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Appendix

A COMPARATIVE GENERATIONAL ANALYSIS ON USERS PERCEPTION AND SATISFACTION ON E- WALLET SERVICES AMONG GEN Y AND Z

I. DEMOGRAPHIC PROFILE:

E-mail id:

1. Gender

(a) Male

(b) Female

2. Age group:

(a) Generation Y (1981-1996)

(b) Generation Z (1997-2012)

3. Educational Qualification:

(a) No formal education

(b) School level

(c) Diploma

(d) Under graduate

(e) Post graduate

(f) Professional degree

(g) Currently in school

4. Occupational status

(a) Government employee

(b) Private employee

(c) Part time employee

(d) Professional

(e) Businessman

(f) Unemployed

(g) Student

(h) Homemaker

5. Marital status

(a) Married

(b) Unmarried

6. Family type

(a) Nuclear family

(b) Joint family

7. Number of members in the family

(a) 2

(b) 3

(c) 4

(d) 5

(e) More than 5

8. Number of earning members in the family

- (a) 1 (b) 2 (c) 3
(d) 4 (e) More than 4

9. Family monthly income

- (a) Below Rs.30, 000 (b) Rs.30, 001-Rs. 40,000
(c) Rs.40, 001-Rs.50, 000 (e) Rs. 50,001- Rs. 60,000
(d) Above Rs. 60,000.

10. Family monthly expenditure

- (a) Below Rs.20, 000 (b) Rs. 20,001-Rs. 30,000
(c) Rs.30, 001- Rs. 40,000 (d) Rs. 40,001- Rs. 50,000
(e) Above Rs.50, 000

II.AWARENESS ON VARIOUS E-WALLET PAYMENT SERVICES PROVIDERS AND ITS FEATURES

11. State your sources of awareness regarding e-wallet payment services: **(Multiple response)**

S.No	Usage	Tick
(i)	Friends & Relatives	
(ii)	Personal interest	
(iii)	Newspapers	
(iv)	Social media	
(v)	Banks	
(vi)	Colleague	
(vii)	Advertisement	
(viii)	Shop-keeper	

12. Give your level of awareness towards the following e-wallet payment service providers:

S.No	Applications	VHA	HA	MA	LA	VLA
(i)	Paytm					
(ii)	Free charge					
(iii)	Oxigen					
(iv)	Mobikwik					
(v)	Citrus					
(vi)	Phone Pe					
(vii)	Amazon pay					
(viii)	Airtel money					
(ix)	Jio money					

(VHA -Very High Awareness, HA - High Awareness, MA - Moderately Aware, LA - Low Awareness and VLA - Very Low Awareness)

13. Give your level of awareness towards the following features relating to e-wallet payment services:

S.No	Features	VHA	HA	MA	LA	VLA
(i)	Instant payments and refunds					
(ii)	Variety of services (recharge, bill payments, DTH, etc)					
(iii)	Virtual credit card option					
(iv)	Easy to connect to other account					
(v)	Splitting of bill					
(vi)	Digital coupons (Gift promotions/ cash rewards etc.,).					
(vii)	Accept any form of payment					

VHA-Very High Awareness, HA - High Awareness, MA - Moderately Aware, LA - Low Awareness and VLA – Very Low Awareness)

14. How long you have been using e-wallet payment service?

- (a) Below 1-year (b) 1-2 years (c) 2- 3 years
(d) 3-4 years (e) More than 4 years

15. How often you use e-wallet payment service?

- (a) Daily (b) Alternate days (c) Weekly once
(d) Monthly (e) Occasionally

16. Provide your degree of frequency in using e-wallet applications:

S.No	Applications	VHA	HA	MA	LA	VLA
(i)	Paytm					
(ii)	Free charge					
(iii)	Oxigen					
(iv)	Mobikwik					
(v)	Citrus					
(vi)	Phone Pe					
(vii)	Amazon pay					
(viii)	Airtel money					
(ix)	Jio money					

(VHA-Very High Awareness, HA - High Awareness, MA - Moderately Aware, LA - Low Awareness and VLA – Very Low Awareness)

17. Average amount spent through e-wallet payment services per month:

- (a) Less than Rs.3, 000 (b) Rs.3, 001-Rs.6, 000
(c) Rs.6, 001- Rs.9, 000 (d) Rs.9, 001– Rs.12, 000
(e) Above Rs.12,001

18. Which mode of payment services you were using before e-wallet services?

(Multiple response)

S.No	Usage	Tick
(i)	Cash	
(ii)	Credit Card	
(iii)	Debit Card	
(iv)	Net banking	

19. Preferred payment method of adding money to e-wallet payment services account:

(Multiple response)

S.No	Usage	Tick
(i)	Net banking	
(ii)	Debit card	
(iii)	Transfer from another e-wallet account	

III. FACTORS INFLUENCING TO USE E-WALLETS PAYMENT SERVICE

20. State the influencing factors towards the mobile wallet preference:

S.No	Factors	EI	VI	SWI	SI	NI
(i)	Instant payments					
(ii)	Instant refunds					
(iii)	Offers, cashbacks, discounts and rewards					
(iv)	Queue avoidance					
(v)	Free transfer of money					

S.No	Factors	EI	VI	SWI	SI	NI
(vi)	Faster transaction					
(vii)	Reduce burden of carrying physical wallets					
(viii)	Superior shopping experience					
(ix)	High mobile literacy					
(x)	Comfortable					
(xi)	Budgeting (Tracking of expenses)					
(xii)	Security by OTP, password and complete privacy					
(xiii)	24*7 customer service					

(EI-Extremely influencing; VI-Very influencing V; SI- Somewhat influencing; SWI-Slightly; NI-Not at all influencing)

21. Select the purpose for which e-wallet payment services are used:

S.No	Particulars	Everytime	Often	Occasionally	Rarely	Never
(i)	Restaurants and food					
(ii)	Booking movie tickets					
(iii)	Games / music / gifts					
(iv)	Online shopping (Apparels etc.,)					
(v)	Retail stores					
(vi)	Utility bills (Electricity bill etc.,)					
(vii)	Recharge(Mobile, DTH, transfer of money etc.,)					
(viii)	Travel tickets					
(ix)	Donations and charity					

22. Who influenced you to use e-wallet payment services? (**Multiple response**)

S.No	Influencing factors	Tick
(i)	Self	
(ii)	Friends and relatives	
(iii)	Spouse	
(iv)	Social media ads	
(v)	Attractive offers	
(vi)	Shopkeepers	
(vii)	Compulsion	
(viii)	Demonetization	

23. Through which mode you receive information about offers in e-wallet payment services? (**Multiple response**)

S.No	Mode	Tick
(i)	Text message	
(ii)	E-mail	
(iii)	Apps from the retailer	
(iv)	Advertisement	
(v)	Social media	

24. Rank the reason to use e-wallet payment services: (Rank 1 to the most important reason skills and 7 to the least)

S.No	Reason	Rank
(i)	Better payment option	
(ii)	The store I visit started offering multiple services	
(iii)	Take advantage of loyalty or rewards points and discounts	
(iv)	Social recognition and status	
(v)	User friendly apps	
(vi)	Readiness to accept new technology	

IV. PERCEPTION OF E-WALLET PAYMENT USERS

25. Give your level of agreeability towards the perception of e-wallet payment service

S.No	Statement	SA	A	N	DA	SDA
(i)	Learning about e-wallet service is very easy					
(ii)	Procedure in using e-wallet service is flexible					
(iii)	The installation of e-wallet application is clear and understandable					
(iv)	E-wallet services help to finish financial task and to pay quickly					
(v)	E-wallet service would improve my performance in making payments					
(vi)	E-wallet service helps to make transactions at my convenient time and it saves time					
(vii)	Facilities offered by e-wallet service providers are useful					
(viii)	Making transactions in phone is very comfortable					
(ix)	Anytime and anywhere access is possible					
(x)	Using e-wallet service is stress free					
(xi)	E-wallet service is more convenient than net banking.					
(xii)	E-wallet service is reliable and secured					
(xiii)	E-wallet service providers are trustworthy					
(xiv)	Absence of cash gives security					
(xv)	E-wallet service ensures privacy					
(xvi)	Easy availability of network service					
(xvii)	E-wallet service is trendy to use					
(xviii)	Necessary for survival in business					
(xix)	Cost effective					
(xx)	Global accessibility					
(xxi)	No hassle of carrying physical cash for					

VI. TO IDENTIFY THE CHALLENGES FACED BY E-WALLET PAYMENT SERVICE USERS

29. Give your level of agreeability towards the following statements relating to challenges in using e-wallet payment services:

S.No	Statement	SA	A	N	DA	SDA
(i)	There are cyber threats in e-wallet service					
(ii)	Feeling insecure while using in all e-wallet payments.					
(iii)	Not having net banking facilities to add money to wallet					
(iv)	Fearing that process takes more time than expected					
(v)	Worrying about password related issues (Forgetting often, sensitiveness)					
(vi)	Having some bad experiences (while sending money / recharging / sent to wrong person etc)					
(vii)	Poor coverage in my area breaks transactions in the middle					
(viii)	Transaction alerts not comes in time					
(ix)	There are less variety of facilities in e-wallet					
(x)	Feeling that mobile wallets don't give attractive cash back and discounts					
(xi)	Confusions regarding transaction failure					
(xii)	Delay in refunds after payment failure					
(xiii)	Procedures followed in bank for refund is time consuming					

(SA-Strongly Agree; A- Agree; N-Neutral; DA-Disagree; SDA-Strongly Disagree)

30. In case of problem, have you made a complaint?

(a) Yes

(b) No

31. If yes, which source of rectification you find it effective?

(a) Mailing
care service

(b) Online helpline service

(c) Customer

32. Please give your valuable suggestions and recommendations to improve the study:

Publications

Digital Payment Using E-Wallet in Coimbatore District- The Stakeholders Perspective

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Abstract

Electronic card is also called as E-wallet which is used for making transactions made online through a computer or a smart phone same as a credit or debit card. And this study is to find out the opinion, purpose of the respondents towards the usage of e-wallets and to know the obstacles faced and to find the level of satisfaction of the respondents. Convenient sampling method is used for collecting questionnaire from 150 respondents in Coimbatore district. Mean ranking, ANOVA and t-test are the tools used for analysis. This study mainly focuses on digital payment using e-wallet in Coimbatore district- the stakeholder's perspective.

Key words: Electronic card, E-wallets, creditcard ,debit card

Introduction

The important objective of e-wallet is to make paperless cash transaction easier. The trend of mobile wallets & payment gateways in most parts of the world has been increased a lot, especially in India. We have seen that the trend of mobile wallets and payments gateways has grown exponentially in the last two years in India especially. According to Government of India, till 2018, India has over 15 mobile wallet or e-wallet companies out of which 14 are Indian based mobile wallet companies. Oxigen wallet is the first ever e-wallet or mobile wallet launched in India. The Oxigen wallet launched in July 2004. In the year 2009, Bipin Preet Singh founded Mobikwik a mobile wallet in India. And after that, Mobikwik Systems Private Limited contributes to bringing digital transaction in India. People believe that Mobikwik starts the trend of mobile wallets and mobile payments. So, few analysts suggest that Mobikwik is the first mobile wallet in India. The youths of the new generation who started trusting the internet and realized the importance of going digital. On November 8th 2016, Government of India announced the demonetization of all ₹500 and ₹1000 notes after which Mobile wallets such as Paytm, Mobikwik, came as a boon. Now, according to Cisco, by 2022, there will be 829 million smart phone users in India, which will be 60% of the total population. According to the report released by e-marketer over the total number of smart phone users in India in 2018, India had 73.9 million people using mobile wallets.

India's journey in the field of the mobile wallet is making its way towards success. From the introduction of 1st mobile wallet, Now India has fifteen mobile wallets with over 70 million users. After that, India is the world's largest-growing mobile payments market. After the revolutionary steps taken by government of India like demonetization, the mobile wallet is now a reality in India. According to e-marketer, India has 337 million active smartphone users until November 2018. Hence, a humble attempt has been made to study the growth of e-wallets, its impact and consumer's perception towards adoption of e-wallets as a march towards Digital India.

Objectives of the study

- To find out the purpose and opinion of the respondents towards the usage of e-wallets.
- To study the level of satisfaction of the respondents on usage of e-wallets.
- To know the obstacles faced by the respondents while using e-wallets or digital payment apps.

Scope of the study

The purpose of the study is to identify the preference and satisfaction of consumer in using e-wallet services for various financial transactions. To study the current scenario of the ewallet service and understand the various factors like ease of use, time saving, security and privacy, low cost of transaction, available at any time in selection of e-wallet services. The study is confined to the people who are living in Coimbatore district.

Limitations of the study

- The study covers a sample of 150 respondents in the Coimbatore district due to time constraint and therefore the finding on the stakeholder's perception on e-wallets cannot be generalized universally.
- The study is based on the primary data by collecting opinions of the respondents and it may vary from time to time.

Research methodology

The research methodology gives an idea about the type of research design, the sampling techniques, the process of data collection and the instrument used for the data analysis. In order to achieve the objectives of the study and to analyse the data collected, an appropriate methodology has been developed. Formal investigation is the master plan of research methodology. The present study is explanatory as well as descriptive. The various aspect of methodology is discussed below.

Area of study

The study has been conducted in Coimbatore district.

Sample size

150 respondents have been selected.

Sampling method

Convenient random sampling method has been used.

Review of literature

Sreejith RK and Soubhagya P (2019) have done a review titled, Effect of Demonetization on Payment System. The main focus of the review is about the impact on Demonetization on the various payment methods in India. This paper explores the effect of demonetization on payment system in the Indian economy. It aims to see how the various digital platforms have evolved with the advent of demonetization. The objective of the review paper is to understand the meaning of demonetization and to assess the factor effect on ecommerce after Demonetization and examine the payment habits among customer after demonetization. This study is of descriptive nature. Primary and secondary data's have been collected. Percentage and pie chart have been used for analysis. The research area is Thiruvananthapuram and the respondents are general public. Examination of the payment habits among customer after Demonetization has been studied. The study is concluded by stating that demonetization has improved the quality of life of common man with regard to digital payment system.

Priyanka Singh (2019) conducted on "A Study on Penetration of Digital Payment System in Selected Areas of Rural Karnataka". The study about pre demonetization and post demonetization is expressive in nature and helps to make a research design. In this study secondary data is collected from books, journals and websites etc. Primary data is of 200 samples that were collected from rural India through the convenience sampling technique. To test the hypothesis, chi-square test, multiple regression analysis, confirmatory factory analysis and structural equation modelling were performed.

Analysis and Interpretation:

Statistical tool used for the study:

The following tools used are,

- Mean ranking
- ANOVA
- t-Test

Mean ranking

The table 1 shows the purpose of usage of e-wallets of the respondents.

Table 1

Purpose of usage of e-wallets	Mean rank	Rank
Money transfer	1.90	I
Online payment	2.25	II
Ticket booking	3.37	III
Shopping	3.69	IV
Toll gate	6.20	VII
Travel & accommodation	5.02	V
Hotels & Resorts booking	5.58	VI

(Source: Primary data)

Kendall's coefficient of concordance (W)

Kendall's coefficient of concordance was used to find whether there is a similarity among the respondents in the order of assigning ranks. The Kendall's (W) vary between 0 and 1. Higher the value of (W), higher will be the similarity among the respondents in assigning the ranks.

Kendall's coefficient of concordance (W)

Kendall's W(a)	0.585
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Kendall's coefficient of concordance (W) found for above item is 0.585. This shows that there is less similarity among the respondents in order of assigning ranks.

ANOVA

Demographic variable vs. Opinion towards the features

The following table highlights the level of opinion towards the features and the age, occupation, annual income and residential status.

Hypothesis (H₀): The opinion of the respondents towards the usage of e- wallets does not vary significantly based on their demographic variables viz., age, occupation, annual income and residential status.

Table 2
Demographic variable vs. Opinion towards the features

Demographic variables		Mean	S.D	N	Significant value	F value	Sig
Age	20 and below	9.1459	1.80074	47	0.565	0.681	NS
	21-30years	9.0150	1.79846	57			
	31-40 years	9.5530	2.13928	31			
	Above 40 years	9.5429	2.38508	15			
Residential status	Rural	9.6728	2.04547	31	0.900	0.195	NS
	Urban	9.1429	1.87452	91			
	Semi-urban	8.9694	1.96698	28			
Occupation	Employed	9.3469	1.86205	63	0.729	0.7290	NS
	Self employed	9.0714	2.15727	28			
	House wife	9.4000	2.65230	5			
	Student	9.1323	1.86281	54			
Annual income	Up to Rs 200000	9.1967	1.95037	61	0.315	0.315	NS
	Rs 200001-500000	9.3371	1.95037	64			
	Above Rs 500000	8.9771	2.09578	25			

(Source: Primary data) The opinion of the respondents towards the usage of e-wallets does not vary significantly based on their demographic variables viz., age, occupation, annual income and residential status. Thus, null hypothesis is accepted.

Demographic variable vs. Level of satisfaction towards the usage of e-wallets

The following table highlights the level of satisfaction towards the usage of e-wallets and the age, occupation, annual income and the residential status of the respondents.

Hypothesis (H₀): There is no significant difference between the level of satisfaction of the respondents towards the usage of e-wallets based on demographic variables viz., age, occupation, annual income and residential status.

Table 3

Demographic variable vs. Level of satisfaction towards the usage of e-wallets

Demographic variables		Mean	S.D	N	Significant value	F value	Sig
Age	20 and below	10.7926	2.20475	47	0.829	0.296	NS
	21-30years	10.8750	2.37441	57			
	31-40 years	11.2258	2.28752	31			
	Above 40 years	10.6833	2.00939	15			
Residential status	Rural	11.5645	2.24464	31	0.030	3.585	NS
	Urban	10.5137	2.15819	91			
	Semi-urban	11.4330	2.37134	28			
Occupation	Employed	10.7282	2.14054	63	0.521	0.756	NS
	Self employed	11.4554	2.32768	28			
	House wife	11.2000	2.55196	5			
	Student	10.7917	2.33677	54			
Annual income	Up to Rs200000	10.8279	2.11372	61	0.518	0.660	NS
	Rs200001-500000	10.7891	2.09128	64			
	Above Rs500000	11.3750	2.93728	25			

(Source: Primary data)

There is no significant difference between the level of satisfaction of the respondents towards the usage of e-wallets based on demographic variables viz., age, occupation, annual income and residential status. Thus, null hypothesis is accepted.

Demographic variable vs. Obstacles faced towards the usage of e-wallets

The following table highlights the obstacles faced by the respondents and the age, occupation, annual income and residential status.

Hypothesis (H₀): The obstacles faced by the respondents while using e-wallets does not vary significantly based on their demographic variables viz., age, occupation, annual income and residential status.

Table 4

Demographic variables		Mean	S.D	N	Significant value	F value	Sig
Age	20 and below	4.3284	1.05188	47	0.538	0.726	NS
	21-30years	4.5123	1.15869	57			
	31-40 years	4.7656	1.64436	31			
	Above 40 years	4.6250	1.10397	15			
Residential status	Rural	4.7097	1.24180	31	0.974	0.074	NS
	Urban	4.3956	1.16790	91			
	Semi-urban	4.4018	1.08513	28			
Occupation	Employed	4.4444	1.04191	63	0.868	0.141	NS
	Self employed	4.4732	1.55953	28			
	House wife	4.7000	1.00623	5			
	Student	4.4537	1.11494	54			
Annual income	Up to Rs 200000	4.4221	0.94488	61	0.417	0.880	NS
	Rs 200001-500000	4.4570	1.19070	64			
	Above Rs 500000	4.5700	1.58035	25			

(Source: Primary data)

The obstacles faced by the respondents while using e-wallets does not vary significantly based on their demographic variables viz., age, occupation, annual income and residential status. Thus, null hypothesis is accepted.

t- TEST

t-Test is used for judging whether there is any significance difference between the mean of two variables.

t- Test for level of satisfaction in usage of e-wallets among gender and family structure

Hypothesis (H₀): There is no significant difference between the level of satisfaction towards the usage of e-wallets based on their gender and family structure.

Table 5

Variables	Source	Mean	S.D	N	T	Sig value	sig
Gender	Male	10.9753	2.27569	76	0.962	0.002	NS
	Female	10.8277	2.24578	74			
Family structure	Nuclear family	10.7702	2.25787	105	0.969	0.002	NS
	Joint family	11.2111	2.24159	45			

(Source: Primary data)

There is no significant difference between the level of satisfaction towards the usage of e-wallets among their gender and family structure. Thus, the null hypothesis is accepted.

t-Test for opinion towards the features among gender and family structure

Hypothesis (H₀): The opinion of the respondents towards the usage of e-wallets does not vary significantly based on their gender and family structure.

Table 6

Sig value	Source	Mean	S.D	N	T	Sig value	Sig
Gender	Male	9.3440	2.00587	76	0.599	0.440	NS
	Female	9.0927	1.85337	74			
Family structure	Nuclear family	9.1510	2.06058	105	2.231	0.137	NS
	Joint family	9.3810	1.59283	45			

(Source: Primary data)

The opinion of the respondents towards the usage of e-wallets does not vary significantly among their gender and family structure. Thus, the null hypothesis is accepted.

t- Test for obstacles faced towards the usage of e-wallets among gender and family structure

Hypothesis (H₀): The obstacles faced by the respondents while using e-wallets does not vary significantly based on their gender and family structure.

Table 7

Variables	Source	Mean	S.D	N	T	Sig value	Sig
Gender	Male	4.6250	1.34753	76	7.132	0.008	NS
	Female	4.2939	0.92839	74			
Family structure	Nuclear family	4.3905	1.21287	105	0.549	0.360	NS
	Joint family	4.6278	1.04938	45			

(Source: Primary data)

The obstacles faced by the respondents while using e-wallets does not vary significantly based on their gender and family structure. Thus, the null hypothesis is accepted.

Suggestions

The study was made to identify the preference, purpose, satisfaction and opinion of e-wallets services used by the consumers in Coimbatore district. Based on the findings, the following suggestions are provided.

- Service providers should take steps to minimize the security issues and the risk factor which in turn will increase the adoption of e-wallets among the general public.

- E-wallets service providers can join hand with various sector viz., namely telecom sector, banking sector, insurance sector and others and ensure easy accessibility by providing appropriate software which is easily adaptable.
- Providers of e-wallets services can set the task of satisfying the demand of their stakeholders by focusing more and more on security enhancement and frequent adaption of resources by using innovative technologies.
- E-wallet service providers can give more emphasis on the stakeholders satisfaction by improving the app to be user friendly which in turn will allow the users to manage it more efficiently.

Conclusion

The study on attitude and perception of people towards e-wallet services, reveals that people are willing to use e- wallets and interested to use it continuously. The factors such as money transfer, online payment for utilities, ticket booking and shopping are considered to be the most important purposes of using the e-wallet services. In brief the e-wallet service providers such as Google Pay and Paytm are used by majority of the people. Ease of use, anywhere and anytime transfer and no need to carry cash are considered important by the people in using e-wallet services. The study concludes that due to a large number of benefits provided by e- wallet service providers, the e- wallets are becoming very popular day by day, not only in the specified area but also throughout the country. Hence the banking industries should concentrate on market changes to withstand and compete with new techniques.

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A Study on the Usage of E-Wallets among College Students in Coimbatore City

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Abstract

An electronic card is also called an E-wallet used to make online transactions through a computer or a smartphone, the same as a credit or debit card. And this study is to find out the usage of E-wallets among college. A convenient sampling method is used for collecting questionnaires from 60 respondents in the Coimbatore district. Percentage analysis is used for analysis. This study mainly focuses on digital payment using e-wallet in Coimbatore district among the students.

Keywords: - *e wallets, digital payments, college*

INTRODUCTION

In today's world, the smartphone has become an important part of life. The number of smartphone users has increased dramatically as it has become more affordable. India is estimated to have over 800 million mobile phone users in 2019. Besides providing the basic function of communication, there are plenty of services a smartphone provides. These services include entertainment (music, movies, games etc.), socialization (social

networking applications like Facebook, Twitter and instant messaging services like WhatsApp, messenger), internet access services and even payment services. For using payment services on smartphones and applications for the same is required to be installed in it. This application is called the digital wallet or electronic wallet or popularly mobile wallet. Its functions of keeping and paying the currency are the same as traditional leather wallets. The only difference is performing the same

digitally and a greater number of parties directly or indirectly involved in performing the same on the digital platform. For using a mobile wallet, the service customer needs to register him with that mobile wallet and preload a certain amount of money in it, which can be used for shopping, recharges, utility bill payments etc. Obviously, it does not depend only on the smartphone and mobile wallet installed in it. The entire process of sending and receiving money requires a complex network of intermediaries, including banks, payment gateways and mobile network operators. As per the “Master Circular Policy Guidelines of Issuance and Operation of Prepaid Payment Instruments in India” published on the RBI website, Mobile wallets are one of the prepaid payment instruments other being smart cards, magnetic stripe cards etc.

STATEMENT OF PROBLEM

Mobile wallets are changing the traditional ways of making and receiving payments, shopping, paying bills etc. This generation has grown up in a world with technology, connected with social media networks using their smartphones and tablets. Though a lot of research work has been conducted on the use of the mobile wallet, a minuscule amount of research has been

done on the same with students as the respondents. This research study is a humble attempt in this direction to know the usage of E-wallets among students.

OBJECTIVES OF THE STUDY

1. To study the socio-economic factors of students using Digital e-wallets in the Coimbatore district.
2. To study the usage and preference of students using e-wallets.

LIMITATIONS OF THE STUDY

1. The study covers a sample of 60 respondents in the Coimbatore district due to time constraint

The study is based on the primary data by collecting the respondents' opinions and it may vary from time to time.

RESEARCH METHODOLOGY

The research methodology gives an idea about the type of research design, the sampling techniques, data collection process, and the instrument used for the data analysis. The various aspect of the methodology is discussed below.

Area of study

The study has been conducted in Coimbatore district.

Sample size

60 respondents have been selected.

Sampling method

Convenient random sampling method has been used.

REVIEW OF LITERATURE

Akila Pai. H (2018) conducted, “A study on consumer perception towards digital wallets.” The study aimed to identify the top 5 digital wallet service providers in India to find out the awareness and perception of the users towards digital wallets, evaluate the merits and demerits of the e-payment system, and know whether rural people are getting updated themselves to the updating technology. In this study, the data is obtained from both primary and secondary sources. The method of non-random sampling has been used to calculate the data from the respondents. The sample size is 120. The study sample consists of both users (90 respondents) and non-users (30 respondents) of digital wallets. The data is analysed and interpreted using Google Drive and Microsoft Excel 2007 as per the findings of the study, and the digital wallet is getting popularity among young lots such as students and employees. The study witnessed that PayTm is leading among the other wallet providers.

Venkateswararao Podile (2017) He conducted “A study on public perception on the cashless transaction in India.” Primary data is collected through the survey method. The questionnaire was developed based on the researcher's past experience and review of literature on the topic done by the researchers. The questionnaire consists of a total of sixteen questions, out of which four questions related to the profile of respondents. Five levels Liker scale was used in the questionnaire. The population of the study consists of savings account holders of various banks in India. A stratified random sampling technique is used for selecting respondents for the sample. The sample size is 195. The total population was divided into 36 strata, depending on India's total number of states and union territories. Out of 195 respondents, 174 are from 29 states in India selected at the rate of six each, and 21 are from 7 union territories of India taken at the rate of 3 each. For selecting respondents from strata simple random sampling technique is used using random number tables. Collected data is analysed by calculating percentages. A Chi-square test is used for testing the hypotheses. The research also finds out the study on perception of cashless transactions in India is that the public felt that most of the transaction (72.82%)

convenience is the reason for cashless payments in India.

ANALYSIS AND INTERPRETATION

The study's analysis and interpretation of “usage of e-wallets among college students in Coimbatore district.” is based on a sample of 60 respondents selected for the study. The collected data have been classified and tabulated and further, the following statistical measures have also been employed in fulfilling the study's objectives.

➤ Percentage analysis

Percentage Analysis

A simple Percentage analysis is carried out for all the questions given in the questionnaire. This analysis described the classification of the respondents falling under each category. The Percentage analysis is used mainly for standardization and comparison. The charts depicted are in support of the analysis.

Table No. 1

		No of Respondents	Per cent
Age of the respondents	17-20	13	21.7
	21-24	14	55.0
	Above 24	33	23.3
Gender of the respondents	Male	16	26.7
	Female	44	73.3
Marital status of the respondents	Unmarried	55	91.7
	Married	5	8.3
Educational qualification of the respondents	Diploma	5	8.3
	Undergraduation	24	40.0
	Postgraduation	13	21.7
	Phd level	15	25
	Others	3	5
Residential status of the respondents	Urban	30	50.0
	Semi-urban	19	31.7
	Rural	11	18.3
Size of the family	2	4	6.7
	3	10	16.7
	4	32	53.3
	Above 4	14	23.3

Number of earning members	1	27	45.0
	2	23	38.3
	Above 2	10	16.7
Family monthly Income	Less than Rs:20,000	11	18.3
	20,001-40,000	18	30.0
	40,001-60,000	12	20.0
	Above 60,001	19	31.7
Part time job	Yes	4	6.7
	No	56	93.3
Preference of e-wallets	Paytm	12	20.0
	Free charge	0	0
	Google pay	41	68.3
	PhonePe	5	8.3
	Amazon pay	1	1.7
	Mobiwik	1	1.7
	BHIM Axis pay	0	0
	HDFC PayZapp	0	0
	ICICI Pockets	0	0
	Yono by SBI	0	0
Purpose of using e-wallets	Goods/services	5	8.3
	Clothes	1	1.7
	Movie tickets	1	1.7
	Railways/Bus reservations	5	8.3
	Recharge (mobile/Dth)	12	20.0
	Transfer money	33	55.0
	Utility bills	2	3.3
	others	1	1.7
Factors influencing adoption of mobile e-wallets	Instant payments	39	65.0
	Instant refunds	4	6.7
	Queue avoidance	5	8.3
	Offers and rewards	1	1.7
	Time and place independent purchase	9	15.0
	One stop shop	2	3.4
Factors refraining the usage of e-wallets	Prefer to use cashless payments option (credit cards, debit cards etc)	27	45.0

	concerned about the security of mobile payments (unauthorised use, transactions error, etc)	24	40.0
	Complexity (Difficult sms formats, codes, registration procedure)	1	1.7
	High cost of data access	2	3.3
	Distrust (in merchant, telecomoperator, financial intermediary)	6	10.0

FINDINGS

- Majority (55.0 per cent) of the respondents belong to the age group 21-24 years.
- Majority (73.3 per cent) of the respondents are Female.
- Majority (91.7 per cent) of the respondents are Unmarried.
- Most of the respondents (40.0 per cent) are under graduates.
- Most of the respondents (50 per cent) are from urban area.
- Majority of the respondents (53.3 %) are having 4 members in their family.
- Most (45%) of the respondents have only 1 earning member of the family.
- Most of the respondents (31.7 per cent) are having annual income above Rs: 60,001.
- Majority of the respondents (93.3 per cent) are not doing any part-time job.
- Majority of the respondents (68.3 per cent) prefer Google pay.
- Majority of the respondents (55 per cent) are using E-wallets for transferring money.
- Majority of the respondents (65 per cent) are influenced by the factor Instant refunds.
- Majority of the respondents (45 per cent) are refrained to use e-wallets due to cashless payment option (credit cards, debit cards etc).

SUGGESTIONS

The study was made to identify the usage of e-wallets among college students in Coimbatore city. Based on the findings, the following suggestions are provided.

- Service providers should take steps to minimize the security issues and the risk factor, which will increase the adoption of e-wallets among the general public.
- E-wallets service providers can join hands with various sector businesses, namely the telecom sector, banking sector, insurance sector, and others, and ensure easy accessibility by providing appropriate software that is easily adaptable.
- Providers of e-wallets services can set the task of satisfying the demand of their stakeholders by focusing more and more on security enhancement and frequent adaption of resources by using innovative technologies.
- E-wallet service providers can emphasize the stakeholders' satisfaction by improving the app to be user-friendly, which will allow the users to manage it more efficiently.

CONCLUSION

The study reveals that students are willing to use e-wallets and interested in using it continuously. The factors such as money transfer, online payment for utilities, ticket booking and shopping are considered to be the most important purposes of using the e-wallet services. In brief, the e-wallet service providers such as Google Pay and Paytm are used by the majority of the people. Ease of use, anywhere and anytime transfer and no need to carry cash is considered important by the people in using e-wallet services. The study concludes that due to a large number of benefits provided by e-wallet service providers, the e-wallets are becoming very popular day by day, not only in the specified area but also throughout the country. Hence the banking industries should concentrate on market changes to withstand and compete with new techniques.

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IMPACT FACTORS, CHALLENGES AND AWARENESS TOWARDS THE USAGE OF E-WALLETS-AN EMPIRICAL STUDY ON X GENERATION.

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Abstract

In latest times technology plays a vital role, the way we transact in daily life has changed drastically. With the advent of smartphone the life has become easier where all payments & transaction are taking place online. This paper attempts to study about the awareness of usage of e-wallets, challenges and influencing factors of X generation. Primary and secondary data has been collected for the study. The primary data was collected through questionnaire from 70 E- Wallet users who belongs to generation X. This paper makes a valuable contribution given the fact that there are only a limited number of studies dealing with the E-wallets services related to X generation in Coimbatore city.

Introduction

The age of digitalization has led to the endless evolution of all the industries worldwide. The financial industry has also undergone a major progression over the past few years from being a traditional service provider to being a digital service provider. The payment industry has endured an extreme shift from barter system to E- wallets. Customers all over the world are not content with transferring money through the internet, especially the older generations. The advent of technological advancements has completely transformed and revolutionized the way in which various managerial and operative activities are executed and culminated. Digital wallets give them the sense of security by acting as a divider between the bank and the vendor. In today's world, devices like mobile phones, tablets, laptops have become a mandatory part of our daily life. An e-wallet refers to an electronic payment instrument that allows an individual to make transactions electronically. This include purchasing items through websites and applications with a computer or using a smartphone. An individual's bank account can also be linked to the digital wallet. Hence through this study we investigate the awareness and influencing factors of e-wallets of X generation. This generation people are born between 1965 to 1980.

Objectives of study

- To measure the level of awareness of X generation towards the usage of e-wallets.
- To identify the factors that influence consumers in adoption of digital wallets of X generations.
- To identify the challenges faced by X generation while using e-wallets.

Area of study

The study has been conducted in Coimbatore district.

Sample size

70 respondents have been selected.

Sampling method

Judgmental sampling method has been used.

Statistical tool used for the study:

- Percentage analysis
- Descriptive analysis

Limitations of the study

- The study covers a sample of 70 respondents in the Coimbatore district due to timeconstraint and therefore the result cannot be generalized universally.
- The study is based on the primary data by collecting opinions of the respondents and it may vary from time to time.

Review of Literature

Rigopoulos & Askounis (2007) focused on the TAM model to decide user's opinion towards digital payments acceptance. TAM refers to "Technology Acceptance Model" has based on two concepts i.e., usefulness and ease to use of payment service. The study has adopted number of factors affecting payment instruments, such as attractiveness of alternatives, switching cost and switching barriers. The foremost objective of the study was to examine user's opinion towards new mode of payment services. The finding of the study revealed that, a good relation between ease of access and actual usage of the new payment service. Finally, the study states that, provider should consider about security system on payments and network issues.

Sultana & Kumar (2015) the study investigated the customer preference for cash and other payment methods and the factors that make them to reject the plastic money. And it also recommends the promotional measures to be taken for use of plastic money. Plastic card is convenient to consumers to make payment because it is risk to carry hard cash, so payment method in shop can be updated into cash and non-cash payments. The result revealed that, majority of the user's made their purchases in retail stores and feel 10 cash payment to be easy. Educated and higher level of income respondents uses plastic cards more often. The conclusive statement of the study states that, the socio-demographic factors had a major influence on payment behavior.

Ethangatha et al. (2015) critically examined the role of digital payment in the micro business expansion and the ways in which actual usage of mobile payments technology contributes. The paper focuses primarily on examination of usefulness of mobile wallet to small-scale business. The study says that the digital wallet is a peak tool to grow up in developed countries which stimulus towards the increase in small scale business. Digital payment is a fresh emerging technology that improves the economic status and support for cashless economy. The findings of the study enumerated the most of small-business operator send and receive money through M-Pesa application services. The study gives a final note that, service provider can reduce processing charges in M pesa application.

Yamuna et al. (2015) analyzed the Gen Y (Generation Y) customer's preference of digital payment mode with unique application of paytm and pay U money. The research also shows the impact of new digital payment system on customers and the problems faced by the customers in using it. The research says that the growth rate of awareness about the online payments is higher through the mobile applications. And Pay tm and Pay u money have replaced the traditional and other e-banking to a greater extent because of its advanced features and higher security. It also concludes that the payment structures in Pay tm and Pay u money is comparatively easier than in other Digital payment system.

Suwunniponth (2016) have analyzed rapid growth in usage of electronic wallets by consumer for purchases. In this study three factors were analyzed, characteristic of 13 business, website worth and trust on digital payment method for online purchase. The study says that the opinion of the customers towards the website quality and characteristics of the business is good. But the opinion of the customers towards intention to repurchase and trust is moderate. Intention to use the electronic payment is affected by the communication, perceived risk, and the terms of reputation, word of mouth and information quality and not affected by the system quality, service quality and terms of size. So, the study concludes that providers must make awareness regarding digital payment system and the way to use online digital

payment system. Organizations can motivate the consumers by sending email receipt and message as they received payment through wallets to build trust on digital payment.

Shivangi Jaiswal, Pankaj Joge (2018) “A Study on Consumers Acceptance of Mobile Wallet with Special Reference to Durg/Bhilai”. The study is to analyze the adoption and usage of wallet money endorsed by different companies and various factors that affect the consumer’s decision to adopt mobile wallet and various risks and challenges faced by the customers of mobilewallet.

Analysis and interpretation

Percentage analysis

The percentage analysis is used mainly for standardization and comparison. This analysis illustrated the classification of the respondents falling under each category.

Factors that influence consumers in adoption of digital wallets

Factors	Agree		Disagree		Neutral	
Convenience	42	60 %	16	22.86%	12	17.14%
Time-saving	36	51.42%	20	28.57%	14	20.1%
Rewards and other benefits	15	21.42%	37	52.86%	18	25.72%
Shortage of physical currency	15	21.43%	40	57.14%	15	21.43%

Convenience

60 % of the people from generation X consider convenience as a major factor that influence them in adoption of digital wallets.

Time- Saving

51.42% people agreed that time-saving is a major factor that influence their adoption of digital wallets.

Rewards and other benefits

Only 21.42 % of the respondents from Generation X agreed that rewards and other benefits attract them to use digital wallets.

Shortage of physical currency

Only 21.43% respondents have agreed that shortage of physical currency is a factor that influence their adoption of digital wallets.

Challenges in using E-wallet services

Challenges	Respondents	Percentage
Security	30	42.85%
Operational difficulties	16	22.85%
Network Coverage	19	27.14%
Payment Service	5	7.14%
Total	70	100.00

42.85 % of the people from generation X consider security as a main factor that challenge them in using e-wallets. 22.85% of the respondents agreed that operational difficulties is one of the important

challenge while using e-wallets, 27.14 % of the respondents have poor network coverage and 7.14 % of the respondents have errors on payment services.

Descriptive analysis

Descriptive statistics are broken down into measures of central tendency and measures of variability, or spread. The level of awareness towards e-wallet payment service providers of respondents is measured by summing up the ratings given by the respondents for 11 e-wallet service statements at five point scales. The mean ratings have been assigned as 5 for 'Very High Awareness', 4 for 'High Awareness', 3 for 'Moderately Aware', 2 for 'Low Awareness', 1 for 'Very Low Awareness'.

Level of awareness towards the following e-wallet payment service providers

Service providers	N	Minimum	Maximum	Mean	Std. Deviation
Paytm	70	1	5	4.36	.917
PayPal	70	1	5	3.07	1.183
Free charge	70	1	5	2.44	1.199
Oxigen	70	1	5	2.14	1.243
Mobikwik	70	1	5	2.63	1.157
Citrus	70	1	5	2.10	1.144
Phone Pe	70	1	5	3.97	1.116
Amazon pay	70	1	5	3.23	1.299
Airtel Money	70	1	5	2.83	1.274
Jio Money	70	1	5	2.39	1.207
Vodafone m-pesa	70	1	5	4.14	1.026

Source: Primary Data

From the mean ratings computed based on the respondents it is evident that most of them are aware of the e-wallet 'Paytm' (mean 4.36) followed by Vodafone m-pesa (mean 4.14), Phone Pe (mean 3.97), Amazon pay (mean 3.23), Paypal (mean 3.07), Airtel Money (mean 2.83), Mobikwik (2.63), free charge (mean 2.44), Oxigen (mean 2.14), Citrus (2.10), Jio Money (mean 2.39).

Paytm has highest mean score with 4.36 among the e-wallets.

Level of awareness towards the features relating to e-wallet payment service

Features	N	Minimum	Maximum	Mean	Std. Deviation
Instant payments and refunds	70	1	5	4.31	.894
Variety of services (recharge, bill payments, DTH, etc)	70	1	5	3.20	1.303
Virtual credit card option	70	1	5	3.77	1.157
Easy to connect to other account	70	1	5	3.31	1.222
Splitting of bill	70	1	5	3.86	1.081
Digital coupons (Gift promotions/ Cash Rewards etc)	70	1	5	3.20	1.303
Accept any form of payment	70	1	5	3.77	1.157

Source: Primary Data

From the analysis it is evident that most of the respondents are aware of the feature like instant payments and refunds (mean 4.31) followed by Splitting of bill (3.86), Virtual credit card option (3.77), Accept any form of payment (3.77), Easy to connect to other account e-wallet (3.31), Variety of services

(recharge, bill payments, DTH, etc) (3.20) and Digital coupons (Gift promotions/ Cash Rewards etc.,(3.20).

The feature instant payments and refunds have the highest mean score (4.31).

Suggestion

- The E-Wallet service providers have to concentrate on improving the safety, privacy and security concerns of their users.
- More discount, offers and reward points on usage of digital payment can increase its popularity and adoption as well.
- Marketing and promotion programs have to be organized to create awareness among non-users.

Conclusion

The study discloses that Generation X are inflexible and are not ready to adapt to new technological changes. Even though it is convenient they prefer cash over digital wallet. They are not aware about the various types of digital wallets available and their features. The major problem that discourages Generation X in usage of digital wallets are security and scams. This shows that Generation X rely on the traditional modes of payment than digital payment method.

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ADOPTION OF E-WALLET BY THE IT EMPLOYEES-A STUDY WITH REFERENCE TO COIMBATORE CITY

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Abstract

Nowadays, the use of information technology is increasingly prevalent so that it has a direct impact on lifestyle changes of people who want everything in fast and rapid ways, in which one of them occurs in the financial sector. Following the people's needs, various electronic payment instruments called e-wallets have emerged. The objective of this study is to find out the IT employees' perception and their adaptability towards mobile wallet and to examine the factors influencing the usage of mobile wallet by IT employees. A survey has been conducted to collect primary data and using non-probability sampling technique 80 questionnaires were used in final analysis. SPSS have been used to analyze and interpret the data. Percentage analysis, t-test, ANOVA and chi-square analysis have been used. Study results show that people are aware and willing about the online payments through e-wallets and there is a tremendous increase in growth rate. This study set out to enlarge understanding of how IT employees evaluate e-wallets services in Coimbatore city. This paper makes a valuable contribution given the fact that there are only a limited number of comprehensive studies dealing with the e-wallets services in Coimbatore city.

Introduction

E-wallet service is the newest phenomenon of mobile payment technology in India. E-wallet is a mobile-based virtual wallet, where mobile device performs the classic function of money transfer whereby facilitating the payment between consumer and the vendor. Due to the technological advancement consumers are changing in the way they make payments. India is fast becoming country of mobiles and internet (with around 200 million internet users). There has been an increase in people taking up to different digital payment platforms or mobile wallets that have made it easy to carry out e-payments. The government is working hard to make India a cashless economy. It has put limits on withdrawing cash from the bank or ATMs. And also there are various e-payment applications available. With various e-wallets and their significance as background, the primary objective of this paper is to understand about the adoption of e-wallets by IT employees.

Objectives of the study

1. To analyses the IT employees' perception and their adaptability towards mobile wallet.
2. To examine the factors influencing the usage of mobile wallet by IT employees.
3. To identify the challenges encountered by the IT employee while using mobile wallets.

Scope of the study

The concept of e- wallet payment system was brought to India by Oxigen Pvt Ltd to recharge mobile phones. E-wallet is an app-based, virtual service provided by specific service providers who use barcode or QR code to process payments, wherein people can load a certain amount of money that can be spent at online and offline merchants listed with the mobile wallet service provider. This payment service works as a cashless payment service, where people do not have to pay cash or swipe their cards. The use of mobile devices for making online payments is increasingly becoming popular due to larger user base

of mobile phones. It is also developing constantly to meet changes in behavioral, environmental and industrial demands. Hence, e-wallet money sees a bright future in a short time. This new payment mode has grabbed the attention of the tech-savvy people. Therefore, the scope of the present study is limited to the adoption of mobile wallet among IT employees in Coimbatore city.

Limitations of the study

- The study covers a sample of 80 respondents in the Coimbatore city due to time constraint and therefore the result cannot be generalized universally.
- The study is based on the primary data by collecting opinions of the respondents and it may vary from time to time.

Research methodology

The research methodology gives an idea about the type of research design, the sampling techniques, data collection process, and the instrument used for the data analysis. Both primary and secondary data are used. The primary data was collected through well-structured questionnaire both physically and through online survey tool Google Forms. The various aspect of the methodology is discussed below,

Area of study

The study has been conducted in Coimbatore city.

Sample size

80 respondents have been selected.

Sampling method

Purposive sampling method has been used.

Statistical tools used

- Percentage analysis
- Chi-sqaure
- Anova and t-Test

Review of literature

1. **Rajesh Krishna Balan, N. R. (2006)**, this study is about the challenges in the journey of digital wallets in Singapore. The researcher has tried to identify the factors responsible for the adoption of electronic wallets in Singapore. Thus, this study examines the fact that though the digital wallets have become the significant part of the online payments systems still it faces various challenges in becoming the foremost source of payment through online transactions. The study tries to emphasize that for the adoption or usage of any digital wallets there are certain requirements that have to be considered for the successful adoption and usage of digital wallets. This paper focuses mainly in the area of Singapore and the perception and behavior of customers overthere.
2. **Dahlberg et. al., (2007)**, in his study has indicated a framework of the different factors affecting the study of digital payments. The research work explored the most important factors contributing to the development of research in digital payments, its technologies and the perspective of users. This research stresses on the fact that how payment habits of consumers are varying due to the changes in the technology. The study indicates that there are new changes in mobile phones to ~~and~~ devices influencing the decision of the consumers to use the new mobile payments services.
3. **Jean-Michel Sahut, (2008)**, has made a conceptual study to identify the various determinants contributing to the adoption of e-wallets. This study focuses on the TAM theory in analysing the determinants that

affects the adoption of e- wallets worldwide. It further concluded that for a user to consider e-wallets as the probable payment method, it needs to be used and utilised universally. The study aims at identifying the factors responsible for the increase in the adoption rate as well as the rate of diffusion. Each country differs from the factors for adoption and diffusion rate in general would help in increasing the utilization of digital wallets by the consumers worldwide and making it a success. This study mainly focuses upon the essential factors contributing to the growth in usage of mobile wallets on the basis of TAM model. The researcher has also tried to analyse key factors like safety, security, expenditure of transactions, etc as the major influencers for successful adoption of e-wallets.

4. Eduardo Henrique Din, et al (2011), has carried out a research study on the factors responsible for the innovations in technology. It identifies the constraints in adoption of this technology and the knowledge an individual should possess to operate it. The study has also highlighted that different variables like smartphone, money and payment. It is the advancement in technology that has increased the usage of android mobile phones and through which money can be utilised to make payments for online transactions digitally. This paper is the review of literature of the opinions and evaluations of different researchers in the field of academics and their viewpoints on the variables of Mobile, Money and Payment.

5. Professor. Rajshree Srivastava, Dr.Girish Santosh Bagale, (2019), have explored about the paradigm shift from traditionalism in commerce to electronic commerce. The change that has taken place from offline commercial transactions to online commerce in India. And the mainly study focuses upon the variations, benefits or the advantages the businesses have been facing through the gradual shift to online transactions.

Analysis and Interpretation:

Percentage analysis

A simple Percentage analysis is carried out for some of the questions given in the questionnaire. This analysis described the classification of the respondents falling under each category. The Percentage analysis is used mainly for standardization and comparison. The charts depicted are in support of the analysis.

Table no: 1 Profile of the respondents

Demographic Profile		Frequency	Percent
Age	Below 30	40	50.0
	30-40	10	12.5
	Above 40	30	37.5
Gender	Male	38	47.5
	Female	42	52.5
Marital Status	Married	39	48.75
	Unmarried	41	51.25
Family Size	<=3	27	33.75
	4	40	50.0
	5	10	12.5
	>=6	3	3.75

Monthly Income	Below 20000	9	11.25
	20001-40000	33	41.25
	40001-60000	21	26.25
	Above 60001	17	21.25
	Total	80	100.0

Source: Primary data

Age

With regard to age group, it is observed that majority of the respondents 50.0% using mobile wallet are below 30 years of age, 12.5% are between 30-40 years of age, and remaining 37.5 of the respondents are above 40 years of age. The mobile wallet is used more by respondents below 30 years of age and least used by respondents above 40 years of age.

Gender

Gender plays an important role in accepting and adapting new technology. In the study, out of 80 mobile wallet users 47.5% were male and 52.5% were female.

Marital status

It is observed that 48.75 % of them are married, 51.25 of them are unmarried. This shows there is marginal difference between the users.

Family size

The researcher segmented the sample into 4 categories i.e., <=3, 4, 5 and >=6. The data collected in term of family size reveals that 50% of the mobile wallet users belong to family having 4 members, 33.75% of the respondents belong to the family having 3 members, 12.5% of the respondents belong to the family having 5 members and 3.75 % of the respondents belong to the family having more than 6 members.

Monthly income

With reference to monthly income of mobile wallet users indicates that 41.25% of the respondents are earning a monthly income between ₹20,001 to 40,000, 26.25% of the respondents earn between ₹ 40,001 to 60000, 21.25% of the respondents earn above ₹60,001 and a meagre 11.25% of the respondents earn below ₹20000.

Table no: 2 Types of mobile wallet used by IT employees

Mobile Wallets	Frequency	Percent
Paytm	32	40.0
Airtel Money	11	1.75
PayZapp	8	10.0
Phonepe	12	15.0
Others (Amazon Pay, MobiKwik and Freecharge)	17	21.25
Total	80	100.0

The study reveals that 40% of the respondents are using Paytm,21.25% of the respondents are

using wallets like Amazon,MobiKwik and Freecharge ,15% of the respondents are using Phonepe, 10 % of the respondents are using Payzapp and 1.75% of the respondents are using Airtel money. This shows that Paytm is the most preferred mobile wallet used by the IT employees.

Table no: 3

Demographic Profile		Frequency	Percent
Using mobile wallet for making payments	Online (Website)	58	72.5
	Offline (Shop, Mall, Fuel station)	22	27.5
Frequency of usage in time on monthly basis	Below 5	24	30.0
	5-10	27	33.75
	Above 10	29	36.25

The study reveals that 72.5% of the consumers use mobile wallets for online payments and 27.5% of them use for offline payments. Out of 80 respondents 36.25% of them use e-wallets more than 10 times in a month, 33.75% of the respondents use 5 to 10 times in a month and 30% of them use below 5 times in a month.

Anova**Level of agreeability towards the influencing factors of e-wallets vs personal profile of the respondents**

H₀: There is no significant difference in the agreeability scores of the respondents classified based on the personal profile viz., Age, Size of the family, Monthly income towards the influencing factors is varied significantly.

Personal profile					F	Sig	S/NS
		Mea n	S.D	No.			
Age	Below 30	3.8852	.54756	28	.653	0.524	NS
	30-40	3.9351	.51553	11			
	Above 40	4.0244	.47073	41			
Size of the family	<=3	3.9444	.56775	27	3.636	0.002	S
	4	3.9432	.47357	39			
	5	3.9571	.49852	10			
	>=6	4.3036	.32668	4			
Monthly income	Below 20000	3.7429	.49852	10	1.482	0.226	NS
	20001-40000	4.0823	.44825	33			
	40001-60000	3.9571	.48523	20			
	Above 60001	3.8697	.59721	17			

Table no: 4

(Source: computed, NS-Not significant, S-significant)

- The high mean score (4.02) is expressed by the respondents who are above 40 years and low mean score (3.88) has been expressed by the respondents who are below 30 years.

- Respondents with more than 6 members in their family has highest mean score (4.30) while family with less than 3 members has low mean score (3.94).
- The high mean score (4.08) is expressed by the respondents who have monthly income between Rs.20001-Rs.40000 and respondents with income below Rs.20, 000 has low mean score (3.74)

From the above table, It is clear that there is no significant difference in the agreeability scores of the respondents classified based on the personal profile viz., Age and monthly income towards the influencing factors. So the null hypotheses is accepted at 5% level of significance, whereas there is significant difference in the agreeability scores of the respondents classified based on the size of the family towards the influencing factors. So the null hypothesis is rejected at 1% level of significance.

t-Test

H₀: There is no significant difference in the agreeability scores of the respondents classified based on the personal profile viz.,gender and marital status towards the influencing factors is varied significantly.

Table no: 5

Personal profile		Mean	S.D	No.	F	Sig	S/NS
Gender	Male	3.9322	.54520	38	0.742	0.392	NS
	Female	3.9930	.46313	42			
Marital Status	Married	3.8673	.54700	39	0.373	0.544	NS
	Unmarried	4.0054	.47197	41			

(Source: computed,NS-Not significant)

It is clear that there is no significant difference in the agreeability scores of the respondents classified based on the gender and marital status. So the null hypotheses is accepted at 5% level of significance.

Anova

Level of agreeability towards the problems faced while using e-wallets vs personal profile of the respondents

H₀: There is no significant difference in the agreeability scores of the respondents classified based on the personal profile viz., Age, Size of the family, Monthly income on the problems faced by the users is varied significantly.

Table no: 6

Personal profile		Mean	S.D	No.	F	Sig	S/NS
Age	Below 30	3.7579	.40239	28			
	30-40	3.5758	.81015	11			
	Above 40	3.7995	.40841	41			
Size of the family	<=3	3.6461	.57243	27	0.991	0.402	NS
	4	3.8433	.42861	39			
	5	3.7444	.41590	10			
	>=6	3.6389	.31914	4			
Monthly income	Below 20000	3.6444	.91894	10	2.229	0.041	S
	20001-40000	3.7879	.37098	33			
	40001-60000	3.7444	.40481	20			

	Above 60001	3.7647	.41552	17		
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(Source: computed, NS-Not significant,S-Significant)

- The high mean score (3.79) is expressed by the respondents who are above 40 years and low mean score (3.57) has been expressed by the respondents who are 30 to 40 years of age.
- Respondents with 4 members in their family has highest mean score (3.84) while family with more than 6 members has low mean score (3.63)

The high mean score (3.78) is expressed by the respondents who have monthly income between Rs.20001-Rs.40000 and respondents with income below Rs.20, 000 has low mean score (3.64),whereas there is significant difference in the agreeability scores of the respondents classified based on the monthly income.so the null hypothesis is rejected at 5% level of significance, whereas there is significant difference in the agreeability scores of the respondents classified based on the monthly income.so the null hypothesis is rejected at 5% level of significance.

t- Test

H₀: There is no significant difference in the agreeability scores of the respondents classified based on the personal profile viz., gender and marital status on the problems faced by the users is varied significantly.

Personal profile		Mea n	S.D	No.	F	Sig	S/NS
Gender	Male	3.7037	.54154	38	0.173	0.679	NS
	Female	3.8022	.40939	42			
Marital Status	Married	3.6190	.56529	39	0.195	0.661	NS
	Unmarried	3.8556	.42119	41			

Table no: 7

(Source: computed, NS-Not significant)

It is clear that there is no significant difference in the agreeability scores of the respondents classified based on the gender and marital status. So the null hypotheses is accepted at 5% level of significance.

Chi-square analysis

H₀: The personal profile of the respondents viz., gender,age,marital status, size of the family and family monthly income have no significant association with the usage of e-wallets through offline or online mode.

Table no: 8

Usage of e-wallets for offline or online payments vs personal profile of the respondents

Personal profile		Usage				Total		Chi-squar e	Sig.	S/NS
		Online		Offline		No	Per cent			
Gender	Male	20	51.28	19	48.71	38	100.0	1.204	0.213	NS
	Female	26	63.41	15	36.58	42	100.0			
Age	Below 30	19	67.85	9	32.14	28	100.0	1.930	0.381	
	30-40	6	54.54	5	45.45	11	100.0			
	Above 40	21	51.21	20	48.78	41	100.0			

										NS
Marital status	Married	21	75.00	7	25	39	100.0	7.877	0.491	NS
	Unmarried	19	47.5	21	52.5	41	100.0			
Size of the family	<=3	16	59.25	11	40.74	27	100.0	2.815	0.421	NS
	4	20	51.28	19	48.71	39	100.0			
	5	8	80	2	20	10	100.0			
	>=6	2	50	2	50	4	100.0			
Family monthly income	Below 20000	4	40	6	60	10	100.0	4.217	0.239	NS
	20001-40000	19	57.57	14	42.42	33	100.0			
	40001-60000	10	50	10	50	20	100.0			
	Above 60001	13	76.47	4	23.52	17	100.0			
	Total						100.0			

(Source: computed, NS-Not significant)

- 63.41% of the female respondents 51.28% of the male respondents use e-wallet for purchasing through online mode
- 67.85% of the respondents who are below 30 years,54.54% of them who are 30 to 40 years and 51.21% of the respondents who are above 40 years use e-wallets for online purchase.
- 75% of the respondents who are married and 47% of them who are unmarried use e-wallets for purchasing through online
- 59.25% of them have less than 3 members in their family,51.28 of them have 4 members,80% have 5 members and 50% of the respondents have more than 6 members in their family
- 76.47% of the users have a monthly income of above Rs.60,001,57.57 % of them have income between Rs.20,001 to Rs.40,000,50% of them have Rs.40,001 to Rs.60,000 and 40% of the respondents have a family income below Rs.20,000

The chi square result shows that the personal profile of the respondents viz., gender, age, marital status, size of the family and family monthly income have no significant association with the usage of e-wallets through offline or online mode. Hence the null hypothesis has been accepted.

Suggestion

The study shows that e-wallets are contributing to the digital payment particularly in retail micro payments .Even though Government is encouraging the usage of cashless mode of payment, still it is unclear to the layman. So, the researcher proposed the following suggestions to increase the cash limit of the mobile wallet, to set basic standard for refunds, registration process, and KYC update and for customer grievance, to offer biometric authenticated payment along with the PIN and to strengthen its application operate even in low internet signal. And the service providers should focus on improving the security. Various Marketing programs should be piloted to create awareness among nonusers.

Conclusion

The perception of e-wallet and its development in India is incomparable to other mode of digital payments. This is evident from the merchant acceptance of mobile wallet in various shops, restaurants, supermarket, and grocery store and even in road side shops. It plays a significant role in generating people

to make digital transaction with its numerous offers and discounts. From the research it is observed that Paytm is the most preferred mobile wallet due to its user-friendly interface, simple, secured and quick fund transfer process. Although users are facing challenges in using the mobile wallet they are satisfied with the service provided. This shows that benefits overtake the problems. The study identified major issues like getting refund, failure occurs while transacting, problems in application encountered by the IT employees / mobile wallet users. Thus, the service providers have to work on these addressed challenges then the mobile wallet Industry will be an insightful and inevitable replacement for the existing payment mode.

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