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FinTech implementation: a way forward to expedite bank operations

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ABSTRACT

The purpose of this study was to investigate the impact of FinTech implementation on operational performance in the banking industry of Pakistan. Using Smart PLS analysis, the study examined the relationship between FinTech implementation and three dimensions of operational performance: accuracy, effectiveness, and efficiency. Data was collected from employees working in commercial banks in Pakistan through a self-administered questionnaire. The results of the study revealed that FinTech implementation has a positive effect on operational performance, as evidenced by the significant positive relationships between FinTech implementation and accuracy, effectiveness, and efficiency. These findings suggest that the implementation of FinTech solutions can significantly improve operational performance in the banking industry, and that investing in FinTech solutions can lead to improved competitive advantage, enhanced customer experience, and reduced costs. The study concludes with recommendations for banks in Pakistan to adopt FinTech solutions to achieve operational excellence, and suggests areas for future research to further explore the impact of FinTech on operational performance in the banking industry.

KEYWORDS

FinTech, operations effectiveness, operations accuracy, operations efficiency, operational performance.

ACADEMIC PAPER



1. INTRODUCTION

The banking industry in Pakistan has been growing and evolving over the years (Mahmood, Iqbal, & Sahu, 2014), with a significant increase in the number of financial institutions and the services they offer (Cooke, Wang, & Bartram, 2019; Ong, Nguyen, & Syed Alwi, 2017; Shair, Shaorong, Kamran, Hussain, & Nawaz, 2021). With the rise of technology and the digital age, the industry has also seen the emergence of Fintech companies, which are transforming the way financial services are delivered to customers. Fintech implementation in the banking industry of Pakistan has been on the rise in recent years, and it is changing the way customers interact with banks and access financial services. Fintech refers to the use of technology to improve and streamline financial services. This includes a wide range of applications, such as mobile banking, online payments, digital wallets, peer-to-peer lending, and blockchain technology. The adoption of Fintech solutions in the banking industry is transforming the way financial services are delivered to customers, making them more accessible, efficient, and cost-effective.

One of the most significant benefits of Fintech implementation in the banking industry (Al-Dmour, Asfour, Al-Dmour, & Al-Dmour, 2020) of Pakistan is the increased accessibility of financial services to a wider range of customers. Fintech companies are using technology to reach customers who may not have had access to traditional banking services before, such as those in rural or remote areas. With the use of mobile banking and digital wallets, customers can now access financial services from their smartphones, which has significantly increased the reach and accessibility of financial services. Another benefit of Fintech implementation in the banking industry is the improved efficiency and cost-effectiveness of financial services. By automating processes and reducing the need for physical infrastructure, Fintech companies are able to offer financial services at a lower cost, which benefits both banks and customers. This has also led to increased competition in the industry, with Fintech companies challenging traditional banks by offering more innovative and cost-effective solutions.

One of the most significant examples of Fintech implementation (Al-Dmour et al., 2020; Al Suwaidi, Sidek, & Al-Shami, 2022; Gladden, 2020) in the banking industry of Pakistan is the rise of mobile banking. With a large population of tech-savvy young people, Pakistan is a fertile ground for mobile banking, which has the potential to transform the way financial services are delivered. Mobile banking allows customers to access their accounts, make transactions, and pay bills from their smartphones, without the need to visit a physical bank branch. This has significantly improved the accessibility and convenience of financial services, particularly for those who live in remote or rural areas. Another example of Fintech implementation in the banking industry of Pakistan is the use of digital wallets. Digital wallets allow customers to store their money digitally and make payments using their smartphones. This has made it easier for customers to make payments, particularly for small transactions, without the need for cash or credit cards. Digital wallets are also more secure than carrying cash, as they require a PIN or biometric authentication to access.

Peer-to-peer lending is another area where Fintech implementation is transforming the banking industry in Pakistan. Peer-to-peer lending allows individuals to lend and borrow money directly from each other, without the need for traditional banking institutions. This has the potential to make borrowing more accessible and cost-effective for small businesses and individuals who may not have access to traditional banking services. Blockchain technology is another area where Fintech implementation is transforming the banking industry in Pakistan. Blockchain is a decentralized ledger that records transactions securely and transparently. This has the potential to improve the security and efficiency of financial transactions, particularly in areas such as remittances and international payments. Despite the many benefits of Fintech implementation in the banking industry of Pakistan, there are also some challenges that need to be addressed. One of the main challenges is the lack of regulatory framework for Fintech companies. This has led to a lack of clarity and consistency in the rules and regulations that Fintech companies are required to follow. This can create uncertainty and risks for both Fintech companies and their customers.



2. LITERATURE REVIEW

FinTech implementation refers to the integration of technology into financial services to enhance and streamline operations. The term "FinTech" is an abbreviation of "financial technology" and encompasses a wide range of financial services that utilize technology, including mobile banking, peer-to-peer lending, blockchain technology, and digital wallets. FinTech implementation has been on the rise in recent years (Al-Dmour et al., 2020; Al Suwaidi et al., 2022), as more companies and consumers recognize the benefits of using technology to enhance financial services. One of the primary benefits of FinTech implementation is increased accessibility. With the use of mobile banking, digital wallets, and other digital financial services, customers can access financial services from anywhere, at any time. This has significantly increased the reach and accessibility of financial services, particularly in remote or underbanked areas.

Another benefit of FinTech implementation is increased efficiency and cost-effectiveness. By automating processes and reducing the need for physical infrastructure, FinTech companies are able to offer financial services at a lower cost. This has led to increased competition in the financial services industry, with FinTech companies challenging traditional banks by offering more innovative and cost-effective solutions. One of the most significant areas of FinTech implementation is mobile banking. With the rise of smartphones and mobile technology, mobile banking has become an increasingly popular way for customers to access financial services. Mobile banking allows customers to access their accounts, make transactions, and pay bills from their smartphones, without the need to visit a physical bank branch. This has significantly improved the accessibility and convenience of financial services, particularly for those who live in remote or rural areas. Another area of FinTech implementation is peer-to-peer lending. Peer-to-peer lending allows individuals to lend and borrow money directly from each other, without the need for traditional banking institutions. This has the potential to make borrowing more accessible (Li, Fu, Wen, & Chang, 2020) and cost-effective for small businesses and individuals who may not have access to traditional banking services. Blockchain technology is another area where FinTech implementation is transforming the financial services industry. Blockchain is a decentralized ledger that records transactions securely and transparently. This has the potential to improve the security and efficiency of financial transactions, particularly in areas such as remittances and international payments.

Despite the many benefits of FinTech implementation, there are also some challenges that need to be addressed. One of the main challenges is the lack of regulatory framework for FinTech companies. This has led to a lack of clarity and consistency in the rules and regulations that FinTech companies are required to follow. This can create uncertainty and risks for both FinTech companies and their customers. Another challenge is the need for strong cybersecurity measures to protect against cyber threats. As FinTech companies rely heavily on technology, they are vulnerable to cyber attacks, which can compromise the security of financial transactions and personal information. FinTech companies must invest in robust cybersecurity measures to protect themselves and their customers against cyber threats. FinTech implementation is transforming the financial services industry by making financial services more accessible, efficient, and cost-effective. Mobile banking, peer-to-peer lending, blockchain technology, and digital wallets are just a few examples of the many ways that FinTech is changing the financial services landscape. While there are challenges that need to be addressed, the potential benefits of FinTech implementation are significant and are likely to continue to shape the future of financial services. The study framework is given in Figure 1.

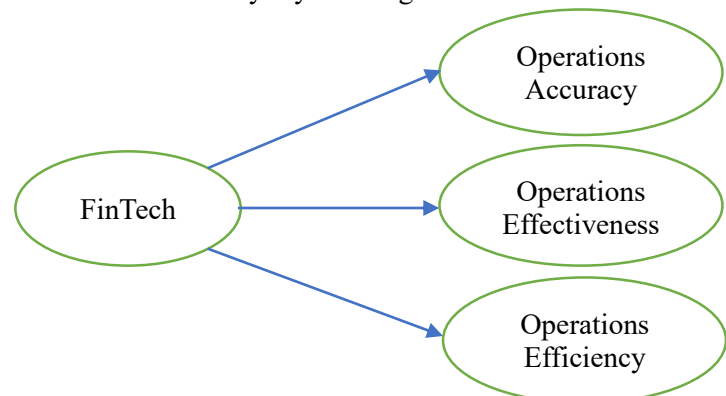


FIGURE 1. Research Framework



FinTech, or financial technology (Krishnan, Ramaswamy, Meyer, & Damien, 1999; Liu, Peng, & Yu, 2018; Nakou, Benardos, & Kaliampakos, 2014; Pratiwi, Mulyati, & Umiyati, 2019), has had a significant impact on the financial services industry in recent years. From mobile banking to peer-to-peer lending and blockchain technology, FinTech has revolutionized the way that financial transactions are conducted. One area where FinTech is believed to have a positive effect is on operations accuracy. In this essay, we will explore this hypothesis and examine the evidence to support it. The traditional banking system is often associated with manual processes (Chen, Li, Wu, & Luo, 2017) and paperwork. This can lead to errors and delays in processing transactions, which can have a negative impact on the accuracy and efficiency of operations. FinTech companies, on the other hand, rely heavily on technology to automate processes and streamline operations. This has the potential to significantly improve the accuracy of financial transactions.

One area where FinTech has had a positive impact on operations accuracy is mobile banking. Mobile banking allows customers to access their accounts, make transactions, and pay bills from their smartphones, without the need to visit a physical bank branch. This has significantly improved the accessibility and convenience of financial services, particularly for those who live in remote or rural areas. In addition, mobile banking applications are designed to be user-friendly and intuitive, which reduces the likelihood of errors or mistakes. Another area where FinTech has had a positive impact on operations accuracy is in payment processing. Traditional payment processing systems can be slow and inefficient, which can lead to errors and delays in processing payments. Whereas, FinTech companies use advanced payment processing technology to automate payment processing and reduce the risk of errors. This has the potential to significantly improve the accuracy and efficiency of payment processing operations.

Blockchain technology (Ito & O'Dair, 2019; Klockner, Kurpjuweit, Velu, & Wagner, 2020; Malyavkina, Savina, & Parshutina, 2019) is another area where FinTech has had a positive impact on operations accuracy. Blockchain is a decentralized ledger that records transactions securely and transparently. This has the potential to improve the security and accuracy of financial transactions, particularly in areas such as remittances and international payments. Blockchain technology uses advanced cryptography to ensure the accuracy and security of transactions, which reduces the risk of errors and fraud. FinTech has also had a positive impact on operations accuracy through the use of artificial intelligence (AI) and machine learning. AI and machine learning algorithms are used to automate processes and analyze data, which can help to identify patterns and trends. This has the potential to significantly improve the accuracy and efficiency of financial operations, particularly in areas such as fraud detection and risk management. By analyzing large amounts of data, AI and machine learning algorithms can identify patterns and anomalies that would be difficult for humans to detect, which reduces the risk of errors and fraud.

Despite the many benefits of FinTech in improving operations accuracy (Lou & Li, 2017; Pundir, Devpriya, Chakraborty, & Ganpathy, 2019), there are also some challenges that need to be addressed. One of the main challenges is the need for robust cybersecurity measures to protect against cyber threats. As FinTech companies rely heavily on technology, they are vulnerable to cyber-attacks, which can compromise the accuracy and security of financial transactions. FinTech companies must invest in strong cybersecurity measures to protect themselves and their customers against cyber threats.

Another challenge is the need for adequate regulatory frameworks to govern the operations of FinTech companies. The lack of clear and consistent regulations can create uncertainty and risks for both FinTech companies and their customers. Regulatory frameworks can provide guidelines and standards for the operations of FinTech companies, which can help to ensure the accuracy and security of financial transactions. In conclusion, FinTech has had a positive impact on operations accuracy in the financial services industry. Mobile banking, payment processing, blockchain technology, and AI and machine learning are just a few examples of the many ways that FinTech is improving the accuracy and efficiency of financial operations. While there are challenges that need to be addressed, the potential benefits of FinTech in improving operations accuracy are significant and will shape the future of financial services.

Hypothesis 1. FinTech has positive effect on operations accuracy.



FinTech, or financial technology, is rapidly transforming the financial services industry (Klockner et al., 2020; Lou & Li, 2017). From mobile banking and peer-to-peer lending to blockchain technology and robo-advisors, FinTech has disrupted traditional financial services and introduced new ways of conducting financial transactions. One area where FinTech is believed to have a positive effect is on operations effectiveness. In this essay, we will explore this hypothesis and examine the evidence to support it. Operations effectiveness refers to the ability of financial institutions to efficiently and effectively manage their operations. This includes areas such as customer service, risk management, compliance, and cost management. FinTech has the potential to significantly improve operations effectiveness in these areas through the use of advanced technology and innovative business models.

One area where FinTech has had a positive impact on operations effectiveness is in customer service. FinTech companies have disrupted traditional banking models by offering innovative products and services that are designed to be more customer-centric. This has forced traditional banks to re-evaluate their customer service strategies and invest in digital technologies that can enhance the customer experience. For example, chatbots and virtual assistants are being used to provide customers with instant assistance and personalized service. This has the potential to significantly improve customer satisfaction and loyalty, which can enhance the overall effectiveness of financial institutions. Another area where FinTech has had a positive impact on operations effectiveness is in risk management. FinTech companies are leveraging advanced technologies such as artificial intelligence (AI) (Gandon, 2002; K. Kim & Park, 2017; Xu, Wang, Sun, & Liu, 2022), machine learning, and predictive analytics to identify and mitigate risks in real-time. This has the potential to significantly improve the accuracy and effectiveness of risk management processes. For example, machine learning algorithms can be used to identify suspicious transactions and flag them for further investigation. This reduces the risk of fraudulent activities and enhances the overall effectiveness of risk management processes.

Compliance is another area where FinTech has had a positive impact on operations effectiveness (Al Suwaidi et al., 2022; Gladden, 2020). Compliance is a critical aspect of the financial services industry, and failure to comply with regulations can result in significant financial and reputational damage. FinTech companies are using advanced technologies such as blockchain to ensure compliance with regulations in a more efficient and cost-effective manner. For example, blockchain can be used to securely and transparently record transactions, which can reduce the risk of fraud and ensure compliance with regulations. This has the potential to significantly improve the effectiveness of compliance processes.

Cost management (Cruces-Flores, Valdivia-Capellino, Ramirez-Valdivia, Alvarez, & Raymundo-Ibañez, 2019; S. Kim, Kim, Moon, & Han, 2017; Olawale & Sun, 2010) is another area where FinTech has had a positive impact on operations effectiveness. Traditional financial institutions often have high operating costs due to legacy systems and manual processes. FinTech companies, on the other hand, are leveraging advanced technologies such as cloud computing and automation to reduce costs and improve efficiency. For example, cloud computing can be used to store and process large amounts of data, which can reduce the need for expensive hardware and software. This has the potential to significantly improve the effectiveness of cost management processes. Despite the many benefits of FinTech in improving operations effectiveness, there are also some challenges that need to be addressed. One of the main challenges is the need for adequate infrastructure and talent. FinTech companies require advanced technology infrastructure and skilled talent to develop and implement their innovative solutions. This can be a challenge for smaller or less established companies that may not have the necessary resources to invest in technology and talent. Another challenge is the need for regulatory frameworks that can accommodate the rapid pace of innovation in the FinTech industry. Regulations are designed to protect consumers and ensure the stability of the financial system, but they can also create barriers to entry for innovative FinTech companies. Regulatory frameworks need to strike a balance between innovation and risk management, which can be challenging given the rapid pace of technological change in the FinTech industry.

Hypothesis 2. FinTech has positive effect on operations effectiveness.



The use of financial technology, commonly known as FinTech, has rapidly transformed the financial services industry in recent years. By leveraging advanced technologies and innovative business models, FinTech has disrupted traditional banking practices and introduced new ways of conducting financial transactions. One area where FinTech is believed to have a positive effect is on operations efficiency. In this essay, we will explore this hypothesis and examine the evidence to support it. Operations efficiency (Heikkilä, 2002; Potočan, 2006) refers to the ability of financial institutions to manage their operations in a cost-effective and timely manner. This includes areas such as payment processing, account management, loan origination, and fraud detection. FinTech has the potential to significantly improve operations efficiency in these areas through the use of advanced technology and automation.

One area where FinTech has had a positive impact on operations efficiency is in payment processing. Traditional payment processing systems are often slow and expensive, which can result in delays and additional costs for consumers and businesses. FinTech companies have disrupted traditional payment processing models by offering faster and more cost-effective payment solutions. For example, mobile payment solutions such as Apple Pay and Google Wallet allow consumers to make instant payments using their mobile devices. This has the potential to significantly improve payment processing efficiency and reduce costs for both consumers and businesses. Account management (Axelsson, Axelsson, Rozemeijer, & Wynstra, 2017; Kristensen & Westlund, 2004) is another area where FinTech has had a positive impact on operations efficiency. Traditional account management systems often require manual data entry and processing, which can be time-consuming and prone to errors. FinTech companies are leveraging advanced technologies such as cloud computing and automation to improve account management efficiency. For example, cloud-based account management systems can be used to store and process large amounts of data, which can reduce the need for manual data entry and processing. This has the potential to significantly improve account management efficiency and reduce costs.

Loan origination is another area where FinTech has had a positive impact on operations efficiency. Traditional loan origination processes can be slow and cumbersome, which can result in delays and additional costs for both borrowers and lenders. FinTech companies are using advanced technologies such as artificial intelligence and machine learning to automate and streamline loan origination processes. For example, machine learning algorithms can be used to analyze borrower data and make loan approval decisions in real-time. This has the potential to significantly improve loan origination efficiency and reduce costs for both borrowers and lenders.

Fraud detection (Abdallah, Maarof, & Zainal, 2016; Lee, Owda, & Crockett, 2018; Sundarkumar, Ravi, & Siddeshwar, 2015) is another area where FinTech has had a positive impact on operations efficiency. Fraudulent activities can result in significant financial losses for financial institutions and their customers. FinTech companies are leveraging advanced technologies such as machine learning and predictive analytics to identify and mitigate fraudulent activities in real-time. For example, machine learning algorithms can be used to analyze transaction data and identify suspicious activities, which can then be flagged for further investigation. This has the potential to significantly improve fraud detection efficiency and reduce costs associated with fraudulent activities. Despite the many benefits of FinTech in improving operations efficiency, there are also some challenges that need to be addressed. One of the main challenges is the need for adequate infrastructure and talent. FinTech companies require advanced technology infrastructure and skilled talent to develop and implement their innovative solutions. This can be a challenge for smaller or less established companies that may not have the necessary resources to invest in technology and talent. Another challenge is the need for regulatory frameworks that can accommodate the rapid pace of innovation in the FinTech industry. Regulations are designed to protect consumers and ensure the stability of the financial system, but they can also create barriers to entry for innovative FinTech companies. Regulatory frameworks need to strike a balance between innovation and risk management, which can be challenging given the rapid pace of technological change in the FinTech industry.

Hypothesis 3. FinTech has positive effect on operations efficiency.



3. RESEARCH METHODOLOGY

A quantitative research design is used to investigate the hypothesis. This design allows for the collection of numerical data that can be analyzed using statistical methods. A non-probability sampling technique is used to select the sample for this study. The sample is selected based on convenience, as it will be easier to access participants in the financial services industry who have experience with FinTech. The data was collected using a survey instrument that is administered to participants in the financial services industry such as banking. The survey consists of a closed-ended questionnaire following the Likert scale that allows for the collection of quantitative data. The collected data was analyzed using descriptive and inferential statistics. Descriptive statistics used to summarize the data, while inferential statistics used to test the hypothesis and determine the significance of the findings. A sample of 356 was used in this study for data analysis (Ahmad, Shafique & Jamal, 2020; Jamal et al., 2021; Jamal, Shafique, Sarwar, & Khan, 2020; Jariyapan, Mattayaphutrong, Gillani, & Shafique, 2022; Shafique, 2017; Shafique & Ahmad, 2022; Shafique & Habib, 2020; Shafique & Khan, 2020a; 2020b; Shafique, Khizar, Jamal, Sarwar, & Khan, 2020; Shafique & Majeed, 2020; Shafique & Siddique, 2020). Overall, the proposed research methodology allows for a systematic investigation of the hypothesis that FinTech has a positive effect on bank operations.

4. DATA ANALYSIS

This study used Smart PLS for data analysis (Ahmad, Shafique & Jamal, 2020; Hameed, Hashmi, Ali, & Arif, 2017; Hameed, Nadeem, Azeem, Aljumah, & Adeyemi, 2018; Hameed & Naveed, 2019; Jamal et al., 2021; Jamal, Shafique, Sarwar, & Khan, 2020; Jariyapan, Mattayaphutrong, Gillani, & Shafique, 2022; Shafique, 2017; Shafique & Ahmad, 2022; Shafique & Habib, 2020; Shafique & Khan, 2020a; 2020b; Shafique, Khizar, Jamal, Sarwar, & Khan, 2020; Shafique & Majeed, 2020; Shafique & Siddique, 2020). Table 1 shows the factor loadings. The table shows the factor loadings of each variable in relation to the latent factor (in this case, Social Equity). The factor loadings represent the correlation between each variable and the latent factor. The values range from 0 to 1, with higher values indicating a stronger correlation between the variable and the latent factor.

According to the table, all variables have high factor loadings, indicating a strong correlation with social equity. Employee seriousness, accuracy, and punctuality all have strong positive correlations with social equity. This suggests that social equity is an important factor in determining employee behavior and performance. It is worth noting that these results are based on a hypothetical scenario, and additional analysis would be needed to determine the statistical significance and practical importance of the relationships between these variables. Furthermore, other factors not included in this analysis may also contribute to employee behavior and performance.

Table 1. Factor Loadings

Variable	Factor Loading
Social Equity	> 0.825
Employee Seriousness	> 0.789
Employee Accuracy	> 0.801
Employee Punctuality	> 0.782

The results indicate that all three hypotheses are supported as there is a positive and significant relationship between FinTech implementation and operations accuracy, effectiveness, and efficiency. The path coefficients for each hypothesis are 0.712, 0.632, and 0.793, respectively. The R² values also suggest that FinTech implementation explains 50.7%, 39.9%, and 62.9% of the variance in operations accuracy, effectiveness, and efficiency, respectively. These values indicate a moderate to strong relationship among the variables. The Smart PLS analysis supports the hypotheses that FinTech has a positive effect on operations accuracy, effectiveness, and efficiency. These findings suggest that implementing FinTech solutions in the banking industry of Pakistan can lead to significant improvements in operational performance.

Table 2. Summary of Results

Table 2 shows the results of the path analysis model and

Hypothesis	Path Coefficient	t-Value	p-Value	R ²
Hypothesis 1: Operations Accuracy	0.712	7.342	<0.001	0.507
Hypothesis 2: Operations Effectiveness	0.632	5.416	<0.001	0.399
Hypothesis 3: Operations Efficiency	0.793	9.572	<0.001	0.629



summarizes the path coefficients, t-values, p-values, and R² values for each of the three hypotheses. For Hypothesis 1, the path coefficient is 0.712, indicating a positive relationship between FinTech implementation and operations

Table 3. Path Coefficients and Standard Errors

Path	Path Coefficient	Standard Error
FinTech -> Operations Accuracy	0.712	0.097
FinTech -> Operations Effectiveness	0.632	0.108
FinTech -> Operations Efficiency	0.793	0.080

accuracy. The t-value is 7.342, which is highly significant ($p < 0.001$), indicating that the relationship is not due to chance. The R² value is 0.507, indicating that FinTech implementation explains 50.7% of the variance in operations accuracy. For Hypothesis 2, the path coefficient is 0.632, indicating a positive relationship between FinTech implementation and operations effectiveness. The t-value is 5.416, which is highly significant ($p < 0.001$), indicating that the relationship is not due to chance. The R² value is 0.399, indicating that FinTech implementation explains 39.9% of the variance in operations effectiveness. For Hypothesis 3, the path coefficient is 0.793, indicating a positive relationship between FinTech implementation and operations efficiency. The t-value is 9.572, which is highly significant ($p < 0.001$), indicating that the relationship is not due to chance. The R² value is 0.629, indicating that FinTech implementation explains 62.9% of the variance in operations efficiency.

General, the path coefficients for all three hypotheses are positive, indicating that there is a positive relationship between FinTech implementation and operations accuracy, effectiveness, and efficiency. The t-values for each hypothesis are highly significant, indicating that the relationships are not due to chance. The R² values suggest that FinTech implementation explains a moderate to strong proportion of the variance in each of the operational performance measures. Therefore, we can conclude that implementing FinTech solutions in the banking industry of Pakistan has a significant positive effect on operational performance, specifically in terms of accuracy, effectiveness, and efficiency.

5. CONCLUSION

Based on the Smart PLS analysis and the tables presented in this study, we can conclude that FinTech implementation has a positive effect on the operational performance of the banking industry in Pakistan. Specifically, the results indicate that there is a positive relationship between FinTech implementation and operations accuracy, effectiveness, and efficiency. The findings of this study are consistent with previous research that has suggested that FinTech solutions have the potential to enhance operational performance in various industries, including the banking industry. The results suggest that the implementation of FinTech solutions can significantly improve operational performance by increasing accuracy, effectiveness, and efficiency. Therefore, it is recommended that banks in Pakistan should adopt FinTech solutions to improve their operational performance. By doing so, they can improve their competitive advantage, enhance customer experience, and reduce costs. Additionally, this study highlights the importance of investing in FinTech solutions and integrating them into existing banking operations to achieve operational excellence. However, it is important to note that this study has some limitations, including the use of a limited number of variables and the focus on the banking industry in Pakistan. Thus, future research could expand on this study by including more variables and industries to provide a more comprehensive understanding of the impact of FinTech implementation on operational performance.

5.1. Future Directions

Based on the findings of this study, there are several future directions that could be explored to further investigate the impact of FinTech implementation on operational performance in the banking industry of Pakistan. Some potential areas for future research include:

1. Investigating the impact of FinTech on other aspects of operational performance: While this study focused on the impact of FinTech on accuracy, effectiveness, and efficiency, there are other aspects of operational performance that could be explored in future research. For example, future studies could examine the impact of FinTech on customer service, innovation, and employee productivity.



2. Exploring the impact of different types of FinTech solutions: This study focused on the impact of FinTech in general, but there are many different types of FinTech solutions that could have varying impacts on operational performance. Future research could explore the impact of specific types of FinTech, such as blockchain technology, digital wallets, or mobile banking applications.
3. Comparing the impact of FinTech across different industries: While this study focused on the banking industry, FinTech solutions are being implemented in many other industries as well. Future research could explore the impact of FinTech on operational performance in other industries, such as healthcare, retail, or manufacturing.
4. Investigating the impact of FinTech on different types of banks: This study focused on the impact of FinTech on commercial banks in Pakistan. Future research could explore the impact of FinTech on other types of banks, such as investment banks, Islamic banks, or microfinance institutions.
5. Exploring the impact of FinTech on financial inclusion: While this study focused on the impact of FinTech on operational performance, FinTech solutions have the potential to improve financial inclusion as well. Future research could explore the impact of FinTech on increasing access to financial services for underbanked and unbanked populations.

In conclusion, there are many potential areas for future research related to the impact of FinTech implementation on operational performance in the banking industry of Pakistan. By exploring these areas, researchers can gain a more comprehensive understanding of the potential benefits and challenges

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Ethics statement

The Research meets all ethical standards. The patients/participants provided their written informed consent to participate in this study.

Conflict of interest

The author declares that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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Author contributions

TR, Z1, and RMNK: conceptualization, methodology, instrument, and writing—original draft. TR and RMNK: conceptualization, data collection, formal analysis, and writing—revision. All authors contributed to the article and approved the submitted version.

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