

## Impact of Fintech on Work From Home & Mobile Banking Operations: Evidence From Islamic Banking Sector During Covid-19 in Sri Lanka

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### Abstract

*FinTech is an emerging modern financial industry that has used and utilized innovative technology to improve its activities and it has taken the world by storm. Anyone anywhere can access and perform their tasks from their convenient couch by simply doing few touches with their fingertips on their smartphones. The purpose of this research is to analyze the impact of FinTech on Work From Home (WFH) & Mobile banking operations of the Islamic banking sector during COVID-19. The Pandemic has frozen the whole world stands still and affected people's life particularly the medium of communication, Lifestyle, health, and wealth. Hence, Citizens around the world had no choice than following the lockdown rules and accepting Curfew laws implemented by the government Even though the people who had these devices faced problems accessing their online banking activities. Therefore, Islamic banks faced various issues and challenges while implementing FinTech during COVID 19. The study was done with a qualitative survey based on the primary data collection technique. Therefore, the data were collected from 38 sample responses (Al-Falah 5, Amana Bank 27, and HNB 6). Thus, data analysis is done through the software of SPSS and the findings show that, descriptive and inferential statistics with standard data presentation tools such as reliability test of the instrument and data, correlation analysis, and regression analysis and a sample test for hypothesis testing. Accordingly, the study was recommended, the bank can be at a great place in encouraging and influencing people to be great at using technology in WFH and mobile banking operations. If the banks have introduced technology into banking activities, people will be required to use it by default. This will encourage people to be innovative in using this technology, Banks can introduce technology in pawning money transactions and Bank E-cheque been introduced in Sri Lanka, there will be increases in more numbers of business and commercial money transactions.*

**Keywords:** *FinTech, COVID-19, Work From Home (WFH), Mobile Banking, Impact, Islamic banking sector*

### 1. Introduction

FinTech (financial technology) is a rapidly growing modern financial industry that integrates trimming technology to better its operations. The financial technology (FinTech) industry has taken the world by storm. Anyone, anywhere, may access and complete their work from the comfort of their own couch by merely touching their smartphones with their fingertips. Thanks to the widespread availability of internet connectivity and the development of more user-friendly smartphones and computer systems with Artificial Intelligence, the internet is becoming more accessible around the world (AI). This FinTech has had a significant impact on everyone's day-to-day life and business. In order to adapt to the new technology-dominated world, banking and investment sectors must be able to challenge these changes. As a result, there is a need to be more productive in order to compete in this brave new world (Fries, 2020). Banks and FinTech investment organizations from around the world have already introduced and embraced more new technologies and apps to make banking, investing, and trading more convenient for their customers. FinTech is driving the banking and financial industries

throughout the world to unite under a single currency and a single app for global transactions (Ahmed & Al-hakim, 2019).

This is the first time that the entire community has crossed partial or worldwide environmental barriers. Researchers, economists, and engineers plan to create around 1.5 billion new jobs by 2050 as a result of population expansion and technological advancement. To develop and increase output, the First Industrial Revolution utilized steam power and water. Electricity was employed to create mass production during the Second Revolution. Third, it automates production using advanced electronics and information technologies. We are now in the fourth industrial revolution, the third of which is the digital revolution, which began in the mid-nineteenth century. It is defined as a set of technologies that blur the distinctions between the economic, physical, biological, and digital realms. A new industry known as "FinTech" evolved and exploded around the world between the digital revolution and 4.0 (World Economic Forum, 2016).

Sri Lanka has transitioned from an agrarian to a service economy during the last few decades. The banking and financial sector plays a significant influence in the service sector. Since 1980, when personal computers were first introduced to offices and homes in Sri Lanka, the country has been undergoing digital revolution. Digital technology provides a disruptive financial value chain and disruption while keeping the consumer at the heart of the development process in tackling the difficulties of digital transformation in the banking and finance industry. The impact of the Internet for digital transformation in a poor country like Sri Lanka is overestimated, and success can be accomplished in terms of utilizing the Internet from the ground up (Fairouz & Chaminda, 2019).

The spread of COVID-19 has demonstrated that the world is still not prepared to avert pandemics and has taken the globe by surprise. The world continues to face challenges. The death toll is rising on a daily basis, the economy is losing its balance, entrepreneurs are looking for an exit strategy, individuals are hungry, and households are struggling to feed their families, particularly in developing countries that have imposed lockdown restrictions, that the opportunities with new technology, data sharing, and artificial intelligence are simply too exciting for researchers to pass up (Ozili, 2020). COVID-19, as a result, has clearly disturbed the global economy, with long-term ramifications for banking sectors and consumers. FinTech has been employed as a back-end and consumer front-end system to assist banking and financial institutions in the past few decades. Significant changes have occurred since then, and FinTech today covers a variety of consumer-based applications. "By 2019, you'll be able to trade stocks, unmanaged funds, and pay for your insurance and meals using this technology," according to the same article (Gundaniya, 2019). As a result, banking customers can conduct transactions without having to physically visit the bank. Since then, there has been a financial technology revolution in the banking sector, which has had a significant impact on performance.

FinTech for Banking has changed the way people manage their finances. FinTech poses a significant threat to traditional banking. FinTech has had a tremendous impact on everything from mobile payment apps like Square to investment and insurance organizations. Under the heading of FinTech, Capgemini has looked into five primary areas. Finance and investment, financial operations and risk management, payments and infrastructure, data security and monetization, and consumer interface are among the topics covered. Innovations are moving at a breakneck pace in the sector. The reason for this is that the financial industry is currently undergoing rapid change as a result of a variety of economic, technical, and demographic variables (Capgemini, 2016). Banks faced numerous obstacles prior to the Covid-19 epidemic, including low interest rates, the aftermath of the global financial crisis with high, new competitors and digitalization, and a considerably larger regulatory burden. These issues will exacerbate in the post-Covid-19 pandemic environment, with only a limited reduction in regulatory burden because to the looming catastrophe (Carletti, 2019).

This Study is based on Sri Lankan banking financial technology System and it is carried out specifically about fintech in Islamic Banking Practices in Sri Lanka. Therefore, it Describes Particulars about the only Islamic Banks and Islamic Windows in Sri Lanka approved by the Banking Act. The main Scope is wanted to identify some impact of financial technology on the operation of Islamic banking in Sri Lanka during the COVID-19 period. Accordingly, FinTech is part of the process of evolving financial innovation and the objective of the study evaluate the potential FinTech impacts on Work from Home (WHF) & Mobile Banking operations of the Islamic banking sector during COVID-19 in Sri Lanka.

## **2. Literature review**

### **2.1 Impact of Financial Technology**

FinTech has the potential to have a significant impact on both conventional and Islamic banking. There are both positive and bad sides to this possible influence. One of the most important financial reactions to bettering financial thought is Financial Technology Services (Buckley and Malady, 2015). Local and regional economies have benefited from FinTech since it has enabled broad money transfers, business expansion, and job growth (European Investment Bank, 2014). Any barriers between cash and digital payments must be addressed in order to achieve financial performance. Poor family units desire to use FinTech to start a small business, completely participate in the market, and earn huge sums of money. Once linked to a computerized payment system, customers can send money to friends, family, and business contacts quickly and affordably (Radcliffe and Voorhies, 2012).

FinTech has played an important part in society for decades because of its clear goals, low-cost problem-solving methods, and accessibility at any time and from any location. Limitations to use have been reduced and unsuitable opportunities have arisen as a result of international financial turmoil, major changes in financial legislation, consumer demand for financial goods and services, which was left untouched by a spoiled and special framework, and technological progress. FinTech is a new and efficient approach for all organizations with complementary and powerful players to work, and professionals have developed to provide simple loan solutions such as fast capital raising, mobile payments, and trading processing. The investment strategy and competitive FinTech sector have been rising year after year for the past three to four years, giving measurable value to the average customer. The requirement for financial services to respond appears to be growing at the same rate as the financial services industry itself. As a result of the pressures driving this transformation, Indian financial institutions are reconsidering the fund's role as a "empowering factor" rather than a provider of financial products and services. Mobile money services have proven to be an effective pathway to financial inclusion for the unbanked, a figure that has the potential to become a multibillion-dollar payment moment. In the 1960s, the telex machine, as well as the introduction of credit cards, portable financial calculators, and ATMs, and the change from manual to computerized manufacturing in the 1970s, all accelerated the pace of financial globalization. The expansion of the internet, the introduction of mobile phones, internet banking, and program trading were all significant financial advances in the 1980s (Arner *et al.*, 2015).

### **2.2 Impact of Financial Technology on the operation of the Banking sector**

A growing number of studies on the impact of emerging technologies/FinTech on bank outcomes have been published around the world. Any technical improvement that has an impact on the banking sector and its operations is considered a financial innovation. It's also defined as companies that mix financial services with digital technology to create user-friendly, automated, transparent, and efficient web- and application-based services. Banks are undergoing significant changes in this era of digital revolution. Customers in consumer/retail

banking expect a wide range of contact and banking options, with a significant focus on digital and mobile banking (European Banking Federation, 2015). Several players in the banking business have been influenced by financial technologies. It has resulted in asset management services being improved by delivering wealth management services to retail customers through streamlined processes, the creation of algorithms to aid decision-making, and the use of robotics to control portfolios using artificial intelligence. It has also had an impact on the banking industry, allowing for the tracking of deposits, credit ratings, expenses, and tax liability, as well as the provision of banking services outside of traditional banking, such as faster transactions through distributed ledger technology, mobile transfers, the use of crypto currencies, and individual mobile lending. Because of FinTech, consumer perceptions of financial services are changing. Because of rapid technological changes, customers have become more demanding: they expect to be able to do things online via mobile devices, and they want customized products with a simple application that can be completed quickly, such as a "one-click" loan, an instant money transfer overseas, or a quick online investment. FinTech enables consumers to gain control over their finances and provides them with additional possibilities (KPMG, 2017).

Hornuf, Lohwasser, and Schwienbacher (2018) presented a study that looked into the primary drivers for banks to join FinTech alliances, as well as the influence of bank-FinTech alliances on bank market valuation in Canada, France, Germany, and the United Kingdom. They discovered 469 strategic relationships using information gathered by hand from bank websites, Crunchbase, and Factiva for the hundred largest banks in each of the four nations from 2007 to 2017. Product-related collaborations account for the majority of the 469 relationships (54 percent), followed by financial commitments (43 percent). For bank-years 2007 to 2017, they condensed the data into a panel dataset. For bank-year observations, they compressed the data into a panel dataset from 2007 to 2017. They discovered that banks with a well-defined digital strategy and/or a Chief Digital Officer are substantially more likely to join FinTech relationships (CDO). The number of bank-FinTech connections increases by two to three times when a CDO is used. The coefficients of publicly traded banks and bank assets are statistically significant and have a positive influence on all regressions, indicating that large and publicly traded banks interact with FinTech more than small and privately held banks. In most regressions, the bank ROA is notably negative, indicating that banks with low profitability may be more interested in a bigger number of FinTech collaborations, possibly in an effort to speed up the transformation process. They discovered that when digital banks, rather than traditional banks, announce a FinTech cooperation, markets respond more strongly. Their findings imply that digital bank stocks gain from alliances, which could be due to a stronger ability to internalize FinTech skills.

According to Cornett *et al.*, (2015), there are six different types of financial institutions that enable financial services to move from money suppliers to fund demanders. Commercial banks, insurance companies, securities firms and investment banks, financing companies, mutual funds, and pension funds are among these institutions. Kashyap (2016) demonstrated that "financial institutions are in the fledgling stage of digital disruption," with good consequences for early adopters of FinTech services to meet customer needs and negative consequences for traditional institutions that did not strive to implement FinTech (Chishti and Barberis, 2016).

### **2.3 Impact of financial technology on the operation of the Islamic banking sector**

Technologies will play a critical role in the effective evolution of the Islamic banking sector by generating transformational waves that will encourage the emergence of "FinTech," which has numerous benefits over the traditional financial system. Financial innovations appear to play a significant role in the advancement of those without access to financial markets, with

immediate and long-term advantages for people, the environment, and capital. People all throughout the world have been influenced by the financial sector's tremendous transformation. The rapid digitization prompted a significant increase in the use of technology in the banking industry, especially in the Islamic banking sector.

Finocracy & Mirakhor (2017) discuss how FinTech might speed up the adoption of risk-sharing Islamic finance, with a focus on Blockchain technology and its potential to improve risk-sharing finance adoption. Lacasse, Lambert, and Khan (2017) conducted another study on Blockchain technology, and they offered their opinion on the viability of adopting Blockchain technology to ensure Sharia compliance in the Islamic finance business. Both studies begin with a broad introduction of FinTech before focusing on Blockchain technology and its application in Islamic finance.

The Malaysian International Islamic Financial Center (2016) published a report on financial technology in Islamic finance, looking at how technology has been a key facilitator for prospective financial services and industries as Islamic banking and finance has advanced. The MIFC research also highlighted an Investment Account Platform, which is one of the most innovative Islamic financial solutions currently available in Malaysia (IAP). Many FinTech technologies have significant beginning costs but low marginal costs of gaining new customers, thereby making them natural monopolies. This portal would give investors and Islamic banks immediate access to new investment opportunities and industries, as well as a number of creative funding options.

Lajis (2017) wrote two papers in which she concluded that FinTech can be a game-changer for the Islamic finance industry, particularly in the promotion of risk-sharing Islamic financing. In 2017, there was a lot of buzz around Bitcoin and cryptocurrencies. Apart from scholarly research related to different segments (crowdfunding, Blockchain, and Bitcoin) of FinTech with the combination of Islamic commercial law and Islamic finance, we have seen some general articles from various authors on various blog sites, social media sites (LinkedIn), magazines, and newspapers. Financial technology adoption has ramifications for the entire Islamic financial industry as well as global economic stability. There is a need for more study into financial technology and the regulatory technology that is required to assure financial security and stability.

Islamic FinTech is dedicated to the Sharia ethos and ideals, and it has the potential to revolutionize the global banking industry. The main advantage of Islamic FinTech is that it is open, inexpensive, transparent, and easy to use (Laldin, 2018; Wintermeyer, 2017). Because of the nature of Islamic finance, which has evolved as an alternative to conventional finance, the global financial crisis had no impact on the financial performance of Islamic banks. Islamic FinTech gives Islamic banks the opportunity to improve the financial world by establishing themselves as a more transparent and ethical alternative to traditional banking (Satyawati et al., 2017). Sharia-compliant finance, often known as Islamic finance, refers to financial or banking procedures that adhere to Islamic principles (Islamic law). Two fundamental concepts of Islamic finance are the distribution of profits and losses, as well as the ban of interest collection and payment by lenders and borrowers. Technological advancements are only the beginning of what is to come in the financial and banking industries in terms of innovation. The Islamic financial institutions must be ready for the changes and welcome them.

## **2.4 FinTech on WHF & Mobile Banking**

As a result of recent breakthroughs in IT technology, FinTech innovations, which mix finance and technology, are being produced. Due to the rapidly growing online market and widespread availability of mobile devices, the demand for mobile FinTech payment services that enable convenient online and offline payment has increased. Mobile phones are becoming

more common not only in entertainment but also in financial services, resulting in a rising number of clients having access to online shopping, online banking, budgeting, and payments through their phones. The rapid expansion of mobile payments, which started around 1999, is a relatively new trend (Rampton, 2016). Banking and handling money via a mobile phone is now a daily reality for millions of individuals all over the world. The vast majority of high street banks and other financial service providers now provide a variety of mobile web services and applications to keep up with their consumers' shifting demands.

The Covid-19 outbreak, which started in 2020, will turn the world upside down. Every aspect of our lives had been affected, including our professional lives. Going to work was no longer an option, so anyone who could work from home was asked to do so (WFH). As lockdown limitations have eased and people have been free to return to their "normal" lives, workers have noticed a substantial difference in their work ethics depending on where they are located.

Communication and email meta-data are used by DeFilippis et al. (2020). Their estimate of 0.8 additional hours per day worked by WFH employees is in the middle of our two-time observations. According to their findings, employees also attend more meetings with more individuals. Teevan et al. (2020) found similar evidence for Microsoft employees. According to Kwan, employees at a diverse group of companies in ten countries consume Internet content (2021). When WFH hires people, he uses IP addresses to track them down, and proxies are set up for staff communication and coordination. These proxies are negatively correlated with a transition to WFH.

### 3. Methodology

The study used both qualitative and quantitative methods. The part described the research methodology that has been used in carrying out the study, data collection method, and hypotheses. The hypotheses were developed and variables were operationalized. The method to be adopted for this research was discussed and justified, the population of the study and its sample size was also determined. Questionnaire development was presented, how data for the analysis had been collected was briefed, reliability and validity of the instrument were explained, and tools and techniques used to analyze the collected data was also presented.

#### 3.1 Conceptual framework

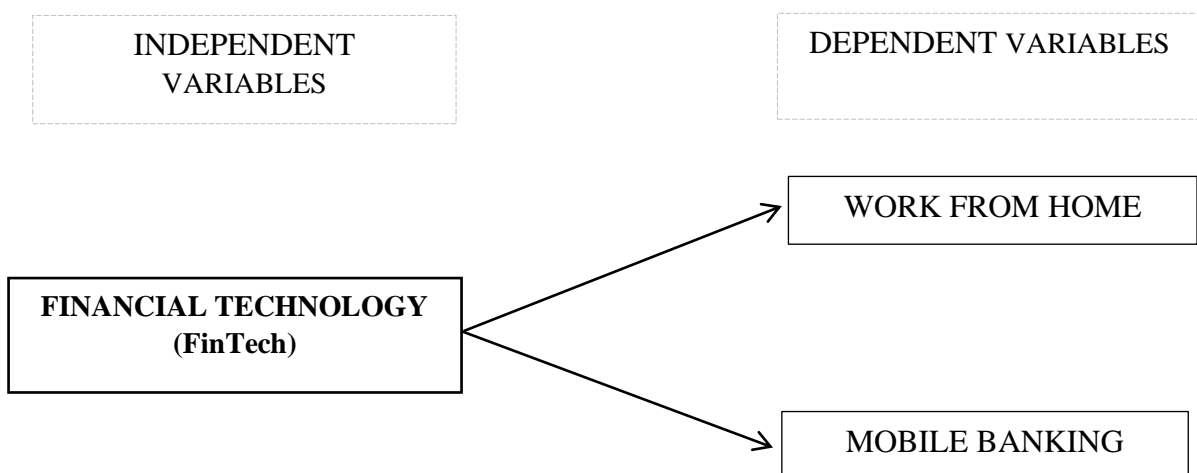


Figure 1: The conceptual model

### 3.2 Hypothesis

The study observes the Impact of financial technology on the operation of Islamic banking during covid-19 in Sri Lanka to achieve the objectives of the study, two hypotheses can be established. To identify the relationship between independent and dependent variables generalized hypotheses would be,

**H1:** There is an impact of Financial Technology on Work from home.

**H0:** There is no impact of Financial Technology on Work from home.

**H1:** There is the impact of Financial Technology on Mobile Banking.

**H0:** There is no impact on Financial Technology on Mobile Banking.

### 3.3 Population and sample

According to (CBSL Annual Report, 2020) there is one Fully-fledged Islamic Bank and Thirteen Islamic Financial Service Windows that are operating in Sri Lanka. The Target Population of the Study Consisted of all Islamic Banks and Islamic Financial Windows Operating in Sri Lanka. One Fully-fledged Islamic Bank and Twelve Windows are Offering Islamic Financial Services in Sri Lanka under the Central Bank of Sri Lanka. There will be choosing three selected Islamic financial institutions as the sample for this study.

**Table 1.** List of selected sample

<b>Selected sample</b>	<b>Types</b>
AMANA BANK	Full-fledged Islamic bank
HNB AL-NAJAH	Islamic banking windows at conventional Banks
LOLC AL_FALAH	Islamic finance window at finance & Leasing companies

### 3.4 Data collection and method

The Data Collected for this Research is both Primary and Secondary Sources. The Researcher Adopted an Exploratory Approach to the Research because the Research Question is such that need a Quantitative Approach. However, Primary Data was used due to Time Constraints and Difficulty in getting Significant Information from Accurate People because most Banks do not disclose their Information due to Privacy Policies. The Researcher believes that this made it Possible to obtain Data required to meet specific Objectives of the Study.

The Primary Data was collected through a Quantitative Study. The Study used Primary Data which were collected through a Questionnaire to Target some banks. The use of the Questionnaire made it Easy to Collect Data within a Short Time. Details as they were not forced into Disclosing their Identity when filling Questionnaires. The Respondents were Managers of Islamic Banks, Islamic Banking Windows, and Islamic financial institutions.

### 3.5 Data analysis

Quantitative Information's are involved in the Data Analysis, Using SPSS 20.0 software. The data that was collected was Cleaned, Validated, Edited and Coded. The initial analysis included an examination of descriptive statistics of demographic variables with frequencies and percentages. The Quantitative Analysis is adopted in this study because the researcher was able to analyze, impact on the Subject Matter of the Research. This Method of Analysis is Most Reliability tests were conducted to see the consistency of data, factor analyses were performed with a separate analysis of each of the independent and dependent variables.

## 4. Data analysis and findings

### 4.1 Socio-Economic details of Respondent

#### 4.4.1 Response rate and respondents' profile

The questionnaire survey was distributed in two modes: printed hard copies and online form. Printed copies were distributed to 10 Banks and The Uniform Resource Locator of the online Google form was shared with more than 40 Banks personally. A total of 38 responses, including both printed questionnaires and online responses, were received out of which 10 were printed and 28 were online responses include Al-Falah 5 (13.2%), Amana Bank 27 (71.1%), HNB 6 (15.8%). The demographic background of the 38 usable respondents is as follows: (Table 2).

**Table 2.** Bank Details

Bank Name					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Al-Falah	5	13.2	13.2	13.2
	Amana Bank	27	71.1	71.1	84.2
	HNB	6	15.8	15.8	100.0
	Total	38	100.0	100.0	

#### 4.4.2 Respondents' gender

Relating to the respondents' gender, 2 (5.3%) of the responders were Female, 33 (86.8%) of them were male and 3(7.9%) of the responders were Prefer not to say (Table 3).

**Table 3.** Respondents' Gender

Respondents' Gender					
Gender		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	Female	2	5.3	5.3	5.3
	Male	33	86.8	86.8	92.1
	Prefer not to say	3	7.9	7.9	100.0
	Total	38	100.0	100.0	



#### 4.2.3 Respondents' job category

In terms of the Job Category, the majority of the respondents are Manager 24(63.2%) of the total 38(100%) respondents 34.2% of them are Non-Manager, 2.6% of the respondents are Senior Managers (Table 4).

**Table 4.** Job Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Manager	24	63.2	63.2	63.2
	Non-Manager	13	34.2	34.2	97.4
	Senior Manager	1	2.6	2.6	100.0
	Total	38	100.0	100.0	

#### 4.2 Instrument reliability

Cronbach's coefficient alpha values were estimated to examine the internal consistency of the data; Cronbach's alpha is a measure of reliability (Field, 2009). More specifically, alpha is a lower boundary for the true reliability of the survey. A reliable measure in a quantitative approach can be described as achieving consistent results in different research situations (Swanson & Holton, 2005). Four different points of reliability were suggested by Hinton et al. (2004), Excellent Reliability (0.90 and above), High Reliability (0.70 – 0.90), High Moderate Reliability (0.50 – 0.70) and Reliability (0.50 and below). The reliability test was done to measure the consistency of the data that were collected.

The number of Banks included for the test was 38 The FinTech construct scored the alpha value of 0.737, Deposit Banking operation scored a value of 0.298, E-Check constructs scored an alpha value of 0.258, Pawning scored alpha value of 0.363, Withdrawal construct scored an alpha value of 0.622, Work from Home construct scored an alpha value of 0.377 and the Mobile Banking construct scored an alpha value of 0.496. The Cronbach's Alpha value for each construct in this research is shown below (Table 5)

**Table 5.** Instrument Reliability

Scale	No. of items	Cronbach's Alpha	Type
Work from Home	05	0.377	Reliability
Mobile Banking	04	0.496	Reliability

These values show that the constructs achieved more Reliabilities, according to Hinton's cut-off points of reliability. The high Cronbach's alpha values mean that constructs were internally consistent and the reliability of the same construct is measured (Field, 2005) and the alpha values indicated that the study's instrument and data were reliable.

#### 4.3 Regression analysis

The purpose of regression analysis is to analyze relationships among variables and measure the strength of the linear relationship between the variables. According to Swanson and Holton (2005), it is the most popular statistical technique for hypothesis testing and is used to measure

the naturally occurring levels of the variables to predict the score on the dependent variable. The advantage of this regression analysis method often cited is its ability to test and reveal relationships between the dependent variable and independent variables with different levels of significance. The regression analysis has been widely used in IT field studies, such as Davis (1989) and Venkatesh, et al. (2003), and is used to address the research questions about factors that influence citizens in Sri Lanka in e-Government services adoption. According to Cohen (1988), the value of the correlation coefficient (r) can vary from 1 (perfect positive relationship) to -1 (perfect negative relationship). When  $r = 0$ , there is no relationship. Relationships can be either positive or negative, as follows: when r is 0.1 to 0.3; Small Correlation, when r is 0.3 to 0.5; Moderate Correlation, and when r is 0.5 and above; Strong Correlation.

#### 4.3.1 Relationship between Financial Technology & Work From Home (WFH)

In an attempt to examine the relationship between Financial Technology and Work from Home, this study performed correlation and regression analysis.

**Table 6.** Correlation between FinTech & Work from Home

		Fin_Average	WFH_Aver
Fin_Average	Pearson Correlation	1	.393*
	Sig. (2-tailed)		.015
	N	38	38
WFH_Average	Pearson Correlation	.393*	1
	Sig. (2-tailed)	.015	
	N	38	38

According to Table 6, there was a significantly negative correlation between FinTech and Work from Home,  $r = 0.393$ ,  $p < 0.001$ . This means FinTech has a negative relationship with Work from Home. This means, if Islamic Financial institutions increase FinTech investment, the Work from Home activities will be increased.

**Table 7.** Significant Analysis of Work from Home

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	.393 <sup>a</sup>	.154	.131	.68515

coefficient of determination of the contribution of FinTech and deposit, the R<sup>2</sup>, value from Table 7 which was 0.154 indicated a shared variation of about 15.4 % between FinTech data and Work from Home data. That is, approximately 15 % of the variances in Work from Home can be accounted for by knowledge of FinTech.

**Table 8.** Regression Analysis of Work from Home

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.737	.706		2.460	.000
	WFH_Aver	.532	.208	.393	2.562	.015

The above table 4.8 indicates that the regression model predicts the dependent variable significantly well. The significant column indicates the statistical significance of the regression model that was run. Here,  $p < 0.0005$ , which is less than 0.05, and indicates that, overall, the regression model statistically significantly predicts the outcome variable. Therefore, the Alternative hypothesis is accepted, and the Null hypothesis is rejected. That means. There is a positive relationship between FinTech & Work from Home.

#### 4.3.2 Relationship between Financial Technology & Mobile Banking

In an attempt to examine the relationship between Financial Technology and Mobile Banking, this study performed correlation and regression analysis.

**Table 9.** Correlation between FinTech & Mobile Banking

		Fin_Average	Mob_Average
Fin_Average	Pearson Correlation	1	.323*
	Sig. (2-tailed)		.048
	N	38	38
Mob_Aver	Pearson Correlation	.323*	1
	Sig. (2-tailed)	.048	
	N	38	38

According to Table 9, there was a significantly negative correlation between FinTech and Mobile Banking,  $r = 0.323$ ,  $p < 0.001$ . This means FinTech has a positive relationship with Mobile Banking. This means, if Islamic Financial institutions increase FinTech investment, the Mobile Banking activities will be increased.

**Table 10.** Significant Analysis of Mobile Banking

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	.323 <sup>a</sup>	.105	.080	.70499

The coefficient of determination of the contribution of FinTech and Mobile Banking, the R<sup>2</sup>, the value from Table 10 which was 0.105 indicated a shared variation of about 10 % between Fintech data and Mobile Banking data. That is, approximately 10 % of the variances in Mobile Banking can be accounted for by knowledge of FinTech.

**Table 11.** Regression Analysis of Mobile Banking

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.178	.666		3.271	.000
	Mob_Average	.347	.169	.323	2.050	.048

The above table 11 indicates that the regression model predicts the dependent variable significantly well. The significant column indicates the statistical significance of the regression model that was run. Here,  $p < 0.0005$ , which is less than 0.05, and indicates that, overall, the regression model statistically significantly predicts the outcome variable. Therefore, the Alternative hypothesis is accepted, and the Null hypothesis is rejected. That means. There is a positive relationship between FinTech & Mobile Banking.

#### 4.4 Response to Hypotheses

**Table 12.** One-Sample Test

One-Sample Test						
	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
WFH_Aver	38.150	37	.000	3.35789	3.1796	3.5362
Mob_Average	34.889	37	.000	3.87500	3.6500	4.1000

The following table summarizes the numbers of the hypotheses developed in this study and shows whether these research hypotheses are supported or not. The table demonstrates a total of hypotheses that were tested to examine whether the independent variables significantly explained the dependent variables.

**Table 13.** Summary of Hypotheses

No.	Research Hypothesis	Results
H1:	There is a relationship between Fintech on Work from home.	Supported
H2:	There is a relationship between Fintech on Mobile Banking.	Supported

## 5. Conclusion & Recommendation

FinTech is mostly used in the banking sector in Sri Lanka but the study finding the Impact of FinTech on the operation of the Islamic banking sector in COVID-19. FinTech had a relationship between banking operations and it has an impact on improving online mobile banking and works from home (WFH).

According to fi, it found that FinTech has a negative relationship with Work from Home. This means, if Islamic Financial institutions increase FinTech investment, the Work from Home activities will be increased. The novel coronavirus (COVID-19), a pandemic sweeping across the globe, has challenged society in ways once considered unimaginable, forcing people to reconsider a wide variety of practices, from work, to leisure, to basic travel and daily tasks. Not only has this had individual impacts, but it has also impacted countries from an economic standpoint, bringing an array of economic sectors to a complete standstill. So, Islamic banking activities are done online. Overall, the regression model statistically significantly predicts the outcome variable. Therefore, the Alternative hypothesis is accepted, and the Null hypothesis is rejected. That means. There is a positive relationship between FinTech & Work from Home. Finally, it found that there is a positive relationship between FinTech & Mobile Banking. Banks

have changed from paper-based banking solutions providers to the latest the technologies like mobile banking. The adoption of mobile banking has received more attention in recent years because there are more phones than computers in the market. But like in any emerging technology, there exist barriers to the adoption of mobile banking services.

The finding during the research a bank can be at a great place in encouraging and influencing people to be great at using technology. Here is what researchers have found, in a country; people will be maintaining bank account with at least one bank. Therefore, a bank can influence people to think and act innovatively, such as people with no technological experience who have been innovative in using online banking and or using apps for banking purposes from the comfort of their home. People are and will need to use bank activities. If the banks introduce technology into banking activities, people will be required to use it by default. This will encourage people to be innovative in using this technology. I consider this is one of my great inventions during my research.

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