Appendix A

NVivo 11 Project Summary Report

Bruneian Respondents

Created on: 13-July-2018 4:45 PM

Created by: Ali

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nodes | Sources  | References  | Created on | Created By |
| Q1 Definition of Fintech | 4 | 5 | 30-Jan-18 4:30 PM | Ali |
| Automated Interactions with customers | 1 | 1 | 30-Jan-18 4:28 PM | Ali |
| Combination of Finance and Technology | 2 | 2 | 30-Jan-18 4:29 PM | Ali |
| Fintech is a tool | 1 | 1 | 30-Jan-18 4:26 PM | Ali |
| Q2 Potential disruption areas of Islamic banking and finance industry due to Fintech | 4 | 4 | 30-Jan-18 9:41 PM | Ali |
| All segments may disrupt | 2 | 2 | 30-Jan-18 8:22 PM | Ali |
| Islamic finance industry is very slow to respond Fintech | 1 | 1 | 30-Jan-18 8:44 PM | Ali |
| Not disruption for any segment | 1 | 1 | 30-Jan-18 8:06 PM | Ali |
| Q3 Fintech will take customers from Islamic IFI's | 4 | 5 | 30-Jan-18 9:42 PM | Ali |
| Fintech will take customers from IFI's | 3 | 4 | 30-Jan-18 8:27 PM | Ali |
| If IFI's keep away from embracing Fintech or innovative business models and technological adaptation | 2 | 2 | 30-Jan-18 8:45 PM | Ali |
| No, Fintech will not take customers from IFI's | 1 | 1 | 30-Jan-18 8:04 PM | Ali |
| Q4 Potential of Blockchain and Smart contracts in Islamic finance industry | 4 | 5 | 30-Jan-18 4:37 PM | Ali |
| No, I don't believe | 1 | 1 | 30-Jan-18 8:03 PM | Ali |
| Yes, these technologies have big potential | 3 | 4 | 30-Jan-18 8:45 PM | Ali |
| Challenge of shariah compliance | 1 | 1 | 30-Jan-18 8:35 PM | Ali |
| Q5 Potential of Artificial Intelligence, Big data, IoT and Robo advisors in Islamic finance industry | 4 | 6 | 30-Jan-18 4:41 PM | Ali |
| No, I don't believe | 2 | 2 | 30-Jan-18 4:43 PM | Ali |
| Yes, these technologies have big potential | 2 | 2 | 30-Jan-18 8:48 PM | Ali |
| Challenge of shariah compliance | 4 | 4 | 30-Jan-18 8:47 PM | Ali |
| Risk of data sharing and privacy theft in the usage of big data | 3 | 3 | 30-Jan-18 4:51 PM | Ali |
| Q6 Cloud computing adoption | 4 | 8 | 30-Jan-18 5:18 PM | Ali |
| Depends upon the organization’s policy and resources | 2 | 2 | 30-Jan-18 8:38 PM | Ali |
| Risk and challenges | 3 | 3 | 30-Jan-18 8:48 PM | Ali |
| Cyber security | 1 | 1 | 30-Jan-18 4:54 PM | Ali |
| Legacy system of banks | 1 | 1 | 30-Jan-18 8:15 PM | Ali |
| Scalability | 1 | 1 | 30-Jan-18 9:27 PM | Ali |
| Yes, cloud computing adoption is good option | 3 | 3 | 30-Jan-18 4:57 PM | Ali |
| Q7 Financial inclusion through Fintech | 4 | 5 | 30-Jan-18 9:28 PM | Ali |
| Mobile technology can help a lot for financial inclusion | 1 | 1 | 30-Jan-18 5:10 PM | Ali |
| Yes, IFI's can promote financial inclusion through Fintech | 4 | 4 | 30-Jan-18 8:40 PM | Ali |
| Q8 Fintech segments which can grow in Brunei | 4 | 5 | 30-Jan-18 5:00 PM | Ali |
| Banking services providers | 2 | 2 | 30-Jan-18 8:50 PM | Ali |
| Not clear | 1 | 1 | 30-Jan-18 8:13 PM | Ali |
| Payments | 2 | 2 | 30-Jan-18 8:39 PM | Ali |
| Q9 Fintech for Islamic finance industry is opportunity, threat or disruptor | 4 | 6 | 30-Jan-18 8:48 PM | Ali |
| All three | 2 | 2 | 30-Jan-18 8:47 PM | Ali |
| Opportunity | 3 | 4 | 30-Jan-18 4:45 PM | Ali |
| We can bring speed and efficiency in our operations through Fintech | 2 | 2 | 30-Jan-18 8:49 PM | Ali |
| Q 10 IFI's should collaborate or compete with Fintech | 4 | 4 | 30-Jan-18 5:01 PM | Ali |
| Collaboration is the right option | 3 | 3 | 30-Jan-18 9:30 PM | Ali |
| It depends upon the situation | 1 | 1 | 30-Jan-18 8:41 PM | Ali |
| Q11 Strategy should be adopted by IFI's for Fintech | 4 | 5 | 30-Jan-18 10:28 PM | Ali |
| IFI's should embrace Fintech | 2 | 2 | 30-Jan-18 9:30 PM | Ali |
| We are still working on it and it depends upon the organization | 3 | 3 | 30-Jan-18 8:43 PM | Ali |

NVivo 11 Source Summary Report (Bruneian Respondents)

Created on: 14- July- 2018 12:20 PM

Created By: Ali

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| Items | Numbers | Created by  |
| No of Source | 5 | Ali |
| No of total Nodes  | 45 | Ali |
|  No of Anchor Nodes | 11 | Ali |
|  No of Child Nodes | 34 | Ali |
| No of Memos | 0 | Ali |
| No of Cases  | 0 | Ali |
| No of project maps  | 11 | Ali |

Appendix B

NVivo 11 Project Summary Report

Malaysian Respondents

Created on: 1-July-18 4:03 AM

Created By: Ali

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Node Item | Sources  | References  | Created on | Created By |
| Q1 Definition of Fintech | 5 | 4 | 01-Feb-18 7:30 PM | Ali |
| Emerging Financial Services Sector with the deployment of technology | 2 | 2 | 01-Jan-18 7:31 PM | Ali |
| Usage of technology that gives customers access to banking | 1 | 1 | 01-Feb-18 7:29 PM | Ali |
| Redefining of banking and takaful  | 1 | 1 | 01-Feb-18 7:27 PM | Ali |
| Q2 Potential disruption areas of Islamic banking and finance industry due to Fintech | 5 | 5 | 01-Feb-18 8:29 PM | Ali |
| Islamic Banks and Takaful Companies are still exploring Fintech | 2 | 2 | 01-Feb-18 8:31 PM | Ali |
| Due to Fintech there is need to re-assess traditional way of conducting business and re-engineering of innovative offers for customers  | 3 | 3 | 01-Feb-18 8:35 PM | Ali |
| Q3 Fintech will take customers from Islamic IFI's | 5 | 9 | 01-Feb-18 8:26 PM | Ali |
| Yes, Fintech will take customers from IFI’s | 4 | 7 | 01-Feb-18 8:40 PM | Ali |
| Fintech organizations have yet to fully appreciate the impact of risk (leading to losses). Security (cyberattacks and fraudulent attacks) and regulatory costs (AML, KYC, Reporting etc.) | 1 | 1 | 01-Feb-18 8:43 PM | Ali |
| Fintech innovations are in line with the digital shift | 1 | 1 | 01-Feb-18 8:44 PM | Ali |
| If IFI’s will not fulfil the needs of millennial generation  | 1 | 1 |  | Ali |
| No, I don’t agree on taking customers from IFI’s but do agree on Fintech innovations  | 1 | 2 | 01-Feb-18 8:48 PM | Ali |
| IFI’s should embrace technological transformation on leveraging side | 1 | 1 | 01-Feb-18 8:49 PM | Ali |
| Q4 Potential of Blockchain and Smart contracts in Islamic finance industry | 5 | 7 | 01-Feb-18 8:30 PM | Ali |
| Smart contracts have big potential in Islamic finance  | 1 | 1 | 01-Feb-18 8:52 PM | Ali |
| In, Malaysia we have not seen any adoption of Blockchain from IFI’s | 2 | 2 | 01-Feb-18 8:55 PM | Ali |
| Blockchain is good in recording transactions hence facilitating more secure online transactions | 1 | 1 | 01-Feb-18 8:57 PM | Ali |
| Further Control (Laws and regulations) and in-depth studies needed to be conducted to understand potential opportunities  | 1 | 3 | 01-Feb-18 9:00 PM | Ali |
| Q5 Potential of Artificial Intelligence, Big data, IoT and Robo advisors in Islamic finance industry | 5 | 8 | 01-Feb-18 :35 PM | Ali |
| Yes, these technologies have potential in Islamic finance  | 4 | 7 | 01-Feb-18 9:05 PM | Ali |
| AI and robo advisors for instance have room in Islamic finance industry | 1 | 1 | 01-Feb-18 9:08 PM | Ali |
| Chat bots can improve customers’ experience | 1 | 1 | 01-Feb-18 9:13 PM | Ali |
| At the end we will use these technologies | 1 | 1 | 01-Feb-18 9:20 PM | Ali |
| We are thinking about these technologies | 1 | 1 | 01-Feb-18 9:25 PM | Ali |
| Q6 Cloud computing adoption | 5 | 6 | 02-Feb-18 4:27 PM | Ali |
| Yes, by adopting cloud computing IFI’s can reduce their IT costs | 3 | 3 | 02-Feb-18 4:30 PM | Ali |
| Data Security, Cyber-attacks and risks also involved | 3 | 3 | 02-Feb-18 4:38 PM | Ali |
| Q7 Financial inclusion through Fintech | 5 | 7 | 02-Feb-18 4:47 PM | Ali |
| Yes, IFI’s can promote financial inclusion through Fintech  | 5 | 7 | 02-Feb-18 5:10 PM | Ali |
| Fintech Provide solutions but it would not solve the underlying cause of the problem | 1 | 1 | 02-Feb-18 5:17 PM | Ali |
| Fintech has allowed this by providing innovative solutions as a new touch point for customers | 2 | 2 | 02-Feb-18 5:23 PM | Ali |
| Q8 Fintech segments which can grow in Brunei | 5 | 8 | 02-Feb-18 9:40 PM | Ali |
| InsureTech | 1 | 1 | 02-Feb-18 9:50 PM | Ali |
| Crowdfunding  | 2 | 2 | 02-Feb-18 9:53 PM | Ali |
| Payments | 3 | 3 | 02-Feb-18 9:59 PM | Ali |
| All segments have potential and can grow in Malaysia  | 2 | 2 | 02-Feb-18 10:04 PM | Ali |
| Q9 Fintech for Islamic finance industry is opportunity, threat or disruptor | 5 | 8 | 02-Feb-18 10:09 PM | Ali |
| It’s all three | 1 | 1 | 02-Feb-18 10:17 PM | Ali |
| Opportunity | 4 | 7 | 02-Feb-18 10:23 PM | Ali |
| To avail the opportunity awareness is needed  | 1 | 1 | 02-Feb-18 10:31 PM | Ali |
| Fintech open up many possibilities and reach out many consumers across markets and cross borders | 2 | 2 | 02-Feb-18 10:37 PM | Ali |
| Q 10 IFI's should collaborate or compete with Fintech | 5 | 5 | 02-Feb-18 10:42 PM | Ali |
| IFI’s should collaborate  | 3 | 3 | 01-Feb-18 10:48 PM | Ali |
| No disruption, banks are itself biggest Fintechs. This is only an ongoing evolution of financial services  | 1 | 1 | 01-Feb-18 10:52 PM | Ali |
| Fintech will definitely complement Islamic finance industry in Malaysia | 1 | 1 | 02-Feb-18 10:54 PM | Ali |
| Q11 Strategy should be adopted by IFI's for Fintech | 5 | 5 | 02-Feb-18 11:00PM | Ali |
| Redefining the future | 1 | 1 | 02-Feb-18 11:07 PM | Ali |
| Find solutions through Fintech | 1 | 1 | 02-Feb-18 11:11 PM | Ali |
| IFI’s can take benefit of Fintech but they should follow the shariah principles | 1 | 1 | 02-Feb-18 11:18 PM | Ali |
| IFI’s in Malaysia have to follow regulations of BNM while embracing Fintech | 2 | 2 | 02-Feb-18 11:25 PM | Ali |

NVivo 11 Source Summary Report (Malaysian Respondents)

Created on: 14-July-2018 11:15 AM

Created By: Ali

|  |  |  |
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| Items | Numbers | Created by  |
| No of total Nodes  | 51 | Ali |
|  No of Anchor Nodes | 11 | Ali |
|  No of Child Nodes | 40 | Ali |
| No of Memos | 0 | Ali |
| No of Cases  | 0 | Ali |
| No of project maps  | 11 | Ali |