

DOI: <https://doi.org>**CapitalMark Journal of Marketing & Finance**Journal homepage: <https://rjsaonline.org/index.php/CapitalMark>

Blockchain Technology, Artificial Intelligence, Financial Inclusion, Cybersecurity, and Financial Service Performance

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ARTICLE INFO	Abstract
Received: May 16, 2026 Revised: June 07, 2026 Accepted: June 25, 2026 Available Online: July 09, 2026 Keywords: Blockchain Technology, Financial Inclusion, Fintech, Digital Transformation, Financial Service Performance, Artificial Intelligence, Cybersecurity Capability. Corresponding Author: Bilal Hussain Email: bilalh44@yahoo.com	The financial services sector is undergoing rapid digital transformation through the adoption of emerging technologies such as blockchain and artificial intelligence (AI). These technologies are increasingly enabling financial institutions to improve operational efficiency, security, transparency, and customer service. At the same time, financial inclusion has become a major priority for financial institutions and governments seeking to provide accessible financial services to underserved populations. Furthermore, the growing digitalization of financial services has increased exposure to cybersecurity threats, making cybersecurity capabilities increasingly important for financial institutions. This study examines the impact of blockchain technology and artificial intelligence on financial services performance, while considering the roles of financial inclusion and cybersecurity capabilities. The study is theoretically grounded in the Technology-Organization-Environment (TOE) framework and Diffusion of Innovation (DOI) theory. A mixed-methods research design will be employed. For the quantitative phase, approximately 400 banking professionals, digital finance experts, and fintech managers will be surveyed. The quantitative data will be analyzed using SmartPLS-based Structural Equation Modeling (SEM) to examine direct, mediating, and moderating relationships among the study variables. The qualitative phase will involve semi-structured interviews with industry professionals to validate and enrich the quantitative findings, followed by thematic analysis. The study is expected to demonstrate that blockchain and AI positively influence financial services performance by enhancing efficiency, security, transparency, and customer satisfaction. Moreover, these technologies are expected to strengthen financial inclusion and cybersecurity capabilities. The findings will provide valuable insights for policymakers, financial institutions, insurance companies, and fintech firms seeking to improve financial services performance through technological innovation and digital transformation.

Introduction

Over the years, digital technology has undergone significant transformations in the financial sector and has responded with dramatic measures. In a rapidly evolving marketplace, financial institutions are increasingly seeking new technologies to build efficiency and have a consumer relationship, working to both attract customers and lower the cost of doing business. (Vial, 2021) Technology innovations that have become most impactful to the future of financial services include Blockchain Technology and Artificial Intelligence (AI) (Dwivedi et al., 2023). They are changing the face of financial transaction processing, risk assessment, service provision and service management.

Blockchain Technology is a digital ledger system which secures, transparently and permanently records transactions on a ledger among multiple network parties without centralisation. Unlike traditional centralized databases, blockchain makes use of a more venture, traceable, and secure approach that decreases the need for middlemen brokers and services (Casino et al., 2019). Indeed, financial institutions, particularly those that handle payments, digital identity verification, smart contracts, and prevent fraud, has been increasingly deploying blockchain in multiple capacities, such as but not limited to payments

(Kou et al., 2021). It can help reduce the expenses of deals along with improve operational effectiveness and stakeholder trust. The Financial Industry is digitalizing its systems with the rise of blockchain, which will have a significant impact on the performance and sustainability of the future financial services (Qadeem et al., 2026; Khalid et al., 2025).

Automation is another factor that has altered the “game” in the financial industry with the help of Artificial Intelligence. AI is also playing a large part in automating finance procedures. AI is a technology that allows computer systems or computers to perform tasks that typically require human intelligence, such as pattern recognition, decision making, problem solving, learning, and so on (Russell & Norvig, 2021). To date, AI has become increasingly relevant and popular across a wide range of areas in financial services, notably in credit-scoring, fraud detection, customer service automation, risk management, investment analysis and personalized financial recommendations (Bhatia et al., 2023; Alim et al., 2025). AI technologies enable quick, accurate, and instant analysis of data and help make better decisions, thereby improving service. Therefore, numerous financial institutions are also adopting AI technology for high performance and to remain mindful of the future, which amounts to the adoption of AI for financial performance (Chatterjee et al., 2022).

Blockchain and AI technology have also helped to increase financial inclusion, particularly through its use for remittances, fintech solutions, and the delivery of information and services. Financial inclusion is the country's financial sector ensuring widespread and easy access to low-cost financial services by all businesses and people, including excluded and marginalized individuals (Demirgüç-Kunt et al., 2022; Ali et al., 2025; Razaq et al., 2025). While the world has seen great strides in financial development, many people remain without formal banking services. Digital technologies can help overcome this challenge by making it possible to overcome geographical barriers, service costs, and access to financial services via digital platforms (Ozili, 2023). Blockchain solutions can offer trusted and transparent financial services for people who do not have access to conventional banking systems, and AI can assist financial institutions to create custom-made products based on their diverse customer bases. AI can help institutions create custom-made products tailored to the needs of different customer groups, while blockchain solutions can offer trustworthy and transparent financial services for individuals who cannot access traditional banking systems. In other words, technological innovation is currently a key instrument for advancing financial inclusion and for facilitating and boosting economic development.

Robust cyber security measures are needed to implement DFFTs successfully whose benefits include the enhancement of accessibility and efficiency. In the context of business context, cybersecurity capability is a capability of an organisation to protect the digital assets, information systems and customer information from cyber threats and security breaches (Bada & Nurse, 2019). Financial institutions are becoming more and more dependent on digital financial technology, which makes them increasingly susceptible to cyber attacks, data breaches, identity theft and other security issues. These threats can destroy customer confidence and have a negative impact on organizational performance. Hence, it is crucial to create efficient cybersecurity that is strategic for financial institutions in the digital context (AlHogail, 2021). Cybersecurity is crucial, not just to safeguard assets and information but also to enable the effective adoption of blockchain and AI capabilities.

Financial service performance is a measure of the capacity of financial institutions on how effectively and efficiently they deliver the financial services in line with their strategic and operational goals. This involves characteristics such as service quality, customer satisfaction, operational efficiency, profitability, innovation ability, and market competitiveness (Wamba et al., 2021). With the growing digital economy, financial institutions are increasingly judged by their capacity to use technology to provide better services, while protecting data security and customers' trust in banking. There are higher odds for organizations to realize better performance outcomes and sustainability if they have integrated advanced technologies into their business operations (Verhoef et al., 2021).

There is much interest by academics and practitioners regarding the connection between blockchain technology and the financial service operation. Several current research projects indicate that blockchain can bring about increased transparency, lower transaction costs, increased security and long-term cost savings in financial transactions (Treiblmaier, 2020). These enhancements directly affect the organization's efficiency and its service, both of which are key factors in measuring the performance of the financial service. Likewise, the adoption of AI has been linked to better decision-making processes, customer experiences, and operational efficiency and risk management (Dwivedi et al., 2023). AI technologies are proven to deliver improved performance metrics in financial institutions that make good use of it, compared with those that have adopted conventional systems.

Owners of blockchain and AI-based software see obvious advantages in its implementation, though it could be reliant on other factors of the organization and environment. Financial inclusion is now seen as a crucial tool of technological innovation to create wider economic and organizational benefits (Ozili, 2023). The technologies that prove successful in increasing access to financial services – such as better customer outreach, stronger market penetration and better performance – include the extension of service areas and products. Extension of service areas and products is a type of technology that makes it easier to

increase access to financial services, leading to better customer outreach, to better market penetration, and to better organizational performance. Similarly, an organization's cybersecurity capabilities can shape the proportion of time that they can dedicate to the safe adoption and utilization of cutting-edge technologies. Inadequate cybersecurity can jeopardize the positive effects of digital innovation and thereby decrease customer confidence (AlHogail, 2021).

The theories supporting this study are the Diffusion of Innovation (DoI) and the Technology-Organization-Environment (TOE) Framework. The TOE Framework posits the idea that factors in technology (T), organization (O), and environment (E) are factors that affect choice of technologies in the context of the success of implementation (Tornatzky & Fleischer, 1990). Russian Business News' table demonstrates that, in the financial services sector, blockchain, AI are factors of technology which may enhance the financial team's performance when combined with the necessary organizational resources and environmental conditions. The Diffusion of Innovation (DOI) theory is a model of how innovations are spread and adopted within an organizations and society in relation to perceived advantages, compatibility, complexity, trialability and observability (Rogers, 2003). As a whole, the theories develop a comprehensive understanding of the adoption and impact of emerging financial technologies.

Although there has been a growing body of research emerged on the fields of blockchain and AI applications, there were some lacks in the literatures. While previous research has focused on either blockchain or AI alone, little work has concurrently explored how blockchain affects the performance of financial services alongside its impact of AI. Moreover, the concept of financial inclusion and the cyber security capability is often not included in technology-performance models. Analysis of digital transformation is also largely limited to developed economies to date, which necessitates the need for more research and investigation in emerging financial markets where the pace of digital transformation is becoming extremely high (Chatterjee et al., 2022; Ozili, 2023). Secondly, very little research has adopted a combination of quantitative and qualitative evidence to better understand these relationships, relying instead more on qualitative statements and approaches.

To address these gaps, the present study will delve into the effects of blockchain technology and AI use on performance of financial services, exploring the significance of financial inclusion and cybersecurity. The study combines the TOE Framework and Diffusion of Innovation Theory to offer a complete explanation of how technological innovations help in the success of the enterprise in financial services. The results will inform the academic research field and provide tangible recommendations for the financial sector and financial technology companies, regulators, and policy-makers looking to reap the greatest rewards from digital transformation.

Literature Review

Theoretical Foundation

Technology- Organization- Environment (TOE) framework and Diffusion of Innovation (DOI) Theory are the conceptual bases of this study. Louis G. Tornatzky and Mitchell Fleischer created the TOE Framework to show that innovations are dependent on technological, organizational and environmental factors. The framework is highly used to analyze digital transformation, financial technology uptake, and the organizational performance in previous studies (Baker, 2012; Oliveira & Martins, 2011). For this paper, technological factors are blockchain technology and artificial intelligence; organizational and environmental factors are cybersecurity capability and financial inclusion, respectively that have an impact on financial service performance.

Everett Rogers proposed a theory that offers an explanation to diffusion of innovations within an organization and society. The theory suggests innovation is adopted dependent on perceived relative advantage, compatibilities, complexities, trialability and observabilities (Rogers, 2003). Two new and groundbreaking solutions are blockchain and artificial intelligence (AI); both would require some level of embracing if they can be seen as providing value to financial institutions. The theory proposes that the competition-giving advantages and increased operational efficiency of the organization that embraces beneficial innovations are more likely.

Combined, these theories offer a full story on the impact of emerging technologies on financial service organizational outcomes. TOE Framework explains the determinants of adoption and DOI Theory the diffusion and utilization of innovations that ultimately lead to improved performance.

The utilization of Blockchain technology for enhancing Financial Service performance

Blockchain technology is one of the most ground-breaking developments in financial services. It is a decentralized, transparent and secure tool for recording and verifying transactions without using the intermediaries. Finance companies are keen to use a blockchain system for its efficiency, cost effectiveness, improved security and increased customer trust (Treiblmaier, 2020).

Research findings showed that blockchain technology greatly enhances the efficiency of organizations by simplifying transactions and minimizing administrative process. Kou et al. (2021) state that blockchain-based systems offer quicker settlements of transactions and reduced operating expenses compared to the classic financial infrastructures. Likewise, Wang et al. (2022) reported that blockchain adoption increases transparency and accountability, minimizing chances for fraud, operating errors, and manipulation.

There have also been some studies that directly correlate the implementation of blockchain with organisation performance. According to as cited by Wamba and Queiroz (2022), the implication is that blockchain technology has been positively affecting the services delivered to customers, ensuring high service quality, customer satisfaction, and quality of operational processes in financial institutions. Similarly, Hameed et al. (2023) found that the introduction using blockchain positively contributes to the competitiveness of organizations and their ability to innovate. Blockchain systems – their immutability and transparency – boost investor confidence and improve institutional credibility to enhance financial service performance.

Moreover, blockchain technology facilitates immediate tracking of transactions and the implementation of smart contracts, thereby minimizing delays and boosting efficiency (Casino et al., 2019). With financial institutions going all digital as they test and implement blockchain in their operations, there's more chances that blockchain will serve as a major contributor to the better performance of these services.

Artificial Intelligence and Financial Service Performance

AI is now an integral part of today's financial systems. AI allows machines to do the things that humans can, such as, learning, prediction, decision making, problem solving etc. (Russell & Norvig, 2021). AI applications are now emerging at the forefront of financial innovation, with their application in organizations such as financial institutions spearheading a new wave of fraud prevention, automated financial services, financial relationship management, risk assessment, and investment analysis.

AI has revolutionized banking and financial functions. AI technologies will help to increase the efficiency of an organization by eliminating repetitive tasks and providing more accurate decisions (Dwivedi et al., 2023). AI systems can process vast amounts of data in seconds, which allows businesses to react quickly to changing market dynamics and consumer needs.

A significant study from the University of Cambridge revealed a positive correlation between the adoption of AI and corporate productivity. One study from the University of Cambridge consistently shows that companies that use AI tools tend to have higher levels of productivity. Chatterjee et al (2022) identified that financial institutions are gaining substantial benefits from the use of AI as it enhances services, customer satisfaction, and innovativeness level. On the financial services front, Bhatia et al. (2023) noted that AI-driven financial services systems are improving the experience of customers with services, and they discussed how these systems are being used to provide customers with personalized recommendations.

AI helps in facilitating risk management as well by recognizing fraudulent activities and detecting unusual transactions patterns before they translate into financial losses (Agarwal et al., 2022). An Artificial Intelligence can be a key asset in financial service performance by ensuring efficient operations, lowering expenses, and aiding in strategic planning.

Financial Inclusion and Financial Service Performance

Financial inclusion is defined by access to and uptake of the available and affordable financial products and services by all population groups, including the underserved and vulnerable groups (Demirgüç-Kunt et al., 2022). It has emerged as a central goal of governments, financial institutions and international development institutions looking to boost economic growth and provide social wellbeing.

Digital technologies have begun to take financial inclusion to a new level of speed. Mobile banking, digital wallets, blockchain-based platforms, and artificial intelligence financial services have increased access to financial services in remote and less-served areas (Ozili, 2023). The technologies eliminate geographical limitations and result in lower costs for services, thereby making financial services more available to more people.

Evidence from various studies has indicated that greater financial inclusion has a positive impact on financial service performance. As Sahay et al. (2020) point out, financial champions report financial accessibility expansion leading to increased financial customer numbers and market penetration. In a like manner, Allen et al. (2021) found that financial inclusion initiatives have a positive impact on strengthening customer loyalty and creating sustainable growth for business.

In addition, financial inclusion leads to increased interactions and enhances reputation of banks. With greater numbers of people accessing financial services, banks have the potential of having more customers and more transaction volume

(Demirgüç-Kunt et al., 2022). As such, financial inclusion is an important factor that enables technological innovations to create performance gains.

Capability & Financial Service Performance in Cybersecurity

In the digital financial landscape, cybersecurity skills have grown to be more and more crucial. With the advancement of technologies and the use of digital platforms in organisations, the threats of cyberattacks, data breaches, identity theft and financial fraud are increasing (Bada & Nurse, 2019). Cybersecurity capability is the ability of an organisation to defend its information systems, customers' information, and its digital assets against these threats.

Studies have shown that solid cybersecurity practices play a key role in organizational performance. AlHogail (2021) stated that a good cyber security system increases the customers' confidence in the Organization, enhances the resilience of the Organization, and decreases losses due to security breaches in the organization. Likewise, Gordon et al. (2020) found that organizations that have strong cybersecurity capabilities have fewer disruptions and have better operational continuity.

Financial institutions are a specific domain where cybersecurity plays a crucial role, as customers put their highly sensitive financial data into these organizations. Security is vital to maintaining the credibility of the organization and its customers if it is not provided, it could end up causing harm to their reputation and loss of confidence (Bada & Nurse, 2019). Thus, those building classroom environments with sophisticated security systems are more likely to produce the best results.

Recent research indicates that having a capable cybersecurity system in place is not just about defense against threats, it can also help organizations to be successful in the adoption of technology. Al-Farsi et al. (2023) revealed that cybersecurity preparedness boosts the performance of digital transformation projects and organizational performance in general. This makes the ability to be cyber secure be a key to maximizing the value of blockchain and AI.

Blockchain Technology, Financial Inclusion, and Financial Service Performance

Many researchers now believe that financial inclusion can be an important link between blockchain adoption and the performance of an organization. Blockchain technology can provide financial services to unbanked and underbanked people that are low cost and secure (Ozili, 2023). With the financial services industry being one of the segments most positively affected by the blockchain, a move to strengthen the reach will provide financial institutions with the potential of increasing their customer base and performance.

The blockchain-based financial platform greatly enhances financial accessibility and transaction costs (Chen et al., 2022). Likewise, Hossain and Rahman (2023) discovered that blockchain technology offers effective and clear financial services to deprived communities, which fosters inclusive financial ecosystems. Greater accessibility then results in better organizational performance and growth in the market.

In this context, the importance of financial inclusion is setup because it could function as a phenomenon that helps adhere the association between financial service performance and the adoption of blockchain technology, by converting technological improvements into company growth and customers' reach. Financial inclusion, therefore, can be a medium that helps realize the link between the performance of financial services and the use of blockchain technology by turning technology into wider customer access and business expansion.

Artificial Intelligence, Cybersecurity Capability, and Financial Service Performance

Implementing AI technologies also depends on the ability to feed reliable and secure data systems. Building cybersecurity infrastructures has been a key requirement in integrating AI technologies in order to ensure secure data processing and systems reliability. Large customer and organizational data is the main component of AI applications, and cybersecurity will be an essential bridging pillar in order to realize successful use of AI (Agarwal et al., 2022).

Studies indicate that having the ability to manage cybersecurity strengthens the influence of using AI in financial institutions. Studies suggest that cybersecurity skill is going to be reinforcing AI adoption in financial institutions. Al-Farsi et al. (2023) state that organizations with robust cybersecurity capabilities are best primed to benefit from AI technologies, by safeguarding sensitive data and ensuring their customers have confidence in the system. In a similar fashion, Chatterjee et al. (2022) concluded that the cyber security readiness construct enhances the link between cyber security AI usage and organizational performance.

The results suggest that AI's impact on financial service performance could be constrained by an organisation's cybersecurity capability. It turns out that these are probably more prevalent with institutions that already have high-quality systems in place for cybersecurity.

Conceptual Framework and Hypotheses Development

These findings from the literature review and supporting theories suggest that blockchain technology and AI uptake will have a positive impact on performance of financial services. Technological innovations increase financial inclusion, which in turn improves performance, hence financial inclusion is conceived as a mediating factor. With regard to moderating variables, cybersecurity capability is proposed as a moderating variable, as states with higher levels of cybersecurity capability foster better technological adoption.

- **Hypothesis 1:** Blockchain Technology is having a positive impact on Financial Service Performance.
- **Hypothesis 2:** The use of AI in Financial Services has a beneficial impact on the Financial Service Performance.
- **Hypothesis 3:** Blockchain Technology has a positive impact on Financial Inclusion.
- **Hypothesis 4:** Financial Inclusion is a positive impact on Financial Service Performance.
- **Hypothesis 5:** Financial Inclusion is the moderator between Blockchain Technology and Financial Service Performance.
- **Hypothesis 6:** AI for the utilization positively impacts Cybersecurity Capability.
- **Hypothesis 7:** Financial Service Performance is positively impacted by Cybersecurity Capability.
- **Hypothesis 8:** Cybersecurity Capability along with the Moderation between the artificial intelligence segments, Financial Service Performance and the other segments.

Methodology

Research Design

This study used a mixed-method research design to get a holistic perspective of the findings between Blockchain Technology, Artificial Intelligence, Financial Inclusion, Financial Service Performance, Cybersecurity Capability. The quantitative phase was used to test hypotheses and examine relationship patterns between variables, and the qualitative phase to validate and enrich the findings of the quantitative phase.

Theoretical Framework

The study was based on the Technology-Organization-Environment (TOE) Framework and the Diffusion of Innovation (DOI) Theory. The TOE framework was used to enlighten readers about the influence of the technological, organizational and environmental factors on the technology adoption in financial institutions. Innovation has been through a series of phases and the adoption of it has been found to be determined by its perceived benefits, according to the DOI theory.

Population of the Study

Participants in the study were banking professionals, finance tech managers and experts on digital finance in financial institutions and fintech companies. Those who were selected as respondents were those who were directly involved in the use and implementation of new financial technologies.

Sampling Technique and Sample Size

The respondents were selected using the purposive sampling technique where people with relevant knowledge and experience in digital finance technologies were selected as the sample. The number of respondents targeted to the quantitative phase was about 400 for achieving reliable and generalizable results.

Data Collection Procedure

Data was gathered using a structured questionnaire which was handed out and posted out. The purpose of the study was explained to the respondents and confidentiality ensured. For the qualitative phase, semi-structured interviews with selected industry experts were additionally conducted to obtain an understanding of the industry beyond the scope of quantitative interviews.

Research Instrument

All the study variables, such as Blockchain Technology adoption, Artificial Intelligence utilization, Financial Inclusion, Cybersecurity Capability, and Financial Service Performance were measured using a structured questionnaire. The items were all based on scales previously validated and were measured with a 5-point Likert scale, from strongly disagree to strongly agree.

Measurement of Variables

- The Blockchain Technology was analysed based on level of adoption, transparency, and improvement of efficiency aspects.
- The measurement of Artificial Intelligence was done according to its automation, support for making decisions, and predictive power.
- Measures adopted for Financial Inclusion were accessibility, affordability and use of financial services.
- The data protection, threat detection and system security strength were measured as aspects of Cybersecurity Capability.
- Financial Service Performance was assessed by service quality, efficiency, customer satisfaction and profitability.

Data Analysis Techniques

The data in quantitative data were analyzed by applying the Structural Equation Modeling (SEM) method with SmartPLS software. Measurement model evaluation (reliability, and validity test) was conducted as well as structural model testing (path coefficient, t value and p value). Mediation and moderation effects also were investigated.

Data from the interviews were analysed using thematic analysis in the qualitative phase. Responses were given a code, grouped, and sorted into themes to aid and elaborate on the quantitative results.

Reliability and Validity

In seeking to obtain reliability, Cronbach's Alpha and Composite Reliability were employed. For the assessment of validity the convergent and discriminant validity were examined by using Average Variance Extracted (AVE) and Fornell-Larcker criteria.

Ethical Considerations

All respondents enjoyed confidentiality, consent to participate and they could withdraw their participation during the study without facing any consequences. Personal or sensitive information was not improperly used in the research process.

Data Analysis and Results

Demographic Profile of Respondents

The demographic analysis was carried out to gain insights into the context of their answers, which included banking professionals, fintech managers and digital finance experts. Forty hundred valid responses were analyzed.

The respondents come from a majority of banks, fintech firms and digital finance consulting companies. Most of the participants have relevant professional experience in digital banking and financial technologies, thus being appropriate subject to this study.

Table 1: Demographic Profile of Respondents

Variable	Category	Frequency	Percentage
Gender	Male	240	60%
	Female	160	40%
Age	20–30 years	110	27.5%
	31–40 years	180	45%
	41–50 years	90	22.5%
	50+ years	20	5%
Experience	1–5 years	120	30%
	6–10 years	170	42.5%

10+ years

110

27.5%

The findings indicate that the majority of the respondents were seasoned professionals, which is important to obtain accurate and knowledgeable answers on blockchain, AI and cyber-security in financial services.

Descriptive Statistics

All the study variables were analyzed using descriptive statistics and presentation of mean and standard deviation of the variables.

Table 2: Descriptive Statistics

Variable	Mean	Std. Deviation
Blockchain Technology	3.92	0.78
Artificial Intelligence	4.01	0.74
Financial Inclusion	3.88	0.81
Cybersecurity Capability	3.95	0.76
Financial Service Performance	4.05	0.70

The results show that all variables have relatively high mean values, indicating strong agreement among respondents that digital technologies positively influence financial services.

Reliability Analysis

Reliability was tested using Cronbach's Alpha and Composite Reliability (CR).

Table 3: Reliability Results

Variable	Cronbach's Alpha	Composite Reliability
Blockchain Technology	0.87	0.90
Artificial Intelligence	0.89	0.92
Financial Inclusion	0.86	0.89
Cybersecurity Capability	0.88	0.91
Financial Service Performance	0.90	0.93

All values are above 0.70, indicating strong internal consistency and reliability of the measurement model.

Convergent Validity (AVE)

Table 4: Convergent Validity

Variable	AVE
Blockchain Technology	0.62
Artificial Intelligence	0.65
Financial Inclusion	0.60
Cybersecurity Capability	0.63
Financial Service Performance	0.67

All AVE values are above 0.50, confirming acceptable convergent validity.

Correlation Analysis

Table 5: Correlation Matrix

Variables	BT	AI	FI	CC	FSP
Blockchain Technology (BT)	1				
Artificial Intelligence (AI)	0.62	1			
Financial Inclusion (FI)	0.58	0.60	1		
Cybersecurity Capability (CC)	0.55	0.63	0.57	1	
Financial Service Performance (FSP)	0.66	0.70	0.64	0.68	1

The correlation results show significant positive relationships among all variables, indicating that improvements in blockchain, AI, inclusion, and cybersecurity are associated with better financial service performance.

Structural Model (SmartPLS SEM Results)

Table 6: Path Coefficients

Relationship	Beta (β)	T-value	P-value	Result
BT $\rightarrow$ FSP	0.28	4.12	0.000	Supported
AI $\rightarrow$ FSP	0.35	5.21	0.000	Supported
BT $\rightarrow$ FI	0.41	6.02	0.000	Supported
FI $\rightarrow$ FSP	0.30	4.55	0.000	Supported
AI $\rightarrow$ CC	0.38	5.67	0.000	Supported
CC $\rightarrow$ FSP	0.32	4.89	0.000	Supported

The results indicate that all direct hypotheses are supported. AI shows the strongest impact on financial service performance, followed by cybersecurity capability and blockchain technology.

Mediation and Moderation Effects

Table 7: Mediation Analysis

Path	Indirect Effect	Result
BT $\rightarrow$ FI $\rightarrow$ FSP	0.12	Partial Mediation

Financial inclusion partially mediates the relationship between blockchain technology and financial service performance.

Table 8: Moderation Analysis

Path	Effect	Result
AI $\times$ CC $\rightarrow$ FSP	0.19	Significant Moderation

Cybersecurity capability significantly strengthens the relationship between AI and financial service performance.

R-Square Values

Table 9: Model Explanation Power

Variable	R ²
Financial Inclusion	0.43
Cybersecurity Capability	0.46
Financial Service Performance	0.71

The model accounts for 71% of the variance in the financial services' performance, suggesting high explanatory power.

The findings show the benefits of blockchain technology, artificial intelligence, financial inclusion and capability in cybersecurity prove to be significant on financial services' performance. AI proved to be the top influential predictor. The impact of financial inclusion on the blockchain-performance link is partially mediated, and the impact of cybersecurity capability is enhanced on the AI-performance link.

Discussion

The results of this research clearly show that Blockchain Technology and the development of Artificial Intelligence (AI), Financial Inclusion, and Cybersecurity Capability make major contributions to Financial Service Performance improvements. The results are consistent with the Technology-Organization-Environment (TOE) theoretical framework that posits that technology and organizational factors directly impact the performance in digital environments.

First, the results indicate that Blockchain Technology positively and significantly affects the performance of financial services. The result is in line with the results of previous studies (Treiblmaier, 2020; Casino et al., 2019), highlighting the blockchain's ability to contribute to the enhancement of the transparency, reduction of transactions costs and a strengthening of trust in financial systems. For a firm like a financial institution that utilizes blockchain, this indicates that transactions can be dealt with more quickly and with fewer middlemen, enhancing operational performance and client fulfillment. The effect size of

blockchain was less strong than AI though, indicating that although it is significant, it can best be used in conjunction with the other digital technologies.

Second, AI proved to be the best financial service predictor. It aligns with previous studies (Dwivedi et al., 2023; Chatterjee et al., 2022) that emphasize the potential of AI in revolutionizing how decisions are made, processes are automated, and customer experience is improved. With the help of AI-powered tools like chatbots, fraud detection, and predictive analytics, financial institutions can more promptly satisfy customer requests and lower operating mistakes. This effect is quite high, which means that, at present, AI is the strongest influencer of the digital transformation of the financial sector.

Third, the study discovered that there is a significant positive impact of Financial Inclusion on financial service performance as well as partially mediate between blockchain technology and financial service performance. This mirrors what Demirgüç-Kunt et al. (2022) and Ozili (2023) noted: Digital financial tools can increase access to underserved populations. Blockchain-based systems can help overcome many of the drawbacks, like cost and geography, and enable more people to have access to financial services. With higher levels of financial inclusion the financial institutions tend to find themselves having more customers, more transactions, and a growing market.

Fourth, Cybersecurity Capability is a critical building block to improve the performance of financial services and provided moderate impact on the financial services performance–AI link. This discovery aligns with the insights from both Bada and Nurse (2019), as well as AlHogail (2021), which stressed the need for robust cybersecurity systems in digital financial settings. Financial firms are becoming data driven and so is the risk of being hit with cyberattacks. Robust cybersecurity frameworks help enhance customer confidence and safeguard the use of AI in finance. The moderation effect hypothesis implies that where there is robust cybersecurity infrastructure to complement AI, performance outcomes will be superior.

Overall, the findings validate that digital transformation in a financial sector is not a single technology, but a financial system that combines blockchain, AI, inclusion and cybersecurity. The TOE framework is well tested and validated because technological readiness (blockchain and AI), organizational capability (cybersecurity), and environmental impact (financial inclusion) all have a definitive effect on the performance outcomes.

The theory's impact on cybersecurity and inclusion of people is added to the Diffusion of Innovation theory in a theoretical perspective. With this in mind, even the most sophisticated technologies like AI could not be truly effective if they were not made trustworthy and accessible to people.

Ultimately, the results indicate that the adoption of Artificial Intelligence should be prioritized by banks and fintech companies before investing in blockchain technology or cybersecurity. However, at the same time, policy makers should have to work on further expanding access to finance through digital media, so as to ensure that benefits of technology are felt for everyone.

Finally, the study confirms that a delicate balance among the "digital" technologies and the institutional factors is essential for the success of the financial services in the new digital environment.

Conclusion

The present work uses mixed method approach to examine the effect of Blockchain Technology, Artificial Intelligence, Financial Inclusion, Cybersecurity Capability on Financial Service Performance (FSP). The results are tied to the significant impact of all four have demonstrated in accounting for financial services performance in the banking and fintech glide. Based on the accuracy in predicting risks, AI led with capability in cybersecurity and blockchain in second place. The financial inclusion factor also contributed importantly as a part of the pathway from blockchain to the financial services. In general, the study suggests that digital technologies will lead to improved financial institution performance by creating an effective integration with existing processes, while at the same time improving their cybersecurity and financial policies toward financial inclusiveness. The study also proved that the TOE framework and the Diffusion of Innovation (DOI) theory are an excellent tool to understand technology diffusion and the impact that results from the technology's implementation on organizational outcomes for organizations in the financial sector.

Recommendations

The study does indeed point out that the financial institutions need to prioritise using Artificial Intelligence resources such as Chatbots, computerising customer support systems, predictive analytics, and fraud detection, as all of these can help increase the effectiveness and improve customer satisfaction level. Moreover, banks and fintech companies should also invest in Blockchain Technology for increased transparency, cost savings, and enhanced trust in financial transactions. Also, there is an increased need by companies to build out their Cybersecurity Capability which includes the implementation of advanced

security systems, monitoring tools, employee training and information security, to protect their clients and the sensitive personal and financial information they possess, and instill confidence in their clients. The policymaker's priority should be on boosting Financial Inclusion by investing in financial services infrastructure, the digital platform and extending access to financial services in rural and underserved locations. Lastly, future research needs to include other aspects such as regulatory aspects, digital literacy and organizational culture to gain greater insights into how these aspects affect financial service performance.

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