

**PERCEPTION OF USER'S OF E – WALLETS IN KOCHI**

**Project Report**

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*In partial fulfilment of requirements for award of the degree of*

***Bachelor of Commerce***



**ST.TERESA'S COLLEGE, (AUTONOMOUS), ERNAKULAM**

**COLLEGE WITH POTENTIAL FOR EXCELLENCE**

Nationally Re-Accredited At 'A ++' Level

Affiliated to

**MAHATMA GANDHI UNIVERSITY**

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**ST.TERESA'S COLLEGE, ERNAKULAM (AUTONOMOUS)**

**COLLEGE WITH POTENTIAL FOR EXCELLENCE**

**Nationally Re-Accredited At 'A++' Level**



**CERTIFICATE**

This is to certify that the project report titled “**PERCEPTION OF USER’S OF E – WALLETS IN KOCHI**” submitted by **Maheswari R, Meria Elza Vinod and Nandana Vinod** towards partial fulfilment of the requirements for the award of the degree of **Bachelor of Commerce** is a record of bonafide work carried out by them during the academic year 2022-2023.

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## **DECLARATION**

We, **MAHESWARI R, MERIA ELZA VINOD** and **NANDANA VINOD** do hereby declare that this dissertation entitled , '**PERCEPTION OF USER'S OF E- WALLETS IN KOCHI**' has been prepared by us under the guidance of **Ms. Ann Thomas Kiriyanthan**, Assistant Professor , Department of Commerce, St Teresa's College, Ernakulam .

We also declare that this dissertation has not been submitted by us fully or partly for the award of any Degree, Diploma, Title or any other Recognition before.

**Place: - Ernakulam**

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**NANDANA VINOD**

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**MAHESWARI R**

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**CHAPTER – 1**  
**INTRODUCTION**

## 1.1 INTRODUCTION

India has been enjoying the use of different types of payment systems over the past decades. Individuals use different modes of payment for the purchase of goods and services. The very first mode of payment was the barter system. It is the exchange of goods and services without the use of money. In 1983, the concept of digital cash was introduced. This was the beginning of electronic payments. With advancements in technology, money and payments the use of smart phones has become an integral part of our lives.

In this era of advanced technologies, an E-wallet is an application that enables users to download payment cards using a mobile device. It is a new trend for consumers to use an e-wallet application to replace the traditional payment method. With an E-wallet, a user does not need to bring cash or a credit card along with them. It enables users to make purchases in a more convenient way. The phenomenon of Mobile Wallets in India has seen a spike in interest in cashless technology after the act of demonetization that took place in November 2016. It is also observed that the government of India is encouraging the public to become cashless. This can be considered a boon to the people as it results in the social growth of the economy. It boosts the GDP and financial stability of the country. With the emergence of electronic payments, many companies like Amazon, Google Pay, PayPal, etc. have begun to grow. It is very useful for frequent online shoppers and is commercially available for pocket, palm-sized, handheld, and desktop PCs. They offer a secure, convenient, and portable tool for online shopping. They use near-field communications technology to enable consumers to make contactless payments using their mobile device, tablet, or smart watch instead of using a physical card. Unlike a digital wallet where the money remains in the bank account, an E-Wallet is preloaded with money which is then used for transactions.

Mobile wallets use near-field communications technology to enable consumers to make contactless payments using their mobile device, tablet or smart watch instead of using a physical card. Unlike a digital wallet where the money remains in the bank account, an E-Wallet is preloaded with money which is then used for transactions. It uses advanced encryption to ensure that your payment information never leaves your Smartphone. And because digital wallets sit

within your pass code-protected device, with payments often only possible via fingerprint. However, the increasing use of the internet and smartphones has led to mobile payments. The digital revolution has transformed the way we make and receive payments. We are becoming more and more dependent on digital payments that we pay for goods purchased, transfers of funds, and movie tickets. Meanwhile, many shopkeepers have installed a QR code wallet app on their phones. This will enable the customer to scan and make the payment.

## **1.2 SIGNIFICANCE OF THE STUDY**

Nowadays sending and receiving money has become a trend in India. Digital wallets have been constantly gaining more importance in the field with their unique features and user-friendly functions. This has become easier for customers to handle their transactions.

After the covid 19 pandemic, the use of digital wallets have increased drastically resulting in more number of users. Starting from big shopping malls to small street vendors, everybody prefers online payment modes. By switching to digital mode of payment customers found it easier to make online payments rather than carrying liquid cash with them. It saves time and provides convenience to customers. This recent trend towards cashless payment is evident in the marketplace. Day by day the number of users are moving towards online payments instead of using plastic money like cash, cards etc. People can pay online not only for shopping but also for different purposes. E-wallet is a type of card which works electronically and also which is used for transactions made online through a computer or a Smartphone. Its utility is the same as a credit or debit card. Virtual cash or Cashless Transaction is an upcoming technology that has seen tremendous growth in the past year. Cashless payments are now becoming a popular trend in almost every field. Demonetization has forced a lot of places to accept digital payments. Use of e-wallets helps in moving away from cash based economy. In the process, all the transactions get accounted for in the economy, which has the effect of reducing the size of the parallel economy. The presence of mobile wallets is spreading from urban to rural areas on a large scale. Hence, wallet money sees a bright future in near time.

Digital wallets could let many developing nations participate more actively in the global financial economy. It has a lot to offer businesses that need to gather user data for marketing purposes. They learn about consumer buying patterns, which help their marketing campaigns for their goods be more successful. Customers' privacy is jeopardized as a result, though.

### **1.3 STATEMENT OF THE PROBLEM**

We are living in a world which is growing and developing without any limitations. Earlier, there were no speedy transactions, virtual banking or proper account maintenance. As hackers are evolving their techniques, the security breaches and risks for data security is the biggest concern among the consumers and can be considered as a key factor for the adoption of digital payments. Making a safer route for transactions is very important. As we know that there is a lot of security issues related to digital payments. If the hackers get access to a device with the digital wallet app, they could potentially get their hands on the device owners account and transaction. There's also the risk of identity theft, since a buyer must often disclose personal information to complete a transaction. The headlines frequently feature news of legitimate businesses experiencing cyber attacks that expose sensitive customer information. There's often no way for a buyer to be sure that transaction privacy and data encryption systems offered by retailers are as robust as billed. Many people who are used to using cash and credit cards find it difficult to adopt contactless payment methods.

### **1.4 OBJECTIVES OF THE STUDY**

1. To study the factors that influence the usage of e-wallets by people
2. To analyze the satisfaction level of the users of e-wallets.
3. To find out the preference of users of e-wallets among various e-wallet apps.
4. To come out with suggestions to improve the satisfaction level of the users of e-wallets.

## **1.5 RESEARCH METHODOLOGY**

Research methodology is a way to solve the research problem in a systematic way. The research strategy which forms the basic structure of the entire research project is the methodology which helps in identifying the methods to be used. Research methods and research methodology are two different concepts which have to be understood. Research methods can be understood as all the methods or techniques that will be used in the research project, various research types have various methods and techniques. Research methodology forms the base of every research and the scope of research methodology is much wider than that of research methods because research methodology also means specifying the logic behind the methods or the techniques we use to conduct a research.

Research methodology also explains how to conduct a research, how to find the information and how to present the collected data. It can be different for every research problems

### **1.5.1 COLLECTION OF DATA**

This study uses primary data.

Primary data is data collected from a firsthand method which is original. There are various types of methods to collect primary data such as surveys, questionnaires, interviews and experiments. The method that was chosen is questionnaire method as it is easier to obtain data compared to other methods.

### **1.5.2 SAMPLING DESIGN**

The sampling technique used for this study is convenience sampling. Convenience sampling is a type of non-profitability or non-random sampling where the members of the target population that meet certain practical criteria such as easy accessibility, geographical proximity, availability at a given time or the willingness to participate are included for the purpose of the study. Using



this sampling technique, respondents were approached and their preferences, satisfaction and reasons for the same were analyzed.

### **1.5.3 POPULATION**

The population considered under the study is limited to the residents of Kochi.

### **1.5.4 SAMPLING SIZE**

Samples of 103 respondents were taken from Kochi.

Sources of data	Primary Data
Sample Size	103 respondents
Universe	Residents of Kochi
Sampling techniques	Convenience sampling
Source of primary data	Structured questionnaire
Tools of analysis	Tabular and graphical presentations are used
Data collection procedure	Google forms are used to collect primary data

### **1.6 SCOPE OF THE STUDY**

The proposed study mainly focuses on the users perception towards the different types of E – Wallets that are used by the consumers. The aim of the study is to determine the different usage E-wallets systems and the services provided by them . This study is carried out in Kochi. This study is conducted to identify the E-Wallets system preferred by the majority of the people in Kochi and the reasons why people are choosing it. It analyzes the level of satisfaction of people using E- Wallets and covers various aspects and factors responsible for the preference for using the E - wallets and the problems faced by people while using E-Wallets.

## 1.7 LIMITATIONS

- The study is confined to Kochi city.
- Time for the study was limited
- The study consists of 103 respondents of which the majority consists of students.
- 90% of the respondents were female and 13% of the respondents were male. Therefore, there is a lack of male representatives.
- There is a lack of respondents in a age group of 31-40 and above 50

## 1.8 KEYWORDS

- **E- Wallets** : It is the electronic wallet or also known as digital wallet. It is used for making payments from the bank account of one person to another.
- **Online payments** : An online payment is usually an electronic transfer of funds between a merchant and a customer over the Internet. These payments can be made in various ways through credit and debit cards, banking apps or web pages.
- **Perception**: It is the process which starts from the moment your customers learn about a new product and after they purchase it and evaluate how they feel about it. It stimuli, emotions and opinions all that influence and affect perception.

## **1.9 CHAPTERISATION**

### **Chapter 1 -Introduction**

This chapter comprises a brief introduction of topic, significance, objectives of the study, methodology, scope of the study , limitations and the keywords .

### **Chapter 2 - Review of literature**

This chapter comprises the literature review.

### **Chapter 3 - Theoretical framework**

This chapter contains a brief about E- Wallets, origin of E- Wallets, features, advantages and disadvantages of E-wallets and types of E- Wallets.

### **Chapter 4 - Data analysis and Interpretation**

This chapter deals with the analysis of data , its diagrammatic presentation and its Interpretations.

### **Chapter 5 - Summary, Findings, Recommendations, and Conclusion**

This chapter includes a summary of the study, findings from analysis, recommendations and conclusion of the study.

**CHAPTER – 2**  
**LITERATURE REVIEW**

## 2.1 REVIEW OF LITERATURE

For any research to be done it is necessary that available literature is reviewed and proper research gaps are identified. In this chapter an attempt is made to review other literature papers and their contents for further understanding and comparison. Reviewing the previous studies on the same topic will help to give an idea about the data collected and interpretation of the study. The research is conducted to know the users perception towards e-wallets in Kochi. Several researches were conducted on the same topic by other researchers. Some of these studies have been reviewed as follows:

**Dr. T. Venkatesan (2018)** in the article titled “Usage of PayTM”, Concludes that the usage of PayTM is only at a satisfactory level. The customers face problems in ease of use, security issues and slow PayTM server in the usage of PayTM. PayTM can establish a separate wing with trained staff to address the issues and problems related to PayTM services. The PayTM may initiate necessary action for periodic updating, up gradation and maintenance of both hardware and software and to prevent cases of slow server and complete breakdown of system by having back storages The paper explains the importance of mobile wallet for Banks, Customers and Companies. In future scope it talks of mobile wallets becoming a latest marketing channel in near future. And contribute highly in a seamless shopping experience for the customers that increase their tendency for frequent and more repurchases with delightful experiences. To summarize they speak of the importance and growth of mobile money in business, social and economic perspectives. The presence of mobile wallets is spreading from urban to rural areas on a large scale. Hence, we can say that Mobile wallets have a bright future in near time.

**Pawan Kalyani (2016)** found that Digital wallets which are popular and associated with the online business company are more popular and those with the banks are doing fine, mobile companies' e-wallet is restricted to the mobile users. People are using a few services mostly for recharging the DTH and paying bills, Shopping etc. The awareness and practical Usability of the e-wallet is low, that should be increased by adding more value added services to it.

**Prof. Vijayashri Machindra Gurme, (2019)** found out that E-Wallet money is used in the various areas of the world business like and Companies, Banks and Customers. The Banks have taken a better place in providing better bank transaction services and payment to the customers' needs. For customers are dragged by the shopping facilities that are given by EWallet and customers are attracted because of convenience and speedy transaction. In the case of companies, the companies aim at providing a facility of transaction services and payment choice to their customers and the multiple payment combination facility provided by the company is attached to E-wallet service.

**Singh (2017)** concluded that there was a significant difference between education of consumers and adoption of digital payment. The perception of consumers for digital payment had a positive and significant effect on adoption of digital payment among consumers.

**Priyanka Jain, Dr. Shuchi Singhal (2019)**, found out that Electronic commerce (ecommerce) has a continuous impact on the global business scenario, but mobile applications and technologies have also begun to focus more on mobile banking, digital wallet, m-commerce and the wireless web. Against the various backdrops, digital wallet (e-wallet) has emerged as a new channel of distribution, without much research being devoted to its adoption. Therefore, the present studies analyze most of the previous studies done on mobile banking and digital wallet adoption. It also emphasizes the customers attitude towards adoption of ewallet

**Ashish Baghla (2018)**“ A Study on the future of digital payments in India” focused on the adoption of digital payments in India. This paper has helped in identifying various problems and challenges faced by digital payments. As we know that people are switching to digital mode this term has widely been used. Paper concludes that the efforts by the government to make India cashless is going well but it takes time to become completely cashless. There are various challenges which the government has to take care of.

**Salil Panchal and Manu Balachandran (2018)**, UPI's success is proof that India is moving to a less- cash economy. The scope of BHIM must expand and add more categories to the payment

application. One thing is crystal clear that with the initiative to link credit cards to UPI that the future money is digital. India's role as global leader in digital payment is well established and booming progressively.

**Prof. Sana Khan and Ms. Shreya Jain (2018), “ Study on usage of digital payments for sustainable growth of online business”**, it focuses on the frequency and problems faced by consumers while using online methods. The main objective of this paper is that it has contributed towards the sustainability of business growth in India. The findings suggested that the number of online users have increased because of coupons and discounts in those transactions.

**Tanzila Ayaz sayed et al (2018)** in their study titled “A Study of consumer satisfaction level and customer perception of e-payment app services with special reference to Pune city” stated that e-payments app of private sector work more in advanced compared to public sector app like BHIM. The most important conclusion is that Paytm is the most widely used e-payment app with a market share of 74%. The study is aimed to study the satisfaction level of customers for convenience in payment transfer using e-payment app. The study motivational factors which influence people to use e-payment app service in Pune city. The study found that respondents agree that payments are user-friendly and comfortable. Respondents are getting good discount offers and are satisfied with the payments app. The study concluded that private app companies should keep on adding good features to the app. Payment app companies should promote their services through various media.

**Gupta, Knavish, and Nupur Arora. (2020)** shows that perceived ease of use and perceived usefulness have a positive impact on attitudes to adopt mobile payment systems. Also, there exists a substantial positive relationship between the attitude to adopt mobile payment systems and intention to adopt mobile payment systems. The current study examines the impact of attitude towards mobile payment systems on intention to adopt mobile payment systems through the application of technology acceptance model.

**Sanchita Dash(2020)** Google Pay has taken a comfortable lead in India's payments market over rivals like PhonePe, Amazon Pay, and a one-time market leader, Paytm. However, for Google, the up and coming Whatsapp Pay may prove to be the real challenge. Google Pay had 75 million transacting users in May 2020, while PhonePe had 60 million users and Paytm had 30 million.

**Rakuten(2020)** According to a survey conducted by Rakuten Insight in India, a large share of respondents between 16 to 54 years of age stated to have frequently used some form of e-payment method as of February 2020. Around 30 percent of respondents between 16 to 34 years of age stated that they used electronic payment methods everyday, whereas only six percent of respondents who were 55 years or older used e-payment methods daily in India.

**Nitsure (2014)** in his paper observed that the problem being faced by developing countries like India in the adoption of E-banking initiatives due to low dissemination of Information Technology. The paper highlighted the problems such as security concerns, rules, regulation and management. In India there is a major risk of the emergence of a digital split as the poor are excluded from the internet and so from the financial system.

**Muddassir Masihuddin, Burhan UI Islam Khan & Rashidah F. Olanrewaju (2017)** in this paper aimed at investigating and increasing awareness about various concepts related to Electronic Payment Systems (EPS) including its advantages, challenges and security considerations. The proposed study also evaluates the adoption of e-payment systems and the resulting impact on the economy of a nation. From the study conducted, it can be elucidated that despite various issues that usage of electronic payment systems pose, these are identified as a positive step towards the economic development of a nation. Nevertheless, its full potential can be realized only by raising its awareness among people. With the advancement in technology and popularity of the Internet, the perception of making online transactions is bound to gain momentum. In the future, the payment modes currently used and supported shall see a declining trend owing to the numerous benefits offered by electronic payment systems

**Klapper, L. (2017)** How digital payments can benefit entrepreneurs. Digital payments give women entrepreneurs greater control over their income, potentially benefiting their entire



household, especially children. The data available to researchers and policymakers on digital payment flows, especially measurements of merchant payments, are lacking, making the study less inclusive of these factors. Only secondary data was used.

**Rakesh H M & Ramya T J (2014)** in their research paper titled “A Study on Factors Influencing Consumer Adoption of Internet Banking in India” tried to examine the factors that influence internet banking adoption. It is found that internet banking is influenced by its perceived reliability, Perceived ease of use and Perceived usefulness. In the process of internet banking services experts should emphasize the benefits its adoption provides and awareness can also be improved to attract consumers’ attention to internet banking services.

**Naincy Prajapati and Sanjeev Kumar Singh (2017)** The research scholars describe in their study on ‘Impact of Demonetization on Online Transactions.’ That move of demonetization gives a new path to the Indian economy going towards the digital economy. India becomes a growth country after demonetization with a potential for the company's deals in E- Commerce. The cash crunch in the economy cut down the cash on delivery order in the country and increased the online payments. After all these positive effects people are facing many problems during the cash crunch.

**Mrs. Pranjali AND Etal (2017)** The author describes the importance of the digital economy in his paper ‘Impact and Importance of Digital Transactions in India’. The Government of India estimated that the digital policy will increase employment, reduce cash related robbery and cash related corruption and also attract more foreign investors to the country. It is expected modernization of payment systems will reduce the cost of banking services. Accordingly, a cash economy is not the complete absence of cash but a setting in which goods and services are bought and paid for through electronic media. Importance of digital transaction it reduce red tapism and bureaucracy reduce the black money and corruption helps in accurate taxation reduce the tax corruption. Stop the cash related illegal activities and make easier transactions.

**Preeti Garg And Manvi Panchal (2016)** According to the study on ‘Introduction Of Digital Economy In India 2016’ the research scholars explain the benefits and challenges towards

adoption of digital economy in India. After demonetizing the Indian government has implemented major changes in their economic environment of commerce. The government works on many policies to decline the dependency on cash. And start many programmes at various levels to encourage the people to do digital transactions to strengthen the digital economy in the interest of everyone. After all this a large part of the Indian population is still outside the scope of online transactions.

**Mohammad Auwal Kabir And Aidi Ahmi (2015)** In their research ‘Adoption of E-Payment System: A Review Of Literature’ they describe the emergence of information and communication that changed the method of payments of Indian citizens. It makes great evolutionary changes in digital technologies with this effect transactions are constantly shifting from cash based transactions to electronic based ones.. This study led to a wide and in depth perspective of people towards the E-Payments system. Defining other factors they were reviewed for the purpose of empirical study that addressed issues on E-Payments adoption factor in different parts of the world.

After reviewing the literature it was found that user’s are greatly influenced by E- wallet services, this was discovered as a research gap. As a result, the use of digital payment is rapidly increasing. Mobile payments are new ways of making payments. There is concern among the customers and users for data confidentiality and security. Although consumers show anxiety over the security and trust issues, they are willing to bend their rules keeping in mind the convenience and other advantages of mobile payments.

**CHAPTER – 3**

**THEORETICAL FRAMEWORK**

### **3.1 INTRODUCTION**

The advancements of modern technology have brought astounding developments, one among them is the conversion to paperless banking. Oxigen wallet is the first-ever e-wallet introduced in India, launched in July 2004. In 2006, media firm Times group in association with YES bank introduced Wallet365.com. A digital wallet, referred to as an e- wallet, is a software programme or electronic gadget that enables one party to conduct electronic exchange with another party by exchanging digital currency units for products and services. This includes paying for goods using mobile payment apps on smartphones, laptops or other personal computers. Software and data are the two major parts of an e- wallet. The software component secures and encrypts data while storing personal information. The information component is a database of user's information such as name, shipping address, payment method, payment amount, credit or debit card information etc.

### **3.2 ORIGIN OF E- WALLETS**

Oxigen Wallet is considered to be the first e-wallet or mobile wallet introduced in India. Oxigen Wallet was launched in July 2004. Wallet365.com was launched in 2006 by media firm Times Group in association with YES Bank. Both these wallets failed to gain much popularity. In 2009, Mobikwik was launched, pioneering digital transactions in India. Later, Paytm, Google Pay, Amazon Pay, Airtel money all captured the Indian digital wallet market and by 2018, nearly 8% of Indian population used these digital wallets for payments.

The genesis of digital wallets began 25 years ago with Dan Kohn, a then 21-year-old entrepreneur in Nashua, New Hampshire, who sold a CD over the Internet via credit card payment.

1994: First online purchase made. A CD of Sting's Ten Summoner's Tales sold on Netmarket for \$12.48.

1997: First mobile payments and first contactless payments made. Coca-Cola is installing two vending machines in Helsinki that accept payment via text message.

1999: PayPal launches electronic money transfer service. Initially, PayPal's user base grew by 10% per day. Its co-founders include Tesla CEO Elon Musk and venture capitalist Peter Thiel.

2003: Alibaba introduced Alipay in China. Today, the mobile payment platform has witnessed astounding growth—leveraging digital wallets—adopted by merchants in over 50 countries and territories.

2007: M-PESA created the first payment system for mobile phones. Kenya-based M-PESA has launched its mobile banking and microfinancing service. Today, its platform has over 37 million active users across Africa.

2009: Bitcoin enables secure and untraceable payments. Satoshi Nakamoto develops the world's first decentralized payment network.

2013: WeChat Pay enters the popular messaging platform. By 2018, it surpassed 800 million monthly active users

2014: Apple Pay launched. By 2023, more than \$2 trillion of mobile payment transactions could be authenticated using biometric technology.

In 2011, Google became the first major company to introduce a mobile wallet. 2012 saw Apple's Passbook, which could be used for boarding passes, tickets and coupons, not mobile payments. Apple Pay came two years later. It started in the US and quickly spread to the UK and China. 2015 brought Android and Samsung Pay. Since then, digital wallets like GrabPay, Lazada Wallet, PayPal, Touch 'n Go, VCash and others have made this mode of payment very popular.

Digital wallets were first introduced to 7 17 credit unions in 2016. Our first digital wallet was Apple Pay, and we've expanded to include Google Pay and Samsung Pay.

### **3.3 FEATURES OF E- WALLETS**

- Digital wallets are password protected, providing an added layer of security
- There is no requirement to maintain a minimum balance in a digital wallet.
- It enables quick and easy transactions
- It is simple, user-friendly and makes it easy to complete transactions. It can be used at the point of sale by scanning a QR code or by adding a mobile number.
- It requires only a smartphone, a stable internet connection and a linked bank account.

### **3.4 ADVANTAGES OF E- WALLETS**

- Contactless payments
- Enhanced security
- User friendly
- Increased speed and Convenience
- Discounts and offers
- Wide range of users
- Saves money and time

### **3.5 DISADVANTAGES OF E- WALLETS**

- Users are concerned with security issues as there are various hackers and frauds who misuse it. Thus users always feel safer to have cash in hand.
- Network connectivity is the biggest problem because transactions can take place only when there's a stable internet connection.
- It does not cater to the needs of the entire population as it's an app in smartphones. As most of the them are using normal cell phones
- May incur small transaction fee
- It encourages overspending as users have easy access to it.

### 3.6 TYPES OF E-WALLETS

**Paytm** is one of India's largest mobile commerce platforms. They started their journey by offering mobile recharge and utility bill payments. Today it offers a full marketplace to consumers on its mobile apps with the introduction of a shopping platform on its mobile wallet recharge app. The company is on a mission to bring half a billion Indians into the mainstream economy through payments, commerce, banking, investments and financial services. Paytm is deepening their roots in the Indian e-commerce market. With a very short span of time there are over millions of registered users and are expected to increase. Paytm's success is followed by adverse challenges in the face of banks and e-tailors like flipkart, snapdeal who are on the path of introducing their own mobile wallets. In order to survive and grow in the market paytm is developing effective market strategies and are expanding their operational competitiveness.

**Google Pay** is a digital wallet and payment platform from google. This digital wallet is a form of online payment system which was developed by google to facilitate users with the feature of online transaction and purchases through their smartphones or android handsets. It enables users to pay for transactions with android devices in store and on supported websites, mobile apps and google services like google play store. It uses advanced technology in order to protect user data and privacy. To avoid cyber crimes and frauds, google pay uses fingerprint technology as a process of physical authentications. This astonishing platform makes use of near field communication in order to transmit information related to funds transfer. For additional security, GooglePay uses host-based card emulation (HCE) technology and two-factor authentication to avoid data breach and theft. With many cool features and offers this platform could possibly be the best application for the transaction and can surpass other E-wallet companies in India in upcoming years of digitalization.

**Phonepe** is a financial technology company headquartered in Bengaluru, Karnataka, India. It was founded in December 2015 by Sameer Nigam, Rahul Chari and Burzin Engineer. It is a payment platform using which you can transfer money using UPI, recharge phone numbers, pay utility bills etc. phonepe works on the unified payment interface (UPI) system and all you need is

to feed in your bank account details and create a UPI ID. Here there is no need to recharge the wallet, because the money will be directly debited from your bank account at the click of a button in a safe and secure manner. This can be downloaded both in android and apple phones and its a safe and secure application that will help cater to all your banking needs under one roof in a convenient manner. There is no need to go through the cumbersome process of registering a beneficiary, entering bank account details such as account number or IFSC code. All that is required is a virtual payment address (VPA), using which money can be sent at any time and from anywhere.

**Jio money** is a mobile wallet in which users load money via credit or debit card or bank account. Once loaded with credit it can be used to make purchases online or in store as well as send money to friends and family. It is a safe and secured method to make digital payments over physical and online channels. We can make instant bill payments, perform mobile or DTH top-ups, pay in thousands of online and physical stores and more. We can also link our cards and bank accounts to Jio Money. It was started as a joint venture between Reliance Industries and State Bank of India. The JioMoney app will help the users to perform any kind of financial transaction like paying for bills, recharging DTH or mobile number recharge, sending or requesting money or online shopping, payment of insurance premium and so on.

**PayPal** is a payment platform that enables payments between parties through online money transfers. Customers create an account and connect it to a checking account, a credit card, or both. PayPal also offers credit and debit cards branded with the PayPal name. It works as an intermediary between you and a bank. Users add a bank account or credit/debit card to the PayPal system and whenever they're making an online payment, they can select which account to debit. All transactions are processed through PayPal, instead of your bank. Any money received will sit in your PayPal account and can be used for e-commerce, point of sale (with a PayPal card), or transferred to your bank account. Transfers can take a few days or minutes. Your PayPal account balance can also be topped off with a bank account or assigned card.



**Yono** stands for You Only Need One and it is an integrated digital banking platform offered by state bank of India which enables users to access a variety of financial and other services like flight, train, bus and taxi bookings, online shopping or medical bill payments. Users simply need to login to the YONO platform and use the YONO Cash feature to generate a reference number and create a dynamic PIN for the cash withdrawal. Customers can then use the same to complete the transaction and withdraw/obtain the cash from any of the channels like ATM. It eliminates most of the risks associated with physical cards like no risk of shoulder surfing, no card trapping, no card skimming risk, no lost card/pin. The PIN is generated dynamically for every transaction. It is environment friendly as it avoids the use of plastic cards.

**Airtel money** can be used for recharging the prepaid balance on the mobile phone plans as well as making payments for the postpaid bills. The other recharges available through Airtel Money recharge of DTH services and such facilities can be accessed at any time from anywhere. It is a secure digital wallet that enables you to manage your money, recharge, pay bills, shop at offline merchants, send money to friends & pay at various online platforms like MakeMyTrip, BookMyShow, Myntra and many more. All Airtel Money payments are free to the subscriber but merchants will pay a small commission to Airtel to facilitate the payment.

**Apple Pay** is a mobile payment service which enables you to make secure, contactless purchases using Apple Cash, Apple Card, and any other credit and debit cards that you add to Wallet. Apple Cash is a feature that allows the transfer of money from one user to another via iMessage. When a user receives a payment, the funds are deposited in the recipient's Apple Cash card, where it is available for immediate use at merchants that accept Apple Pay. It does not cause additional fees for users and merchants. It requires users to upload their payment information to Apple Wallet and follow the steps through verification with the card issuer. Once uploaded, all information required for payment is linked to the app, so the user does not need to physically handle a card upon payment.

**Cash app** is a peer-to-peer money transfer service developed by Square Inc. that allows users to send and receive money. This mobile wallet can help you pay bills, pay for purchases, share

travel costs, or do any other money sending tasks you want to do with other Cash App users. This digital wallet app also functions similarly to a bank account, providing users with a debit card called a "Cash Card" that allows them to make purchases using the funds in their Cash App account. The app also allows users to invest their money in stocks and buy and sell bitcoins.

Samsung is merging its two software services, Samsung Pay and Samsung Pass, into a single digital platform called **Samsung Wallet**. This will allow Galaxy device owners to securely and easily manage their digital keys, boarding passes, ID cards, loyalty cards and more in one mobile app. The idea is that it "keeps everything your digital life needs" in a convenient location without sacrificing security.

**CHAPTER – 4**  
**DATA ANALYSIS AND INTERPRETATION**

## **INTRODUCTION**

The modern payment systems are based on new innovations such as the Internet, cards etc. Therefore, this study was conducted to analyze the payment systems from the users point of view. We also determine the problems existing in the E- wallets systems and suggest remedial measures to overcome the identified problems.

This study aims to find out the usage of different e- wallets systems by the people in Ernakulam district. The data collected from the respondents are analyzed and presented in the form of table and pie diagrams for easy understanding. Different electronic payments are used by the people according to the nature of needs. So , this study aims to find out the different types of e- wallets mostly preferred by them. It also measures the level of satisfaction and the problems faced by the users while making payments . The remedial measures that are obtained from the users will be really useful for the e- wallets providers in order to improve their system and attract more users while retaining the existing users.

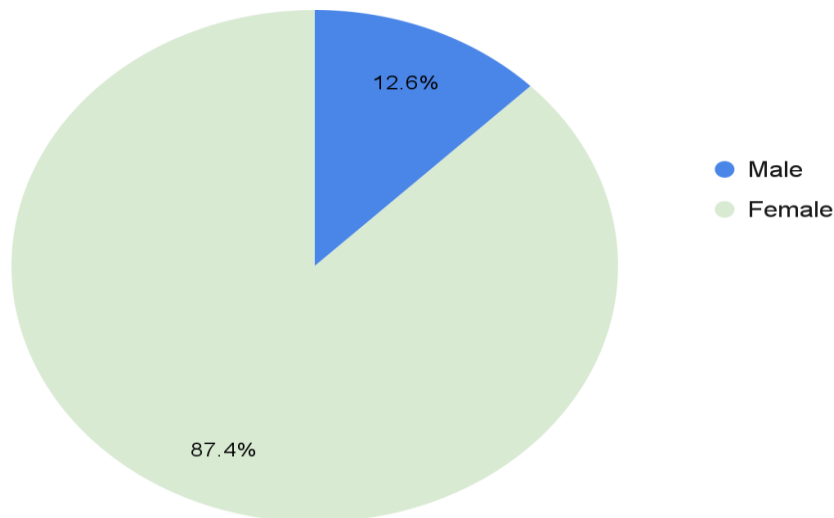
More people are starting to use E-Wallets for making payments. It is really easy , less costly, and convenient too . So , everybody will be attracted to these payment apps. They also provide exciting offers and other promotional methods in order to increase its usage.

**TABLE 4.1 GENDER OF THE RESPONDENTS**

<b>Gender</b>	<b>Number of Responses</b>	<b>Percentage (%)</b>
Male	13	12.6
Female	90	87.4
Other	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.1 GENDER OF RESPONDENTS**



**INTERPRETATION:**

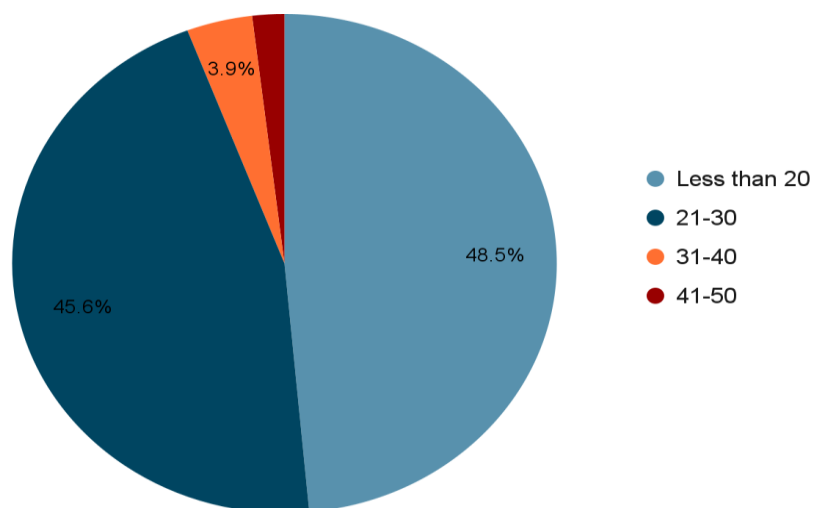
Table 4.1 shows that 87.4% of the respondents are female and 12.6% are male. From this, it is clear that the majority of the respondents are female.

**TABLE 4.2 AGE GROUP OF THE RESPONDENTS**

Age	Number of Responses	Percentage (%)
Less than 20	50	48.5
21-30	47	45.6
31-40	2	1.9
41-50	4	3.9
More than 50	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.2 AGE GROUP OF THE RESPONDENTS**



**INTERPRETATION:**

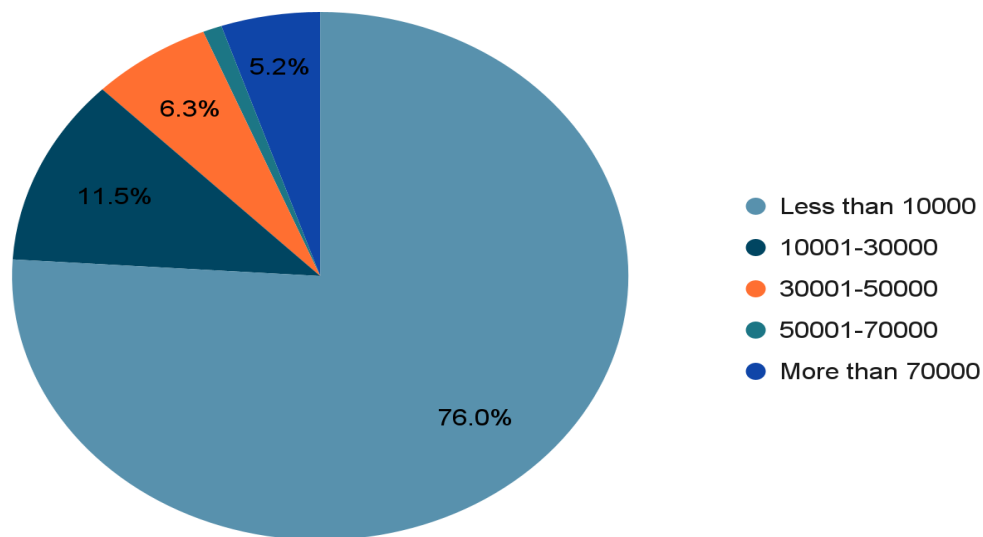
Table 4.2 48.5% of the respondents are less than 20, 45.6% of the respondents belong to the age group 21-30, 1.9% belong to the age group 31-40 and 3.9% belong to the age group 41-50. Thus, the majority of the respondents are from the age group 21-30.

**TABLE 4.3 MONTHLY INCOME OF THE RESPONDENTS**

Monthly Income	Number of Responses	Percentage(%)
Less than 10000	73	76
10001-30000	11	11.5
30001-50000	6	6.3
50001-70000	1	1
More than 70000	5	5.2
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.3 MONTHLY INCOME OF THE RESPONDENTS**



**INTERPRETATION:**

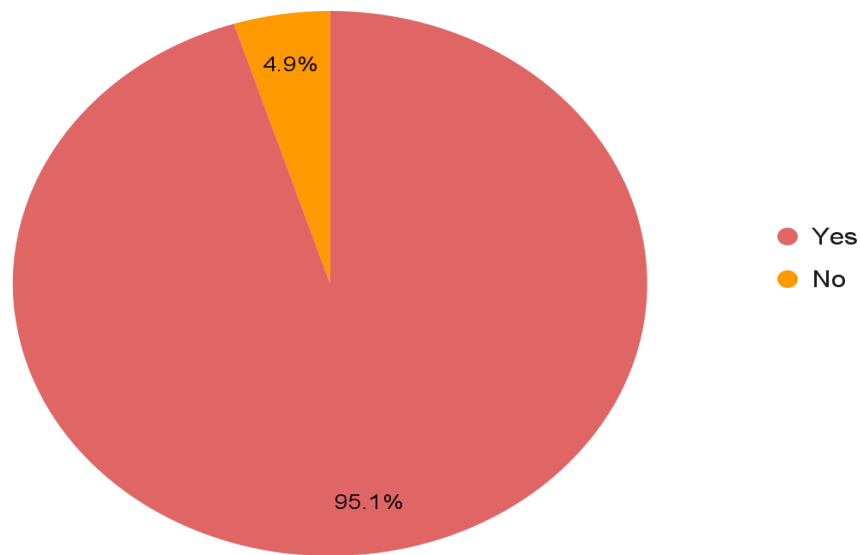
Table 4.3 shows that 76% of the respondents have monthly income less than 10000, 11.5% have 10001-30000, 6.3% have 30001-50000, 1% of the respondents belong to the group 50001-70000 and 5.2% have more than 70000. Thus, the majority of the respondents have income less than 10000.

**TABLE 4.4 RESPONDENTS USING ONLINE PAYMENT APPLICATIONS**

<b>Particulars</b>	<b>Number of Responses</b>	<b>Percentage (%)</b>
Yes	98	95.1
No	5	4.9
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.4 RESPONDENTS USING ONLINE PAYMENT APPLICATIONS**



**INTERPRETATION:**

Table 4.4 shows that 95.1% of the respondents use online payment applications and 4.9% of the respondents are not using any online payment application. This shows that the majority of the respondents use online payment applications.

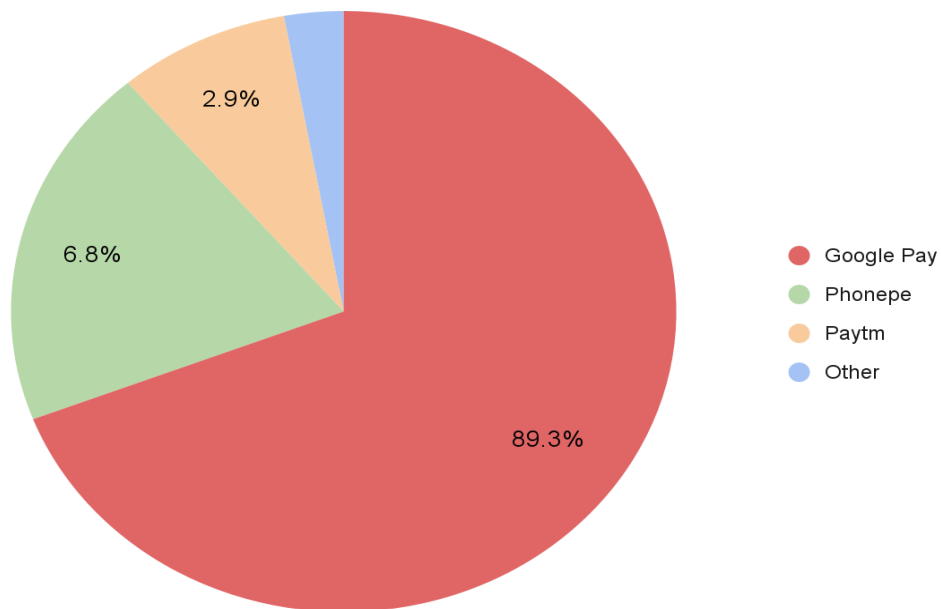


**TABLE 4.5 PREFERENCE TOWARDS E-WALLETS**

<b>Payment Application</b>	<b>Number of Responses</b>	<b>Percentage (%)</b>
Google pay	92	89.3
Phonepe	7	6.8
Paytm	3	2.9
Other	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.5 RESPONDENTS PREFERRED ONLINE PAYMENT APPLICATION**



**INTERPRETATION**

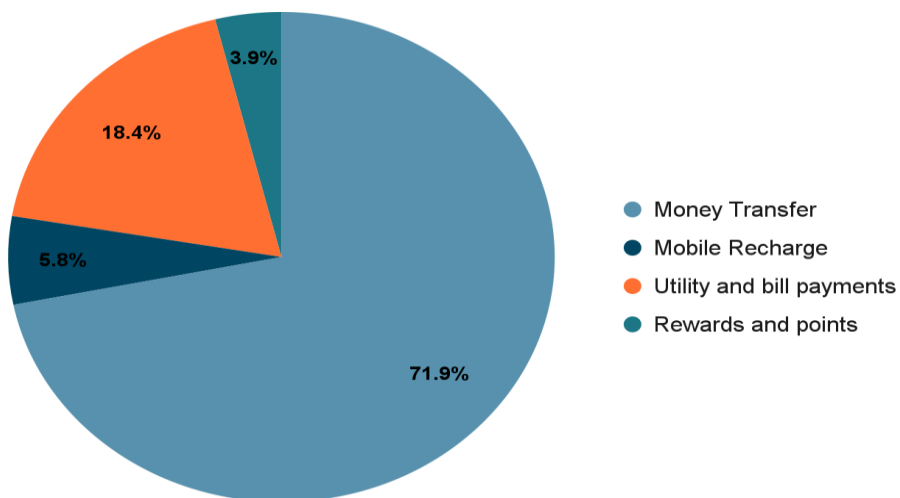
Table 4.5 shows that 89.3% of the respondents prefer google pay, 6.8% prefer phonepe, 2.9%, paytm and 1% prefer amazon pay. This shows that the majority of the respondents prefer google pay.

**TABLE 4.6 PURPOSE OF USING E-WALLETS**

Purposes	Number of Responses	Percentage (%)
Money transfer	74	71.8
Mobile recharge	6	5.8
Utility and bill Payments	19	18.4
Rewards & points	4	3.9
Other	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**Fig 4.6 PURPOSE OF USING E-WALLETS**



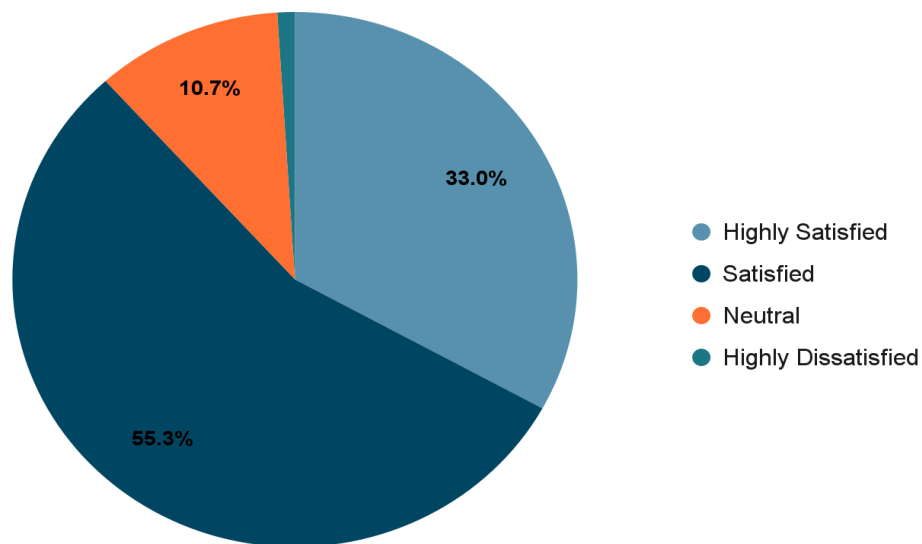
**INTERPRETATION:**Table 4.6 shows that 71.8% of the respondents use e-wallets for money transfer, 5.8% use it for mobile recharge, 18.4% use e-wallets for utility & bill payments and 3.9% use for rewards and points. This shows that the majority of the respondents use it for money transfer.

**TABLE 4.7 SATISFACTION OF RESPONDENTS WITH THE SPEED OF E-WALLET**

Particulars	Number of Responses	Percentage (%)
Highly Satisfied	34	33
Satisfied	57	55.3
Neutral	11	10.7
Dissatisfied	-	-
Highly dissatisfied	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.7 SATISFACTION OF RESPONDENTS WITH THE SPEED OF E-WALLETS**



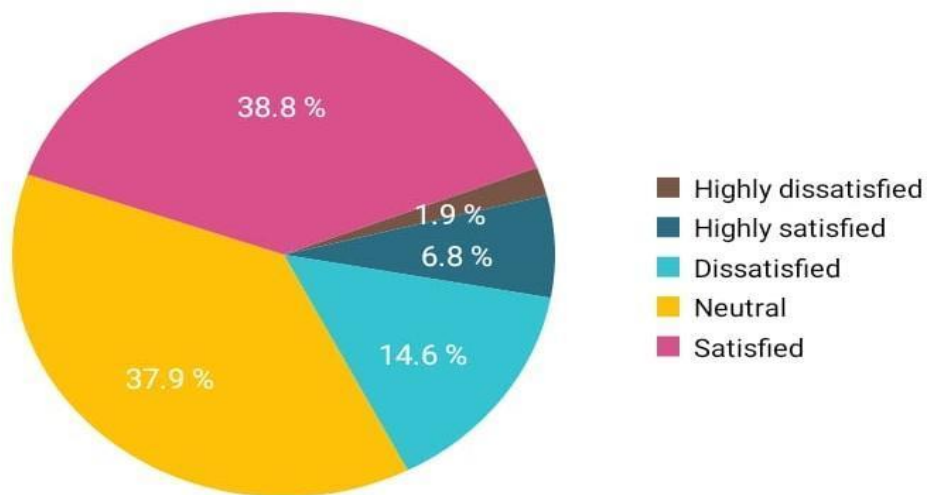
**INTERPRETATION:**Table 4.7 shows that 33% of the respondents are highly satisfied, 55.3% are satisfied, 10.7% of the respondents are neutral and 1% is highly dissatisfied. This shows that the majority of the respondents are satisfied with the speed of e-wallets.

**TABLE 4.8 SATISFIED WITH THE CASH BACK OFFER**

Particulars	Number of Responses	Percentage (%)
Highly Satisfied	7	6.8
Satisfied	40	38.8
Neutral	39	37.9
Dissatisfied	15	14.6
Highly Dissatisfied	2	1.9
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**FIG 4.8 SATISFIED WITH THE CASHBACK OFFER**



**INTERPRETATION:**

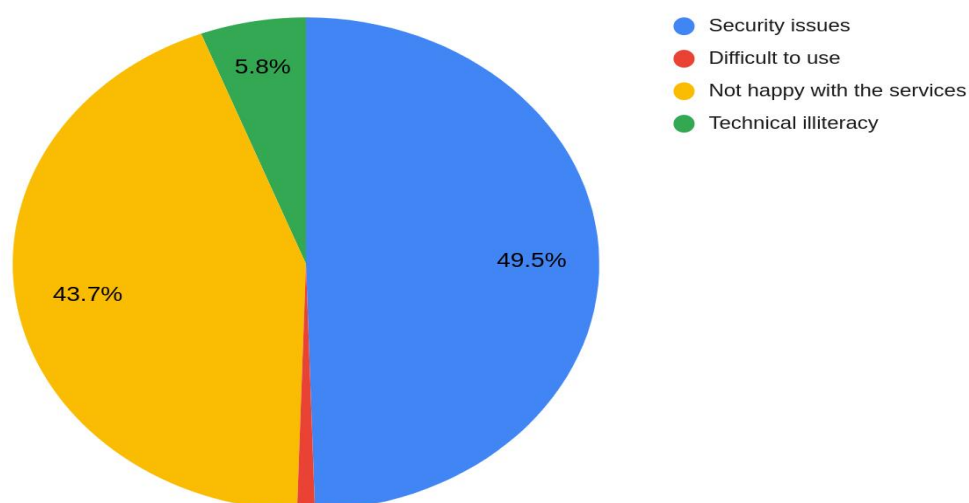
Table 4.8 shows that 6.8% of the respondents are highly satisfied, 38.8% are satisfied, 37.9% are neutral, 14.6% are dissatisfied, and 1.9% are highly dissatisfied. This shows that the majority of the respondents are satisfied with the cash back offers.

**TABLE 4.9 REASONS FOR NOT USING E-WALLETS TO MAKE PAYMENTS.**

Reasons	Number of Responses	Percentage (%)
Security issues	51	49.5
Difficult to use	1	1.1
Not happy with the services	45	43.7
Technical illiteracy	6	5.8
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**FIG 4.9 REASONS FOR NOT USING E-WALLETS FOR NOT MAKING**



**INTERPRETATION:**

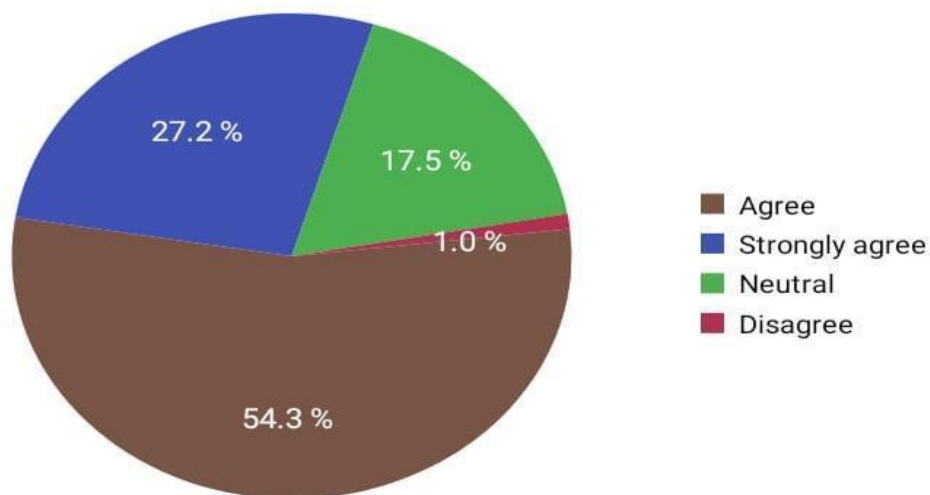
Table 4.9 shows that 49.5% of the respondents have reason for not using it because of security issues. 43.7% of the respondents are not using it because they are not happy with the services. 5.8% of the respondents are not using it because of technical illiteracy. Thus, the majority of the respondents are not using it because of security issues.

**TABLE 4.10 E-WALLETS ARE COMFORTABLE AND USER FRIENDLY**

<b>Particulars</b>	<b>Number of Responses</b>	<b>Percentage (%)</b>
Strongly Agree	28	27.2
Agree	56	54.3
Neutral	18	17.5
Dissatisfied	1	1.0
Highly Dissatisfied	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**FIG 4.10 E-WALLETS ARE COMFORTABLE AND USER FRIENDLY**



**INTERPRETATION:**

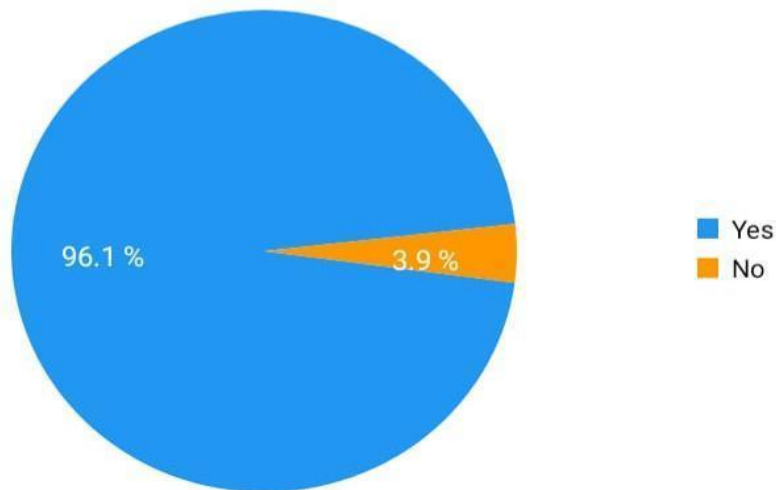
This graph shows that 54.3% of the respondents agree that they are comfortable and it is user-friendly. 27.2% of the respondents strongly agree, 17.5% have a neutral response and 1.0% of the respondents disagree that they are comfortable and user friendly.

**TABLE 4.11 SUGGEST E-WALLETS TO OTHERS**

Particulars	Number of Responses	Percentage (%)
Yes	99	96.1
No	4	3.9
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**Fig 4.11SUGGEST E-WALLETS TO OTHERS**



**INTERPRETATION:**

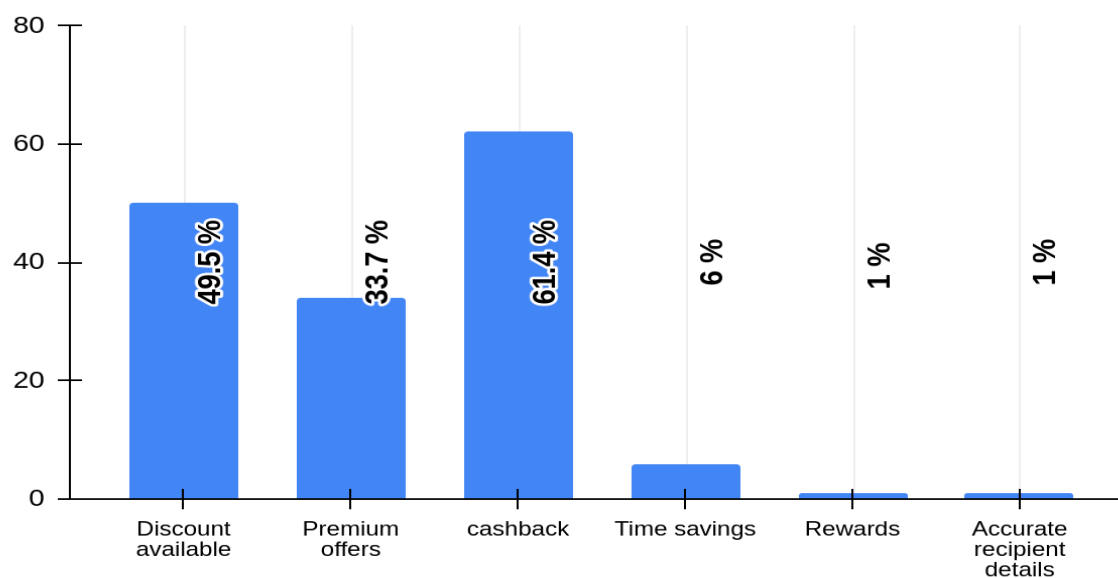
96.1% of the respondents say that they will suggest E-Wallets to others. whereas only 4.9 % will not suggest E-Wallets to others . Therefore , the majority of respondents will suggest E-Wallets to others.

**TABLE 4.12 FEW THINGS WILL KEEP IN MIND FOR USING ONLINE TRANSACTION**

Particulars	Number of Responses	Percentage (%)
Discount Available	50	49.5
Premium Offers	34	33.7
Cash Back	61	61.4
Time savings	6	6
Rewards	1	1
Accurate Recipient Details	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**FIG 4.12 FEW THINGS WILL KEEP IN MIND FOR USING ONLINE TRANSACTION**





## INTERPRETATION

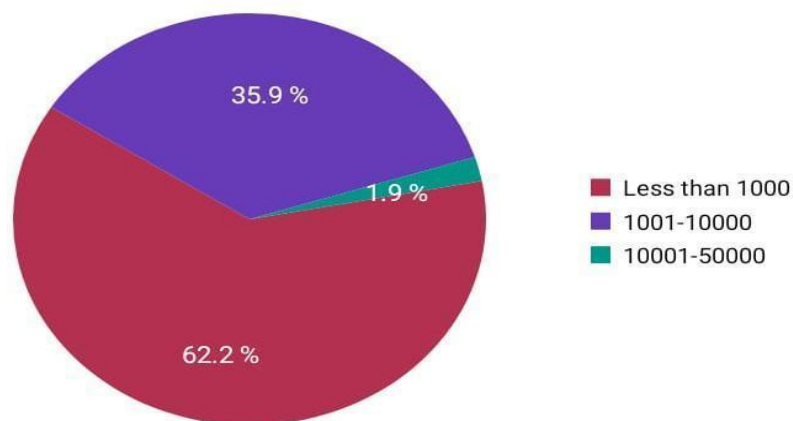
This table shows that 61.4% of the respondents are using online transactions because of cashback 49.5 % of the respondents are using it because of the discount available, 33.7% of the respondents are using it because of premium offers . Thus , the majority of the respondents are using it because of cashback offers.

**TABLE 4.13 MONEY SPEND ON ONLINE TRANSACTIONS IN A MONTH**

Particulars	Number of Responses	Percentage (%)
Less than 1000	64	62.1
1001-10000	37	35.9
10001-50000	2	1.9
More than 50000	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary data

**FIG 4.13 FREQUENTLY DO YOU SPEND ON ONLINE TRANSACTION IN A MONTH**



## INTERPRETATION:

This table shows that 62.1% of the respondents are spending only less than 1000 in a month. 35.9 % of the respondents are spending only between 1001-10000 in a month. Whereas, only 1.2% of respondents spend between 10001-50000 in a month. From this table , it is clear that the majority of the respondents are spending only less than 1000 in a month.

**TABLE 4.14 RATE THE ONLINE TRANSACTIONS THAT YOU HAVE USED**

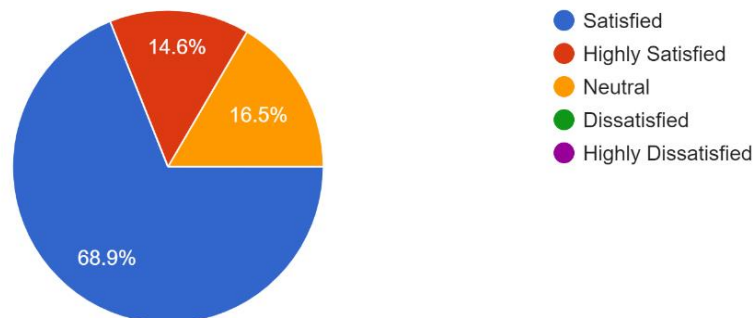
Particulars	Number of Responses	Percentage ( %)
Satisfied	71	68.95
Highly Satisfied	17	14.6
Neutral	15	16.5
Dissatisfied	-	-
Highly Dissatisfied	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.14 RATE THE ONLINE TRANSACTIONS THAT YOU HAVE USED**

How do you rate the Online transactions that you have used?

103 responses



## INTERPRETATION:

The above table shows that almost 68.9% of the respondents are satisfied with the online transactions that they have used. About 16.5% stays neutral. And finally about 14.6% stayed highly satisfied.

**TABLE 4.15 CONTINUE USING ONLINE TRANSACTIONS**

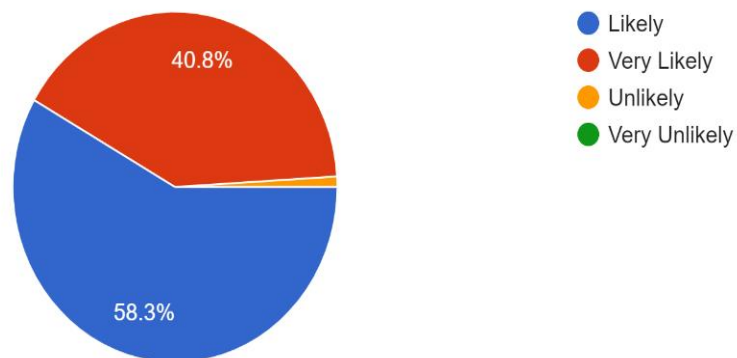
Particulars	Number of Responses	Percentage (%)
Likely	60	58.3
Very Likely	42	40.8
Unlikely	1	1
Very Unlikely	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.15 CONTINUE USING ONLINE TRANSACTION**

Would you want to continue using online transaction?

103 responses



## INTERPRETATION:

From the above table we can infer that about 58.3% respondents are likely to continue using online transactions. About 40.8% are very likely to use it. And very few respondents are unlikely to continue using online transactions.

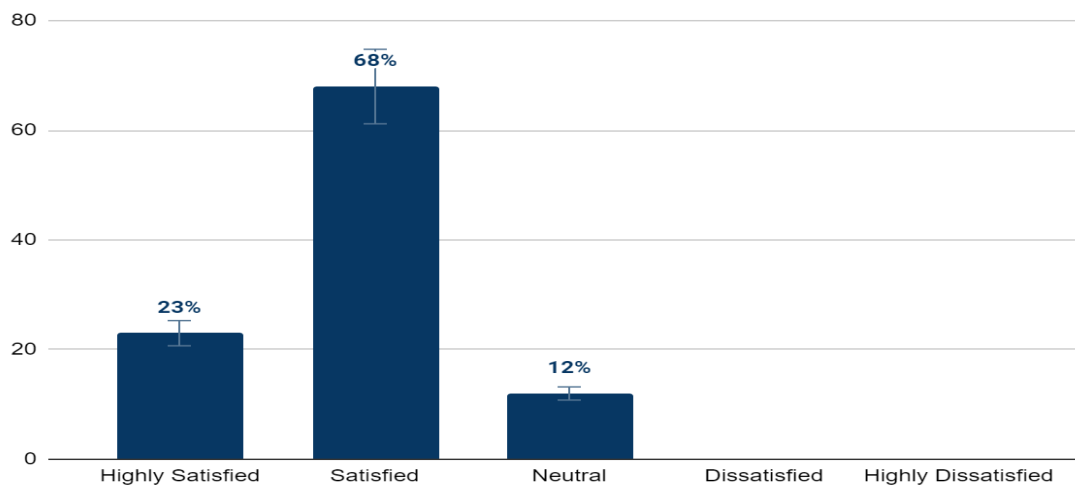
**TABLE 4.16 EASINESS AND CONVENIENCE OF E-WALLETS**

**TABLE 4.16.1 PRIVACY**

Particulars	Number of Responses	Percentage (%)
Highly Satisfied	23	23
Satisfied	68	68
Neutral	12	12
Dissatisfied	-	-
Highly Dissatisfied	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.16.1 PRIVACY**



## INTERPRETATION:

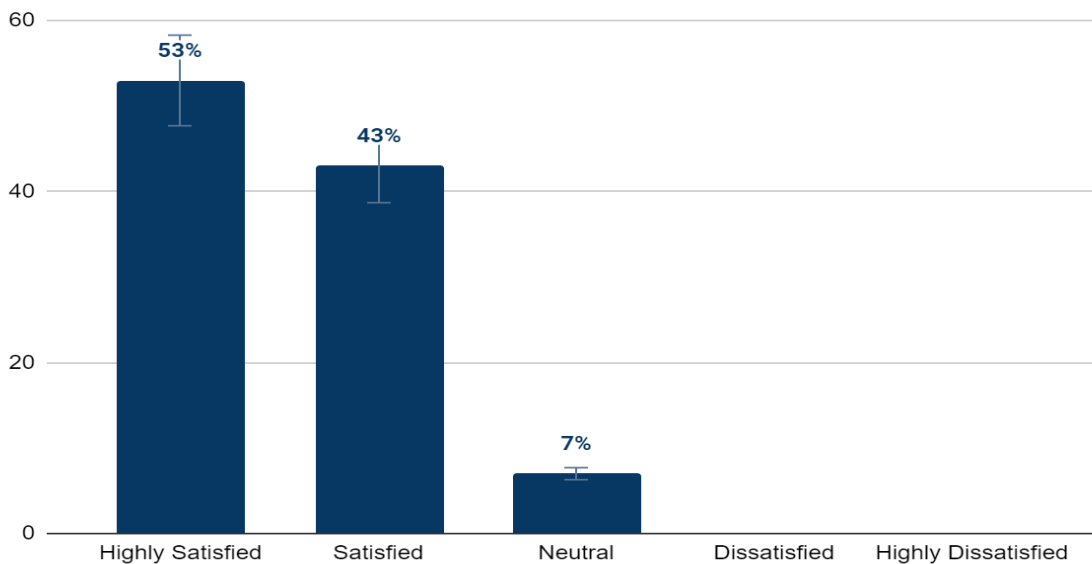
About 68% of respondents are satisfied with the privacy of online transactions. About 23% are highly satisfied and 12% of respondents have a neutral response.

**TABLE 4.16.2 CONVENIENCE**

Particulars	Number of Responses	Percentage (%)
Highly Satisfied	53	43
Satisfied	43	53
Neutral	7	7
Dissatisfied	-	-
Highly Dissatisfied	-	-
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.16.2 CONVENIENCE**



## INTERPRETATION:

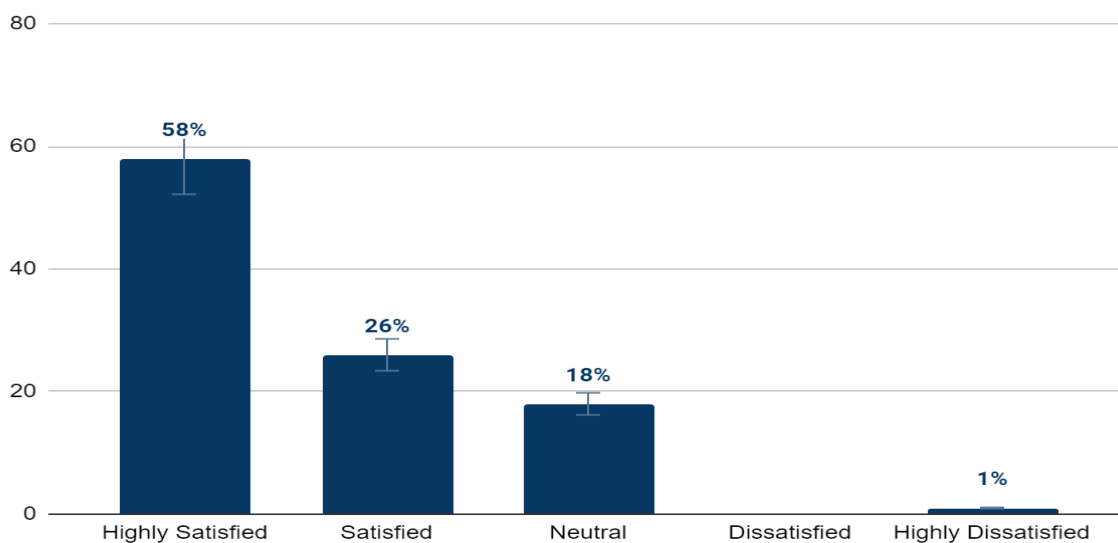
A share of about 43% are highly satisfied, 53% are satisfied and 7% is neutral. These are the responses of respondents based on the convenience of online transactions.

**TABLE 4.16.3 SPEED**

Particulars	Number of Responses	Percentage (%)
Highly Satisfied	58	26
Satisfied	26	58
Neutral	18	18
Dissatisfied	-	-
Highly Dissatisfied	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.16.3 SPEED**



### INTERPRETATION:

A share of 26% of respondents are satisfied with the speed of online transactions. Over 58% are highly satisfied, 18% have neutral responses and 1% are highly dissatisfied.

**TABLE 4.17 DURATION OF USAGE OF E-WALLETS**

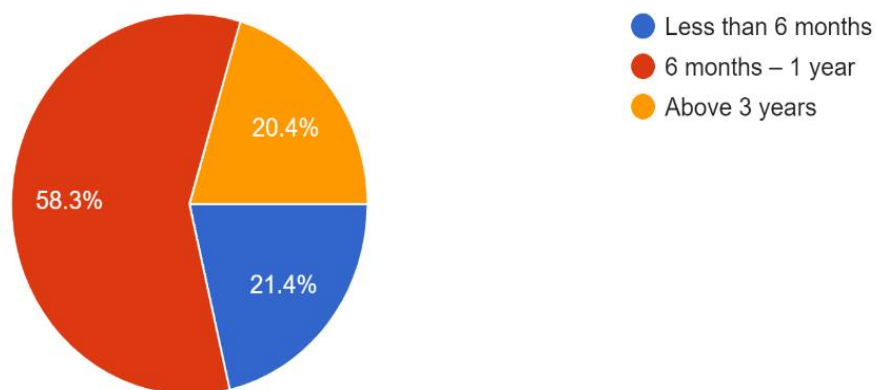
Particulars	Number of Responses	Percentage (%)
Less than 6 months	22	21.4
6 months – 1 year	60	58.3
Above 1 year	21	20.4
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.17 DURATION OF USAGE OF E- WALLETS**

How long have you been using these E-wallets?

103 responses



## INTERPRETATION:

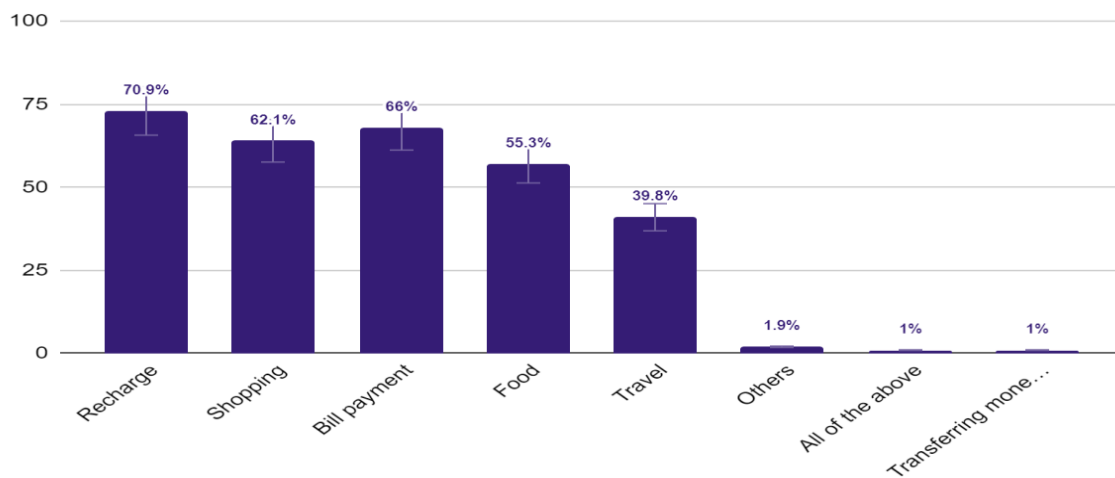
Over 21.4% have been using e-wallets for less than 6 months. A share of 58.3% have been using it for 6 months to 1 year. And 20.4% for more than 1 year.

**TABLE 4.18 TYPES OF SERVICES PROVIDED BY ONLINE PAYMENT SYSTEM**

Particulars	Number of Responses	Percentage (%)
Recharge	73	70.9
Shopping	64	62.1
Bill Payment	68	66
Food	57	55.3
Travel	41	39.8
Transferring money to friend	1	1
Others	2	1.9
All of the above	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.18 TYPES OF SERVICES PROVIDED BY E-WALLETS**





### INTERPRETATION:

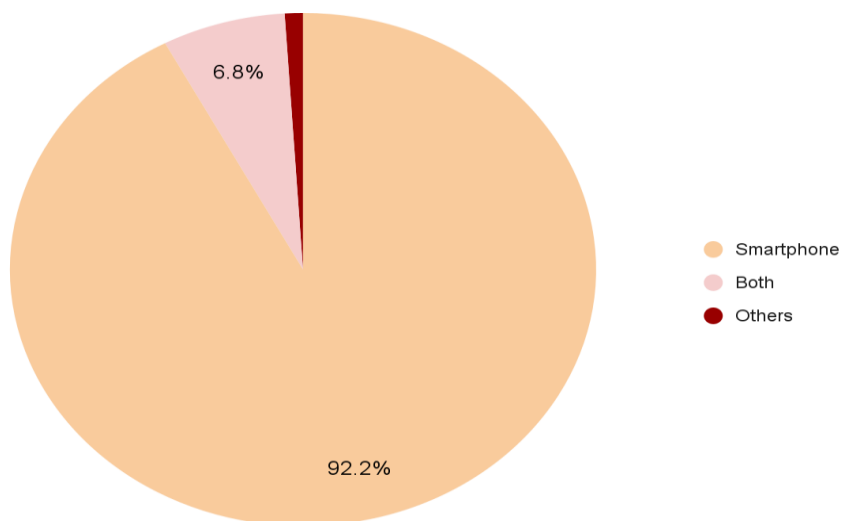
A share of 70.9% uses e- wallets for recharging their mobile phones. 64% on shopping, 68% on bill payments, 57% on food, 41% on travel, 1% contributes to all of the above and transferring money to friends.

**TABLE 4.19 DEVICE USED FOR MAKING ONLINE PAYMENTS**

Particulars	Number of Responses	Percentage (%)
Smart Phones	95	92.2
Computer	-	-
Both	7	6.8
Others	1	1
<b>Total</b>	<b>103</b>	<b>100</b>

Source: Primary Data

**FIG 4.19 DEVICE USED FOR MAKING ONLINE PAYMENTS**



**INTERPRETATION:** A share of 92.2% use smartphones to make online payments. 6.8% use both and 1% use other modes of payment.

**CHAPTER – 5**  
**SUMMARY, FINDINGS AND**  
**RECOMMENDATIONS**

## **5.1 SUMMARY**

The study aims to determine the users perception towards E-wallets. The study was more relevant in this era of cashless transactions and most of the customers started to adopt E- Wallets for their day to day transactions. This helps to determine the satisfaction of users on E- wallets. The questionnaire method is used for collecting primary data. A Google form was circulated and collected data from the sample group of 100 from Ernakulam district. These Google forms are mainly focused on college students. From this data, we understand that most of them are using Google pay as the E- Wallets for their cash transaction. Also we determine that the user's are highly satisfied with the performance of Google Pay. Also , the cash back offers are really helpful for retaining the existing user's and attracting new users. And only the third portion of the users have adopted Phone pay as their E-Wallets. All of the users are using E- Wallets for meeting their needs such as shopping, bill payments, food, transportation etc. Percentage analysis of collected data, recommendations, findings obtained from the data analysis and some suggestions are presented below. This chapter gives a brief idea about the study and study results.

## **5.2 FINDINGS**

- Among the respondents, almost 90% users are females. Only around 12% users are males.
- Around 90% users prefer Google Pay more than any other app, google pay is a widely used app by many users.
- Purposes of E- Wallets include money transfer, mobile recharge, bill payments, rewards and points. Among this around 70% users use online platforms for transferring money.
- 38.8% of the respondents are satisfied with the cash back offer
- Around 54.4% of the respondents agreed that E-wallets are comfortable and user friendly.

- 96.1% of the users will suggest the E-Wallets to others .
- 68.9% of the users are satisfied with the online transactions that they have used.
- Online platforms provide various types of services like mobile recharge, shopping, money transfer, food, travel etc. Around 74% of users use it to recharge.
- Majority of the users make their payments through smart phones rather than computer and other means of online modes of payment
- Majority of the users face technical issues while using online mode of payment. They also face problems like delay in transactions.
- 62.1% of the respondents are spending only less than 1000 in a month and the rest of them spend more than 1000. Most of them use online payment systems for making payments and other transactions.
- Majority of the respondents are satisfied with the services provided by e-wallets and only a few are dissatisfied with their services.
- Most of the respondents are likely to continue using online transactions.
- 68% of the respondents are highly satisfied with their ease and convenience of using E-wallets, 23% are satisfied and 12% are standing neutral.
- Majority of them are satisfied with their speed and privacy.
- Most of the respondents started using E-wallets from a period of 6 months to 1 year and some of them for above 3 years.

### 5.3 SUGGESTIONS

Majority of the respondents are using E-wallets for making various transactions but then a few are still dissatisfied with their services.

- The customers need to be convinced about the safety of E-wallets and their advantages.
- They need to be induced to use mobile wallets for all kinds of payments by making attractive offers such as cash back offers etc.
- All the doubts in that regard need to be addressed effectively by educating them to increase the use of E-wallets.
- E-wallets should stop giving useless scratch cards as rewards and give more cash backs.
- This study proves that there is a significant association between occupation and satisfaction level of e-wallets. They are highly satisfied because of their knowledge.
- This study also finds that security threats and network connectivity are the main obstacles and it is the reason for less usage of e-wallets.
- So the government should initiate necessary steps to overcome the problems of network connectivity and security threats and also increase the awareness level among the people through proper channels to enlarge their knowledge about pros and cons of e-wallets.

## 5.4 CONCLUSION

The purpose of the study was to investigate consumer's perception towards e- wallets. India is slowly moving from a cash centric country to a cashless economy. India has to go a long way in digitalization. This might be due to each financial innovation taking its own space to penetrate .With increase in number of Smartphone users and add on user friendly features like security and convenience.

According to the study, the majority of clients are satisfied with the services provided by online payment platforms. It also makes clear that it needs to perform better in a few key areas. Few respondents expressed their opinions about the technical issues, delay and safety of transactions. So, e- wallets must ensure that the complaints are addressed properly and solved. As we know that digital platforms are widely used these days because of their ease and convenience. They also eliminate the problem of the recipient visiting the bank to make the payment each time they want to. It also reveals that youngsters contribute to a major portion of the users of digital wallets. . It makes both online and offline transactions a swift, efficient, and convenient process that's beneficial for all parties involved. Merchants make quicker sales, and customers waste less time. In addition, mobile wallet companies operating in India are also offering attractive deals and incentives to attract new users. In recent years, wallet companies have increasingly formed collaborations with service providers and financial institutions to offer a robust and seamless mobile wallet platform to the users. Usage of the mobile wallet is growing across various applications such as money or banking transactions, mobile recharge and bill payments, ticket bookings, utility applications, etc.

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# **APPENDIX**

## QUESTIONNAIRE

### PERCEPTION OF USER'S OF E-WALLETS IN KOCHI

As part of our final year UG project, the students of St. Teresa's college are conducting a survey to find out the "PERCEPTION OF USER'S OF E-WALLETS IN KOCHI". The information provided will be used for academic purposes only.

Gender:

- Male
- Female
- Other

Age:

- Less than 20
- 21 to 30
- 31 to 40
- 41 to 50
- More than 50

Monthly Income:

- Less than 10000
- 10001- 30000
- 10001- 50000
- 50001- 70000
- More than 70000

Do you use online payment methods ?

- Yes
- No

Which app do you prefer more?

- Google pay
- Phone pay
- Paytm
- Other:

What do you think about the purposes of using E- wallets?

- Money transfer
- Mobile recharge
- Utility and bill payments
- Rewards and points
- Other:

How satisfied are you with the speed of E- wallets ?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

Are you satisfied with the cash back offer?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

What are the reasons for not using E- wallets to make payments?

- Security issues
- Difficult to use
- Not happy with the service
- Technical illiteracy

Do you agree that E-wallets are comfortable and user-friendly?

- Strongly agree
- Agree
- Neutral
- Dissatisfied
- Highly dissatisfied

Will you suggest E-wallets to others?

- Yes
- No

What are a few things that are to be kept in mind when you use online transactions?

- Discount available
- Premium offers
- Cash back
- Time saving
- Rewards

How frequently do you spend on online transactions in a month ?

- Less than 1000
- 1001-10,000
- 10,001- 50,000
- More than 50,000



How do you rate the Online transactions that you have used?

- Satisfied
- Highly Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

Would you want to continue using online transactions?

- Likely
- Very Likely
- Unlikely
- Very Unlikely

Easiness and convenience of E- Wallets:

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
PRIVACY					
CONVENIENCE					
SPEED					

How long have you been using these E-wallets?

- Less than 6 months
- 6 months – 1 year
- Above 1 year

For what type of service do you use an online e-payment system?

- Recharge
- Shopping
- Bill payment
- Food
- Travel
- Others:

Which device do you use to make payments via E-wallet?

- Smartphone
- Computer
- Both
- Others:

Suggestions, if any: