

The Impact of Financial Inclusion on the Quality of Islamic Banking Services: The Moderating Role of Digital Technology

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Abstract

Purpose

This at investigates the impact of monetary inclusion on the high-quality of Islamic banking services in Jordan and examines the moderating function of virtual era in this dating.

Design/Methodology/Approach

A quantitative approach changed into adopted the use of a dependent questionnaire allotted to employees of Islamic banks. A general of 291 valid responses had been analyzed through descriptive records, correlation, and multiple regression evaluation.

Findings

The outcomes display that financial inclusion drastically enhances the satisfactory of Islamic banking offerings. Moreover, virtual technology strengthens this courting by using enhancing accessibility, efficiency, and patron pleasure. While service first-rate turned into usually rated high, in addition development is needed in verbal exchange of financial products and employee training on virtual equipment.

Research Limitations/Implications

The take a look at is restrained to Islamic banks in Jordan, which may additionally limit generalizability. Future research may want to enlarge to other countries and undertake longitudinal strategies.

Practical Implications

Islamic banks must improve monetary inclusion techniques, particularly for underserved organizations, at the same time as making an investment in virtual transformation and staff development to achieve sustainable carrier quality.

Originality/Value

This studies contributes by integrating economic inclusion, virtual generation, and Islamic provider excellent, offering each academic and sensible insights.

Keywords: Financial inclusion; Islamic banking; Digital technology; Service quality; Jordan.

1.Introduction

Financial inclusion has end up a key global coverage precedence because of its role in fostering financial boom, poverty discount, and social welfare (Ozili, 2021). It broadly refers to imparting individuals and groups with sustainable get right of entry to to low-cost economic merchandise consisting of savings, credit, insurance, and price structures (Mader, 2018). In the context of Islamic finance, economic inclusion gains added importance as it displays Shariah principles of fairness, justice, and chance-sharing (Aduda & Kalunda, 2012). By providing Shariah-compliant offerings, Islamic banks combine folks who avoid conventional banking for non secular motives, thereby broadening outreach and participation (Gretta, 2017). The best of banking offerings is a key driver of competitiveness and sustainability, extending beyond efficiency to encompass believe, satisfaction, and loyalty (Saleh et al., 2017). In Islamic banking, that is critical as customers assume both Shariah compliance and carrier excellence (Abduh, 2011). Banks in a competitive environment have the incentive of splendid carrier shipping, which drives them to draw and retain customers by means of improving their popularity and moral photograph (Ahmed et al., 2022). Elementary faculty college students accounted for 72.Fifty nine% of the youngest age category⁸ (Suhartanto et al., 2022). By permitting higher client engagement, cost discount as well as elevated reach, digital technology has revolutionised the financial services quarter (Fitzgerald et al., 2014). I even have in thoughts innovations which include fintech and mobile banking that add to both provider exceptional and financial inclusion (Hilbert, 2020). Digitalisation is crucial for Islamic banks to serve unbanked masses but do Shariah compliance and facilitate faster, obvious and consumer-orientated offerings that foster inclusivity (Whitelaw et al., 2020). Digital era moderates the relationship between economic inclusion and service great by enhancing purchaser enjoy, transparency, and accessibility thru tools like cell wallets, biometrics, and AI services (Bibi et al., 2024). However, troubles like virtual illiteracy, cybersecurity threats, and terrible infrastructure limit its complete potential (Doku et al., 2023). Policymakers and practitioners need to deal with those troubles so one can maximise the advantages of generation in Islamic banking (Meniago, 2025). Even though economic inclusion has garnered worldwide interest, maximum research focusses on conventional banking, with little attention given to its position in Islamic banking or the influence of virtual technology (Haule, 2024). This have a look at examines the connection between financial inclusion and the exceptional

of Islamic banking offerings, in addition to the effect of digital era, so that it will bridge this hole. By integrating these factors, it gives a theoretical contribution as well as a sensible one with the aid of presenting banks and regulators guidelines on a way to decorate inclusive, tech-pushed services.

2. Theoretical Framework

2.1 The Relationship between Financial Inclusion on the Quality of Islamic Banking Services

According to Eid et al. (2023), economic inclusion is one of the key elements affecting sustainable financial boom within the twenty-first century. It seeks to provide available and fairly priced financial services to all societal segments, with a focal point on low-profits and marginalised populations (Banna & Alam, 2020). Islamic banking holds a unique role on this context due to its ethical foundations and adherence to Shariah concepts (Khmous & Besim, 2020). Because Islamic banks area a better priority on threat-sharing, fairness, and the avoidance of hobby, they're greater welcoming to diverse groups than traditional banks (Kamalu & Ibrahim, 2021). Customer loyalty and accept as true with are actually heavily encouraged via the calibre of Islamic banking offerings (Shaikh et al., 2016). Good service best encourages wider use of Islamic banks' financial merchandise and boosts their credibility (Banna et al., 2022). Financial inclusion and the great of Islamic banking services have a dynamic and intricate courting (Adzimatinur & Gloriman Manalu, 2021). Financial inclusion requires now not most effective access to banking offerings but also efficacy, reliability, and patron pleasure (Zulkhibri, 2016). Without extremely good services, economic inclusion tasks may not be able to meet their long-term objectives. (Ali and others, 2020). Digital transformation has also altered the connection among Islamic banking offerings and monetary inclusion. Tahiri Jouti (2018). While growing accessibility, digital wallets, fintech, and cellular banking also boost the bar for provider exceptional (Hassan, 2015). Islamic banks are consequently under increasing stress to innovate while nevertheless adhering to Shariah (Puspitaningrum, 2021). This relationship wishes to be understood by way of regulators, policymakers, and practitioners in the Islamic finance enterprise (Shaikh, 2018). It helps perceive gaps, enhance monetary merchandise, and enhance the patron revel in throughout quite a few socioeconomic agencies (Trianto et al., 2021). Ultimately, studying the connection among financial inclusion and the great of Islamic banking services contributes to the improvement of a

greater sustainable, inclusive, and equitable economic system (Basrowi et al., 2020). As a result, the examine suggests that:

H1: Financial Inclusion has a significant positive impact on the quality of Islamic banking services.

2.2 Digital technology as a moderating factor between the quality of Islamic banking services and financial inclusion

Digital technology has brought about a remarkable shift within the international financial panorama (Al-Sarraj et al., 2024). It enables faster, more secure, and easier financial transactions between a variety of demographics (Al-Smadi, 2023). Through financial inclusion, all societal segments need to have get admission to to less expensive economic offerings (Sukmana & Trianto, 2025). Islamic banking is an increasing number of the usage of generation to attain a larger target audience in step with its ethical and Shariah-compliant values (Asri & Syakur, 2025). The first-class of Islamic banking services keeps to have a good sized impact on lengthy-term patron engagement and accept as true with (Alfarizi, 2023). Digital generation connects economic inclusion and provider high-quality in Islamic banking (Riza & Wijayanti, 2024). It improves accessibility, reduces transaction prices, and boosts operational efficiency (Qatawneh & Makhoul, 2025). Fintech apps, on-line structures, and cell banking are altering how customers interact with Islamic banks (Aloulou et al., 2024). Furthermore, era enables banks to offer customised services at the same time as upholding Shariah standards (Darmansyah et al., 2021). Digital tool integration can enhance client experience and delight (Khémiri et al., 2024). Without technological assist, the attain and effectiveness of monetary inclusion packages can be restrained (Handayani & Hana, 2025). Digital technology can reduce the connection among monetary inclusion and carrier high-quality by means of presenting revolutionary solutions (Rumasukun, 2024). It allows Islamic banks to attain underserved populations without compromising carrier first-rate (Rabbani et al., 2023). Technology is essential in remote or underbanked areas (Ezeh & Nkamnebe, 2021). Regulators and legislators need to recognize the moderating impact of generation so as to develop effective monetary strategies (Anton & Afloarei Nucu, 2024). Examining this courting helps perceive opportunities for progressive and more suitable Islamic banking offerings (Banna et al., 2022). By improving service exceptional and financial inclusion, virtual era ultimately facilitates

create a greater inclusive and sustainable economic gadget (Shaikh et al., 2016). As a result, the observe indicates that:

H2: Digital technology moderates the relationship between financial inclusion and the quality of Islamic banking services, enhancing the positive impact of financial inclusion on service quality.

H3: Financial inclusion, digital technology, and other organizational factors collectively have a significant combined effect on the quality of Islamic banking services.

Based at the above-cited literature, the researcher worked on growing the following hypotheses in discern 1 The conceptual model of the have a look at.

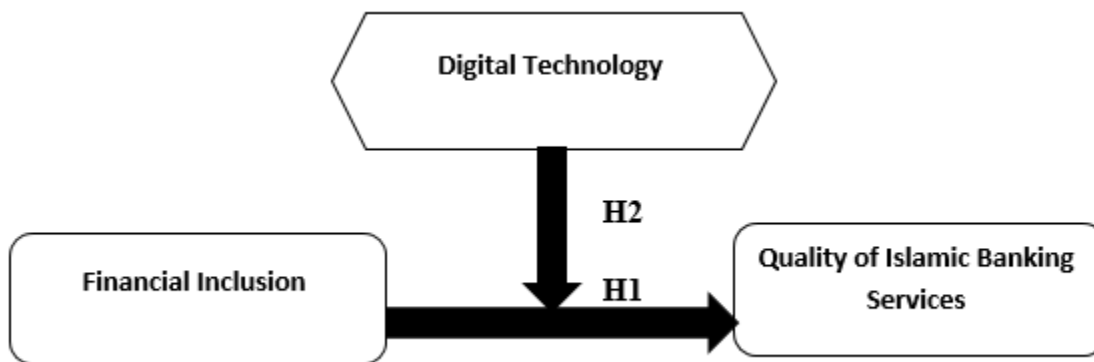


Figure 1: The Conceptual Model of the Study.

3. Methodology

3.1 Study Design

The observe adopted a quantitative descriptive-analytical technique, in which the researcher amassed data, defined it, and analyzed it quantitatively with the aim of offering correct and reliable evidence-supported solutions regarding the phenomenon under research. The researcher described the 3 study variables: economic inclusion because the impartial variable, the high-quality of Islamic banking services as the established variable, and virtual era because the moderating variable. A questionnaire became used as the primary device for facts collection from personnel

of Islamic banks in Jordan. The information have been then analyzed statistically according with the have a look at's questions and hypotheses, aiming to derive specific and objective consequences.

3.2 Study Population and Sample

The have a look at populace consisted of employees working in Jordanian Islamic banks, totaling 3 banks: Jordan Islamic Bank, Safwa Islamic Bank, and Islamic International Arab Bank. The total variety of employees in these establishments become 3,883, based totally at the 2025 annual report of the Central Bank of Jordan.

Table. (1) Study community and sample

N	BANK	Number of employees	Percentage	Sample Size
1.	Jordan Islamic Bank	2245	$2245 \div 3683 = 0.609$	$346 \times 0.578 = 210$
2.	Safwa Islamic Bank	262	$262 \div 3683 = 0.071$	$346 \times 0.067 = 25$
3.	Islamic International Arab Bank	1176	$1176 \div 3683 = 0.319$	$346 \times 0.302 = 111$
Total		3683		346

The researcher followed a stratified random sampling method to ensure good enough representation of the one of a kind categories within the look at population. The pattern length become decided based totally on the full quantity of individuals inside the original populace, contemplating an appropriate margin of errors of 0.05, in line with the pattern length willpower table indicated via Sekaran & Bougie (2016). The very last sample consisted of 346 respondents, and the questionnaires had been disbursed to the members via the researcher.

The researcher allotted 346 questionnaires to the examine pattern, of which 291 were lower back and deemed valid for statistical evaluation, resulting in a reaction charge of eighty four.1%. The questionnaires had been administered via a web hyperlink (Google Form), which reflects a great degree of cooperation and interest from the contributors within the examine topic.

3.3 Instrumentation

All the take a look at variables were blanketed in the questionnaire used. The researcher designed the questionnaire objects to cover the unbiased, based, and moderating variables, based totally on a review of the relevant scientific literature and previous studies. A 5-factor Likert scale turned into hired to capture individuals' responses to the questionnaire objects, ranging from: "Strongly Agree" (five points), "Agree" (four factors), "Neutral" (three points), "Disagree" (2 factors), to "Strongly Disagree" (1 point). The questionnaire's four primary sections were designed to degree distinctive elements of the examine.

Part One: The study pattern's non-public and expert statistics changed into included on this phase. Years of labor revel in, job identify, age, gender, and educational historical past had been a few of the extensive factors mentioned. This section aimed to discover the demographic and occupational traits of the sample which could affect or be associated with the look at variables.

Part Two: Six statements had been used in this section to degree the impartial variable, monetary inclusion. The researcher used previous research as a guide to create the objects in this section, specially from (Ozili, 2021; Eid et al., 2023; Shaikh et al., 2016; Ali et al., 2020).

In this section, six items have been used to measure the established variable, which was the exceptional of Islamic banking services. The researcher created these objects based totally on set up studies, together with Saleh et al. (2027), Ahmed et al. (2022), Suhartanto et al. (2020), and Abduh (2011).

Part Four: This phase contained six questions designed to evaluate digital generation, the moderating variable. The researcher created these gadgets primarily based on previous studies, including (Hilbert, 2020; Whitelaw et al., 2020; Doku et al., 2023; Meniago, 2025).

3.4 Validity and Reliability of the Study Instrument

The researcher tested pertinent clinical literature concerning the questionnaire gadgets to make sure the validity of the examine device further to consulting a set of specialists inside the study fields to ensure that the items had been appropriate for the observe variables. Eight pro and knowledgeable reviewers who are professors at Jordanian universities had been also given the questionnaire with the aid of the researcher. Their critiques had been taken into consideration.

To examine reliability, the Cronbach's alpha coefficient was calculated for every size of the examine variables. The outcomes tested that every one alpha coefficients were higher than the lowest suitable price of 0.70, indicating that the take a look at instrument has proper internal consistency and may be trusted for information series and analysis (Sekaran & Bougie, 2016). The following desk shows the reliability coefficients for each dimension of the study variables.

Table (2): Cronbach's Alpha Coefficient Results of the Study Instrument's Internal Consistency Analysis

Study Variable / Dimension	Number of Items	Cronbach's Alpha
Financial Inclusion	6	0.82
Quality of Islamic Banking Services	6	0.85
Digital Technology (Moderating Variable)	6	0.80

Table (2) indicates the effects of the internal consistency evaluation of the observe tool the usage of Cronbach's alpha coefficient. It is obvious that the scale of the 3 research variables, specifically: digital generation, quality of Islamic banking offerings, and monetary inclusion, achieved alpha values higher than the minimal suitable restrict of zero.70. This indicates that the tool enjoys good internal consistency and high reliability in data collection and further analysis.

4. Data Analysis and Hypothesis Testing

4.1 Description of the Study Sample Characteristics

This part of the study aims to present and analyze the demographic and occupational characteristics of the respondents from the study sample. This is achieved by displaying the frequencies and percentages of a set of variables included in the first part of the study instrument (questionnaire), namely: gender, age, educational qualification, Occupation level, and years of work experience.

Table (3) Frequencies and percentages according to personal demographic variables

Items	Characteristics	Frequencies	Percentage
Gender	Male	161	55.3%
	Female	130	44.7%

	Total	291	100%
Age	Less than 30 years old	40	13.7%
	from 30 to less than 40 years	112	38.5%
	from 40 to less than 50 years	92	31.7%
	50 years and above	47	16.1%
	Total	291	100%
Educational Qualification	Diploma	27	9.3%
	Bachelor	207	71.1%
	Master	51	17.6%
	PHD	6	2%
	Total	291	100%
Occupation level	Employee	145	49.8%
	Head of Department	67	23%
	Unit manager	59	20.2%
	Manager	20	7%
	Total	291	100%
Work Experience	less than5 years	116	39.9%
	5 to less than 10 years	57	19.6%
	from10 to less than 15 years	68	23.3%
	15 years and above	50	17.2%
	Total	291	100%

Table (three) offers the distribution of respondents' demographic traits in the Jordanian Islamic banking sector. The pattern includes 291 members, with a slightly better percentage of men (fifty five.3%) in comparison to ladies (44.7%), indicating a incredibly balanced gender representation. Regarding age, the largest organization falls inside the 30 to less than forty years variety (38.5%), observed by using the ones elderly 40 to much less than 50 years (31.7%). Employees underneath 30 years constitute thirteen.7%, at the same time as 16.1% are elderly 50 years and above. This distribution reflects a body of workers ruled by way of mid-career professionals. In phrases of tutorial qualification, the majority preserve a bachelor's degree (seventy one.1%), with 17.6% retaining a grasp's degree, nine.Three% a degree, and a small percentage (2%) with a PhD. This suggests a pretty educated group of workers, nicely-acceptable for the specialised requirements of the banking area. With 23% of individuals protecting branch heads, 20.2% holding unit managers, and 7% protecting control positions, almost half of of the members (49.Eight%) have been hired. This indicates that the sample represents a wide range of hierarchical levels, imparting a

comprehensive knowledge of organizational views. Finally, the distribution of work enjoy is reasonably even: 17.2% have 15 years or more, 19.6% have five to 10 years, 23.3% have 10 to 15 years, and 39.9% have much less than 5 years. This represents a mix of entry-level and senior personnel, presenting a complete attitude on banking operations and methods. Demographic characteristics suggest that the take a look at sample represents all personnel in Jordanian Islamic banks in terms of age, schooling, professional stage, and experience, which enables ensure the validity and generalizability of the have a look at results.

4.2 Description of the Study Variables

This section presents a detailed description of the character, type, and motive of the study variables within the studies framework. Financial inclusion is the impartial variable, virtual era is the moderating variable, and the first-rate of Islamic banking services is the dependent variable. Each variable is applied via a carefully designed questionnaire, developed after reviewing applicable literature and former studies. This segment goals to really provide an explanation for the characteristics of each variable and how they have been measured and analyzed inside the have a look at.

4.2.1 financial inclusion

Table (4) provides the descriptive information for the economic inclusion variable inside the Islamic banking zone in Jordan. The suggest ratings for all six objects on the five-point Likert scale ranged among three.77 and four.03, indicating that maximum respondents believe their banks enforce high-stage monetary inclusion practices.. The overall imply of three.Ninety one in addition supports this excessive level. Fair get right of entry to to banking services is crucial, as evidenced by the item with the very best mean (4.03) that particularly discusses the bank's efforts to guide low-profits customers' economic inclusion. The excessive scores for items associated with the variety of monetary products (3.95) and simplicity of get right of entry to thru digital channels (3.Ninety eight) further demonstrate the banks' commitment to assembly customer desires and the usage of technology to enhance accessibility. The relatively low widespread deviations, which range from zero.557 to zero.603, advocate that respondents have a high stage of agreement with the banks' economic inclusion projects. The effects show that Jordanian Islamic banks have made

monetary inclusion a pinnacle strategic priority, and personnel agree with that ongoing efforts are being made to make sure accessibility, a wide range of merchandise, and open verbal exchange.

Table (4) Means and standard deviations related to financial inclusion

No	Items	Mean	Standard Deviation	Relative importance
1.	The bank aims to provide financial services to all segments of society.	3.91	0.569	High
2.	The bank offers diverse financial products that meet customer needs.	3.95	0.603	High
3.	Access to the bank's services is easy through digital channels.	3.98	0.587	High
4.	The bank clearly explains how to use financial products.	3.87	0.574	High
5.	The bank facilitates financial inclusion for low-income customers.	4.03	0.601	High
6.	The bank implements procedures to ensure services reach everyone.	3.77	0.557	High
financial inclusion		3.91		High

4.2.2 Quality of Islamic Banking Services

Table (5) shows the descriptive statistics for the calibre of Islamic banking offerings presented via Islamic banks in Jordan. The mean ratings for the six gadgets on a 5-factor Likert scale variety from three.72 to three.91, indicating that most respondents consider the offerings are of high high-quality. The ordinary mean of three.Eighty in addition supports this effective view. The item with the best rating (three.91), which emphasises how technology can improve patron accessibility, has to do with making banking offerings more available through virtual and electronic channels. The excessive ratings assigned to gadgets related to the effectiveness of carrier shipping (three.88) and adherence to Islamic regulation in services and products (three.Eighty one) proven the banks' dedication to each Sharia compliance and operational excellence. The wellknown deviations, which variety from 0.547 to zero.599, show a exceptionally high stage of settlement among respondents concerning the great of offerings supplied. Altogether, those outcomes propose that Jordanian Islamic banks are appeared as presenting top-notch services that efficiently meet customer wishes, uphold Islamic concepts, and leverage digital channels to reinforce accessibility and pleasure.

Table (5) Means and standard deviations related to Quality of Islamic Banking Services

No	Items	Mean	Standard Deviation	Relative importance
1.	The Islamic banking services at the bank effectively meet customer needs.	3.75	0.587	High
2.	The bank adheres to Islamic law in all products and services.	3.81	0.599	High
3.	Employees provide services quickly and efficiently.	3.88	0.547	High
4.	The bank ensures customer satisfaction in all banking transactions.	3.77	0.591	High
5.	The bank facilitates the use of banking services through digital and electronic channels.	3.91	0.563	High
6.	The bank provides clear and accurate information about products and services to customers.	3.72	0.555	High
Quality of Islamic Banking Services		3.80		High

4.2.3 Digital Technology

Table (6) shows the descriptive statistics for the virtual technology variable in Jordanian Islamic banks. The imply ratings for the six items on a 5-point Likert scale variety from 3.77 to a few.97, indicating that respondents normally suppose their banks have a excessive degree of adoption of virtual generation. This beneficial assessment is similarly supported by using the general suggest of 3.88. The maximum-rated object (3.97) relates to customers' clean access to banking offerings thru apps and web sites, reflecting the banks' emphasis on digital accessibility. Items related to the enhancement of banking offerings thru digital era (3.Ninety four) and the development of consumer experience and provider speed (3.91) also received excessive scores, highlighting the strategic position of generation in operational efficiency and purchaser pride. Standard deviations variety between 0.532 and 0.591, showing a highly excessive stage of agreement amongst respondents. Overall, those outcomes recommend that Jordanian Islamic banks are actively leveraging digital technologies to enhance provider shipping, improve worker performance, and hold aggressive first-rate standards in financial offerings.

Table (6) Means and standard deviations related to Digital Technology

No	Items	Mean	Standard Deviation	Relative importance
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1.	The bank uses digital technology to enhance banking services.	3.94	0.577	High
2.	Customers can easily access banking services through apps and websites.	3.97	0.588	High
3.	Digital technologies help employees perform their tasks more efficiently.	3.85	0.547	High
4.	The bank provides training for employees on using modern digital tools.	3.77	0.556	High
5.	Digital technologies improve customer experience and make services faster.	3.91	0.591	High
6.	The bank keeps up with digital advancements to ensure the quality of financial services.	3.86	0.532	High
Digital Technology		3.88		High

4.3 Hypothesis testing

H1: Financial inclusion has a significant positive impact on the quality of Islamic banking services.

To take a look at this hypothesis, easy linear regression analysis became carried out, where economic inclusion was dealt with because the independent variable (predictor) and high-quality of Islamic banking offerings because the based variable (outcome). The evaluation blanketed the calculation of the regression coefficient (β), t-value, p-cost, and R^2 to decide the power and importance of the relationship. The significance level became set at $\alpha = \text{zero.05}$.

Table (7): Simple Linear Regression Analysis of the Effect of Financial Inclusion on the Quality of Islamic Banking Services (N = 291)

Predictor Variable	β (Unstandardized)	SE	T	p-value	R^2	Relative Importance
Financial Inclusion	0.672	0.045	14.93	0.000	0.418	High

β = Regression coefficient

SE = Standard Error

R^2 = Coefficient of determination

The consequences of the regression analysis suggest a fantastic and statistically sizeable relationship between monetary inclusion and the exceptional of Islamic banking offerings. The

regression coefficient ($\beta = \text{zero}.672$, $p < \text{zero}.001$) indicates that for every one-unit boom in monetary inclusion, the excellent of Islamic banking services is predicted to increase via $\text{zero}.672$ units. The coefficient of willpower ($R^2 = 0.418$) indicates that approximately 41.8% of the variance within the fine of Islamic banking offerings may be explained with the aid of monetary inclusion. This represents a full-size effect, indicating that improvements in economic inclusion practices—consisting of growing accessibility, diversifying merchandise, and facilitating services for low-profits customers—are probable to beautify service great in Jordanian Islamic banks. The excessive t-price ($t = 14.93$) similarly confirms the robustness of this relationship, and the p-value well beneath 0.05 indicates that the result is statistically huge on the ninety five% confidence degree. Overall, those findings assist speculation H1, demonstrating that financial inclusion is a key determinant of service high-quality in the Islamic banking zone. The realistic implication is that banks have to retain to make bigger inclusive monetary rules, improve digital accessibility, and tailor financial merchandise to meet the various needs of customers to obtain higher provider excellent.

H2: Digital technology moderates the relationship between financial inclusion and the quality of Islamic banking services, enhancing the positive impact of financial inclusion on service quality.

To test this hypothesis, moderated regression evaluation became hired. Financial inclusion become treated as the impartial variable, the fine of Islamic banking offerings because the dependent variable, and digital era because the moderating variable. An interplay time period (Financial Inclusion $\times$ Digital Technology) become created to look at whether virtual era strengthens the effect of financial inclusion on service satisfactory. The analysis said regression coefficients (β), widespread mistakes (SE), t-values, p-values, and ΔR^2 to assess the moderation impact. Significance changed into set at $\alpha = \text{zero}.05$.

Table (8): Moderated Regression Analysis for the Effect of Digital Technology on the Relationship Between Financial Inclusion and Quality of Islamic Banking Services (N = 291)

Predictor Variable	β (Unstandardized)	SE	t	p-value	ΔR^2	Relative Importance
Financial Inclusion	0.562	0.048	11.71	0.000	—	High
Digital Technology	0.312	0.054	5.78	0.000	—	High
Interaction: Financial Inclusion $\times$ Digital Technology	0.215	0.041	5.24	0.000	0.052	High

Notes:

β = Regression coefficient

SE = Standard Error

ΔR^2 = Change in R^2 due to the interaction term

The moderated regression analysis indicates that digital generation significantly moderates the connection among economic inclusion and the quality of Islamic banking offerings. The interaction time period ($\beta = \text{zero.215}$, $p < 0.001$, $\Delta R^2 = \text{zero.052}$) demonstrates that the high-quality impact of monetary inclusion on service satisfactory is reinforced when virtual era adoption is higher. Financial inclusion by myself has a wonderful impact on carrier pleasant ($\beta = 0.562$, $p < \text{zero.001}$), steady with H1. Digital era independently contributes definitely to provider satisfactory ($\beta = \text{zero.312}$, $p < 0.001$). The large interaction term indicates that banks that leverage digital technologies greater effectively can enhance the benefits of financial inclusion, main to higher perceived great of offerings. These findings advocate that digital gear—such as on line banking platforms, mobile programs, and automatic carrier structures—act as an enabling component, making financial inclusion efforts greater powerful. Practically, this implies that Islamic banks have to integrate advanced virtual technologies alongside inclusive financial rules to maximize provider satisfactory for their clients. In end, H2 is supported, confirming the moderating position of virtual era in strengthening the relationship among economic inclusion and quality of Islamic banking services.

H3: Financial inclusion, digital technology, and other organizational factors collectively have a significant combined effect on the quality of Islamic banking services.

To take a look at this speculation, multiple regression evaluation become conducted. The impartial variables covered monetary inclusion and digital technology, at the same time as the based variable was high-quality of Islamic banking offerings. The analysis assessed the combined impact of those predictors the use of regression coefficients (β), standard errors (SE), t-values, p-values, and the general model match (R^2 and F-price). The importance stage become set at $\alpha = \text{zero}.05$.

Table (9): Multiple Regression Analysis of the Combined Effect of Financial Inclusion and Digital Technology on Quality of Islamic Banking Services (N = 291)

Predictor Variable	β (Unstandardized)	SE	T	p-value	Relative Importance
Financial Inclusion	0.521	0.047	11.09	0.000	High
Digital Technology	0.298	0.053	5.62	0.000	High
Model Statistics					
R^2	0.452				
F-value	116.87			0.000	

The multiple regression evaluation demonstrates that economic inclusion and digital technology jointly have a sizeable advantageous impact at the first-rate of Islamic banking offerings. The model explains approximately 45.2% of the variance in service nice ($R^2 = 0.452$), indicating a strong mixed effect. Both predictors are statistically significant: Financial inclusion ($\beta = 0.521$, $p < 0.001$) undoubtedly affects carrier best. Digital technology ($\beta = 0.298$, $p < 0.001$) additionally contributes undoubtedly. The high F-fee ($F = 116.87$, $p < \text{zero}.001$) suggests that the general regression model is statistically widespread. These outcomes endorse that banks that simultaneously enforce inclusive financial guidelines and adopt advanced virtual technology can gain better service best. Practically, this implies that combining financial inclusion strategies with digital innovation is important for Islamic banks aiming to satisfy customer needs effectively and preserve competitive provider requirements. In end, H3 is supported, confirming that monetary inclusion and digital technology collectively exert a good sized mixed impact at the exceptional of Islamic banking offerings.

5. Discussion of Results

This segment discusses the findings of the examine in relation to the principle variables: monetary inclusion, the nice of Islamic banking services, and digital generation. The descriptive facts offered in segment Four are related to the speculation checking out effects, and the findings are interpreted within the light of previous studies. Financial Inclusion The descriptive effects ($M = 3.91$, $SD = 0.581$, High) display that respondents apprehend a excessive degree of monetary inclusion in Jordanian Islamic banks. The banks seem committed to imparting diverse monetary products, making sure accessibility through digital channels, and facilitating offerings for low-income customers. This displays an institutional effort to align with worldwide requires inclusive finance. This result is consistent with Ozili (2021), who emphasised the function of monetary inclusion in lowering boundaries to get proper of access to, specially in growing economies. Similarly, Ali et al. (2020) highlighted that Islamic financial group can use inclusive guidelines to beautify client be given as true with and retention. Thus, the descriptive effects support the idea that financial inclusion paperwork a basis for provider nice in the banking sector.

Quality of Islamic Banking Services The findings recommend that service notable become additionally rated at a immoderate level ($M = 3.8$, $SD = 0.573$, High). Respondents mentioned that banks adhere to Sharia law, meet purchaser wishes, and provide efficient and accurate offerings. However, exceedingly decrease method on some objects, such as clarity of records ($M = 3.72$), endorse regions for development. This aligns with Suhartanto et al. (2020), who argued that provider first-rate in Islamic banks is multifaceted, combining useful issuer shipping with Sharia compliance. Similarly, Ahmed et al. (2022) decided that client delight in Islamic banking is strongly tied to both performance and compliance. The gift findings fortify these insights in the Jordanian context.

Digital Technology Digital generation become perceived as especially adopted ($M = 3.88$, $SD = 0.565$, High), with unique power in accessibility via cell apps and web sites ($M = 3.97$). Respondents referred to that generation improves performance, patron revel in, and typical provider nice, even though education for personnel ($M = 3.77$) confirmed relatively decrease opinions. These outcomes verify Hilbert (2020), who noted that digitalization reduces boundaries and complements inclusion, but also pointed to the significance of human capital in digital transformation. Likewise, Whitelaw et al. (2020) emphasised the function of virtual structures in

facilitating financial offerings, mainly in contexts with growing demand for on line get right of entry to.

The combined descriptive findings advise that financial inclusion, digital generation, and provider first-class are interdependent constructs in Jordanian Islamic banks. High tiers of monetary inclusion create the conditions for superior provider exceptional, however this effect is amplified whilst supported by using digital equipment. In turn, service fine serves because the outcome that reflects each inclusive and digital practices. This interaction is regular with the findings of Doku et al. (2023), who showed that virtual improvements are both mediators and accelerators of the benefits of inclusion. Furthermore, Meniago (2025) emphasised that the most important achievement metric is still service satisfactory and that technological infrastructure is necessary to attain financial inclusion within the digital age. Therefore, as the descriptive and inferential results together show, economic inclusion is a vital however now not sufficient condition for reaching high service quality; virtual era offers the allowing environment that ensures inclusivity translates into better services.

A large high quality correlation became located between the nice of Islamic banking offerings and financial inclusion, indicating that banks that extend access to financial services and products are better capable of meet purchaser desires. This locating is constant with that of Ozili (2021), who argued that financial inclusion increases consumer delight and accept as true with via decreasing economic boundaries. Similarly, Ali et al. (2020) determined that financial inclusion boosts client loyalty in Islamic banks with the aid of supplying services to low-income companies. Additionally, the end result is regular with the findings of Eid et al. (2023), who confirmed that monetary inclusion without delay impacts how nicely offerings are perceived, mainly in emerging economies. The cutting-edge observe adds to this frame of expertise by way of confirming these findings within the Jordanian Islamic banking zone, that's high-quality for its strict adherence to Sharia law.

The consequences validated that digital era considerably improves the effect of financial inclusion on carrier pleasant. Therefore, while banks integrate digital systems (like cell apps and on-line banking systems) with inclusive regulations, customers understand better service high-quality. This is constant with Hilbert (2020), who emphasised how digitalisation enhances the blessings of

economic inclusion with the aid of making economic services extra accessible and green. By showing that digital technologies create new possibilities for enhancing consumer enjoy, in particular in monetary establishments that region a high cost on inclusivity, the modern-day examine bolsters Whitelaw et al. (2020). Additionally, the findings assist those of Doku et al. (2023), who emphasized the moderating function of digital improvements in making sure that economic inclusion leads to major enhancements in offerings. By showing how Islamic banks, which can be bound by using strict religious policies, can still use virtual technology to improve service satisfactory and inclusivity, the Jordanian instance contributes to this dialogue.

The regression analysis's findings tested that almost 1/2 of the variation inside the pleasant of Islamic banking offerings can be explained by means of the mixed results of digital generation and financial inclusion. This suggests that each elements need to be pursued simultaneously in order to produce giant enhancements. The findings of Suhartanto et al. (2020), who located that Islamic banks with digital channels further to effortlessly accessible offerings have higher purchaser pride rates, are in keeping with this final results. Similarly, Ahmed et al. (2022) determined that the aggregate of inclusion and digitalisation improves perceptions of carrier exceptional and builds long-lasting agree with. The outcomes additionally corroborate Meniago's (2025) argument that digital adoption acts as a catalyst to make certain inclusive monetary structures deliver sustained benefits. The beneficial end that financial institution managers and policymakers need to view financial inclusion and digital transformation as associated techniques as opposed to separate endeavours is supported via this.

5.2 Overall Contribution to Literature

The examine's findings, which present real statistics from Jordanian Islamic banks, contribute to the body of literature. While most in advance research (Ozili, 2021; Ali et al., 2020; Suhartanto et al., 2020) focused on both inclusion or digitalisation, this study highlights the interplay among the two constructs and their mixed impact on provider nice. The look at also helps the perception that monetary inclusion and technological development are strategic facilitators of customer-targeted Islamic banking services and monetary contraptions (Abduh, 2011; Saleh et al., 2025). This specific integration enables each theoretical development and sensible tips for Islamic finance.

5.3 Conclusions

The have a look at's findings tested that monetary inclusion is a key factor in improving the standard of Islamic banking offerings. Banks that increase their services to encompass all societal segments and offer a range of merchandise which might be tailor-made to their clients' needs gain better ranges of consumer delight and service high-quality. As digital structures and cellular programs convert financial inclusion initiatives into greater concrete advantages, that are reflected in faster, greater effective, and consumer-friendly offerings, the results additionally confirmed that virtual generation is important in improving this effect. While the general level of Islamic banking carrier excellent become rated as excessive, certain factors require similarly improvement, mainly the readability of facts provided to clients and the schooling of employees within the use of present day digital equipment. This shows that funding in virtual transformation on my own is not sufficient; it need to be complemented by way of investment in human capital to maximize benefits. The observe in addition confirmed that the 3 middle variables are pretty interconnected: financial inclusion forms the foundation, digital generation acts as the enabler that amplifies its effect, and provider exceptional reflects the final results of this interactive dating. Focusing on Jordanian Islamic banks highlighted the specific nature in their experience, in which compliance with Sharia concepts is mixed with the adoption of cutting-edge digital innovations.

5.4 Practical Recommendations

In mild of the findings, Islamic banks are recommended to beautify their financial inclusion initiatives to make certain that services are handy to all clients, mainly people with low incomes. Banks can further enlarge their use of virtual era with the aid of growing innovative digital offerings that decorate performance and accessibility, on-line banking platforms, and cellular programs. It is recommended that managers assist continuous education packages for personnel to improve their customer support and digital literacy. Banks can also enhance customer communicate via simplifying banking facts and making sure that each one services and products are provided in an understandable manner.

5.5 Research Recommendations

Future studies ought to study how virtual era and monetary inclusion impact provider quality in specific contexts through comparing Islamic and traditional banks. Longitudinal studies is likewise endorsed if you want to check the long-term impacts of digital transformation on the relationship among economic inclusion and carrier great. Furthermore, destiny fashions might also include additional variables like agree with, monetary literacy, and organisational lifestyle on the way to offer deeper theoretical insights. In end, economic inclusion and virtual era play a primary function in raising the usual of Islamic banking services. By fusing inclusive rules with digital innovation, Jordanian Islamic banks are capable of efficaciously meet the various wishes of their consumers even as maintaining their competitiveness and adhering to Sharia regulation.

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