




# “Trust in fintech banking: The strategic role of data security in stakeholder confidence”

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# TRUST IN FINTECH BANKING: THE STRATEGIC ROLE OF DATA SECURITY IN STAKEHOLDER CONFIDENCE

## Abstract

This study examines the impact of fintech usage, accounting knowledge, financial reporting systems, and transparency on stakeholder trust, with banking data security playing a moderating role. Warp PLS was employed to analyze data collected from 231 professional employees of private banks in East Java, Indonesia. The sample was purposefully selected to ensure insights from professionals actively engaged with fintech applications in the banking sector. Respondents were surveyed through structured questionnaires to evaluate their perceptions of fintech integration and its influence on trust-related mechanisms. The study follows strict ethical guidelines to protect human participants and uphold the integrity of the research process. The findings highlight that robust financial reporting systems ( $\beta = 0.405$ ,  $p < 0.001$ ) and transparency ( $\beta = 0.336$ ,  $p < 0.001$ ) significantly enhance stakeholder trust. In contrast, fintech usage ( $\beta = -0.010$ ,  $p = 0.440$ ) and accounting knowledge ( $\beta = -0.021$ ,  $p = 0.370$ ) demonstrated no direct impact. Banking data security was found to positively moderate the relationship between fintech usage ( $\beta = 0.169$ ,  $p = 0.004$ ), financial reporting systems ( $\beta = 0.229$ ,  $p < 0.001$ ), and transparency ( $\beta = 0.108$ ,  $p = 0.047$ ) with stakeholder trust. However, data security did not significantly moderate the effect of accounting knowledge on trust ( $\beta = 0.055$ ,  $p = 0.198$ ), suggesting that stakeholders rely on accounting expertise independent of security measures. These results highlight the importance of prioritizing transparency and data security in banking fintech operations to foster trust among stakeholders in private banks.

**Keywords** accounting, banking, financial technology, transparency, reporting

**JEL Classification** G21, G28, M15, M41

## INTRODUCTION

The accelerated advancement of banking FinTech has profoundly reshaped the banking services industry, introducing innovative solutions that substantially improve operational efficiency, broaden service accessibility, and elevate customer satisfaction (Kou & Lu, 2024; Kishor et al., 2024). However, alongside these advancements come new challenges, particularly in the areas of information safety and cybersecurity (Adegbite, 2025). One critical factor influencing stakeholder confidence is banking transparency, which in the context of FinTech refers to the clarity and openness with which financial information is disclosed to stakeholders. Achieving high levels of transparency requires sustained effort and a firm commitment to ethical practices. While FinTech introduces numerous benefits, concerns over data security remain paramount. As financial transactions and personal data are increasingly conducted and stored online, the risk of cyberattacks and data breaches continues to escalate (Lian & Yoong, 2023). In this regard, the moderating role of banking data security is indispensable. Implementing robust data protection measures is essential not only



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for safeguarding sensitive information but also for reinforcing stakeholder trust (Aldboush & Ferdous, 2023). Robust data security protocols significantly contribute to an enhanced user experience by fostering trust, ensuring system reliability, and reinforcing perceptions of safety.

## 1. LITERATURE REVIEW

The Theory of Reasoned Action (TRA) posits a systematic relationship between individual beliefs, attitudes, and behavioral intentions (Fishbein & Ajzen, 1985). Within the context of banking FinTech adoption, TRA provides a framework for understanding how stakeholders' attitudes, shaped by their perceptions of accounting competence, financial reporting systems, and institutional transparency, affect their trust in digital banking services. Attitude toward the behavior is defined as the evaluative judgment, either positive or negative, that banking employees or stakeholders assign to a specific action or performance (Ajzen, 1991). For instance, when stakeholders perceive FinTech applications in banking as user-friendly and efficient, their attitude becomes more favorable, thereby enhancing trust in the system's reliability and usability (Abdul Halim et al., 2022; Al-Okaily et al., 2021). Hence, banking stakeholder trust increases and can improve their experiences. Subjective norms refer to the belief concerning perceived social pressures to perform or not to perform the behavior. This would mean that, in cases where the stakeholders perceive their peers, banking financial advisers, or banking regulatory bodies believe that they should use the services of the fintechs, then they are likely to do so, thus impacting their trust (Hu et al., 2019; Maryam et al., 2022). In general, the Theory of Reasoned Action strongly points out the need for multiple factors in building trust so that new technologies in the banking sector can be adopted. Eventually, a fully rounded approach will lead to increased stakeholder trust and satisfaction based on considerations of belief, attitude, and perceived control.

Banking fintech service involves innovative technologies that have revolutionized the ways in which transactions occur in monetary terms. Recent studies show the imperative role of fintech innovation in the improvement of user satisfaction through ease of accessibility, efficiency, and convenience (Kishor et al., 2024). This is especially so with their financial services, translating to access to basic financial fa-

cilities by the unbanked and underbanked classes. Again, fintech apps have been rated to be highly user-friendly and thus ensure better customer experiences and satisfaction of their customers. Kou and Lu (2024) show that fintech usage influences stakeholders' attitudes. Stakeholders perceive fintech as useful and safe. Greater accessibility and inclusion in finance have been achieved through the stage of fintech innovation. The heightened reliance on fintech usage underscores that continuous development in technology is necessary to meet changing stakeholders' satisfaction and trust. Thus, positive attitudes among all stakeholders toward fintech signal a bright future for wide adoption.

The interpretation and utilization of information presented in banking financial statements necessitate a foundational level of accounting knowledge among stakeholders. Empirical evidence suggests that stakeholders with higher levels of accounting literacy exhibit greater trust in banking FinTech services, as their financial decision-making processes become more informed and uncertainty is reduced (Senn et al., 2022). Well-informed stakeholders are better positioned to comprehend financial reports and evaluate the financial health of banking institutions, thereby fostering increased trust and satisfaction (Aldboush & Ferdous, 2023). Accounting proficiency plays a pivotal role in shaping stakeholders' attitudes toward financial information and decision-making. A sound understanding of accounting principles enables stakeholders to make more rational and strategic decisions regarding investments, credit policies, and other financial engagements. Accounting knowledge allows them to analyze financial statements to determine the performance and enhance their trust. Besides this, banks that have more informed accounting knowledge have a better knack for adhering to financial rules and standards. Compliance with those standards reassures the stakeholders about the ethical and legal operation of the banking fintech.

An effective banking financial reporting system is meant to provide timely, accurate banking fi-

nancial information to the stakeholders who need to make appropriate decisions. A good banking financial reporting system will enhance stakeholders' attitudes toward the transparency and reliability of the banking financial information provided. Finding the system usable and trustworthy, the stakeholders feel they are in control and more satisfied with the decisions taken on finances. The stakeholder trust depends on how effective the banking financial reporting system is. Clarity, accuracy, and timeliness of financial reports will make various stakeholders, including investors, regulators, and the public, confident concerning financial reporting. This would be important in building confidence, which is key to bringing a good reputation and attracting investment. Uyob et al. (2022) have shown that robust financial reporting boosts transparency and accountability, improving the level at which stakeholders are satisfied and trust. Owolabi and Omotilewa (2020), on the other hand, discovered a very strong positive relationship between the quality of financial reporting and public trust. The findings revealed that the quality of financial reporting is influenced by ethical considerations and professional competence of accountants which in turn gives rise to stakeholders' trust.

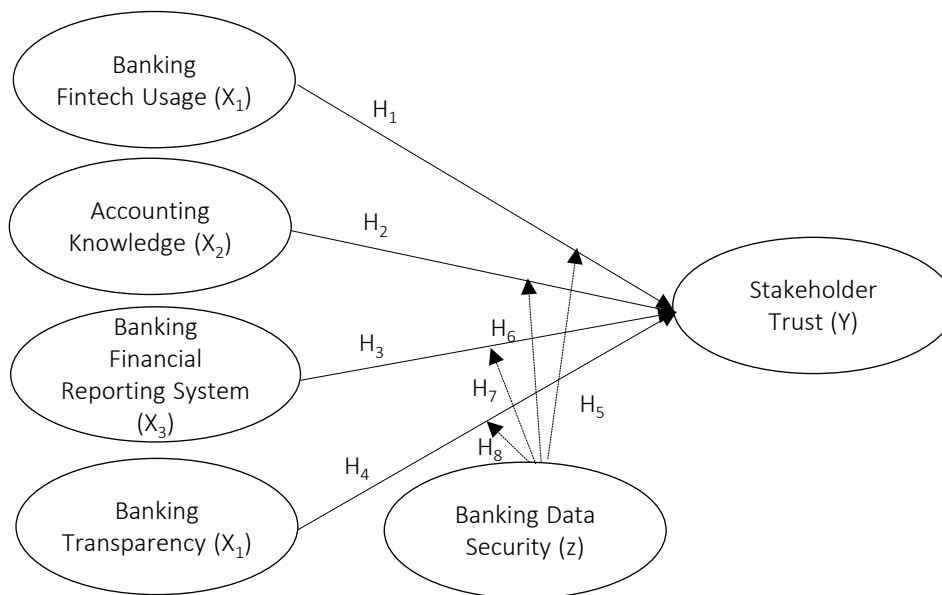
Banking transparency in financial operations is among the factors that drive the trust perception of stakeholders. The practice of transparency involves clear communication of policies, decisions, and performance related to finances and banking operations, thus building trust and confidence among stakeholders (Einar et al., 2023; Johan et al., 2024). Karim et al. (2022) show that an organization practicing transparency will maintain good relations with stakeholders to create a trustworthy banking fintech usage service and environment. Transparency in financial operations affects the stakeholders' attitudes. This is in line with TRA and TPB, arguing that positive attitudes and a perceived supportive environment (subjective norms) facilitate satisfaction. Transparency in banking operations creates a great amount of trust amongst stakeholders, primarily because it is perceived to indicate integrity and accountability. Where transparency exists in bank services, stakeholders will have access to clear and accurate financial information. This reassures

them of the bank's sound financial health and ethical conduct. Transparency aids the stakeholders in decision-making, fraud risk reduction, and the principles of fair treatment. In other words, transparency within banking operations creates a base of stakeholder trust.

Banking data security issues have cropped up as more customers depend on digital avenues for banking transactions. Other threats of banking cybercrime, including banking data breaches, may pose a real threat to stakeholder trust. Literature testifies that effective banking data security measures act as an important moderator between banking fintech usage and stakeholder trust (Nayak et al., 2021; Zhang et al., 2023; Mehrban et al., 2022). Efficient practices of banking data protection not only save the sensitive information of banking customers but also lead to overall confidence and satisfaction among them (Zhang et al., 2023). TPB considers banking data security to be directly affecting perceived behavioral control and, hence, forms an important attribute or variable for TPB. If banking data security is robust, it reinforces stakeholder confidence in the employment of the services of banking fintech and thus moderates the banking fintech usage-stakeholder trust relationship. Building on trust that their data is safe, stakeholders are more inclined to engage with banking fintech platforms and derive higher satisfaction from such bank services.

As digital banking platforms become increasingly central to financial transactions, concerns surrounding data security have gained prominence. Cybersecurity threats, including data breaches, pose significant risks to stakeholder trust, which is critical to the sustained adoption of banking FinTech services. Literature suggests that effective data protection functions as a key moderating factor in the relationship between FinTech usage, accounting knowledge, financial reporting systems, transparency, and stakeholder trust. Robust security measures not only safeguard sensitive customer information but also contribute to greater confidence and satisfaction among users.

This study examines how fintech usage, accounting knowledge, financial reporting systems, and transparency affect stakeholder trust with the



**Figure 1.** Research model and hypotheses

role of data security in Indonesian private banks. The hypotheses of the study are:

- $H_1$ : Banking fintech usage positively affects stakeholder trust.
- $H_2$ : Accounting knowledge positively affects stakeholder trust.
- $H_3$ : The effectiveness of the banking financial reporting system positively affects stakeholder trust.
- $H_4$ : Banking transparency in financial operations positively affects stakeholder trust.
- $H_5$ : Banking data security moderates the relationship between fintech usage and stakeholder trust.
- $H_6$ : Banking data security moderates the relationship between accounting knowledge and stakeholder trust.
- $H_7$ : Banking data security moderates the relationship between the financial reporting system and stakeholder trust.
- $H_8$ : Banking data security moderates the relationship between transparency and stakeholder trust.

## 2. METHODS

The population in this study comprises employees of private banking institutions in Java, Indonesia, who actively utilize fintech service platforms. The sample was drawn from this population and consists of 231 private banking professionals working in East Java, a region recognized as a vital financial hub with significant fintech adoption in the private banking sector. The sample was purposefully selected to ensure insights from professionals actively engaged with fintech applications in the banking sector. Selecting private banking staff as respondents is crucial, as these professionals are directly involved in the implementation and daily use of fintech platforms. Their insights are essential for understanding how fintech usage, accounting knowledge, financial reporting systems, and transparency influence stakeholder trust, particularly when moderated by data security concerns.

The study adheres strictly to ethical principles to guard participants and ensure research integrity. Respondents were made fully aware of the purpose, procedure, and role in the study before participating to ensure openness. All participants provided informed consent with a focus on voluntary participation and rights. Confidentiality and anonymity were strictly maintained with no personal details recorded or exposed. Participants were given an unrestricted right to withdraw at

**Table 1.** Formulating a questionnaire

Construct	Rationale for Inclusion	Question Format
Fintech Usage (X1)	Evaluates employees' engagement with fintech services	Likert scale (1-5)
Accounting Knowledge (X2)	Assesses financial literacy and its impact on trust	Likert scale (1-5)
Financial Reporting System (X3)	Measures the reliability and accessibility of financial reports	Likert scale (1-5)
Transparency (X4)	Examines openness in financial disclosures	Likert scale (1-5)
Stakeholder Trust (Y)	Determines trust levels in banking fintech operations	Likert scale (1-5)
Data Security (Moderator)	Evaluates security measures and their influence on trust	Likert scale (1-5)

any time without consequences, asserting their sovereignty. Through keeping ethical responsiveness at every phase of the study, the study maintains scholarship integrity while ensuring the protection of the rights of the participants.

The data were collected via a structured questionnaire in September-November 2024, which was distributed directly. The survey was intended to obtain data about employees' perceptions and experiences on the use of fintech platforms, financial reporting systems, and transparency mechanisms at their respective institutions. The research instrument consists of structured questions designed to assess fintech usage, accounting knowledge, financial reporting systems, transparency, and stakeholder trust, with data security as a moderating factor. The questionnaire was formulated based on the following considerations (Table 1).

The questionnaire was structured to ensure clarity and relevance, with questions formulated based on industry standards and prior research in fintech adoption and stakeholder trust. Of the 260 distributed questionnaires, 231 were completed and acceptable for analysis purposes, while 29 were not accepted due to incomplete responses. Respondents were East Java private bank employees actively engaged in banking fintech platforms

for handling financial transactions. The exhaustive classification of the respondent characteristics is shown in Table 2.

The study also examined how respondent attributes such as age, education, job position, and fintech experience may influence their perceptions. Notably, employees with more than five years of fintech experience and those in managerial roles demonstrated deeper insights into the effectiveness of financial reporting systems and transparency mechanisms. This demographic sensitivity enhances the interpretive depth of the findings.

The variables that are going to be operationalized for the research are as follows:

1. **Banking Use of Fintech:** The variable describes the extent to which employees experience the use of banking financial technology services for various transactions and processes related to finances. It includes frequency of use, type of fintech service used, and perceived benefit of fintech (Kou & Lu, 2024).
2. **Accounting Knowledge:** the level of awareness and familiarity of staff with generally accepted accounting principles and practices. It is defined as the extent to which they understand

**Table 2.** Respondent characteristics

Characteristic	Category	Percentage (%)
Age	25-40 years	65
	> 40 years	35
Education Level	Bachelor's Degree	62
	Master's Degree or higher	38
Job Position	Frontline Staff (e.g., Teller, CS)	28
	Middle Management	47
	Senior Management	25
Experience with Fintech	> 5 years	72
	≤ 5 years	28
Bank Affiliation	Private Bank in East Java	Appendix B

financial statements, what the basic functions of accounting are, and how accounting-related knowledge has been applied to their work-related responsibilities (Senn et al., 2022).

3. **Banking Financial Reporting System:** This variable refers to the appropriateness and effectiveness of banking financial reporting systems used by organizations. It is defined as the accuracy, timeliness, and transparency of the financial information supplied through these systems.
4. **Banking Transparency:** Transparency in banks means the extent to which the entities represent various financial and operational aspects to stakeholders. It includes the availability of enough and understandable banking financial disclosures (Einar et al., 2023).
5. **Stakeholder Trust:** The stakeholder trust is interested in knowing the extent of satisfaction on the part of the bank employees with the fintech services provided by their respective banks. It involves issues like perceived value,

service quality, and overall satisfaction concerning the use of fintech services. (Zhang et al., 2023).

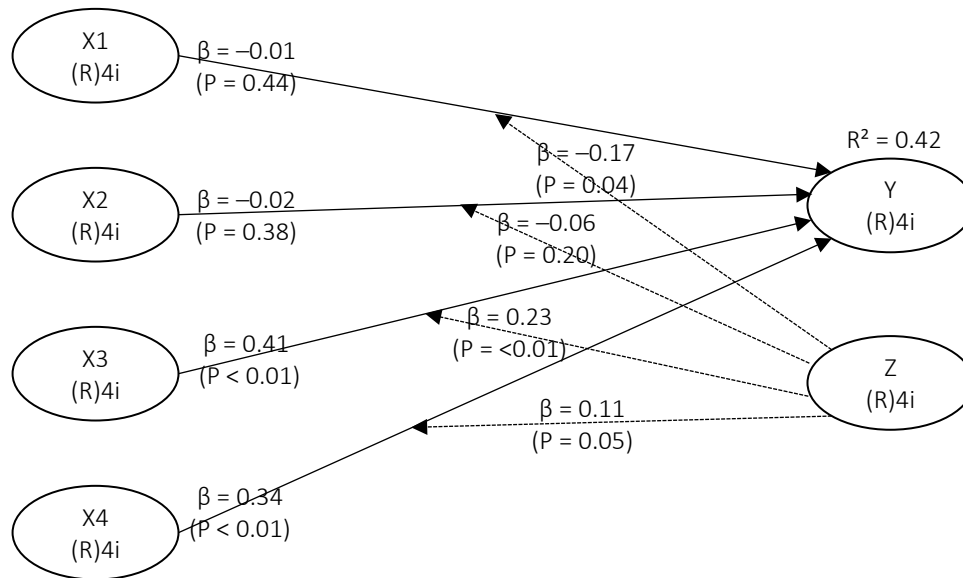
6. **Banking Data Security-Moderating Variable:** Data security refers to procedures and measures that a bank initiates to ensure the safety of sensitive financial data against unauthorized access and other data breaches. It encompasses issues such as data encryption, secure access controls, and regular security audits (Nayak et al., 2021). Data from the 231 valid questionnaires were analyzed using WarpPLS, which is among the most powerful tools in nonlinear SEM. The most important role that WarpPLS used in data analysis was the ability to identify and estimate complex relationships involving multiple variables. It gave strong information about the direct and moderating effects on the trust of stakeholders.

### 3. RESULT

The factor loadings for all indicators across the examined constructs are consistently high, with most values exceeding the recommended thresh-

**Table 3.** Validity and reliability test

Variable	Indicator	Loading Factor	AVE	CA	CR
Banking fintech usage (X <sub>1</sub> )	X1.1	0.816	0.662	0.829	0.887
	X1.2	0.837			
	X1.3	0.861			
	X1.4	0.736			
Accounting knowledge (X <sub>2</sub> )	X2.1	0.786	0.695	0.853	0.901
	X2.2	0.823			
	X2.3	0.829			
	X2.4	0.893			
Banking financial reporting system (X <sub>3</sub> )	X3.1	0.806	0.652	0.821	0.882
	X3.2	0.854			
	X3.3	0.821			
	X3.4	0.746			
Banking transparency (X <sub>4</sub> )	X4.1	0.833	0.643	0.814	0.878
	X4.2	0.754			
	X4.3	0.769			
	X4.4	0.848			
Banking data security (Z)	Z.1	0.797	0.644	0.815	0.878
	Z.2	0.832			
	Z.3	0.826			
	Z.4	0.752			
Stakeholder trust (Y)	Y.1	0.831	0.750	0.888	0.923
	Y.2	0.917			
	Y.3	0.886			
	Y.4	0.826			



**Figure 2.** Outer model

old of 0.70 (see Table 3). This demonstrates strong construct reliability and confirms that each indicator is robustly associated with its respective latent variable. The constructs assessed, namely banking FinTech usage, accounting knowledge, banking financial reporting systems, banking transparency, banking data security, and stakeholder trust, exhibit high internal consistency and measurement validity. These findings affirm that the model is well-specified, and the relationships between latent constructs and their observed indicators are statistically sound and conceptually coherent.

All constructs show AVE values above 0.5 in Table 3, thus accounting for a significant portion of the variance in their indicators. The highest AVE for Stakeholder Trust was 0.750, while others were lower. The Cronbach’s Alpha values also stand above 0.7, indicating that the internal consistencies of all the constructs are good to excellent. Values of Composite Reliability have also been found to be more than 0.7 in all the cases, showing that each of the constructs shows strong reliability.

Overall, all the constructs in the model show good to excellent validity and reliability, indicating that the measurement model is robust and well-defined. Stakeholder Trust is the most reliable construct on both AVE and Composite Reliability.

Table 4 informs that the APC is 0.167, with a p-value of 0.002. This suggests a positive and statistically significant relationship between the variables being analyzed, meaning that the path coefficients between the variables contribute positively to the model. The ARS is 0.423 with a p-value of < 0.001. This value indicates that about 42.3% of the variance in the dependent variable (stakeholder trust) is explained by the independent variables in the model. The p-value is less than 0.001, showing this relationship is highly significant. The AARS is 0.402, which adjusts the R-squared value for the number of predictors in the model. This confirms that the model is robust, explaining a decent portion of the variance even after accounting for model complexity. The AVIF is 4.154, which is acceptable as it’s below the threshold of 5. A higher

**Table 4.** Model fit

Item	Value	
Q <sup>2</sup>	0.619	Q <sup>2</sup> > 0.000
Average path coefficient (APC)	0.167	p-value 0.002
Average R-squared (ARS)	0.423	p-value < 0.001
Average Adjusted R-squared (AARS)	0.402	p-value < 0.001
Average block VIF (AVIF)	4.154	acceptable if ≤ 5
Tenenhau GoF	0.583	large ≥ 0.36)

**Table 5.** Hypotheses testing results

Hypothesis	Path Coefficient	P-Value	Effect Size	Conclusion
H <sub>1</sub> : Banking fintech usage → Stakeholder trust	-0.010	0.440	0.006	Rejected
H <sub>2</sub> : Accounting knowledge → Stakeholder trust	-0.021	0.37	0.011	Rejected
H <sub>3</sub> : Banking financial reporting system → Stakeholder trust	0.405	< 0.001	0.297	Accepted
H <sub>4</sub> : Banking transparency → Stakeholder trust	0.336	< 0.001	0.247	Accepted
H <sub>5</sub> : Banking fintech usage * banking data security → Stakeholder trust	0.169	0.004	0.083	Accepted
H <sub>6</sub> : Accounting knowledge * Banking data security → Stakeholder trust	0.055	0.198	0.026	Rejected
H <sub>7</sub> : Banking financial reporting system * Banking data security → Stakeholder trust	0.229	< 0.001	0.103	Accepted
H <sub>8</sub> : Banking transparency * Banking data security → Stakeholder trust	0.108	0.047	0.058	Accepted

VIF would indicate multicollinearity issues, but this value suggests no severe multicollinearity. The GoF is 0.583, which falls into the “large” category based on common thresholds (small  $\geq 0.1$ , medium  $\geq 0.25$ , large  $\geq 0.36$ ). This indicates that the model is of good fit

The hypotheses test results are shown in Table 5. Hypothesis ( $H_1$ ) tested whether the direct use of fintech influences stakeholder trust. The results show a very small negative path coefficient (-0.010) and a high p-value (0.440), suggesting that banking fintech usage does not have a statistically significant or meaningful effect on stakeholder trust. The hypothesis is therefore rejected, meaning that banking fintech usage, on its own, does not directly contribute to building trust among stakeholders. Hypothesis ( $H_2$ ) informs that the more accounting knowledge, the better it will relate to stakeholder trust. From the results, a very low path coefficient with a negative path and a p-value of 0.370 indicates that there is no significant effect of accounting knowledge on trust. That means more knowledge in accounting does not, in the framework of this research, directly translate into higher trust by stakeholders. Therefore, the hypothesis ( $H_2$ ) is rejected.

Banking financial reporting system positively leads to the building of stakeholders' trust, Hypothesis ( $H_3$ ). From this, it can be deduced that the relationship is positive, strong, and statistically significant, with an estimated path coefficient of 0.405 and a very small p-value less than 0.001. Besides, the effect size of 0.297 was relatively large. A proper and transparent banking reporting system, therefore, has been of great importance in gaining stakeholder confidence and, hence, trust. The hypothesis is thus accepted. The openness with which banking financial information is communicated has the effect of increasing significant-

ly concerning the level of trust among stakeholders. The coefficient of the path is 0.336, and the p-value is less than 0.001, indicating a positive value with strong statistical significance. The effect size is 0.247, showing that the factor of banking transparency is important in building trust. The higher the transparency concern of an organization, the more the stakeholders will trust it, hence ( $H_4$ ) is accepted.

The hypothesis moderation by ( $H_5$ ) of the effect of the usage of banking fintech on stakeholder trust showed a small positive path coefficient, 0.169, meaning that for banking data security, banking fintech usage has a positive influence on stakeholder trust. This effect was significant at a p-value of 0.004. The effect size, 0.083, indicates that the moderation of data security is in the middle range in this relationship; hence, the effect of banking fintech usage on trust is positively moderated by banking data security. The hypothesis ( $H_6$ ) is that banking data security moderates the relationship between accounting knowledge and stakeholder trust. The small positive path coefficient of 0.055 and the p-value of 0.198, which is greater than 0.05, indicate that banking data security does not significantly alter the effect of accounting knowledge on trust. The lack of significance of this relationship results in the rejection of this hypothesis ( $H_6$ ).

A further test was conducted to confirm the hypothesis ( $H_7$ ) that banking data security enhances the effect of financial reporting systems on stakeholder trust. The positive path coefficient is 0.229 with a highly significant p-value of less than 0.001, proving that indeed, banking data security strengthens the relationship between banking financial reporting systems and trust. The effect size was 0.103, thus an effective, yet moderate, impact. Thus, this hypothesis ( $H_7$ ) has been proven to

be acceptable, with securing financial information coming out as a key aspect of building trust.

The last hypothesis ( $H_8$ ) states that banking data security can act as a moderator in the effect of banking transparency on stakeholder trust. The path coefficient has a positive value of 0.108 and a p-value of 0.047, which is statistically significant, indicating that banking data security positively moderates the relationship between banking transparency and trust. Although the effect size is not very large at 0.058, the significance suggests that banking data security is important in improving the trust derived from transparency practices. Based on this analysis, it is appropriate to accept this hypothesis ( $H_8$ ).

The hypotheses related to the banking financial reporting systems, transparency, and the moderating role of banking data security ( $H_3$ ,  $H_4$ ,  $H_5$ ,  $H_7$ , and  $H_8$ ) are thus supported due to their important roles in fostering stakeholder trust. Banking fintech usage and accounting knowledge have no direct effect on stakeholders' trust ( $H_1$  and  $H_2$ ), and the relationship between accounting knowledge and trust is not moderated by banking data security ( $H_6$ ). The study ascertains that banking financial reporting systems and banking transparency are the meaningful drivers of stakeholder trust, while banking data security plays a vital role in enhancing the trust emanating from these factors. On their own, however, the use of banking fintech and accounting knowledge does not contribute to trust building

## 4. DISCUSSION

This study reveals that stakeholder trust in banking fintech services is not solely driven by usage frequency, but rather by the quality of user experience, particularly perceptions of security, simplicity, and platform reliability. These findings align with Davis (1989), Muga et al. (2024), and Zhao et al. (2020), who emphasize that trust is built through perceived usefulness and reliability, not mere adoption. Supporting these findings, 72% of respondents had more than five years of experience using fintech platforms, and 69% had over five years of general banking experience. These characteristics suggest that the respondents are

not only familiar with fintech systems but are also seasoned professionals capable of critically evaluating their impact on stakeholder trust. Trust in fintech services is more closely linked to user experience, perceived reliability, and adequate security features than usage frequency.

Accounting knowledge does not influence stakeholder trust in bank fintech services. Accounting knowledge aids in explaining the financials, but does not alone create trust unless essential features such as security, transparency, and user experience are present (Maties, 2023; Lusardi & Mitchell, 2014). The result is supported by Senn et al. (2022), who found that while accounting knowledge provides individuals with insight into an organization's financial status, it does not directly lead to trust unless contextual conditions, such as perceived organizational fairness and transparency, are also addressed. Supporting these findings, descriptive data of respondents have shown that highly educated respondents (38% with postgraduate degrees) did not equate their accounting knowledge with higher trust unless the fintech platform demonstrated organizational fairness and transparency. Interestingly, the younger cohort (25-40 years), who are more likely to have formal education in digital finance and accounting systems, still emphasized the importance of platform credibility and transparency over accounting knowledge alone.

Bank financial reporting systems play a part in establishing stakeholder trust. Financial reporting openness and accuracy are dominant characteristics towards building trust as they reflect the honesty and transparency of the organization and hence create a feeling of security and reliability among stakeholders (Maties, 2023; Muhammad Ali et al., 2021). A structured system of financial reporting provides stakeholders with total information, thereby enabling them to make effective decisions and assess the credibility of the institution. Among the surveyed professionals, many of whom are in middle to senior management roles, this clarity is not just appreciated but expected. Notably, older respondents (> 40 years), who may have more experience with traditional banking systems, expressed a stronger preference for structured and consistent reporting, reinforcing the need for fintech platforms

to maintain rigorous reporting standards. This outcome aligns with Hoppner and Vadakkepatt (2019) and Schnackenberg and Tomlinson (2016). Roszkowska (2020) observes that robust financial reporting systems won't be able to instill confidence if the stakeholders doubt the honesty of the institution.

Transparency strongly influences stakeholder trust. The basis for this hypothesis is that such transparency would reduce information uncertainty, foster perceptions of procedural fairness, and be an indicator of good ethical behavior in banks. If stakeholders possess information that is presented with clarity, truthfully, and in an understandable manner, they will know with conviction that the bank's practices are appropriate. Transparency aids in generating credibility and building a warrant for the stakeholders to justify trusting the platform. This finding is in line with Bourne (2020) but not in line with Schnackenberg and Tomlinson (2016). For professionals in private banks, especially those in client-facing or governance-related roles, transparency is not just a value but a strategic necessity to maintain stakeholder confidence. The diversity in respondent roles, from frontline staff (28%), middle management (47%), to senior managers (25%), ensures that this finding reflects a broad operational perspective for supporting transparency and financial operations leads to higher levels of trust from stakeholders

The moderation effect of the data security provided by banks on the relationship between the use of fintech in banks and stakeholder trust is significant and positive. Perceived weak or poor data security actually lowers stakeholders' trust in fintech platforms, emphasizing that serious security measures are inevitable. The positive moderation brings along with it the risk of benefits, such as fear of data breach or misuse. While consumers find the convenience and efficiency of fintech platforms appealing, they exhibit caution whenever they feel their personal data is not well safeguarded (Zhang et al., 2023; Odularu, 2024). The findings are in line with Zhao et al. (2020) and Firmansyah et al. (2023). Data security is necessary, but for those users, the convenience and personalization offered might be even more important than security concerns.

Banking data security does not seem to moderate the relationship between accounting knowledge and stakeholder trust to a great extent. Even though it was expected that individuals with accounting knowledge might be better able to interpret financial data and evaluate the security practices of banking fintech platforms, the result suggests that concerns over data security override the influence of accounting knowledge in building trust. Therefore, stakeholders, regardless of their accounting knowledge, may be less likely to trust a banking fintech platform if they perceive banking data security to be weak or inadequate. The rejection of this hypothesis also contradicts Lusardi and Mitchell (2014), who state that individuals with more financial knowledge, including accounting knowledge, should be better able to evaluate the financial stability of an organization and thus trust it more. An individual would view the banking financial reports provided by the fintech services in such a way that these reports build trust.

The association between banking financial reporting systems and banking data security is positive and significant. It suggests that good data security reinforces the positive effect of financial reporting on stakeholder trust. Where stakeholders observe firm data security arrangements, they will have a tendency to trust the platform, especially where the institution has transparency in its financial reporting. Roszkowska (2020) indicates that the perceived security of data is key to ensuring the effectiveness of financial reporting in facilitating trust. The financial reporting system, combined with strong data security, increases the level of trust among stakeholders through the provision of openness while reducing the perceived risks from the utilization of platforms. Besides, the findings verify that data security in banks enhances the relationship between transparency and stakeholder trust. Stakeholders will be more inclined to trust entities that demonstrate both data security controls in financial dealings and transparency in operations. The aforementioned findings coincide with studies undertaken by Yoon et al. (2021) and Bouafia et al. (2024), which emphasize that transparency always depends on having reliable data security mechanisms. This finding emphasizes the complementary roles of banking data security and transparency in building stakeholder trust.

## CONCLUSION

This study analyzes the relationship between fintech utilization, accounting information, financial reporting systems, transparency, and data security in affecting stakeholders' trust in private banks in Indonesia. The finding shows that a good financial reporting system has a significant positive impact on stakeholders' trust, where good communication and trust are needed in financial transactions. Banking transparency has been designed as a cornerstone of stakeholder trust, and the central role of transparent banking procedures has been identified as essential to building confidence and sustainable relationships. Data security comes out as an important element, particularly in facilitating the relationship between fintech use and stakeholder trust. While data security does not have great power in impacting the relationship between accounting knowledge and stakeholder trust, presentation and understandability of accounting principles and standards remain a requirement for accounting process trust. The study also indicates that data security reinforces the relationship between financial reporting systems and transparency, enabling stakeholder trust in a more digitalized financial ecosystem. The results are revealing to private banks in Indonesia, with evidence that the development of strong financial reporting systems, transparency, and information security matters most in improved stakeholder trust. The results offer a focused understanding of the interaction among these variables in the Indonesian banking sector context, vulnerable to future well-informed and efficient action.

## AUTHOR CONTRIBUTIONS

Conceptualization: Sasongko Budisusetyo.  
 Data curation: Sasongko Budisusetyo.  
 Formal analysis: Sasongko Budisusetyo.  
 Funding acquisition: Sasongko Budisusetyo.  
 Investigation: Sasongko Budisusetyo.  
 Methodology: Sasongko Budisusetyo.  
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 Supervision: Sasongko Budisusetyo.  
 Validation: Sasongko Budisusetyo.  
 Visualization: Sasongko Budisusetyo.  
 Writing – original draft: Sasongko Budisusetyo.  
 Writing – reviewing & editing: Sasongko Budisusetyo.

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## APPENDIX A

### QUESTIONNAIRE

Dear Respondent,

Thank you for your participation. This study examines the impact of fintech usage, accounting knowledge, financial reporting systems, and transparency on stakeholder trust, with banking data security as a moderating role. This survey targets professionals actively engaged with fintech applications in the banking sector. Your feedback will contribute to highlighting the importance of prioritizing transparency and data security in banking fintech operations to foster trust among stakeholders in private banks.

This study adheres to the ethical guidelines established by the Committee on Publication Ethics (COPE) to protect participant anonymity and research integrity. Your responses will remain confidential, with no personal data recorded or disclosed. Participation is entirely voluntary, and you may withdraw at any time without consequence.

The research instrument consists of questions related to fintech usage, accounting knowledge, financial reporting systems, banking data security, and transparency on stakeholder trust. Responses are measured using a five-point Likert scale:

1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree

Please read each question carefully and provide answers that best reflect your professional experience and observations within your bank's operation. If you are uncomfortable responding to any item, you may skip the question or cancel the survey.

Your participation is greatly appreciated and will play a valuable role in transparency and data security in banking fintech operations to foster trust among stakeholders. Thank you for your time and insights.

Warmest Regards,

Sasongko Budisusetyo

**Table A1.** Research instrument

Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
<b>Fintech Usage (X1)</b>					
I frequently use Fintech services for my financial transactions					
Fintech services make it easier for me to conduct various financial transactions					
I feel safe using Fintech services for financial transactions					
Fintech services help me save time in conducting transactions					
<b>Accounting Knowledge (X2)</b>					
I have adequate knowledge of accounting principles					
My knowledge of accounting helps me understand financial statements					
I can apply my accounting knowledge in everyday practice					
I feel confident in my understanding of basic accounting concepts					
<b>Financial Reporting System (X3)</b>					
The financial reporting system used by my company is accurate and reliable					

**Table A1 (cont.).** Research instrument

The financial reporting system makes it easy for me to access relevant financial information				
The financial reporting system provides timely reports				
The financial reporting system used complies with applicable accounting standards				
Transparency (X4)				
My company is transparent in delivering financial information to stakeholders				
I feel the financial information provided by the company is complete and clear				
My company is open about financial policies and the important decisions made				
Good financial transparency increases my trust in the company				
Stakeholder Trust (Y)				
I am trusted with the financial services provided by the company				
I feel my needs and expectations as a stakeholder are met by the company				
I would recommend the company's financial services and trust to others				
I feel the company listens to and responds well to feedback from stakeholders				
Data Security (Moderating Variable)				
I feel my financial data is secure within the company's system				
The company has clear policies to protect my financial data				
I trust that the company is capable of maintaining the confidentiality of my financial data				
Good data security increases my satisfaction with the company's financial services				

## APPENDIX B

**Table B1.** Private banks

1	Bank Jatim	11	Bank CIMB Niaga	21	Bank Mega
2	Bank Commonwealth	12	Bank DBS Indonesia	22	Bank Sinarmas
3	Bank Antar Daerah	13	Bank Resona Perdania	23	Bank Bumi Arta
4	Bank Permata	14	Bank BTPN	24	Bank Mayora
5	Bank Danamon	15	Bank JTrust Indonesia	25	Bank Multiarta Sentosa
6	Bank OCBC NISP	16	Bank KEB Hana Indonesia	26	Bank QNB Indonesia
7	Bank Panin	17	Bank Index Selindo	27	Bank Amar Indonesia
8	Bank Artha Graha	18	Bank Capital Indonesia	28	Bank Kesejahteraan Ekonomi
9	Bank UOB Indonesia	19	Bank Maspion Indonesia		
10	Bank Maybank Indonesia	20	Bank Central Asia		