DIJEFA:
Dinasti International Journal of Economics, Finance & Accounting
E-ISSN: 2721-303X
P-ISSN: 2721-3021
https://dinastipub.org/DIJEFA dinasti.info@gmail.com +62 811 7404 455

DOI: https://doi.org/10.38035/dijefa.v6i1

Digital Financial Inclusion: Examining The Role of Mobile Technology in Expanding Access to Capital

Alfiana[1*], PA Andiena Nindya Putri[2], Muhammad Sujai[3], Fitriningsih Amalo[4], Dede Hertina[5]
[1]Universitas Muhammadiyah Bandung, Bandung, Indonesia, alfiana.dr@umbandung.ac.id
[2]ITB Stikom Bali, Bali, Indonesia, dinaputri1991@gmail.com
[3]STIE Mujahidin, Tolitoli, Indonesia, sujaimuhammad2020@gmail.com
[4]Universitas Muhammadiyah Kupang, Kupang, Indonesia, fitriningsihamalo@gmail.com
[5]Universitas Widyatama Bandung, Indonesia, dede.hertina@widyatama.ac.id

[*]Corresponding Author: alfiana.dr@umbandung.ac.id

Abstract: Digital financial inclusion has become a key priority in efforts to reduce economic disparities, particularly among underserved populations by formal financial institutions. This study aims to examine the role of mobile technology in expanding access to capital by reviewing recent literature. Mobile technology offers practical solutions for individuals and small businesses to access financial services, such as microcredit, money transfers, and savings, without relying on traditional banking infrastructure. Furthermore, the adoption of this technology has been shown to accelerate financial inclusion in developing countries, where access to financial services is often constrained by geographical and economic factors. However, this study also highlights emerging challenges, such as low digital literacy, limited network coverage, and data security concerns. The findings provide valuable insights for policymakers, financial service providers, and technology stakeholders to develop more inclusive and sustainable strategies. Thus, mobile technology has significant potential to become a key driver in achieving broader financial inclusion in the future.

Keyword: Digital Financial Inclusion, Mobile Technology, Access to Capital.

INTRODUCTION

Financial inclusion has become one of the key pillars in global economic development strategies to reduce poverty and social inequality. According to a World Bank report (2020), more than 1.7 billion people worldwide lack access to formal financial services, the majority of whom are in developing countries. This limitation is often caused by geographical barriers, high service costs, and low levels of financial literacy (Ji et al., 2021). In this context, digital technology, particularly mobile technology, has emerged as a promising solution to significantly enhance financial inclusion.

Mobile technology offers broader accessibility compared to traditional financial services, especially in rural and remote areas. The GSMA report (2021) noted that over 67% of the global population uses mobile devices, with significant growth in Asia and Africa.

Through mobile-based financial applications, individuals can access services such as money transfers, payments, and microcredit without the need to visit physical banks (Sebayang et al., 2023). As such, mobile technology acts as a catalyst in expanding access to capital for previously underserved communities.

Despite the vast potential of mobile technology in promoting financial inclusion, challenges remain. Low digital literacy, particularly in rural areas, often hampers the adoption of this technology (Anakpo et al., 2023). Additionally, concerns over data security and privacy have arisen due to the increasing risks of data breaches in digital systems (Saeed et al., 2023). Therefore, a holistic approach involving education, regulation, and infrastructure development is needed to ensure the benefits of financial inclusion are widely felt.

The role of governments and the private sector is crucial in driving mobile technology adoption for financial inclusion. Governments can provide supportive policies, such as subsidies for internet access and the development of financial technology ecosystems (Hao et al., 2024). On the other hand, the private sector, including technology companies, can contribute through product innovation and services tailored to the needs of marginalized communities (Mafra et al., 2024). Collaboration between the public and private sectors is key to the successful implementation of this technology.

Moreover, mobile technology-based financial inclusion has a positive impact on the empowerment of women and vulnerable groups. Research by Binsuwadan et al. (2024) shows that women with access to mobile-based financial services are more likely to increase their income and family welfare. This demonstrates that mobile technology functions not only as a financial tool but also as a means of social empowerment.

Against this background, this study aims to explore the role of mobile technology in expanding access to capital through a literature review approach. This review is expected to provide in-depth insights into the benefits, challenges, and optimal strategies for integrating mobile technology to support broader financial inclusion.

METHOD

This study employs the **literature review method** to examine the role of mobile technology in expanding access to capital as part of digital financial inclusion. The method involves a systematic search and analysis of relevant scholarly literature, particularly journal articles, books, and official reports published since 2019. The selection of literature is based on its relevance, quality, and contribution to the discussed topic. Sources are obtained from leading academic databases such as Scopus, ScienceDirect, and Google Scholar, as well as official reports from international organizations like the World Bank and GSMA.

The research process begins with identifying key terms such as *"digital financial inclusion," "mobile technology,"* and *"access to capital"* to ensure comprehensive coverage in the literature search. Each article is then analyzed based on its relevance to the topic, methodology employed, and key findings. This analysis aims to identify patterns, challenges, and opportunities related to the adoption of mobile technology in financial inclusion. The study utilizes both theoretical and empirical perspectives from the literature to support a comprehensive analysis.

Additionally, the method involves synthesizing findings from various studies to develop a conceptual framework illustrating the relationship between mobile technology and financial inclusion. This approach allows the research to provide an in-depth overview of the benefits and challenges of mobile technology use, as well as relevant strategic recommendations. Consequently, the literature review method not only summarizes existing knowledge but also establishes a theoretical foundation for further research in this field.

RESULTS AND DISCUSSION

Enhancing Access to Capital Through Mobile Technology

Mobile technology has proven effective in expanding access to financial services such as microcredit and collateral-free loans, particularly in rural areas. Mobile-based financial applications enable individuals to obtain previously inaccessible capital via traditional financial institutions. This technology removes physical barriers and reduces costs associated with visiting banks or other financial institutions.

The use of mobile technology to provide access to capital has grown rapidly, especially in developing countries. Research by Hove & Dubus (2019) highlights how mobile technologies like M-Pesa in Kenya enable people to receive loans, make payments, and even save money without relying on physical bank access, significantly increasing financial inclusion among previously underserved populations. Additionally, adopting this technology allows micro and small enterprises to access more affordable and flexible financing (GSMA, 2021).

Advancements in technology have further simplified the use of mobile financial applications by introducing features such as collateral-free lending, a significant benefit for those without access to traditional banking services (Almaiah et al., 2023). This enables individuals in remote areas to secure much-needed financing, reducing reliance on informal loans that often come with high interest rates and stringent conditions.

The Influence of Digital Literacy on Mobile Technology Adoption

A key factor in the success of digital financial inclusion is the level of digital literacy. While mobile technology holds great potential to expand access to capital, low levels of digital literacy in some communities present a major barrier. Individuals who lack proficiency in using mobile devices or financial applications may struggle to fully utilize these services.

Research by Yu et al. (2024) indicates that although mobile technology usage is becoming more widespread, communities with low digital literacy often feel excluded from its benefits. In developing countries such as India and Indonesia, even mobile-based financial education programs are frequently ineffective because many beneficiaries lack basic skills in using mobile devices (Agbeyangi & Suleman, 2024). Therefore, improving digital literacy must be a primary focus in financial inclusion strategies.

Additionally, the GSMA (2021) report emphasizes that mobile technology's success in expanding access to capital depends on efforts to bridge the digital divide between urban and rural areas. Prioritizing digital education programs for rural communities is crucial to enable them to use financial applications with confidence. Collaboration between governments and non-governmental organizations is essential to enhance digital literacy and ensure this technology is accessible to all, especially those in remote areas.

The Role of Governments in Supporting Digital Financial Inclusion

Governments play a pivotal role in creating policies that support the adoption of mobile technology for financial inclusion. Technology-friendly regulations and policies fostering the digital financial ecosystem can significantly drive growth in this sector. Establishing an appropriate regulatory framework enables the development of secure and reliable mobile-based financial platforms.

Findings by Mpofu & Mhlanga (2022) indicate that countries successful in expanding financial inclusion through mobile technology, such as Kenya and Tanzania, have supportive policies for fintech development and mobile money services. Governments in these nations promote fintech innovation by implementing clear regulations and providing incentives for

technology-based financial service providers. Such policies are crucial in accelerating financial inclusion.

However, as noted by Porras et al. (2021), overly stringent or inflexible regulations can hinder innovation and slow market growth. Thus, governments must create an environment that allows financial technologies to thrive without compromising security and consumer protection. Collaboration between the public and private sectors is also critical for developing inclusive and sustainable policies.

Security and Data Protection Challenges in Digital Financial Inclusion

Despite its benefits, mobile technology faces significant challenges regarding security and data protection. Mobile financial applications involve collecting and processing sensitive personal data, increasing the risks of data breaches and fraud. This issue is particularly relevant given the high rates of cyberattacks and data leaks in many developing countries.

According to Aldboush & Ferdous (2023), data security concerns are a major barrier to adopting mobile-based financial technology. People unfamiliar with digital transactions often worry about the risk of personal information leaks, which hinders their use of mobile financial applications. Research by Ahmed et al. (2024) also highlights that while most mobile financial applications offer robust encryption and data protection, public awareness of personal data security remains very low.

Addressing these issues requires introducing policies and regulations that protect users from cybercrime risks and ensure financial service providers adhere to strict security standards. Governments and fintech companies must collaborate to ensure customer data is well-protected and provide users with clear information on data usage. Digital security education programs should also be introduced to build public trust in mobile financial applications.

The Impact of Digital Financial Inclusion on Economic Empowerment

Digital financial inclusion, driven by mobile technology, significantly impacts economic empowerment, particularly for vulnerable groups such as women, farmers, and microenterprises. Access to capital through mobile platforms enables these groups to expand business opportunities, increase income, and reduce dependence on traditional banking systems.

Research by Elouardighi et al. (2023) reveals that women with access to mobile-based financial services are more likely to start businesses and manage household finances effectively. This technology provides greater control over personal finances and access to previously unavailable resources, underscoring its role as a crucial tool for social and economic empowerment.

Furthermore, according to the GSMA (2021), micro and small enterprises with access to mobile-based financial services can expand operations, secure working capital, and improve their competitiveness in larger markets. This creates new employment opportunities, enhances economic well-being, and reduces income inequality. Therefore, digital financial inclusion not only improves access to capital but also contributes to poverty reduction and economic equity.

Future Potential of Mobile Technology in Financial Inclusion

While mobile technology has already made significant strides in financial inclusion, its potential for further development remains vast. Innovations such as contactless payments, cryptocurrency, and artificial intelligence (AI) in credit analysis could further enhance efficiency and inclusivity in the global financial system.

According to Demirgüç-Kunt et al. (2022), blockchain technology and mobile-based digital payment systems have the potential to transform transactions, reduce costs, and increase transparency. AI can accelerate loan processing, provide faster and more accurate decisions, and extend credit to individuals with limited credit histories (Chen et al., 2020). Although these technologies are still in the early stages of implementation in many countries, their potential to expand financial inclusion is undeniable.

To ensure these innovations deliver equitable benefits, better regulatory frameworks, improved technological infrastructure, and broader education on their safe use are needed. Greater emphasis on sustainability and inclusivity in technology development is also essential to ensure these tools are accessible to all, particularly those most in need.

CONCLUSION

Digital financial inclusion, driven by mobile technology, has significantly expanded access to capital, especially for individuals and micro-enterprises previously excluded from traditional financial systems. This technology has simplified access to financial services such as loans and payments, which are crucial for improving the economic well-being of communities. Through mobile-based financial platforms, rural populations and underserved groups have gained opportunities to access capital, enabling them to enhance their business and investment capacities.

However, despite these benefits, significant challenges related to digital literacy, data security, and consumer protection remain key barriers to the progress of digital financial inclusion. Low levels of digital literacy among certain populations, particularly in remote areas, hinder them from fully leveraging the potential of mobile technology. Hence, it is essential for governments, financial institutions, and community organizations to collaborate in developing educational programs aimed at enhancing public understanding and digital skills, as well as ensuring the protection of personal data for digital financial service users.

Looking forward, innovations in mobile technology, such as the integration of artificial intelligence (AI), blockchain, and mobile-based digital payment systems, have the potential to further transform the financial inclusion landscape. These technologies can facilitate faster and more accurate access to financial services while reducing costs and improving transparency in financial transactions. To realize the full potential of these innovations, supportive policies, enhanced digital infrastructure, and a focus on diversity and inclusion are needed to ensure that the benefits of financial inclusion are equitably distributed across all segments of society.

REFERENCES

Agbeyangi A, Suleman H. Advances and Challenges in Low-Resource-Environment Software Systems: A Survey. *Informatics*. 2024; 11(4):90. https://doi.org/10.3390/informatics11040090

Ahmed F, Hussain A, Khan SN, Malik AH, Asim M, Ahmad S, El-Affendi M. Digital Risk and Financial Inclusion: Balance between Auxiliary Innovation and Protecting Digital Banking Customers. *Risks*. 2024; 12(8):133. https://doi.org/10.3390/risks12080133

Aldboush HHH, Ferdous M. Building Trust in Fintech: An Analysis of Ethical and Privacy Considerations in the Intersection of Big Data, AI, and Customer Trust. *International Journal of Financial Studies*. 2023; 11(3):90. https://doi.org/10.3390/ijfs11030090

Almaiah MA, Al-Otaibi S, Shishakly R, Hassan L, Lutfi A, Alrawad M, Qatawneh M, Alghanam OA. Investigating the Role of Perceived Risk, Perceived Security and Perceived Trust on Smart m-Banking Application Using SEM. *Sustainability*. 2023; 15(13):9908. https://doi.org/10.3390/su15139908

Anakpo G, Xhate Z, Mishi S. The Policies, Practices, and Challenges of Digital Financial Inclusion for Sustainable Development: The Case of the Developing Economy. *FinTech*. 2023; 2(2):327-343. https://doi.org/10.3390/fintech2020019

Binsuwadan J, Elhaj M, Bousrih J, Mabrouk F, Alofaysan H. The Relationship between Financial Inclusion and Women's Financial Worries: Evidence from Saudi Arabia. *Sustainability*. 2024; 16(19):8317. https://doi.org/10.3390/su16198317

Elouardighi I, Oubejja K. Can Digital Financial Inclusion Promote Women's Labor Force Participation? Microlevel Evidence from Africa. *International Journal of Financial Studies*. 2023; 11(3):87. https://doi.org/10.3390/ijfs11030087

GSMA. (2021). The Mobile Economy 2021. *GSMA*. https://www.gsma.com/mobileeconomy

Hao X, Chen X, Wang F. How Government Subsidies Facilitate the Digital Transformation of Suppliers. *Sustainability*. 2024; 16(19):8652. https://doi.org/10.3390/su16198652

Ji X, Wang K, Xu H, Li M. Has Digital Financial Inclusion Narrowed the Urban-Rural Income Gap: The Role of Entrepreneurship in China. *Sustainability*. 2021; 13(15):8292. https://doi.org/10.3390/su13158292

Mafra RF, Casagrande JL, Dutra ARdA, Nunes NA, Dias FT, Barbosa SB, Salgueirinho Osório de Andrade Guerra JB. Social Innovation as a Support for the Visibility of Vulnerable Communities. *Sustainability*. 2024; 16(11):4390. https://doi.org/10.3390/su16114390

Mpofu FY, Mhlanga D. Digital Financial Inclusion, Digital Financial Services Tax and Financial Inclusion in the Fourth Industrial Revolution Era in Africa. *Economies*. 2022; 10(8):184. https://doi.org/10.3390/economies10080184

Necoechea-Porras PD, López A, Salazar-Elena JC. Deregulation in the Energy Sector and Its Economic Effects on the Power Sector: A Literature Review. *Sustainability*. 2021; 13(6):3429. https://doi.org/10.3390/su13063429

Saeed S, Altamimi SA, Alkayyal NA, Alshehri E, Alabbad DA. Digital Transformation and Cybersecurity Challenges for Businesses Resilience: Issues and Recommendations. *Sensors*. 2023; 23(15):6666. https://doi.org/10.3390/s23156666

Van Hove L, Dubus A. M-PESA and Financial Inclusion in Kenya: Of Paying Comes Saving? *Sustainability*. 2019; 11(3):568. https://doi.org/10.3390/su11030568

World Bank. (2020). Poverty and shared prosperity: Reversals of fortune. *World Bank*. https://www.worldbank.org/poverty-and-shared-prosperity-2020

Yu J, Bekerian DA, Osback C. Navigating the Digital Landscape: Challenges and Barriers to Effective Information Use on the Internet. *Encyclopedia*. 2024; 4(4):1665-1680. https://doi.org/10.3390/encyclopedia4040109