



FINANCIAL RECORDKEEPING AS A CONDITION OF THE RELATIONSHIP BETWEEN DIGITAL PAYMENT USE AND HOTEL CREDIT ACCESS

<https://doi.org/10.57033/mijournals-2026-3-0337>

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Abstract. *This conceptual conference paper proposes that financial recordkeeping may condition the relationship between digital payment use and hotel credit access. Its focus is the conversion of traceable receipts into interpretable evidence about business activity and repayment capacity. It distinguishes payment adoption, record quality and lenders' actual use of information, and outlines an application-level study in Uzbekistan. The proposed contribution is a testable moderation framework supported by a practical measurement strategy. No hotel survey or lending experiment has yet been conducted, and no empirical effects are claimed.*

Keywords: *digital payments; hotel finance; recordkeeping; credit access; financial management; Uzbekistan; lending technologies.*

INTRODUCTION

Digital payments generate transaction histories, but a history of money entering an account does not necessarily describe a hotel's operating revenue. Incoming transfers may include owner contributions, borrowed funds, deposits for future stays or the settlement of earlier bookings. A financing assessment must distinguish these flows before drawing conclusions about repayment capacity. This creates a management problem within digital economics: the availability of data and the economic usefulness of data are different matters (Berger & Udell, 2006:2945-2966).

The Tourism Committee reported 6,861 accommodation facilities in Uzbekistan in its January-November tourism update (Tourism Committee of the Republic of Uzbekistan, 2025b). The category extends beyond hotels and is not a count of eligible borrowers. Nevertheless it gives context for examining how accommodation businesses finance operations and investment. A hotel-specific study could connect sector development to a concrete issue: whether existing transaction records are organised in ways that make them usable in credit assessment.

The scope should not be restricted to small or family-owned hotels without a sampling justification. Room count, ownership and management arrangements can



instead be measured as characteristics that may influence both recordkeeping and borrowing. This allows the research to examine differences without assuming that one category is universally more constrained (Bobojanov & Ilyosov, 2026).

MAIN PART

The lending-technologies framework of Berger and Udell directs attention to the information used in financing decisions (Berger & Udell, 2006:2945-2966). Ghosh, Vallée and Zeng show the financing relevance of cashless payment use in an Indian FinTech setting (Ghosh, Vallée & Zeng, 2026:1053-1101). These studies motivate investigation; they do not demonstrate an effect for Uzbek hotels or for conventional banks.

The central question is therefore whether the relationship between traceable payment receipts and the approval of hotel loan applications varies with the quality of pre-application financial recordkeeping. The proposed role is moderation: recordkeeping is expected to change how useful payment information is, rather than being assumed to transmit a causal effect from payment adoption to borrowing (Berger & Udell, 2006:2945-2966).

Reconciliation may explain why booking revenue differs from bank receipts; account separation may distinguish operational flows from personal transactions; and dated summaries may show whether recorded activity is persistent. None of these guarantees approval. Better information could equally expose insufficient cash generation. A useful result would establish when records matter, including the circumstances in which they have little influence (Ghosh, Vallée & Zeng, 2026:1053-1101).

The first hypothesis proposes that the association between the traceable receipt share and loan approval becomes more positive as reconciliation quality improves; this is the primary hypothesis. The second proposes that the classification of business and personal flows adds explanatory information beyond payment use alone. These hypotheses should be tested separately before different practices are combined into an index.

An exploratory question concerns prior borrowing. Bobojanov and Ilyosov identify borrowing relationships as important in their Uzbek enterprise study (Bobojanov & Ilyosov, 2026). Whether payment records are more useful to first-time borrowers remains open: they could substitute for missing relationship information, or established clients could benefit more because lenders already understand their business. The study should allow both interpretations.



The prospective novelty is the separation of three objects often treated as one: accepting digital payments, maintaining interpretable records, and providing those records to lenders. Measuring them independently could identify where the information process is interrupted. This contribution would depend on the quality of the eventual evidence and on a fuller literature review; the framework itself is not a validated scoring model (Berg et al., 2020:2845-2897).

A pilot should identify a feasible register of hotels, the frequency of recent borrowing applications and owners' willingness to share documents. Sampling should cover meaningful variation in location and business scale. The final number of observations should follow the available frame and a power assessment based on loan applications, rather than merely the total number of surveyed hotels.

The primary unit would be the most recent completed application within a specified recall period. The questionnaire should record the application date, the lender, the purpose, the requested amount and the decision. Hotels without an application should be asked whether they lacked financing needs, disliked the available conditions or expected rejection. Non-application should not be coded as refusal (Berger & Udell, 2006:2945-2966).

Digital payment use would be the share of business receipts received through traceable channels before the application, and the denominator should include cash receipts where reliable records exist; uncertain estimates should be flagged. Recordkeeping questions would assess reconciliation frequency, the documentation of unmatched items, the separation of owner transfers and the availability of dated statements. With consent, a short document checklist could corroborate responses without copying identifiable guest records (World Bank Group, 2025).

Approval letters or lender records would strengthen outcome measurement. A separate question should establish which documents the bank actually received before deciding; statements prepared after approval should not be treated as evidence available at the time. Interviews with credit officers could clarify whether such information affects decisions or merely fulfils routine documentation requirements (Ghosh, Vallée & Zeng, 2026:1053-1101).

The primary analysis would relate approval to payment share, reconciliation quality and their interaction, controlling parsimoniously for prior borrowing, hotel scale,



age, location and available collateral. A binary-response model could report predicted approval probabilities across different combinations of payment use and reconciliation. The appropriate complexity depends on the approvals and rejections actually observed; a small pilot cannot support an elaborate model (Berg et al., 2020:2845-2897).

Selection into applying remains important. A separate descriptive analysis of applicants and non-applicants should precede approval modelling, and a formal selection correction should be used only where the data and the identification assumptions justify it. Matching hotels on observable characteristics does not remove unobserved differences in owner ability, profitability or bank relationships.

Reverse causality is also plausible: a loan may enable investment in payment technology, or a bank may require better accounts as a condition of lending. A one-time survey can establish associations but cannot resolve all causal questions, and repeated observations could later examine changes over time. Missing documents and refusals to participate should be recorded, because the most organised hotels may be the easiest to recruit.

CONCLUSION

For managers, the framework suggests examining whether payment records can be reconciled with bookings and presented as clear business information. For lenders, it suggests evaluating the incremental usefulness of these records alongside existing evidence. For training providers, eventual results could indicate whether bookkeeping support complements payment adoption; that policy conclusion should follow the evidence rather than be assumed (Berger & Udell, 2006:2945-2966).

The paper's contribution is a focused, falsifiable research question connecting hotel management and digital transaction information to credit access. The next stage is a pilot that tests data availability and measurement clarity. Its success should be judged by whether it produces reliable information about lending decisions, including null or adverse relationships, rather than by whether it confirms that digitalisation always improves finance (Ghosh, Vallée & Zeng, 2026:1053-1101; Bobojanov & Ilyosov, 2026).

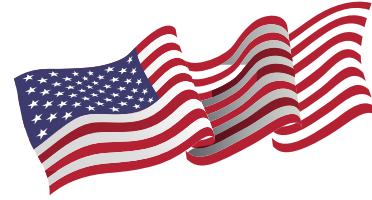
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