96	636	1025	1765 2000	88,25%
I receive the amount given by the service provider just as much as what I need	0	5	48	180	167	0	10	144	720	835	1709 2000	85,45%
I get an interest rate that is still within a reasonable limit	1	4	75	172	148	1	8	225	688	740	1662 2000	83,1%
I find it easy to meet the terms and	0	1	57	164	178	0	2	171	656	890	1719 2000	85,95%

conditions when taking out a loan										
I find it easy to get service benefits	0	1	53 182	164	0	2	159 728	820	1709 2000	85,45%
I get the benefits as expected	0	3	48 175	174	0	6	144 700	870	1720 2000	86%
I used the service more than once	15	16	70 155	144	15	32	210 620	720	1597 2000	79,85%
Fintech Lending Variable Percentage										85%

As can be seen from Table 6, the fintech lending variables are categorized as very good (85%), which means that the interest of generation Z in the use of fintech lending is considered very good, especially in terms of user behavior and benefits obtained from the use of fintech lending. However, when viewed in terms of frequency of use, most of the respondents did not use it often (only maximal one time). After conducting the descriptive analysis, normality, heteroskedasticity, and multicollinearity tests were performed to ensure the data obtained can be continued to the next stage.

Table 6. Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardiz ed Residual
Ν		400
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.73927249
Most Extreme Differences	Absolute	.035
	Positive	.032
	Negative	035
Test Statistic		.035
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Table 7. Heteroskedasticity test

				Standardized		
		Unstandardize	d Coefficients	Coefficients		
Model		В	Std. Error	Beta	t	Sig.
1	(Constant)	-1.035E-16	.028		.000	1.000
	Financial Literacy	.000	.001	.000	.000	1.000
	Income	.000	.000	.000	.000	1.000

a. Dependent Variable: ABS_RES2

		Unstand	lardized	Standardized			Collinea	arity
		Coeffi	cients	Coefficients			Statist	ics
Mode	9	В	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	13.477	1.683		8.009	.000		
	Financial Literacy	.113	.052	.097	2.169	.031	.713	1.403
	Income	.332	.025	.599	13.338	.000	.713	1.403

Table 8. Multicollinearity test

a. Dependent Variable: Fintech_Lending

Based on the normality test (Table 6) of normally distributed data, based on the heteroskedasticity test (Table 7) it can be concluded that there is no problem of heteroskedasticity and based on the multicollinearity test (Table 8) the data in this study does not occur multicollinearity problems, so that a good and ideal regression model can be met.

Table 9. Multiple linear regression

		Unstandardized		Standardized		
		Coefficients		Coefficients		
Model		В	Std. Error	Beta	t	Sig.
1	(Constant)	13.477	1.683		8.009	.000
	Financial Literacy	.113	.052	.097	2.169	.031
	Income	.332	.025	.599	13.338	.000

a. Dependent Variable: Fintech Lending

Table 10. t-test

		Unstandardized		Standardized		
		Coeffi	Coefficients			
Model		В	Std. Error	Beta	t	Sig.
1	(Constant)	13.477	1.683		8.009	.000
	Financial Literacy	.113	.052	.097	2.169	.031
	Income	.332	.025	.599	13.338	.000

a. Dependent Variable: Fintech Lending

Table 11. F-test

ANOVAª								
Model		Sum of Squares	df	Mean Square	F	Sig.		
1	Regression	4212.596	2	2106.298	149.887	.000 ^b		
	Residual	5578.881	397	14.053				
	Total	9791.477	399					

a. Dependent Variable: Fintech_Lending

b. Predictors: (Constant), Income, Financial_Lliteracy

Table 12.	R-square	d	

			Adjusted R	Std. Error of the
Model	R	R Square	Square	Estimate
1	.656ª	.430	.427	3.74868

a. Predictors: (Constant), Income, Financial_Literacy

b. Dependent Variable: Fintech_Lending

The equation of the multiple linear regression obtained from Table 9 is as follows:

$$Y = 13.477 + 0.113X_1 + 0.332X_2$$

From the above equation, it can be inferred that the value of the financial literacy regression coefficient is 0.113 and is positive. This means that if the value of financial literacy increases by 1, fintech lending will increase by 0.113 or 11.3% of the financial literacy. Furthermore, the income regression coefficient is 0.332 and is positive. This means that if income increases by 1, fintech lending will increase by 0.332 or 33.2% of the income.

As presented in Table 10, the results of the *t*-test are as follows:

- Financial literacy has a *t*-value of 2.169, which means that the t-value > *t*-table. These
 results indicate that H01 is rejected and accepted. Therefore, it can be concluded that
 financial literacy significantly influenced the interest of generation Z in fintech
 lending by Cicil.co.id in Bandung.
- 2. Income has a *t*-value of 13.338, which means that the *t*-value > t-table. These results indicate that H02 is rejected and Ha2 is accepted. Therefore, it can be concluded that income significantly influenced the interest of generation Z in fintech lending by Cicil.co.id in Bandung.

As can be seen from Table 11, the known F-value is 149.887, which means that the F-value > F-table. These results indicate that H0 is rejected and Ha is accepted. Therefore, it can be concluded that financial literacy and income significantly influenced the interest of generation Z in fintech lending by Cicil.co.id in Bandung. The results of this study are in agreement with those of the study by Tsalitsa and Rachmansyah (2016) who stated that financial literacy and income variables had a significant effect on people's interest in taking out loans. However, this finding is different from that of a study by Handayani and Rianto (2021) who suggested that the income variable had no significant effect on people's interest in using fintech.

Furthermore, as can be seen from Table 12, the coefficient of determination on adjusted R-squared is 0.427; if it is included in the equation, the following results are obtained.

$$Kd = 0,427 \times 100\% = 42,7\%$$

This demonstrates that the percentage of the influence of financial literacy and income on the use of fintech lending is as much as 42.7%, whereas that of the other variables is 57.3%.

6. CONCLUSION

The results of this study indicated that the level of financial literacy and income in

generation Z are categorized as good, whereas the interest in fintech lending is categorized as very good. Based on the hypothesis tests, it can be concluded that financial literacy and income have a significant effect on the interest in the use of fintech lending. The percentage of the influence of financial literacy and income on the use of fintech lending is 42.7%, whereas that of the other variables that were not studied is 57.3%. Further research using broader objects and expanded research variables, such as perceptions of convenience, risk, and trust, is warranted. These variables are often researched in digital services.

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