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EDITORIAL

It is heartening to see that the ninth issue of the VICHAARA AN INTERNATIONAL JOURNAL OF MANAGEMENT has been brought out successfully. An educational journal is a platform where knowledge gets amplified and disseminated; research results and innovations are documented and unique experiences are shared for enhancement of knowledge. The design architecture of Vichaara is made in such a way that it becomes a comprehensive document to reflect the different dimensions of Management discipline. Business Research forms the core part wherein original, empirical based research papers are included. This issue comprises articles on recent issues in business world from different disciplines. These articles show a methodological way of conducting a research and presenting their findings. Findings on technology influence, cultural changes in the organizations, behavioural changes among the consumers and their expectations have been presented with relevant facts. We invite scholarly articles and research papers and write ups on robust cases. Suggestions and views from readers and scholars are solicited for the qualitative improvement of the Journal.

RESILIENCE IN FINTECH: A STUDY OF CONSUMER TRUST

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Abstract
The Indian fintech industry is expanding at a rapid pace, fundamentally transforming how consumers access financial services. However, despite high adoption rates driven by widespread digitalization, systemic challenges such as algorithmic opaqueness, data leaks, and inadequate dispute resolution are undermining consumer confidence. This study investigates the role of Perceived Resilience as a critical bridge between user experiences - specifically Grievance Redressal, Algorithm Aversion, and Institutional Quality - and the resulting level of Trust in fintech platforms. By analyzing data from 300 active users in India through Structural Equation Modelling, the research highlights how platform stability and recovery capabilities are essential for maintaining consumer protection in algorithmically-mediated markets.
Keywords: Fintech; Perceived Resilience; Algorithm Aversion; Consumer Trust; Grievance Redressal; Institutional Quality; CB-SEM; DWLS.

1. Introduction
The recent booming growth of digital financial innovations in such developing economies as India has radically changed the modern banking environment. Mobile applications, peer-to-peer lending platforms, and algorithm- driven wealth management tools have expanded financial access to previously unbanked populations, offering levels of convenience that traditional banking infrastructure could not provide [1]. Nevertheless, the success of such financial architectures in the long run will necessarily be due to the constant development of consumer confidence in the systems that are typically very opaque and poorly comprehensible by an ordinary user [2]. Regardless of huge regulatory intervention and institutional investment in customer acquisition, a large number of retail consumers still have lingering concerns about the existence of hidden data breaches, unforeseen server failures, and autonomous algorithms that directly determine their personal wealth [3]. The issue facing fintech organizations, however, is not only the matter of user acquisition but one of trust-building in a very sensitive field with its own immediate, financial repercussions.

The problem sharpens when platforms actually fail. Outages, delayed transactions, and cybersecurity incidents are not hypothetical - they happen, and when they do, users feel the consequences financially and immediately [5]. That moment of failure is where trust is either lost permanently or, if the platform responds well, quietly reinforced. The concept of Perceived Resilience a user's belief that the platform will recover quickly, protect their data, and restore full functionality is central to determining whether users remain on or abandon the platform [8]. Moreover, because these systems use algorithms to process transactions and assess creditworthiness, users are increasingly experiencing what scholars term Algorithm Aversion a psychological discomfort with autonomous computational decisions overriding human judgment [18]-a quantifiable psychological unease with autonomous computer decisions overriding human judgement [19]. By making a Grievance Redressal system [24], which has a human face, visible to overcome this fear, it will send out a positive signal of institute care [7,11], and enhance the pillars of long-term trust [27].

Against this backdrop, this study examines what drives consumer trust in Indian fintech platforms and what erodes it[16]. The content of this study is a particular inquiry into the effectiveness of Grievance Redressal mechanisms, Perceived Institutional Quality, and Algorithm Aversion combined with the mediating variable, Perceived Resilience, to finally formulate Fintech Trust [17]. The paper will add to the existing academic body of knowledge on digital trust [20], including empirically verified results that can be immediately applied to managers and policymakers in the Indian digital financial sector.

2. Literature Review

2.1 Construct Definitions

Perceived Resilience (PR). A consumer's belief that a fintech platform possesses the institutional and technical capacity to recover from serious operational failures and continue delivering reliable financial services. [5].

Algorithm Aversion (AA). A consumer's systematic preference for human judgment and interpersonal interaction over automated, algorithm-driven decision-making, particularly in high-stakes financial service contexts. [6].

Perceived Grievance Redressal (GR). A user's assessment of the accessibility, responsiveness, and effectiveness of complaint and dispute resolution mechanisms available within a fintech platform. [7]

Perceived Institutional Quality (PQ). A user's evaluation of a fintech platform's standing, encompassing its regulatory compliance record, market reputation, and perceived operational credibility. [8]

Perceived Trust in Fintech (T). A consumer's willingness to accept vulnerability in their interactions with a fintech platform, based on positive expectations regarding the platform's integrity, benevolence and competence. [1, 2].

2.2 **Trust and Fintech Resilience Evaluation**

Users engaging with fintech platforms accept that the systems handling their money are largely invisible to them [1]. Structural safeguards like encryption and regulatory compliance help establish baseline confidence [13], but they are not sufficient on their own. Trust that holds through failures and disruptions depends on a different set of institutional qualities [3, 9, 10].

In the theory of software architecture, algorithmic "Resilience" refers to what a system can do to support temporary shock loads, isolate internal failures, and restore core operational functionality quickly, without ruining the main user experience [25]. Translated to consumer psychology, Perceived Resilience reflects a user's confidence that their banking application can withstand and recover from serious operational failures without lasting harm [21].

Cognitive perception of the presence of substantial institutional resilience leads to a rapid decrease in the underlying financial anxiety of the users [4, 19]. Use of technology facilitates in creating new business models and helps in improving the effectiveness and overall performance of the firm [32]

Nevertheless, it is hard to develop this Perceived Resilience due to a phenomenon that is determined in the academic world as Algorithm Aversion[5]. Behavioural research shows that consumer punishment of AI-generated algorithm failures is much more severe than comparable human-made banking errors in high-stakes financial situations [15]. Since fintech applications rely on autonomous logic to authorize credit limits or alert the user invisibly to suspicious transactions, this opacity generates significant user distrust and discomfort [28,30]. Recent empirical literature indicates that transparent grievance redressal mechanisms can reduce the consumer anxiety associated with algorithm-driven failures [18]. "When a user encounters an algorithm-driven service failure, the availability of a human-assisted support agent or a trackable resolution ticket communicates institutional accountability, thereby reinforcing the user's perception that the platform is capable of recovering from disruptions." [11, 26].

Digital Financial Ecosystems Fintech Trust Formation

Trust functions differently in digital finance than in traditional banking. There is no relationship manager, no branch visit, no human face attached to the institution. Users extend confidence to technological infrastructure, algorithmic systems, and regulatory frameworks instead. Prior research identifies data protection protocols [8], clear operational procedures, and regulatory adherence [13] as the primary structural bases of trust in fintech settings [1]. Mobile banking and digital payments have pushed this dynamic further. Users now manage savings, transfers, and investments through applications they interact with daily but understand only partially. Studies consistently show that perceived reliability [2], service responsiveness, and platform credibility are the factors users weigh before committing to or walking away from a digital financial service [16]. In India specifically, where UPI has driven rapid financial inclusion among previously unbanked populations, institutional trust [21] and service quality perceptions are especially strong predictors of continued platform use [9].

The place of institutional structures in Fintech Adoption

Institutional quality shapes consumer trust before a user ever completes a transaction. Regulatory oversight, data protection policies, compliance certifications, and brand reputation collectively signal reliability to prospective users. Research shows that strong institutional credibility lowers perceived financial risk [12], which in turn removes a key barrier to digital platform adoption [22]. When users have no direct visibility into how a platform operates internally, they rely on external signals regulatory badges, audit certifications, brand standing as proxies for trustworthiness [23].

The achievement of launching chndrayan-3 has significantly affected the stock performance especially on the participating firms, attracts foreign investors and caused higher stock prices [31]. This substitution is particularly consequential in fintech, where robo-advisory tools, automated credit assessments, and algorithmic transaction approvals make the underlying logic invisible to most users.

Computerized Decision-Making and Perception.

The growing incorporation of artificial intelligence and machine learning algorithms into fintech platforms has created new issues in the formation of trust. Financial transactions, fraud detection, credit qualification and automated investment portfolio management are all processed by algorithms [5]. Although such technologies are more efficient and can be scaled, they raise certain issues regarding transparency, fairness, and accountability. Behavioural research has demonstrated that consumers are likely to express discomfort when automated systems make their financial decisions on their behalf especially when the decision-making process is black or unintelligible [18]. Data driven hybrid model helps in effective allocation of venture capital [33]. This phenomenon, known as algorithm aversion, occurs when individuals prefer human judgment over algorithmic decision-making, even in cases where the algorithm has demonstrated greater accuracy. Experimental evidence indicates that when mistakes are made by an algorithm, users are more likely to punish them more harshly than similar human errors, resulting in a lower level of trust in automated financial systems that have failed to deliver the service [19]. With more use of algorithmic processes in fintech platforms, the impact of algorithm aversion on consumer trust is an important aspect to consider when designing a user-centric financial technology.

Grievance Redressal as a Trust Recovery Process

A proper grievance redressal system is also important in regaining consumer confidence in the event of a failure by the fintech services. Online financial platforms sometimes have technical downturns. In this case, a transparent and accessible dispute resolution mechanism becomes a necessity to retain consumer confidence during such events [6]. Research has determined that the more often users of fintech assume that grievances would be dealt with in a timely and just manner, the more they would stick to a platform [24]. An effective grievance redressal system empowers the users with a feeling that there are institutional support systems they can explore whenever an issue arises. This assurance strengthens users' perception of system resilience, reinforcing confidence that the platform can respond effectively to operational failures [26]. As a result, grievance redressal systems are not only effective in solving customer complaints, but also serve to act as trust- building information that shows that an organization is accountable and committed to protecting consumer interests [27].

Perceived Resilience and Platform Sustainability

Resilience can be viewed as the capacity of a platform in a technology-driven financial environment to maintain the business in the face of operational disturbance and recover normal operations without leading to service degradation over time. Perceived resilience, viewed through the lens of consumerism, is how much someone believes that a fintech platform has the technical and institutional capacity to handle some unknown failures. Studies show that perceived resilience is a key factor in maintaining user confidence when faced with a technological uncertainty [25].When consumers perceive a platform as resilient, they are more likely to tolerate temporary service disruptions, trusting that normal operations will be restored promptly and their financial interests protected. Such perception gains even greater significance in digital banking ecosystems where the continuity of service has a direct impact on the financial security. Research indicates that the perceptions of resiliency have a valuable impact on post- failure trust recovery, and it is a decisive factor of long-term adoption and loyalty to fintech [4].

1.1 Conceptual Framework

Figure 1 presents the proposed conceptual framework, illustrating the structural relationships between Perceived Grievance Redressal, Algorithm Aversion, Perceived Institutional Quality, Perceived Resilience, and Perceived Trust in Fintech.

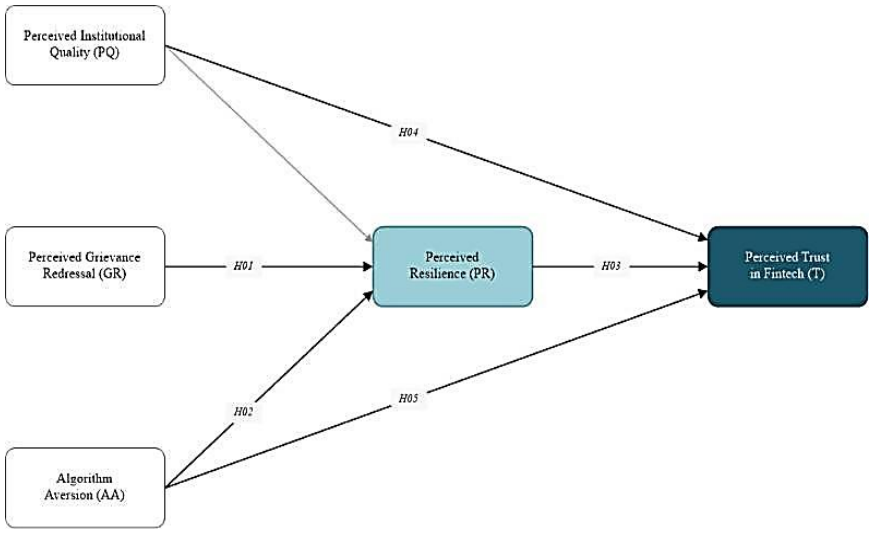

Fig.1.Proposed conceptual structured mediation framework outlining antecedents of Fintech Trust

In accordance with strict classical statistical modeling protocols, the conceptual relationships are operationalized utilizing formally stated null hypotheses:

H01: There is no significant relationship between Perceived Grievance Redressal (GR)and Perceived resilience (PR) in Fintech Platforms.

H02: There is no significant relationship between Algorithm Aversion (AA) and Perceived Resilience (PR) in Fintech Platforms.

H03: There is no significant relationship between Perceived Resilience(PR) and Perceived Trust in Fintech(T).

H04: There is no significant relationship between Perceived Institutional Quality (PQ) and Perceived Trust in Fintech (T).

H05: There is no significant relationship between Algorithm, Aversion(AA) and Perceived Trust in Fintech (T).

1.2 Research Gap

The current body of knowledge on the topic of fintech adoption and digital financial services is growing rapidly, but there are still a few critical research gaps in the study of consumer trust as the factor influencing and shaped by the technological-mediated financial eco system. Previous research has concentrated mostly on the conventional measures of fintech adoption including perceived usefulness, ease of use, perceived risk, and service quality[2], [9], [10].Although these variables predict the initial adoption behaviour, they fail to provide a complete account on how the users are able to sustain long-term trust in fintech platforms in cases of operational failures or algorithmic uncertainties.

There is an increasing body of literature that investigates the importance of institutional trust and regulatory guarantees in facilitating consumer trust in the digital banking setting[8],[21].Nonetheless, the current literature tends to consider institutional quality as a moderator of the adoption intention but fails to review the links between institutional quality and consumer trust directly and indirectly by platform resilience. On the same note, though earlier studies have examined algorithm aversion in financial decision-making settings [5], [18], very little focus has been placed on the interaction between algorithm aversion and perceived platform resilience and grievance redressal systems in the fintech environment.

The other significant gap is the role of grievance redressal systems in resilience and trust perception among the consumers. Although dispute resolution mechanisms have been recognized as significant institutional protective measures [6], [24], little empirical research has been done to structural effects of the mechanisms on the perceptions of platform recovery ability among users of the platform after service disruption. Moreover, the current body of fintech research mostly focuses on the Western or developed financial markets, but developing countries like India offer exceptional digital financial infrastructures and user-behavioural patterns.

This study addresses these gaps by testing Perceived Grievance Redressal, Algorithm Aversion, and Perceived Institutional Quality within a single structural model. The current work, through the application of Covariance- Based Structural Equation Modelling(CB-SEM) to the data obtained through the survey of active users of fintech's in India will be able to contribute to the literature since it will give empirical data regarding the mutual influence of institutional and psychological factors on trust in the contemporary digital financial platform

2 Research Objectives

The major objective of this research is to investigate which factors affect consumer trust in fintech platforms through the analysis of the relationships between the perceived institutional quality, the grievance redressal mechanisms, the algorithm aversion, the perceived resilience, and the trust in fintech services. To accomplish this goal, the study aims to answer the following particular objectives:

1. To describe the sample profile of active Indian fintech users and verify that the data meet the statistical assumptions required for structural equation modelling.
2. To test whether the five-construct measurement model demonstrates acceptable reliability and validity, and to determine how well the proposed structural model fits the observed data using CB-SEM with DWLS estimation.
3. To determine how Perceived Grievance Redressal, Algorithm Aversion, and Perceived Institutional Quality - independently and through Perceived Resilience - shape the level of trust consumers place in fintech platforms operating in India.

Research Methodology

This study adopted a quantitative research methodology to empirically examine the relationships among the constructs specified in the conceptual model. The survey design used in the research was cross-sectional to gather primary data among fintech platform users. A quantitative design was chosen because the study tests directional relationships between pre-specified constructs, which requires statistical rather than interpretive methods.

2.1 Research Design

The study has a systematic survey-based research design to explore the consumer attitudes towards fintech platforms. The theoretical framework examined how Perceived Grievance Redressal, Algorithm Aversion, and Perceived Institutional Quality Influence Perceived Resilience and Trust in fintech services.

2.2 Sampling and Data collection

Two groups that make the target population of the study are the active users of fintech applications, including online financial services and mobile banking applications and digital payment platforms. A **purposive sampling** method was used because it was necessary to make sure that respondents were people who had previous experience with the use of fintech platforms. The structured questionnaire that was distributed online was used as a source of data collection.

2.3 Measurement Instrument

All the items of the questionnaires were based on the scales that had been previously validated in the literature on the topic of fintech and digital banking. Measurement items were all measured under the five-point Likert scale with 1 = Strongly Disagree to 5 = Strongly Agree.

The measurement constructs were:

- Perceived quality of the institution (PQ)
- Perceived Grievance Redressal(GR)
- Algorithm Aversion(AA)
- Perceived Resilience(PR)
- Trust in Fintech Platforms(T)

2.4 Data Analysis Technique

The data obtained was processed in the form of Covariance-Based Structural Equation Modelling(CB-SEM)with Diagonally Weighted Least Squares (DWLS) estimation. The method enables the measurement and structural models to be assessed simultaneously. Jamovi statistical software that includes the lavaan SEM package was used to conduct the analysis. The process of data analysis involved:

- Descriptive Statistics
- Exploratory factor Analysis(EFA)
- Reliability and Validity Assessment
- Confirmatory Factor Analysis(CFA)
- Structural Model Testing

To determine that the proposed model is appropriate to represent the available data, multiple fit indices were used such as CFI, TLI, RMSEA, SRMR, and Chi-square to test the model fit.

Data Analysis and Results

This chapter gives the quantitative results of the survey that was given. The analysis is conducted in a sequential fashion, descriptive statistics, assessment of measurement model, evaluation of model fit and structural hypothesis testing.

1.1 Demographic Profile of respondents

Demographic Category	Sub-classification	Frequency	Percentage(%)
Gender	Male	195	65.0
	Female	105	35.0
Age Group	18-25	126	42.0
	26–40	108	36.0
	41-55	45	15.0
	Morethan55	21	7.0
Annual Income Range	Below5 lakhs	114	38.0
	5lakhs-15 lakhs	132	44.0
	15lakh-30lakh	39	13.0
	Above30lakhs	15	5.0

Table 2. Demographic profile of respondents (N=300)

The population was mainly male (65.0%), and the females valued 35.0%.This was mainly young, with the 18-25 years old age group(42.0%),and most respondents had a yearly income of 5-15 lakhs (44.0%), which is the group of young, active adults in the fintech user base.

2.2 Reliability Analysis

Statistical Index	Value	Threshold	Interpretation
Kaiser-Meyer-Olkin(KMO)Measure Sampling Adequacy	0.847	>0.60	Adequate
Bartlett's Test of Sphericity -Chi-Square	2847.30	-	Significant
Bartlett's Test- Degrees of Freedom	136	-	-
Bartlett's Test-Significance(p-value)	<0.001	<0.05	Significant

Table 3a .KMO measure of sampling adequacy and Bartlett test of sphericity

The value of KMO (0.847) is more than the required level (0.60) meaning that the inter-item correlations are adequate to continue with factor analysis. The Test of Sphericity by Bartlett was significant (Chi-square = 2847.30,df=136, $p<0.001$), indicating that the null hypothesis, which stated an identity matrix, was rejected and therefore, EFA was suitable to use in this case.

1.2 Measurement Model Assessment

Item	Factor1(PQ)	Factor2(PR)	Factor3(GR)	Factor4(AA)	Factor5(T)
PQ1	0.728				
PQ2	0.729				
PQ3	0.784				
PR1		0.953			
PR2		0.697			
PR3		0.681			
PR4		0.829			
GR1			0.911		
GR2			0.670		
GR3			0.688		
GR4			0.865		
AA1				0.775	
AA2				0.798	
AA3				0.776	
T1					0.674
T2					0.759
T3					0.699

Table4.Exploratory factor analysis (EFA) Promax rotated outer loadings

The EFA was able to extract five different factors which are the five theoretical constructs. The 17 items had high loading in their corresponding factors with loading of above the acceptable threshold of 0.60. There were no significant cross-loadings, which proves the fact that the measurement instrument was used to reflect five different constructs without overlapping.

Latent Construct	Ordinal Alpha	McDonald's Omega	AVE
Perceived Quality(PQ)	0.791	0.791	0.610
Perceived Resilience(PR)	0.898	0.898	0.740
Grievance Redressal(GR)	0.881	0.881	0.706
Algorithm	0.830	0.830	0.67

Aversion(AA)				5
Fintech Trust(Trust)	0.765	0.765		0.571

Table5.Construct reliability and convergent validity indices

The five constructs had high Ordinal Alpha levels indicating strong internal consistency, with all of them greater than 0.70. The values of all AVE were above the 0.50 qualification which set sufficient convergent validity. Perceived Resilience had the most reliable(0.898) meaning that the patterns of responding to questions regarding resilience were very consistent.

Construct	**Mean**	**SD**	**1**	**2**	**3**	**4**	**5**
1.PerceivedQuality(PQ)	3.24	1.10	1.000				
2.PerceivedResilience(PR)	3.23	1.14	0.115	1.000			
3.GrievanceRedressal(GR)	3.25	1.11	0.044	0.336	1.000		
4.AlgorithmAversion(AA)	3.22	1.11	0.091	-0.102	0.021	1.000	
5.FintechTrust (T)	3.25	1.08	0.210	0.265	0.180	0.245	1.000

Table6.Latentconstructcorrelationmatrixanddiscriminantvalidity

The inter-construct correlations are always lower than the square root of their corresponding AVE values, and so, meet the Fornell-Larcker standard of discriminant validity. This validates the fact that all constructs are cognitively different dimensions, and there are no issues of multicollinearity in the structural model.

ConstructPair	**HTMTRatio**	**Threshold**	**Decision**
PQ -PR	0.142	<0.85	Confirmed
PQ -GR	0.058	<0.85	Confirmed
PQ-AA	0.112	<0.85	Confirmed
PQ-Trust	0.248	<0.85	Confirmed
PR-GR	0.397	<0.85	Confirmed
PR-AA	0.121	<0.85	Confirmed
PR-Trust	0.310	<0.85	Confirmed
GR-AA	0.028	<0.85	Confirmed
GR-Trust	0.209	<0.85	Confirmed
AA-Trust	0.284	<0.85	Confirmed

Table6a.Heterotrait-Monotrait(HTMT)discriminant validity ratios

Table 6a shows the HTMT ratio, which is more discriminant validity test than the Fornell-Larckertest. All the ten HTMT values are quite lessthan the conservative 0.85,which proves all aspects of construct pairs require distinct and that the discriminant validity is strongly proven through the whole measurement model.

1.3 Structural Model Fit Assessment(CB-SEM)

Fit Index	Empirical Robust Value	Recommended Threshold	Conclusion
Chi-Square/ df Ratio	1.761	<3.0	Acceptable Fit
Robust CFI	0.981	>0.90	Excellent Fit
RobustTLI	0.976	>0.90	Excellent Fit
Robust NFI	0.961	>0.90	Excellent Fit
Robust IFI	0.981	>0.90	Excellent Fit
Robust RMSEA	0.073	<0.08	Good Fit
RMSEA90%CI	[0.059, 0.086]	<0.10	Acceptable
Robust SRMR	0.039	<0.08	Excellent Fit
GFI(Goodness of Fit Index)	0.924	>0.90	Acceptable Fit

Table7.RobustCB-SEM structural model fit indices (DWLS estimation)

The model was observed to fit very well on the nine indices that were assessed. Strong CFI (0.981),TLI (0.976), NFI (0.961) and IFI (0.981) were all greater than 0.90. The chi-square to df ratio of 1.761 was less than 3.0 cut- off. Very strong RMSEA(0.073, 90% CI: 0.059- 0.086) and SRMR (0.039) were within realistic levels and GFI (0.924)indicated satisfactory structural fit. All these nine indices confirm the fact that the proposed model is correct and trustful to the data.

1.4 Hypothesis Testing Results

Null Hypothesis	Causal path	Beta	z-value	p-value	Decision
H01	GR-PR	0.326	5.56	<0.001	Rejected
H02	AA-PR	0.087	-1.16	0.246	Failed to Reject
H03	PR -Trust	0.247	4.33	<0.001	Rejected
H04	PQ-Trust	0.198	2.65	0.008	Rejected
H05	AA-Trust	0.253	3.66	<0.001	Rejected

Table 8.Null hypothesis structural pathways and significance outcomes(CB-SEM)

H01 (GR to PR): Beta = 0.326 (z = 5.56, p = <0.001). H01 is rejected. Grievance Redressal is also an effective structure that reinforces Perceived Resilience, which validates that transparent handling of disputes develops user confidence in platform recovery capabilities.

H02 (AA to PR): Beta = -0.087 (z = -1.16, p = 0.246). H02 is not rejected. Perceived Resilience in the Indian fintech setting is not significantly harmed by Algorithm Aversion.

H03(PR to Trust): Beta=0.247(z=4.33,p<0.001).H03isrejected.The Trust is highly attributed to Perceived Resilience whereby platforms that visibly recover after a disruption will create high consumer trust in the long term.

H04(PQ t oTrust): Beta=0.198(z=2.65,p=0.008).H04 is rejected. Trust is directly positively correlated with Perceived Institutional Quality, which proves that regulatory compliance and brand credibility are important trust signals to Indians users.

H05 (AA to Trust): Beta = 0.253 (z = 3.66, p < 0.001). H05 is rejected. Algorithms Aversion exhibits a huge positive direct impact on Trust. This self-contradicting outcome implies that algorithmically-varying users are going to treat vulnerable behaviours by actively verifying them manually, which, ironically, will strengthen their trust in the long-run.

2. Discussion

The findings from this study offer a grounded view of how retail consumers in India develop and sustain trust in fintech platforms. Instead of depending on one driver, it seems that trust is formed through a mixture of institutional cues, a transparency of operations, and patterns of user behavior which are country-specific in the case of Indian digital payments.

The rejection of H01 confirms that grievance redressal mechanisms do more than resolve complaints -they shape how users perceive the platform's capacity to handle future failures. When a user knows a dispute channel exists and functions, that knowledge itself becomes a buffer against anxiety during service disruptions. This finding suggests that fintech firms investing exclusively in system uptime while neglecting complaint infrastructure are addressing only half the reliability problem. Visible, accessible redressal systems build the kind of anticipatory confidence that keeps users on a platform when things go wrong. The mediation pathway through Perceived Resilience, confirmed by H03, reinforces this logic. Users who believe a platform can recover from failures are significantly more likely to maintain trust over time. What matters here is not operational perfection but communicative transparency - users appear to extend more goodwill to platforms that acknowledge disruptions and provide solution updates than to those that fail silently. For product teams, this points toward building failure-response features into the core interface rather than treating them as edge-case support functions.

The direct effect of Perceived Institutional Quality on trust, confirmed by H04, reflects the continued importance of external credibility markers in a market where many users are relatively new to digital financial services. Brand reputation and regulatory certifications serve as an entry point that can minimise the perceived risk before a user has gained any personal experience with the platform. This effect is likely stronger among first-generation fintech adopters in semi-urban India.

The algorithm aversion results require the most careful reading. H02 was not rejected, meaning algorithm aversion did not significantly erode perceived resilience - a departure from findings in Western contexts. H05, however, was rejected, with aversion showing a positive direct effect on trust. This appears contradictory until the behavioral mechanism is considered. Indian fintech users who distrust automated decisions tend to verify transactions manually and monitor account activity more closely. India's real-time payment infrastructure, particularly UPI, is operationally precise and generates immediate SMS confirmation for every transaction. Each verification therefore tends to confirm system accuracy rather than expose errors. Over repeated interactions, this creates a reinforcing cycle where skepticism produces checking behavior, and checking behavior produces confidence. This dynamic is structurally dependent on backend accuracy. If error rates were to rise, the same verification habit that currently builds trust would instead accelerate abandonment, since highly engaged users would be the first to detect and act on discrepancies.

The sample of 300 users drawn from smartphone-active Indians does not represent the full diversity of the country's fintech user base, particularly those in rural areas or lower digital literacy segments where trust formation may follow different patterns. More importantly, the algorithm aversion paradox identified here is likely contingent on infrastructure conditions - specifically, the availability of a centralized, high-accuracy real-time payment system. Markets without an equivalent to UPI may not replicate the H05 outcome, and replication studies in those contexts would meaningfully test the boundary conditions of this finding. Finally, the cross-sectional design is a specific constraint for a study centered on resilience. Since resilience is fundamentally about recovery over time, a single measurement cannot capture whether trust held, declined, or rebounded following an actual service disruption. Longitudinal designs that track the same users before, during, and after a publicized platform failure would produce a more accurate account of how perceived resilience functions under real conditions.

2.1 Interpretation and Strategic Recommendations Grievance Redressal as a Resilience Signal

The strongest structural path in the model connects Grievance Redressal to Perceived Resilience ($\beta = 0.326$, $p < 0.001$). This reframes dispute resolution from a reactive service function into a proactive trust instrument. Users who believe complaints will be handled fairly do not wait for a disruption to evaluate platform reliability - they read the redressal mechanism itself as evidence of recovery capability. Fintech operators should therefore make these channels visible before problems arise: displaying resolution timelines and case-tracking interfaces within the main application communicates institutional preparedness and softens trust erosion when failures occur.

Resilience Communication Over Error Prevention

Perceived Resilience directly and significantly predicts consumer trust ($\beta = 0.247$, $p < 0.001$). The practical implication is not that errors must be eliminated but that responses to errors must be structured and visible.

A brief in-app notification acknowledging a failed transaction, providing an estimated resolution window, and confirming fund reinstatement does more for long-term trust than a seamless experience that offers no explanation. Recovery communication should be treated as a product feature, not a fall back.

Institutional Credibility as Entry-Point Trust

Perceived Institutional Quality retains a significant direct effect on trust ($\beta = 0.198$, $p = 0.008$), independent of platform behavior. For platforms targeting first-time digital banking users - a segment expanding rapidly within India's UPI ecosystem - compliance certifications such as PCI-DSS and RBI authorization badges function as cognitive shortcuts. These signals matter most during onboarding, where users have no prior experience to draw on and rely almost entirely on external credibility markers.

Algorithm Aversion: An Indian Market Paradox

The non-significant path from Algorithm Aversion to Perceived Resilience ($\beta = -0.087$, $p= 0.246$), alongside its significant positive direct effect on trust ($\beta=0.253$, $p<0.001$), inverts the Western literature narrative. Rather than eroding trust, discomfort with automated decisions appears to prompt more frequent manual account verification among Indian users. Because India's underlying payment infrastructure - particularly UPI - delivers high transactional accuracy, this scrutiny consistently confirms rather than challenges system reliability. Platforms should support this behavior by ensuring automated actions generate clear, timely confirmations. The trust benefit, however, depends entirely on backend accuracy; any deterioration would likely convert this pattern from a trust amplifier into an accelerant for abandonment.

3 Conclusion

This paper has explored the mechanisms that determine consumer trust in the fintech platform in India by adopting a structural framework that encompasses 5 key constructs; Perceived Grievance Redressal, Algorithm Aversion, Perceived Institutional Quality, Perceived Resilience and Fintech Trust. It was measured in 300 active users and estimated with the help of Covariance-Based Structural Equation Modelling(CB-SEM) and estimation performed by DWLS. The findings supported that Grievance Redressal has a significant positive influence on Perceived Resilience (H01rejected) as well as that Perceived Resilience has a positive direct impact on consumer Trust(H03 rejected). Perceived Institutional Quality further emerged to have a direct positive relationship with Trust (H04 rejected). Interestingly, Algorithm Aversion did not have an impact on Perceived Resilience (H02 not rejected) but had a significant and positive effect on Trust directly (H05 rejected), which may indicate a sensitive behavioural trend among the Indian users.

The broader take away is that technology quality alone is insufficient. The more users are convinced that a platform is capable of overcoming failures and can solve the controversies with in a fair manner, the higher their levels of trust become. The findings are valuable to the increasing academic literature on the topics of digital trust, platform resilience, and consumer behaviour in new fintech markets.

4 Future Research Directions

Several directions follow from these findings. The model was tested on a single national sample, so cross-country replication-particularly in markets lacking a UPI-equivalent infrastructure- would clarify how context-dependent the algorithm aversion paradox really is. A longitudinal design tracking the same users across are a platform crisis would address the inherent limitation of cross-sectional trust measurement. Algorithm Aversion as a construct also warrants finer decomposition; fear of biased outcomes, opacity discomfort, and loss of control likely operate differently and may not affect trust through the same channels. Emerging tools such as blockchain-based audit trails and real-time grievance dashboards present natural extensions for testing resilience perception in increasingly automated financial environments.

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