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# THE INFLUENCE OF FINANCIAL LITERACY, FINANCIAL TECHNOLOGY ON FINANCIAL INCLUSION MEDIATED BY CASHLESS POLICY

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## Abstract

**Purpose**
The study aims to review access to payment system services, awareness and knowledge in the Sempaja Shopping Tourism Area so that it can evaluate appropriate policies to transform the economy cash-based to a non-cash economy
**Design/methodology/approach**
The research method used in this research is quantitative research with the nature of research is explanatory research. Data collection techniques are questionnaires and interviews.
**Findings**
Financial literacy, financial technology, cashless policy, and financial have strong and positive effects to the objectives of the study.
**Research limitations/implications**
This research has limitations in the sampling were not all of these MSMEs have switched to digital so for further research it would be better to use a sample of MSMEs that have switched to digital use.
**Originality/value**
This study seeks to evaluate the implementation of bankaltimtara policies with a view to assessing the prospects and challenges that are factors in encouraging financial inclusion.

**Keywords:** cashless policy, financial inclusion, financial literacy, financial technology, MSMEs.

**HOW TO CITE**

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## 1. INTRODUCTION

Reviewing the financial inclusion factor is an important factor for a country to improve its welfare, currently the level of financial inclusion in Indonesia is still relatively low when compared to other countries in ASEAN. Based on data from Indonesia's financial inclusion rate at the ASEAN level, it is in the fourth position of 76.19% below countries such as Singapore (98.%), Malaysia (85%) and Thailand (82%) which means that the level of financial inclusion in Indonesia compared to other countries in ASEAN is still included in the development stage to increase financial inclusion targets (suara.com, 2020). In 2024, the government targets financial inclusion of 90% so that full efforts are needed such as improving education on financial products policies to the community, improving financial literacy, especially digital-based, and optimizing the role of financial technology innovators to facilitate financial access to the community (bisnis.com, 2020).

MSMEs are one of the main sources of economic development in Indonesia and certainly play an important role in improving financial inclusion. However, a national survey in 2017 of MSMEs stated that only 65.3% of MSMEs using financial products and services are available, meaning that the financial inclusion of MSMEs is currently still low (OJK. 2017b). The low level of financial inclusion in the MSME sector in Indonesia occurs due to several factors, the first such as the level of financial literacy that is still low, the second is the level of financial technology (financial technology) which is still low and the third is less than optimal government policies on the level of financial technology products and services, especially financing that is still low. (Soetiono and Cecep, 2018).

Financial literacy is a set of knowledge, skills, and beliefs that influence attitudes and behaviors to improve the quality of decision making and financial management in order to achieve well-being (Financial Services Authority, 2017). MSMEs that have a low level of financial literacy tend to find it difficult to use financial products and services But when users are quite knowledgeable because they have higher financial literacy, then users can apply in everyday life by analyzing and evaluating financial products and services so that they will have better financial decision making, utilizing financial products and services so as to improve quality and the welfare of the community. The second factor is financial technology or financial technology in MSMEs in Indonesia Financial Technology according to Bassel Committe (2018) in (OJK, 2020) is a financial innovation that is supported technologically that can produce business models, applications, processes or products. Financial technology that affects financial inclusion is explained in research from Ajayi and Ojo (2006) which states one way to achieve financial inclusion is to encourage a safe, convenient, and affordable payment system. The third factor is that knowledge of financial products, especially in banking products, is still quite low. Based on data from the OJK, the level of knowledge of the people in Indonesia including financial services institutions, one of which is banking, is still low. Based on a survey from OJK on the level of use of banking products, the level of knowledge with a very low percentage represented by electronic money reached 6.10% (OJK, 2017b).

Based on some of the above factors, in order to increase national financial inclusion, especially in MSMEs after considering several things, the government issued policies related to the use of non-cash or cashless policies. Research related to cashless policy is also explained (Bayero, 2015) namely to achieve a high level of financial inclusion requires aggressive policies to encourage people to transact without cash (cashless). The form of implementing cashless transactions or cashless policies in Indonesia is called the National Non-Cash Movement (GNNT) which has a focus on financial products by utilizing technological innovations, namely digital financial services that are easy, safe, and efficient (bi.go.id, 2020). One form that plays a role in the National Non-Cash Movement (GNNT) is Paykaltimtara which is a digital financial product of Bankaltimtara

as a regional financial institution of East Kalimantan embodied in Sempaja Shopping Tourism.

Based on data published by Bankaltimtara, of the total population of Micro Small and Medium Enterprises (MSMEs) in the Sempaja Shopping Tourism Area of Samarinda City reaching 300s, users who make transactions non-cash only amounting to 10% or 30 MSMEs whose places of business can receive QRIS distribution from the total population and who use transactions in cash or direct transactions, which is 90% or 270 MSMEs from the total population. Based on the above problems, it can be said that the government needs to reevaluate the policy regarding non-cash in the Sempaja Shopping Tourism Area by reviewing access to payment system services and awareness and knowledge about infrastructure that can be known through how financial literacy (financial literacy) and technology related to finance (financial technology) to evaluate appropriate policies to transform a cash-based economy into a non-cash economy in order to create prosperity for MSMEs and of course result in financial inclusion.

## 2. LITERATURE REVIEW

### 2.1 Financial Literacy

Financial literacy is the knowledge, skills, and beliefs that influence attitudes and behaviors to improve the quality of decision-making and financial management in order to achieve well-being (Financial Services Authority, 2017), the four dimensions of financial literacy (Swiecka et,al):

a. Financial knowledge, knowledge and understanding of economic concepts and economic mechanisms. Financial knowledge helps people to understand financial concepts and financial procedures and use this understanding in solving financial problems.
b. Financial skills are knowledge and understanding to manage situations that are expected or unpredictable to solve financial problems and turn them into profits and opportunities into one's advantages.
c. Financial attitude is motivation and readiness to use economic knowledge and skills in various life situations. Individual characteristics in the form of a tendency towards a practice or financial action. Financial attitudes indicate a person's tendency or possibility to perform a behavior.
d. Financial behavior is behavior in certain situations in the financial markets.

### 2.2 Financial Technology

Financial Technology is a technologically supported financial innovation that can produce new business models, applications, processes or products related to material effects on financial markets and institutions and the provision of financial services (OJK, 2020). Two Dimensions of financial technology according to (Eze & Markjackson, 2020):

a. Perceived ease of use
b. Perceived usefulness.

### 2.3 Cashless Policy

Cashless Policy is a policy which households and businesses interact and facilitate exchanges using cashless instruments. That is, Cashless Policy encourages and accelerates the use of digital payment systems and encourages the use of currencies in facilitating transactions in a country, in order to ensure the flow of funds in the banking system (Eze & Markjackson, 2020). Four dimensions of Cashless Policy according to (Bayero, 2015) include:

a. Business Model
b. Awareness
c. Customer value
d. Infrastructure

### 2.4 Financial Inclusion

The OECD defines inclusive finance as the process of promoting affordable, timely and adequate access to a range of regulated financial products and services and expanding their use by all segments of society through the application of existing and innovative tailored approaches including financial awareness and education with the aim of promoting financial well-being as well as economic and social inclusion. (Atkinson and Messy, 2013). Four indicators of financial inclusion:

a. Access, Infrastructure provided by financial services institutions so that the public can reach well institutions, products, and services of a formal nature.
b. Availability of financial products and services, Availability of financial products and services needed by all groups of people so that each group is able to utilize financial products and services that are in accordance with their respective needs.
c. The use of financial products and services measures the level of use or utility of financial services products and services by the community and quality indicators are used to measure the impact felt by the community after gaining access to and using products or services.
d. Quality is a condition where financial products and services can provide the greatest benefit to the people who use these financial products and services.

### 2.5 Hypotesis

H1: There is a significant influence of financial literacy variables (X1) on Cashless Policy (Y1).

H2: There is a significant influence of Financial Technology (X2) variables on Cahless Policy (Y1).

H3: There is a significant influence of Financial Literacy variable (X2) on Financial Inclusion (Y2).

H4: There is a significant influence of Financial Technology (X2) variables on Financial Inclusion (Y2).

H5: There is a significant influence of the Cashless Policy (Y1) variable on Financial Inclusion (Y2).

## 3. RESEARCH METHODS

The research method used in this research is quantitative research with the nature of research is explanatory research. Data collection techniques are questionnaires and interviews. This research was conducted in Samarinda City with the level of analysis unit of MSMEs actors assisted by Bankaltimtara which is located in Sempaja Shopping Tourism as many as 172 MSMEs. Sample return using probability sampling withdrawal techniques. Research variables include free variables of financial literacy (X1) and financial technology (X2) and bound variables include cashless policy (Y1) and financial inclusion (Y2). Data analysis is done using the help of WarpPLS software version 2.0 M3.

# 4. FINDINGS

## 4.1 Result

### 4.1.1 Validity Test

SmartPLS analysis techniques are carried out to test the influence of variable financial literacy, financial technology on cashless policy and financial inclusion. Data analysis in PLS applications begins with doing the outer model and inner model. The outer model is used to evaluate the results of the validity test value and reliability test which can be seen in the table below:

**Table 1. Outer Loadings Convergent Validity (2nd Order Outer Model)**

| Variable | Indicators | Loading Factor | ONE | P Value | information |
|---|---|---|---|---|---|
| Financial Literacy | Financial Knowledge | 0.941 | 0.063 | <0.001 | Valid |
| | Financial Skills | 0.906 | 0.063 | <0.001 | Valid |
| | Financial Attitude | 0.833 | 0.064 | <0.001 | Valid |
| | Financial Behavior | 0.933 | 0.063 | <0.001 | Valid |
| Financial Technology | Perceived Usefulness | 0.898 | 0.063 | <0.001 | Valid |
| | Perceived Ease of Use | 0.898 | 0.063 | <0.001 | Valid |
| Cashless Policy | Business Model | 0.959 | 0.063 | <0.001 | Valid |
| | Awareness | 0.967 | 0.062 | <0.001 | Valid |
| | Infrastructure | 0.963 | 0.062 | <0.001 | Valid |
| Financial Inclusion | Availability of Financial Products and Services | 0.855 | 0.064 | <0.001 | Valid |
| | Quality | 0.887 | 0.063 | <0.001 | Valid |
| | Use of Financial Products and Services | 0.888 | 0.063 | <0.001 | Valid |
| | Access | 0.907 | 0.063 | <0.001 | Valid |
| | Perception of Well-Being | 0.920 | 0.063 | <0.001 | Valid |

Source: output warpPLS Research results (2022, processed)

The results of the data on filling out the Bankaltimtara -built MSMEs questionnaire showed that the loading factor value was greater than 0.6. Thus the dimension is declared valid in measuring variables of financial literacy, financial technology, cashless policy, and financial inclusion.

### 4.1.2 Reliability Test

**Table 2. Composite Reliability and Cronbach's Alpha**

| Variable | Dimension | Composite Reliability | Cronbach's Alpha | Informaton |
|---|---|---|---|---|
| Financial Literacy | Financial Knowledge | 0.922 | 0.874 | Reliabel |
| | Financial Skills | 0.875 | 0.807 | Reliabel |

| Variable | Dimension | Composite Reliability | Cronbach's Alpha | Informaton |
|---|---|---|---|---|
| Financial Technology | Financial Attitude | 0.944 | 0.911 | Reliabel |
| | Financial Behavior | 0.949 | 0.920 | Reliabel |
| | Perceived Usefulness | 0.959 | 0.942 | Reliabel |
| | Perceived Ease of Use | 0.936 | 0.906 | Reliabel |
| | Business Model | 0.970 | 0.938 | Reliabel |
| Cashless Policy | Awareness | 0.962 | 0.941 | Reliabel |
| | Infrastructure | 0.962 | 0.920 | Reliabel |
| Financial Inclusion | Availability of Financial Products and Services | 0.867 | 0.693 | Reliabel |

Source: output warpPLS Research results (2022, processed)

Based on table 2, it can be known that the value of Composite Reliability in the dimensions of financial knowledge, financial skills, financial attitude, financial behavior, perceived usefulness, perceived ease of use, business model, awareness, infrastructure, availability of financial services products and services, quality, use of financial services products and services, access, and perception of welfare is greater than 0.7. Thus, based on composite reliability calculations, all indicators that measure the dimensions of financial knowledge, financial skills, financial attitude, financial behavior, perceived usefulness, perceived ease of use, business model, awareness, infrastructure, availability of financial services products and services, quality, use of financial services products and services, access, and perception of welfare are declared reliable.

Cronbach's Alpha in the dimensions of financial knowledge, financial skills, financial attitude, financial behavior, perceived usefulness, perceived ease of use, business model, awareness, infrastructure, availability of financial services products and services, quality, use of financial services products and services, access, and perception of welfare greater than 0.6. Thus, based on Cronbach's Alpha calculations all indicators that measure the dimensions of financial knowledge, financial skills, financial attitude, financial behavior, perceived usefulness, perceived ease of use, business model, awareness, infrastructure, availability of financial services products and services, quality, use of financial services products and services, access, and perception of welfare are declared reliable.

4.1.3 Inner Model (Goodness of Fit Model)

The Goodness of Fit model is used to determine the magnitude of a variable's ability to exogenously explain the diversity of endogenous variables, or in other words to find out the magnitude of the contribution of exogenous variables to endogenous variables. The Goodness of Fit model in PLS analysis is performed using the coefficient of determination (R-Square) and Q-Square predictive relevance (Q2). As for the results of goodness of fit models that have been summarized in the following table:

**Table 3. Goodness of Fit Model**

| Endogenous | R Squared | Q Squared |
|---|---|---|
| Cashless Policy | 0.403 | 0.406 |
| Financial Inclusion | 0.714 | 0.606 |

Source: output warpPLS Research results (2022, processed)

R-square variable cashless policy is worth 0.403 or 40.3%. This can show that the cashless policy variable can be explained by the financial literacy and financial technology variables of 40.3%, or in other words the contribution of financial literacy and financial technology variables to cashless policy variables of 40.3%, while the remaining 59.7% is the contribution of other factors that were not discussed in this study. Then Q-square cashless policy variables are worth 0.406. This shows that variable financial literacy and financial technology have strong predictive power against cashless policy variables. R-square variable financial inclusion is worth 0.714 or 71.4%. This can show that the financial inclusion variable can be explained by the financial literacy, financial technology, and cashless policy variables of 71.4%, or in other words the contribution of financial literacy, financial technology, and cashless policy variables to the financial inclusion variable of 71.4%. %, while the remaining 28.6% is another contribution of factors not discussed in this study. Then Q-square variable financial inclusion is worth 0.606. This shows that variable financial literacy, financial technology, and cashless policy have strong predictive power against financial inclusion variables.

The last stage is a hypothesis test. The test conducted is to see the significance of the influence between constructs and their indicators. This can be seen in the value of significance t-statistics through the following table:

**Table 4 Path Coefficient Hypothesis Testing**

| Exogenous | Endogenous | Path Coefficient | ONE | P Value | information |
|---|---|---|---|---|---|
| Financial Literacy | Cashless Policy | 0.424 | 0.070 | <0.001 | Significant |
| Financial Technology | Cashless Policy | 0.295 | 0.072 | <0.001 | Significant |
| Financial Literacy | Financial Inclusion | 0.132 | 0.074 | 0.038 | Significant |
| Financial Technology | Financial Inclusion | 0.860 | 0.064 | <0.001 | Significant |
| Cashless Policy | Financial Inclusion | 0.042 | 0.076 | 0.290 | Not Significant |

Source: output warpPLS Research results (2022, processed)

### 4.2 Discussion

Based on table 4, there are results of hypothesis testing can be described as follows:

H1: Financial Literacy has a significant effect on cashless policy.

Based on the results of testing the first hypothesis shows that the variable Financial Literacy (X1) to cashless policy (Y1) indicates a p-value of <0.001. The test

results showed that the p-value < the level of significance (alpha = 5%) in the sense of less than 0.5 which means significant. These results show that Financial Literacy (X1) has a significant fan positive influence on cashless policy (Y1) so it can be said that the first hypothesis proposed in this study is accepted.

H2: Financial Technology has a significant effect on cashless policy.

Based on the results of the second hypothesis test shows that the Financial Technology variable (X2) to cashless policy (Y1) indicates a p-value of <0.001. The test results showed that the p-value < the level of significance (alpha = 5%) in the sense of less than 0.5 which means significant. These results show that Financial Technology (X2) has a positive and significant influence on cashless policy (Y1) so it can be said that the second hypothesis proposed in this study is accepted.

H3: Financial Literacy has a significant effect on Financial Inclusion.

Based on the results of the third hypothesis test shows that the variable Financial Literacy (X1) to financial inclusion (Y2) indicates a p-value of 0.038. The test results showed that the p-value < the level of significance (alpha = 5%) in the sense of less than 0.5 which means significant. These results show that Financial Literacy (X1) has a positive and significant influence on financial inclusion (Y2) so it can be said that the third hypothesis proposed in this study is accepted.

H4: Financial Technology has a significant effect on Financial Inclusion.

Based on the results of testing the fourth hypothesis shows that the Financial Technology variable (X2) against financial inclusion (Y2) indicates a p-value of <0.001. The test results showed that the p-value < the level of significance (alpha = 5%) in the sense of less than 0.5 which means significant. These results show that Financial Technology (X2) has a positive and significant influence on Financial Inclusion (Y2) so it can be said that the chemopat hypothesis proposed in this study is accepted.

H5: Cashless Policy has no significant effect on Financial Inclusion.

Based on the results of the fifth hypothesis test shows that the cashless policy (Y1) variable against financial inclusion (Y2) indicates a p-value of 0.290. The test results showed that the p-value > the level of significance (alpha = 5%) in the sense of more than 0.5 which means it has a positive and insignificant influence. These results show that Cashless Policy (Y1) has a positive and insignificant influence on Financial Inclusion (Y2) so it can be said that the fifth hypothesis proposed in this study was rejected.

4.2.1 The Effect of Financial Literacy on Cashless Policy

Based on the results of the hypothesis test, it can be concluded that the financial literacy variable (X1) has a positive and significant influence on cashless policy (Y1) with a coefficient of financial literacy variable path to cashless policy of 0.424 with a P-value of <0.001. Based on these results, it can be known if the Financial Literacy variable increases, it will be followed by an increase in cashless policy. The results of this study support the results of research conducted by Hussain et al (2018) which states msmes that do not have financial management skills are suspected of causing asymmetric information. Effective planning requires having financial management skills and financial

knowledge so that it will realize the projected potential and is also supported by other research, namely Okeye and Ezejiofor (2013) said financial literacy has an influence on cashless policy they say that the government must provide financial knowledge in order to know the cashless economy to increase the growth of financial stability in the country. So this shows that bankaltimtara as a local government can help improve financial literacy so that MSMEs can benefit from financial facilities. Then Reffat (2003) in (Bayero, 2015) stated that a lack of knowledge of how the government performs its functions will cause the public not to be involved to benefit from government services. There must be adequate sensitivity from the public about the benefits and implementation of policies.

4.2.2 The Effect of Financial Technology on Cashless Policy

Based on the results of hypothesis testing, it can be concluded that the financial technology variable (X2) has a positive and significant influence on the cashless policy (Y1) with the coefficient value of the financial technology variable path to the cashless policy of 0.295 with a P-value of <0.001. Based on these results, it can be known that if the Financial Technology variable increases, it will be followed by an increase in cashless policy. The results of this study support the results of research conducted by In the study (Adeniyi & Olutayo, 2015) said that Financial Technology has a significant influence on Cashless Policy this is because innovations from technology will make adjustments to institutional arrangements and the availability of instruments to ensure financial stability, efficiency, effectiveness, monetary policy and the achievement of sustainable economic growth. If the service is provided at the right time at the right price and quality on the financial services technology then it can be said that a policy can be declared successful therefore the infrastructure must be improved to ensure the easy operation of the policy.

4.2.3 The Effect of Financial Literacy on Financial Inclusion

Based on the results of the hypothesis test, it can be concluded that the financial literacy variable (X1) has a positive and significant influence on financial inclusion (Y2) with a coefficient of financial literacy variable path to financial inclusion of 0.132 with a P-value of 0.038. Based on these results, it can be known that if the Financial Literacy variable increases, it will be followed by an increase in financial inclusion. The results of this study inform the theoretical basis used to explain the influence of financial literacy on financial inclusion, namely UTAUT, namely facilitating conditions stating that improved welfare will be achieved if there is support from organizational and technical infrastructure so that individuals believe to support the use of the system (Vekantesh, 2003) It is supported by a statement from Oteh (2017) which states that the improvement of knowledge gained both through experience and education is an important construct of UTAUT, so that the positive impact of financial literacy as an important strategy in financial inclusion, Good financial knowledge is identified as the main advantage in the

implementation of e-banking channels and thus will serve to achieve financial inclusion (Oteh, 2017) .

This research is also in line with the theory in wise research (2013) internal financial literacy helps owners / managers to optimize the use of scarce resources with an efficient and effective financial management system, and it is supported by research conducted by this in line with research by Oteh (2017) Which states that users will not use a system if it does not have infrastructure and resources such as financial and operational skills. Based on research conducted by Mason and Brown (2013) financial literacy is an important skill and resource for SMEs to maintain competitiveness through innovation. So it can be concluded that when MSMEs have high financial skills, msmes can use financial information on time and accurately so that business activities will be more efficient and will improve welfare, meaning that MSMEs feel the availability of access in accordance with their needs and abilities.

4.2.4 The Effect of Financial Technology on Financial Inclusion

Based on the results of hypothesis testing, it can be concluded that the financial technology variable (X2) has a positive and significant influence on financial inclusion (Y2) with a coefficient value of the financial technology variable path to financial inclusion of 0.860 with a P-value of <0.001. Based on these results, it can be known if the financial technology variable increases, it will be followed by an increase in financial inclusion. The results of this study inform the theoretical basis used to explain the influence of financial technology on financial inclusion, namely UTAUT sees from the point of view of performance expectancy and effort expectancy then can know about the model of acceptance and use of technology based on Perceived Usefulness and perceived ease of use.

First, Performance expectancy is defined as the extent to which a user expects that using the system will help him to achieve an advantage in job performance (Venkatesh et al., 2003). A person will use a system if they feel that the system they are using is able to provide a sense of security and can make them get their work done faster. The higher one's performance expectancy against an information system, the higher one's intention to use the system (Oteh, 2017). Second, Effort expectancy is a level of ease related to the use of information systems (Venkatesh et al., 2003). The higher the effort expectancy , the higher the intention to use the system.

The results of the study are in line with research conducted by Oteh (2017) Financial channels that are easy to access, facilitate, and available infrastructure will create financial inclusion (Oteh, 2017). The success of e-banking and financial inclusion depends on efficient ICT functionality, so the better the infrastructure facility will reduce threats such as poor networks and access failures, it is also supported by research conducted by Bayero (2015) Mobile penetration can increase when meeting two conditions, namely reduced costs or increased benefits in using the platform of financial institutions this will encourage greater financial inclusion. This research is in line with research conducted by Kabakova & Plaksenkov (2018) in Resendiz (2017) on Eze & Markjackson research (2020) stated that improving access and use of financial services will enlarge a country's system of diymemberment and improve the fate

of every economic actor and spread the dividends of development to everyone in society.

4.2.5 The Effect of Cashless Policy on Financial Inclusion

Based on the results of the hypothesis test, it can be concluded that the cashless policy variable (Y1) has a positive but insignificant influence on financial inclusion (Y2) with a coefficient of financial technology variable path to financial inclusion of 0.042 with a P-value of 0.290. A p-value greater than 0.05 indicates that the Cashless Policy variable is positive but not significant to the financial inclusion variable. In order for the creation of financial inclusion banks must create avenues to educate the public about services and the importance of financial knowledge to improve their lives, low financial literacy and lack of protection will hinder financial inclusion (Oteh, 2017).

## 5. CONCLUSION(S)

Based on the results of the study, it can be concluded that based on validly tested questionnaire data, it is known that the R-square cashless policy variable is worth 0.403 or 40.3%. This can show that the cashless policy variable can be explained by the financial literacy and financial technology variables of 40.3%, or in other words the contribution of financial literacy and financial technology variables to cashless policy variables of 40.3%, while the remaining 59.7% is the contribution of other factors that were not discussed in this study. Then Q-square cashless policy variables are worth 0.406. This shows that variable financial literacy and financial technology have strong predictive power against cashless policy variables. R-square variable financial inclusion is worth 0.714 or 71.4%. This can show that the financial inclusion variable can be explained by the financial literacy, financial technology, and cashless policy variables of 71.4%, or in other words the contribution of financial literacy, financial technology, and cashless policy variables to the financial inclusion variable of 71.4%. %, while the remaining 28.6% is another contribution of factors not discussed in this study. Then Q-square variable financial inclusion is worth 0.606. This shows that variable financial literacy, financial technology, and cashless policy have strong predictive power against financial inclusion variables.

Therefore, it is important for the government to pay attention to the subvariability of financial literacy, financial technology, cashless policy, and financial inclusion to be able to reevaluate the policy regarding non-cash in the Sempaja Shopping Tourism Area by paying attention to the skills of MSMEs built by bankaltimtara to be able to adapt to the digital era, especially non-cash payments and education on the use of pakaltimtara applications that are in accordance with their needs. Business to be effective in the sustainability of MSME business and evaluate the right policies to transform the cash-based economy into a non-cash economy in order to create prosperity for MSMEs and of course produce inclusion in finance.

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