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# A Study on the Role of FinTech in Enhancing Financial Discipline Among Working Professionals

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***Abstract- Financial Technology (FinTech) innovations — including mobile payment apps, budgeting tools, robo-advisors, and digital lending platforms — have widened access to financial services beyond traditional banking. Yet many working professionals with stable incomes continue to struggle with budgeting, timely bill payment, and consistent saving because of limited financial literacy and irregular financial review habits. This study examines the role of FinTech usage in enhancing financial discipline among 200 working professionals in Bengaluru, using a structured questionnaire analyzed through descriptive statistics, correlation, regression, and Chi-Square tests. Results show that difficulty adhering to a monthly budget is moderately correlated with missed payments ($r = .323$, $p < .001$), that FinTech usage significantly predicts achievement of monthly savings targets ($F = 45.442$, $p < .001$), and that regular FinTech use is significantly associated with more responsible personal financial management ($\chi^2 = 53.446$, $df = 12$, $p < .001$). The study concludes that FinTech tools meaningfully support budgeting, saving, and debt management, although adoption of investment and lending tools remains comparatively low. Recommendations include developing more accessible FinTech features, strengthening digital financial literacy, and encouraging employer-led financial wellness initiatives.***

***Keywords: FinTech, financial discipline, working professionals, budgeting, financial literacy, personal financial management.***

## I. INTRODUCTION

FinTech innovations such as mobile wallets, robo-advisors, and mobile banking apps have made financial services more accessible to ordinary consumers, lowering transaction costs and enabling business growth (Agarwal et al., 2026). Despite drawing a stable, and often above-average, income, many working professionals still find money management difficult. The absence of regular financial review, limited financial literacy, and poor allocation of disposable income contribute to weak financial planning and inconsistent credit behaviour (Aoun et al., 2026).

Personal financial management tools — budgeting apps, AI-powered expense trackers, automated savings services, and credit management platforms — respond to these problems by combining behavioural design and gamification to make budgeting easier to sustain. Evidence suggests that regular FinTech use helps build emergency savings when paired with adequate financial knowledge and emotional stability (Chen & Asebedo, 2026). This study investigates how FinTech usage relates to financial discipline among working professionals, a population that is financially active but time-constrained and under-examined in existing behavioural finance research.

### 1.1 Research Objectives

- To identify common financial discipline challenges faced by working professionals.
- To understand FinTech tools' contribution to financial planning, savings, and debt-control habits.
- To assess the level of awareness and usage of FinTech tools among working professionals.
- To analyse the relationship between FinTech usage and personal financial management behaviour.
- To examine the impact of FinTech usage on financial discipline among working professionals.

### 1.2 Research Gap

- Limited focus on working professionals' distinctive financial behaviour, as most FinTech research centres on financial literacy in general.
- Little attention to financial discipline practices specifically — budgeting, savings, and planning.

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- Insufficient evidence on the long-term effect of FinTech on financial behaviour.
- Few studies link FinTech usage, financial discipline, and financial well-being directly.
- Limited research from developing economies such as India, particularly on working professionals.

## II. LITERATURE REVIEW

Prior research frames FinTech as a driver of financial inclusion and behavioural change. Agarwal et al. (2026) found that mobile payments increased entrepreneurship and reduced cash dependency in Singapore. Aoun et al. (2026) showed that financial literacy and FinTech adoption jointly shape financial behaviour among millennials, with financial attitude acting as a mediator. Chen & Asebedo (2026) linked frequent FinTech use to stronger emergency-saving behaviour, moderated by financial literacy and emotional stability.

Nathanael & Ngollo (2026) and Gallegos et al. (2026) demonstrated that FinTech supports financial inclusion among underserved and informal populations, though benefits depend on digital literacy and infrastructure. Khuntia et al. (2024) similarly found that digital wallets and AI-based credit scoring extend access while raising cybersecurity and digital-divide concerns. Collectively, this literature establishes FinTech's behavioural relevance but leaves a gap around working professionals' budgeting, saving, and debt-management discipline — the focus of the present study.

### 2.1 Theoretical Framework

The study draws on the Technology Acceptance Model (FinTech usage), the Theory of Planned Behaviour (financial discipline), Human Capital Theory (financial literacy), the Diffusion of Innovation Theory (digital literacy), and the Theory of Reasoned Action (attitude toward FinTech), with income level treated as a control variable grounded in Social Cognitive Theory.

### 2.2 Hypotheses

$H0_1$: There is no significant relationship between reviewing financial status and budgeting habits. $H1_1$: There is a significant relationship between reviewing financial status and budgeting habits.

$H0_2$: The use of FinTech tools has no significant effect on an individual's financial planning, saving, and debt/loan management behaviours. $H1_2$: The use of FinTech tools has a significant effect on an individual's financial planning, saving, and debt/loan management behaviours.

$H0_3$: There is no significant relationship between FinTech usage and personal financial management behaviour. $H1_3$: There is a significant relationship between FinTech usage and personal financial management behaviour.

## III. RESEARCH METHODOLOGY

The study adopts a descriptive research design to examine FinTech's role in financial discipline among working professionals. Data were collected from 200 working professionals (aged 20 and above) in Bengaluru via a structured Google Forms questionnaire, using non-probability convenience sampling across online and offline professional networks.

Statistical tools used:

- Descriptive statistics: to summarise demographic profile and response patterns.
- Chi-Square tests: to examine associations between demographic variables, FinTech usage, and financial discipline.
- Correlation analysis: to assess the strength and direction of the relationship between FinTech usage and financial discipline.
- Regression analysis: to test FinTech usage as a predictor of financial discipline and personal financial management behaviour.

### 3.1 Reliability and Variables

The questionnaire contained 22 items. Cronbach's alpha was reported as 0.875, indicating good internal consistency. As this exceeds the acceptable threshold of 0.70, the scale is considered valid and the instrument statistically reliable for further analysis.

## IV. RESULTS AND FINDINGS

Demographics
Of the 200 respondents, 64% were male and 36% female. The largest age group was 26–35 years (34.5%), followed by 20–25 years (24%) and 36–45 years (22.5%). 40% earned up to ₹25,000 per month, indicating a predominantly low-to-middle income sample. Respondents were drawn mainly from Education (32%) and Banking/Finance (28%) sectors.

FinTech Awareness and Usage
Mobile payment apps (49%) were the most recognised FinTech tools, ahead of budgeting apps (26%), digital lending platforms (13%), and investment platforms (12%). 54% of respondents always use FinTech tools for financial transactions, and 93% found FinTech tools easy to understand (32% strongly agree, 61% agree). Confidence in FinTech security was similarly high (82% agree or strongly agree).

Financial Discipline Challenges
77% of respondents always or often find it difficult to adhere to a monthly budget, and 77% always or often miss bill or loan payments. 87% agreed that unexpected expenses disrupt their financial plans, indicating that budgeting and repayment discipline remain persistent challenges despite high FinTech awareness.

Perceived Effects of FinTech
Large majorities agreed that FinTech tools improved expense tracking (81%), encouraged regular saving (87%), supported debt and loan management (80% to a great or very great extent), helped achieve savings targets (82%), and supported financial goal planning (81%). Expense tracking (22%) and automated savings (21%) were rated the most useful budgeting features.

### 4.1 Inferential Statistical Results

- Correlation: Budgeting difficulty and missed payments were moderately and significantly correlated (Pearson $r = .323$, $p < .001$), supporting $H1_1$ and confirming that professionals who struggle with monthly budgets are more likely to miss payments.
- Regression: FinTech usage significantly predicted achievement of monthly savings targets ($F = 45.442$, $p < .001$). Debt/loan management support had the stronger effect ($B = 0.493$, $\beta = 0.454$, $p < .001$), followed by savings encouragement ($B = 0.214$, $\beta = 0.202$, $p = .002$), supporting $H1_2$.
- Chi-Square: A significant association was found between reviewing one's financial status and feeling more responsible in managing personal finances through FinTech (Pearson $\chi^2 = 53.446$, $df = 12$, $p < .001$; Likelihood Ratio $= 51.219$, $p < .001$), supporting $H1_3$.

## V. DISCUSSION

The findings confirm that FinTech adoption is strongest for transactional tools (mobile payments) and weakest for investment and lending products, consistent with prior evidence that young, cost-conscious users adopt convenient technologies fastest (Lee & Shin, 2018). Persistent budgeting and payment difficulties despite high FinTech awareness echo Lusardi & Mitchell's (2014) argument that financial literacy and behavioural discipline, not access alone, determine financial outcomes. The significant regression and Chi-Square results support Gai, Qiu & Sun's (2018) view that digital finance tools aid financial management primarily through real-time monitoring, reminders, and goal-setting features.

### 5.1 Managerial and Theoretical Implications

FinTech providers should prioritise budgeting, saving, and debt-management features, and expand awareness of underused investment and lending tools. Employers can use FinTech-based monitoring to support employee financial wellness and productivity. Theoretically, the study extends the Technology Acceptance Model by identifying perceived usefulness and perceived security as key predictors of FinTech adoption, and demonstrates that FinTech functions not only as a transactional convenience but as a behavioural nudge toward financial discipline.

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5.2 Practical Recommendations

- Develop more accessible, secure FinTech platforms with proactive reminders and goal-setting features.
- Improve awareness of underused tools such as investment and digital lending platforms.
- Encourage employer-led financial wellness programmes built on FinTech solutions.
- Strengthen regulatory instruments that build confidence in digital finance and digital financial literacy.

## VI. CONCLUSION

FinTech tools are widely recognised and regularly used by working professionals, particularly for transactions, but budgeting, timely repayment, and consistent saving remain persistent challenges. FinTech usage is significantly associated with improved savings behaviour, debt/loan management, and personal financial management overall, positioning it as a valuable — though not sufficient on its own — support for financial discipline.

Key conclusions:

- FinTech usage significantly improves savings behaviour, debt management, and personal financial management.
- Budgeting and timely repayment remain common struggles despite high FinTech awareness and trust.
- Proactive features (reminders, alerts, goal-setting) are valued more than passive tracking features.

Limitations:

- Sample limited to 200 working professionals in Bengaluru, mostly young and low-to-middle income.
- Reliance on self-reported data, which may be subject to recall and social-desirability bias.
- Cross-sectional design; the study does not measure financial gain or long-term literacy change.

Future research:

- Longitudinal studies tracking FinTech's long-term effect on financial discipline.
- ● Broader samples across income levels, industries, and geographic regions.
- Deeper exploration of how specific FinTech features shape financial behaviour over time.

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