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MOBILE BANKING ADOPTION: THE ROLE OF PERFORMANCE AND TRUST

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ABSTRACT

This study examines the impact of performance and trust on the acceptance of mobile banking services in Indonesia. This study employs a survey questionnaire administered to 183 individuals in Indonesia who have adopted mobile banking services. The methodology employed is Partial Least Squares Structural Equation Modelling (PLS-SEM) to assess the correlation between latent and measured variables. The research findings indicate that performance has a notable and beneficial influence on trust. Additionally, trust plays a mediating role in the connection between performance and the adoption of mobile banking. These findings highlight the significance of achieving high performance to enhance user trust and promote the acceptance of mobile banking services. Therefore, banks and financial institutions must prioritize enhancing technical efficiency and establishing and upholding consumer confidence.

Keywords: Performance, Trust, Mobile Banking Adoption

INTRODUCTION

In commerce and service, exemplary performance is the primary factor in establishing and preserving client confidence. Consistently delivering satisfactory performance fulfills consumer expectations and enhances an organization's favorable reputation (Addison & Teixeira, 2020). Performance is a crucial factor in digitalizing banking services, particularly mobile banking. As mobile banking continues to evolve, it encounters challenges ensuring that its service performance meets and surpasses user expectations (Karhapää et al., 2022). Studies by Carter (2022) have demonstrated that

performance exerts a substantial and favorable influence on trust. When mobile banking consumers see the service as efficient, secure, and dependable, their trust in the service provider increases. Trust is crucial for retaining and gaining new users through favorable recommendations (Ampauleng & Abdullah, 2022). A superior user experience will offer a substantial business edge in a progressively competitive sector.

Mobile banking adoption has become a primary concern for banks and financial institutions worldwide in the rapidly expanding digital age (A. Kumar et al., 2020; Wijaya, 2023). Mobile banking services garner consumer interest due to their convenient accessibility, swift transaction speed, and operational efficiency (A. Kumar et al., 2020). However, to guarantee extensive and long-lasting acceptance, the effectiveness of such services is of utmost importance. Empirical study has demonstrated that the performance of digital banking services has a substantial and beneficial influence on the adoption of mobile banking (Almajali et al., 2023; Mufingatun et al., 2020). Optimal performance encompasses system reliability, transaction speed, security, and convenience (Ho et al., 2020; Sharma et al., 2017). When consumers believe that mobile banking services meet or surpass their performance expectations, they are more inclined to use and persist in using the service. Conversely, inadequate performance can result in dissatisfaction, reduced trust, and, ultimately, the abandonment of services by consumers (R. Kumar et al., 2023).

Trust plays a crucial role in the interaction between consumers and service providers, particularly in digital financial services like mobile banking. Amidst the rising tide of cyber security risks and growing worries over data privacy, the importance of consumer confidence in mobile banking services has escalated significantly. Consumers are more inclined to adopt and persist in using a mobile banking service when they have confidence in its safety, reliability, and transparency (Kabakuş & Küçükoğlu, 2022). Trust is established by considering several criteria, such as robust system security, adequate personal data protection, transparent transaction processes, and the service provider's reputation. Financial organizations providing robust data protection and resilience against cyber attacks will have a more significant advantage in establishing and retaining consumer trust (Nedeljković, 2022).

In addition, service providers that offer a favorable user experience characterized by prompt and transparent customer care will also enhance levels of trust. Trust plays a significant role in the initial decision to join mobile banking and consumers' long-term happiness and loyalty (Chaouali & Hedhli, 2019). Consumers confident in mobile banking services are more inclined to engage in more transactions and utilize the application's broader features. In contrast, a deficiency in trust might result in ambiguity, skepticism, and, finally, opposition to mobile banking.

Consumer trust is an essential factor that influences the connection between service performance and the adoption of mobile banking. Within digital financial services, the favorable performance of mobile banking applications, encompassing attributes such as swiftness, dependability, user-friendliness, and safeguarding, can enhance consumer confidence. Consumers' trust in the mobile banking application will rise when they see that it operates effectively and fulfills their expectations (Almajali et al., 2023). Trust influences their choice to adopt and maintain mobile banking services. Consumers exhibit a higher level of prudence when embracing novel technology, particularly in personal money, unless they possess a sense of assurance regarding the system's reliability and security (Ampauleng & Abdullah, 2022). A mobile banking application's exceptional

performance can alleviate users' worries and doubts, establish their confidence in the system, and eventually motivate them to embrace the service.

Furthermore, consumers' confidence in mobile banking services might impact their loyalty and sustained usage (Dash & Paul, 2021). Once confidence is created, users are less inclined to use mobile banking services and more inclined to sustain usage and derive maximum benefits. On the other hand, if performance shortcomings undermine consumer confidence, it could impede acceptance and decrease the utilization of mobile banking services. Therefore, banks and financial service providers must prioritize enhancing the technical functionality of mobile banking applications and establish and uphold consumer confidence. Transparency, data protection, and open and honest communication with users establish and uphold customer confidence. Thus, the crucial factor for success in the highly competitive digital financial services market is the mediating function of trust in the connection between performance and the adoption of mobile banking (R. Kumar et al., 2023). As discussed earlier, the study examines the impact of banking performance and faith in banking on adopting mobile banking services in Indonesia's banking sector. In addition, this study seeks to examine how trust mediates the relationship between the effects of banking performance and the adoption of mobile banking in the Indonesian banking sector.

The present study presents a novel way to assess mobile banking service adoption in Indonesia that combines service performance analysis and user trust using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method. This study found that service performance considerably impacts trust, which mediates the relationship between performance and mobile banking uptake. These findings highlight the need to enhance technical performance and create and sustain consumer trust for banks and financial institutions to boost mobile banking use. The use of PLS-SEM to explore the complicated link between performance indicators, trust, and mobile banking uptake is innovative in this study, as it has yet to be used in the Indonesian banking setting. Furthermore, this study emphasizes the mediating role of trust in the context of financial technology adoption, which is sometimes disregarded in earlier research. Thus, this study contributes to the current literature and provides practical advice for banks and financial institutions on promoting mobile banking services through performance improvement and user trust-building tactics.

This study contributes significantly to the current literature by demonstrating that strategies for increasing mobile banking adoption should include improving service performance while building customer trust. In today's increasingly competitive digital market, a better knowledge of the elements that drive trust and acceptance of these services can assist banks and financial institutions in designing more successful and user-friendly services. Thus, this study contributes to theoretical knowledge and offers practical advice to digital banking practitioners.

Trust is a performative action, where the evaluative standard of trust is a specific instance of the evaluative standard of performance in general (Carter, 2022). Studies indicate a notable correlation between customers' evaluations of firm success and their degree of trust.

Moreover, Karhapää et al. (2022) demonstrate that change management can enhance decision-making by clearly defining roles. This clarification facilitates the effective management of expectations, both within cohesive units of commercial organizations and among employees of public organizations. These more defined

positions enhance the organization's strengths and reliability. In addition to fostering efficient communication, this process cultivates trust, manifesting as enhanced work performance among employees at the organizational level. (Hilman et al., 2019) investigated the impact of the recommendations on e-commerce platforms, discovering that the accuracy and relevance of the recommendation system enhanced users' trust in the site.

Based on this diverse research, achieving high performance at different organizational levels substantially influences establishing and enhancing trust. Trust is a crucial factor in enhancing the overall performance of both individuals and organizations. Thus, efforts to enhance performance should not solely concentrate on technical elements but should also take into account the establishment of trust among different levels within the organization. The initial hypothesis, H_1, suggests a significant influence of performance on trust, as indicated by the preceding discussion on the relationship between the two variables.

The research conducted by Almajali et al. (2023) offers a comprehensive analysis of the elements that impact the adoption of Mobile Banking during the COVID-19 epidemic. The research findings indicate that the service quality, system quality, and information quality offered by the mobile banking platform positively influence users' inclination to embrace the application. The findings demonstrate the significance of optimal user experience, system dependability, and concise information in enhancing user engagement with Mobile Banking services. According to Kumar et al. (2020), mobile banking user intentions in India are influenced by perceived utility, convenience of use, subjective norms, personal innovation, trust, and self-efficacy. These findings demonstrate the intricate nature of the elements that impact customers' choices when embracing mobile banking services. The research conducted by Mufingatun et al. (2020) and Wijaya (2023) demonstrates that various factors such as performance expectations, effort expectations, social influence, facilitating conditions, habits, hedonic motivation, perceived value, trust, perceived risk, credibility, conformity with lifestyle, and needs have a positive and significant impact on customers' intentions to adopt mobile banking. These findings highlight the significance of many psychological, social, and environmental elements in shaping consumers' choices to embrace mobile banking technology.

According to Sharma et al. (2017), the adoption of mobile banking in developing nations is driven by factors such as trust, perceived usefulness, compatibility, and social influence. These factors have a more significant impact than perceived ease of use and demographic considerations. These findings highlight the significance of comprehending the social and cultural milieu while implementing mobile banking tactics in underdeveloped nations. The hypothesis, H_2, states a significant association exists between performance and mobile banking usage.

Studies on the adoption of mobile banking have identified multiple elements that impact consumers' decisions to adopt this technology. The criteria encompass trust, perceived simplicity of use, and risk. Muttaqien et al. (2023) discovered that trust, perceived ease of use, and risk positively and significantly influence the intention to utilize mobile banking. The perceived utility and ease of usage positively and significantly influence trust, indicating that customers' perception of mobile banking as secure, user-friendly, and beneficial directly influences their likelihood of consistently embracing and utilizing this service. Ultimately, this can enhance client satisfaction and

loyalty and improve the bank's financial performance. The study by Nangin et al. (2020) found that perceived ease of use and marketing positively and significantly influence customer trust.

In contrast, security does not have a significant impact. The results suggest that successful marketing campaigns and the perception of user-friendliness are crucial factors in establishing client confidence in Mobile Banking services. Therefore, while security issues may not directly impact trust, convenience and promotion features still play a crucial role.

Moreover, R. Kumar et al. (2023) highlight the significance of trust in influencing the transformation of behavioral intentions into tangible utilization. Perceived risk frequently acts as an obstacle for potential consumers, yet trust can mitigate the adverse effects of perceived risk. Hence, it is crucial to construct and uphold customer confidence in mobile banking services. In order to ensure that consumers' intentions to use mobile banking are put into practice, banks and financial service providers should prioritize methods that promote trust. The strategy can be achieved by enhancing data security transparency and improving user experience.

Nevertheless, Abdennebi's (2023) research findings indicate that trust only significantly impacts the intention to embrace mobile banking. Lafraxo et al. (2018) discovered that trust in mobile banking services did not result in favorable behavioral intentions. The third hypothesis derived from this debate is as follows: H_3: Trust exerts a substantial beneficial influence on the uptake of mobile banking.

Studies indicate that trust is a crucial factor in connecting the performance of mobile banking services with customers' inclination to utilize these services. In their study, Burucuoglu & Erdogan (2016) discovered a positive and significant correlation between trust in mobile banking and conditional value, emotional value, and functional value. There is a favorable correlation between trust and the uptake of mobile banking. As conditional, emotive, and epistemic values rise, users tend to develop more favorable opinions of mobile banking performance, increasing their trust in the service. Consequently, this trust enhances customers' inclination to embrace mobile banking. Trust plays a crucial role in connecting the beneficial impact of mobile banking performance to users' willingness to utilize this service.

Mobile banking trust acts as a mediator between brand image, application security, and word of mouth in influencing millennial loyalty. Trust has a significant role in both fostering loyalty and enhancing the connection between the performance of a mobile banking application and customers' willingness to use the service. The trust serves as an intermediary that connects the beneficial impact of mobile banking performance to the adoption of mobile banking (Purwanto et al., 2020). Banks should prioritize enhancing performance and reputation while guaranteeing robust application security to cultivate user confidence. Establishing trust among users enhances their commitment to remain loyal and persist in utilizing mobile banking, thereby elevating the rate of acceptance and usage of mobile banking services among millennials (Purwanto et al., 2020). In their study, Saparudin et al. (2020) discovered that trust notably impacts performance expectations, effort expectations, and social influence. Theoretically, these findings demonstrate the elements that impact customers' adoption of mobile banking. Among these factors, effort expectations significantly influence the intention to use mobile banking in Indonesia. Trust plays a role in the connection between performance and the adoption of mobile banking. Banks can enhance trust by delivering good performance,

raising users' expectations and effort, leading to a greater likelihood of adopting mobile banking.

Zadha & Suparna (2023) demonstrate that the perception of risk has a detrimental impact on brand trust and the inclination to utilize digital banking services. Conversely, brand image favorably impacts brand trust and the inclination to utilize digital banking services. This study further emphasizes the crucial function of brand trust in moderating the connection between risk perception and brand image on the propensity to utilize digital banking services. The relationship between performance and mobile banking uptake is influenced by trust. Banks may enhance their brand image and diminish perceived risk by improving their performance, fostering trust, and increasing customers' inclination to embrace mobile banking.

Nevertheless, Norng (2022) demonstrates that trust does not substantially impact behavioral intentions. Trust may not consistently be the primary determinant in all situations or groups of mobile banking customers. Therefore, H_4 states that trust plays a mediating role in the relationship between performance and the adoption of mobile banking.

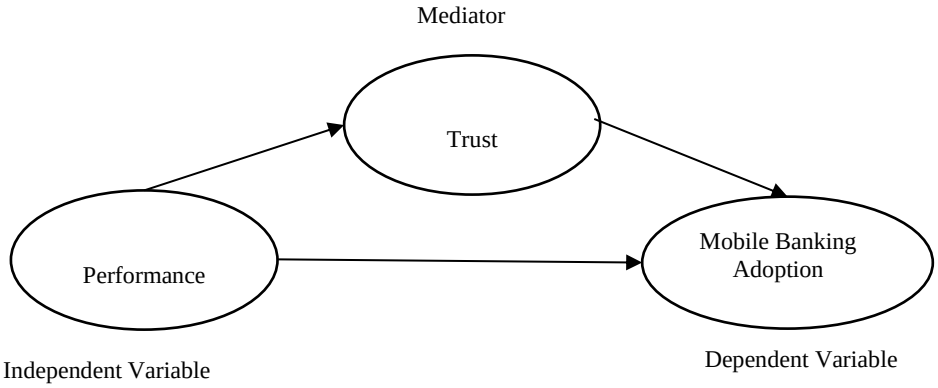

Figure 1. Proposed Research Model
Source: Research Data (2024)

RESEARCH METHODS

The PLS-SEM method is a statistical technique commonly employed in social and management research to examine intricate connections between latent and measurable variables. PLS-SEM is a statistical technique that combines path analysis with factor analysis. It is beneficial for handling complex models involving many variables and indicators (Dash & Paul, 2021). This strategy is especially beneficial in scenarios where the hypothesized model is intricate and where the connections between latent variables necessitate a thorough comprehension. PLS-SEM is well-suited for research with small sample numbers or non-normal data distributions since it does not necessitate rigorous adherence to data distribution assumptions (Russo & Stol, 2022). PLS-SEM consists of three primary components. Begin by constructing a conceptual model that comprises a measurement model (outer model) and a structural model (inner model). Measurement models elucidate how observable variables gauge unobservable variables, whereas structural models explicate the connections between unobservable variables. After

establishing the model, data is gathered from an adequate number of samples, and the PLS technique is utilized to estimate the model parameters. Bootstrapping methods are frequently employed in PLS-SEM to determine the statistical significance of paths in a model, aiding in evaluating research hypotheses. Subsequently, the model underwent examination to determine its reliability, convergent validity, discriminant validity, and predictive capability (Hair et al., 2022).

PLS-SEM has numerous significant benefits. Firstly, this approach is adept at managing models with intricate structures and numerous indicators and is applied to data that does not adhere to assumptions of normal distribution. Additionally, PLS-SEM emphasizes the model's predictive capacity, enabling researchers to generate more precise forecasts regarding the connections between variables. Furthermore, PLS-SEM enables researchers to detect and control mediating and moderating variables inside the model, offering a more profound understanding of the interrelationships between variables (Hair et al., 2022). Due to its numerous benefits, PLS-SEM is highly favored in many disciplines, including marketing, management, information systems, and social sciences.

PLS-SEM has been applied in diverse works to address significant research inquiries in real-world scenarios. PLS-SEM can be utilized in research on the adoption of mobile banking to examine the impact of perceived performance and user trust on individuals' decisions to adopt mobile banking. Researchers employ PLS-SEM to uncover key causal pathways and gain insight into mediating mechanisms. The approach enables researchers to offer more accurate and empirically supported suggestions for practitioners and policymakers in implementing efficient ways to promote the adoption of mobile banking.

RESULTS AND DISCUSSION

The study demonstrated that female respondents constituted the majority at 61.20%, whereas male respondents comprised the remaining 38.80%. Additionally, the survey data revealed that the predominant % of respondents, 75.41%, belonged to the millennial generation, followed by Generation Z (16.39%) and Generation X (8.20%) in terms of age. Most respondents (95.08%) affirmed their possession and utilization of the mobile banking application, demonstrating a significant acceptance of digital banking services. The survey found that most respondents (81.42%) have used mobile banking for over a year.

Furthermore, most users (32.24%) use the service more than ten times weekly. The respondents in the study had diverse occupational histories, with 42.08% being employees of state-owned enterprises (BUMN), 34.97% being private sector employees, and 7.65% being government or civil service personnel (ASN). Additionally, the survey included participants from various vocations, including homemakers, entrepreneurs, and teachers, ensuring a broad representation across different segments of society.

Table 1. Demographics of the Respondents

Category	n	%
Gender:		
Male	71	38,80
Female	112	61,20
	183	

Table 1. Demographics of the Respondents (Continuous)

Category	n	%
Age:		
Millennials (born between 1981 and 1996)	138	75,41
Gen X (born between 1965-1980)	15	8,20
Gen Z (born between 1997-2012)	30	16,39
Do you currently have an account and use a Mobile Banking application?		
Yes	174	95,08
No	9	4,92
How long have you been using Mobile Banking?		
Less than one month	10	5,46
1-3 months	8	4,37
4-6 months	4	2,18
7-12 months	12	6,56
More than 1 year	149	81,42
On average, how many times a week do you use Mobile Banking?		
Never	9	4,92
1-2 times	29	15,85
3-5 times	51	27,87
6-10 times	35	19,12
More than 10 times	59	32,24
Position:		
Students	5	2.7
Housewife	14	7.7
Entrepreneur	4	2.2
State-own Enterprise employees	77	42.1
Private Employees	64	37.7
Government Employees	14	7.7

Source: Data Processed, 2024

PLS-SEM analysis begins by evaluating the measurement model, also called the outer model. This measurement model analysis determines how well the items (questions) load on the specified construct. The model in this research uses reflective indicators. Assessment of the outer reflective model involves checking the reliability of individual items (indicator reliability), the reliability of each latent variable, internal consistency (Cronbach's alpha and composite reliability), construct validity (loading and cross-loading), convergent validity (average variance extracted/AVE) and discriminant validity (Fornell-Larcker criterion) (Hair et al., 2022).

The outer model analysis is conducted by calculating the outer loading, which refers to the bivariate correlation between indicators and their respective constructs, along with assessing construct or indicator reliability. The outer loading value, which ranges from 0 to 1, should ideally exceed 0.70, indicating that the construct accounts for more than 50% of the indicator variance. However, outer loading values between 0.4 and 0.7 may still be retained if the criteria for AVE and CR are satisfied; indicators with outer loadings below 0.4 should be excluded. As shown in Table 2, all indicators have outer loading values greater than 0.7.

The following procedure involves assessing internal consistency, namely the indicator's capacity to elucidate the underlying construct, by examining the inter-correlation among the indicators. The Cronbach alpha and composite reliability (CR) ratings provide evidence of internal consistency. Internal consistency values vary from 0 to 1, with higher values indicating more excellent reliability. Cronbach alpha and CR

values ranging from 0.60 to 0.70 are deemed acceptable in exploratory research, whereas values ranging from 0.70 to 0.90 are considered satisfactory to good. Table 2 shows that the Cronbach alpha and CR values have exceeded the expected threshold of 0.6, indicating that all indicators accurately represent the research construct and meet the reliability standards.

Table 2. Measurement Model Test Results

Constructs	Items	Loadings	Cronbach's Alpha	CR	AVE
Mobile Banking Adoption (ADOPT)	ADOPT1	0.919	0.953	0.964	0.843
	ADOPT2	0.925			
	ADOPT3	0.910			
	ADOPT4	0.914			
	ADOPT5	0.922			
Performance (PERF)	PERF1	0.936	0.945	0.960	0.858
	PERF2	0.930			
	PERF3	0.926			
	PERF4	0.914			
Trust (T)	T1	0.927	0.957	0.967	0.855
	T2	0.945			
	T3	0.923			
	T4	0.908			
	T5	0.919			

Source: Data Processed, 2024

Next, an assessment of the convergent validity of each construct measure is conducted, specifically evaluating the degree to which the construct effectively explains the variability of its items. Convergent validity is demonstrated by the Average Variance Extracted (AVE) value, calculated for each item inside a construct. A satisfactory AVE is 0.50 or above, suggesting that the construct accounts for at least 50 percent of the variability in its elements (Hair et al., 2022). Table 2 displays the AVE (Average variation Extracted) values for the ADOPT, PERF, and T constructs, all greater than 0.50. Such findings indicate that these constructs explain at least 50 percent of the item variation, which is considered satisfactory according to Hair et al. (2022).

The following approach involves discriminant validity testing, which aims to assess the degree to which the study construct is distinct from other constructs within the structural model. Discriminant validity is assessed by comparing the cross-loading factor value with the root average variance extracted (AVE) value of each construct and by evaluating the correlation of each construct with other constructs. If the average variance extracted (AVE) for each construct exceeds the correlation between that construct and other components, then discriminant validity has been established. The findings of the discriminant validity test in Table 3 indicate that the square root of the average variance extracted (AVE) for each variable is greater than the correlation values between variables. The anticipated Fornell Larcker Criterion value exceeds 0.70.

Table 3. The Discriminant Validity Fornell Larcker Criterion

Variable	Mobile Banking Adoption	Performance	Trust
Mobile Banking Adoption	0.918		
Performance	0.772	0.926	
Trust	0.803	0.795	0.925

Source: Data Processed, 2024

Discriminant validity testing employs the heterotrait – monotrait (HTMT) ratio to assess the correlation between variables in the model and determine if they are significantly distinct. For a valid result, the HTMT ratio must be below 0.9 (Garson, 2016; Hair et al., 2022).

Table 4. Heterotrait-Monotrait Result

Variable	Mobile Banking Adoption	Performance	Trust
Mobile Banking Adoption			
Performance	0.811		
Trust	0.839	0.834	

Source: Data Processed, 2024

Table 5 presents the route coefficient values that describe the link between exogenous latent variables (PERF, T) and endogenous latent variables (T, ADOPT) in this study. The findings indicate that H_1, which posits that Performance (PERF) has a notable and beneficial influence on Trust (T), is supported. This is because the t-value (18,760) exceeds the critical t-value (1,653) at a significance level of α: 5%. Therefore, it may be inferred that Performance (PERF) directly impacts Trust (T). Moreover, the variable Performance (PERF) has a substantial and positive influence on Mobile Banking Adoption (ADOPT), as evidenced by a t-value of 4.042, which exceeds the critical t-table value at a significance level of 5% (α). It may be inferred that PERF directly impacts Mobile Banking Adoption (ADOPT). Thus, H_2 is approved.

The acceptance of H_3 confirms that Trust (T) has a substantial and beneficial influence on adopting Mobile Banking (ADOPT), demonstrated by the t-value, which exceeds the critical t-value (5.962 > 1.653) at a significance level of α: 5%. Therefore, it can be inferred that Trust (T) directly impacts ADOPT. In addition, H_4 is supported, indicating that Trust (T) acts as a mediator between PERF and ADOPT. It is evidenced by the t-value (6.258) surpassing the critical t-table value (α: 5%) and a positive influence of 0.409. The results suggest enhancing performance will increase trust and promote mobile banking use. The findings of this study offer a more profound comprehension of the interrelationships between these variables within the scope of this research. These insights can serve as a foundation for designing more effective techniques for comprehending and exerting influence on behavior.

Table 5. Hypotheses Testing

Hypotheses	Path Direction	β	T-statistics	p-Values	Decision
H_1	Performance -> Trust	0.795	18.760	0.000	Hypothesis Accepted
H_2	Performance -> Mobile Banking Adoption	0.363	4.042	0.000	Hypothesis Accepted
H_3	Trust -> Mobile Banking Adoption	0.514	5.962	0.000	Hypothesis Accepted
H_4	Performance -> Trust -> Mobile Banking Adoption	0.409	6.258	0.000	Hypothesis Accepted

Source: Data Processed, 2024

The findings of this study indicate that banking performance is vital in establishing client trust in banking. This finding is consistent with the research by Allen et al. (2018), who provided additional insight by demonstrating that trust between management and

employees is positively associated with firm performance. They discovered that a trustworthy work environment can boost productivity and profitability. Employees who feel trusted by management are more motivated, valued, and dedicated to their jobs. Hence, trust helps to increase job efficiency and effectiveness, which promotes overall corporate performance. Another similar study is the study of Guinot & Chiva (2019). In the study, Guinot & Chiva (2019) juga discovered that vertical trust in organizations, namely between superiors and subordinates, can boost overall organizational performance. This trust promotes a more peaceful work atmosphere, enhances communication and collaboration, and lowers workplace conflict and uncertainty. The most recent research by Cardoso & Cardoso (2024) provides empirical evidence that these findings suggest that, in the context of consumer banking in Portugal, people trust banking institutions and that trust is connected with banks' reputation and financial performance. In other companies, specifically in human resource management (HRM), Recker & Green (2019) also found that confidence in employers moderates the association between perceived HRM practices and task performance, turnover intentions, and individual well-being. This study discovered that when employees firmly trust their employers, good HRM practices improve task performance and individual well-being and lower employee turnover intentions. However, Söllner & Leimeister (2013) discovered that high performance by top managers can increase employees' trust in their direct superiors. This trust leads to improved individual performance. To sum up, these findings indicate that trust relationships at all levels of management must be addressed and strengthened to achieve peak performance. Trust established at all levels of management not only encourages people but also fosters a work atmosphere favorable to outstanding performance.

Hypothesis testing results give empirical evidence that views of banking performance in Indonesia influence customers' decisions to adopt mobile banking, as found in various research, including Mutahar et al. (2018), Malaquias & Hwang (2019), Ho et al. (2020), Kitigin et al. (2021) and He et al. (2021). Mutahar et al. (2018) and Malaquias & Hwang (2019) underline the relevance of application performance in driving mobile banking adoption. Mutahar et al. (2018) discovered that positive security and privacy perceptions, markers of application performance, boost trust and behavioral intentions to use mobile banking. Meanwhile, Malaquias & Hwang (2019) analyzed mobile banking usage in Brazil and the United States, discovering that transaction speed and application dependability were the primary variables driving adoption in both countries. According to Ho et al. (2020), subjective norms, compatibility, perceived benefits, perceived dangers, self-efficacy, and facilitating factors influence intentions to embrace mobile banking in Taiwan and Vietnam. The findings demonstrate that cultural and environmental circumstances vary, which might influence mobile banking uptake across countries.

Kitigin et al. (2021) further found that adopting e-banking technology is highly related to its characteristics and Kenyan bank performance. In the case of Chinese banking, He et al. (2021) perceive empirical evidence of a link between online banking adoption and management effectiveness as an indication of customer perception of banking success. The choice to use online mobile banking is heavily influenced by customer trust in the performance and security of banking services, and the findings of this study give empirical evidence of a significant relationship between trust and mobile banking adoption in Indonesia. This finding is consistent with other earlier research. Alalwan et al. (2017) discovered that the performance of mobile banking apps

significantly impacts customer trust, which drives adoption. The application's speed, ease of use, and reliability contribute to developing trust, indicating that mobile banking service providers should enhance these areas to gain and keep consumer trust. Trust dengan perceived security and privacy in establishing user trust in mobile banking services. A solid protection of personal and financial data is the primary basis that helps users feel comfortable utilizing this technology (Siagian et al., 2022). Users' willingness to use mobile banking will rise as confidence is developed through positive impressions of security and privacy. These findings highlight service providers' significance in ensuring consumers feel safe when transacting through mobile banking applications (Siagian et al., 2022).

The findings of this investigation are also consistent with Afshan & Sharif's (2016) finding that trust in the security of mobile banking applications significantly impacts consumers' intentions to adopt this technology. Users' trust in security includes believing in the application's ability to secure their data from cyber threats. This trust not only boosts the intention to use mobile banking but also results in a more positive user experience, which can lead to increased customer loyalty to the service. Trust in mobile wallet technology and security promotes adoption, particularly among younger users, is vital (Chawla & Joshi, 2020). Thus, firm trust in technology can lessen user fears and enhance mobile banking adoption (Chawla & Joshi, 2020). Trust in banks and the technology employed are the most critical factors influencing the uptake of mobile banking services (Guriting & Ndubisi, 2006). The trust extends not only to the technology but also to the organizations that supply the services. Users with a high level of trust in their bank are more likely to use the bank's mobile banking services.

The bank must cultivate consumer trust, as it is a critical factor in driving higher levels of adoption (Oruç & Tatar, 2017). Customers who believe their privacy and transactions are secure will continue using the service. Geovanny et al. (2021) demonstrate how good privacy protection can alleviate user worries and increase the use of mobile banking applications. Adequate privacy protection gives customers a sense of security, which is crucial for establishing trust in mobile banking services. This study stresses that effective privacy protection measures can help to increase trust and, ultimately, the adoption of mobile banking services (Oruç & Tatar, 2017). When users believe these risks are high, their faith in mobile banking services drops.

In contrast, if users believe that mobile banking is safe and that risks may be reduced, their trust grows, resulting in increased mobile banking usage. These findings highlight the importance of mobile banking service providers tightening security systems and conveying preventive measures to customers to foster trust and encourage usage (R. Kumar et al., 2023). Trust, in return, enhances consumer loyalty and the adoption of various services online (Grewal et al., 2017).

On the other hand, the research outcomes confirm the function of trust as a mediator, which can improve the influence of banking performance on mobile banking adoption in Indonesia, as seen by the H_4 test results. As discovered by Almaiah et al. (2023), excellent service quality can significantly boost user trust. The quality of service in question includes dependability, responsiveness, certainty, empathy, and other physical characteristics that influence the customer experience. Users who receive consistent, responsive, and reliable service are more likely to trust the service provider. It is especially crucial in mobile banking, where user interactions are frequently conducted without face-to-face contact, so the quality of digital services must be excellent

to foster customer confidence. The mediating role of trust was also found in the study by Mostafa et al. (2018). This study shows that trust is an essential mediator between mobile technology performance and adoption in Kuwait, with improved performance improving user trust. In Kuwait, excellent technology performance is critical for developing confidence, which leads to increased mobile technology adoption. Good technology performance has fostered trust and driven adoption in diverse cultural contexts. Lin & Kim (2016) demonstrate that superior app performance boosts users' trust in sponsored adverts on social media, which leads to increased user reaction. When an app functions appropriately, users are likelier to trust the stuff it presents, including sponsored adverts. This trust enhances the likelihood that users will respond positively to the ad by clicking, purchasing, or taking other actions.

Venkatesh et al. (2016) found that user trust mediates the association between technological performance and adoption. Good performance fosters trust, which in turn promotes adoption. The trust links the user's impression of a technology's performance and their decision to adopt it. It emphasizes the significance of focusing on increasing technology performance in order to foster confidence and promote adoption. Ohiani (2021) noted various technological advancements that have transformed the Nigerian banking system, including online banking, mobile banking, and ATMs. These advances considerably increase operational efficiency, client service, and accessibility to banking services. The authors contend that these developments have decreased transaction costs while increasing the speed and convenience of financial services for customers. These technological advancements demonstrate how high performance may revolutionize the financial system, enhancing user confidence and happiness. Other support comes from Mgiba & Shukla's (2024) research, which discovered the existence of performance, trust, and intention to acquire online banking services offered via mobile as mediator variables.

CONCLUSION

The research identified a significant association between the quality of mobile banking services and the level of trust consumers have in them. The trust is a crucial intermediary in promoting the adoption of mobile banking. Optimal performance encompasses system stability, transaction speed, security, and user-friendliness that can meet or exceed consumer expectations. Furthermore, a strong confidence level in mobile banking services favors users' intents and choices to persist in utilizing these services. Hence, banks and financial institutions in Indonesia must prioritize enhancing technical proficiency and implementing methods to establish and sustain consumer confidence.

In order to meet consumer expectations, banks and mobile banking service providers in Indonesia should prioritize enhancing the technical performance of their applications, particularly in terms of transaction dependability, speed, and security. Furthermore, they must employ efficient tactics in establishing consumer confidence. This strategy encompasses implementing transparent data management, robust security measures, and open and truthful communication with users. An essential aspect of enhancing user experience and fostering loyalty is to enhance customer service by promptly and actively addressing consumer concerns and feedback. Furthermore, it is imperative for banks to actively promote digital literacy among consumers, enabling them to comprehend the advantages and proper usage of mobile banking in a secure manner.

The strategy will effectively diminish doubt and foster greater acceptance of this technology. The study's limitations include respondents' broad perceptions of mobile banking adoption, which need to distinguish between private and government institutions or mobile banking from a specific bank. As a result, future research can include multi-group assessments of both private and state-owned banks. Additional investigation is required to comprehend additional variables that can impact trust and acceptance of mobile banking, such as cultural, demographic, and psychological elements, as well as the ramifications of new technology advancements. Banks and financial service providers are anticipated to enhance the utilization of mobile banking services and fortify their position in a progressively competitive industry.

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