

Net banking on online payment transfer through Mobile app.

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Abstract:

Mobile devices are exploding in Indian market. Due to this, easy E-COMMERCE, NET BANKING and digital related transaction are growing at faster pace. As smart phone are playing vital role in day to day activities of an individual, this is an approach to provide consumer secure online payment transfer through Android application without rushing to an actual bank. Such activities including transfer payment online buying and selling, investment, B2C B2B MODULES. Net banking website of a particular bank consist of time limit for transfer payment for an individual. The amount limit for transactions which unable the individual to transfer huge amount. As there is less awareness among the public about the online transactions, commoners are unaware about the online secure transaction. There is a sought of insecurity regarding online payment and transactions. As the traditional banking and banking website are time consuming which brings limitations for an individual. Cybercriminals can disable online payment methods or exploit them to steal people's money or information. Usually the majority of electronic payment systems do not cooperate with each other. In this case, you have to use the services of e-currency exchange, and it can be time-consuming if you still do not have a trusted service for this purpose. Our article is how to choose the best e-currency exchanger greatly facilitates the search process. The information about all the transactions, including the amount, time and recipient are stored in the database of the payment system. And it means the intelligence agency has an access to this information. You should decide whether it's bad or good.

If Internet connection fails, you cannot get to your online account.

In general, the advantages of electronic payment system outweigh its disadvantages and they have bigger opportunities comparing with ones of traditional wire transfers.

This research aims at creations of a secure online payment transfer through Android application.

Keywords: secure online payment, quick access, modules.

1.Introduction:

India leads the world for regular mobile banking usage as a proportion of online consumers with current accounts, while Sweden has risen to second place in the global rankings thanks to the fastest growth of any country between 2016 and 2018, according to leading data and analytics company global data. This economic growth of India in digital world is due to fast accepting and adaptation of advance technology. The networking of digital modules such as B2B, B2C and networking like 2G, 4G, and 5G enables the consumer to adapting the faster and efficient access to banking through android applications on mobile. This banking on smart phone is called M-Banking in globally. Operating system used in mobile device also plays an important role in development of Apps for easy access of various services. The challenges and issues in NET banking and changing preference of consumer from net banking to mobile banking are discussed in this paper.

1.1 History

- The European company called Pay Box supported financially by Deutsche Bank, in 1999 started mobile banking.] SMS was the earliest mobile banking service offered. It is an emerging field in the banking segment.

- Paytm is an Indian e-commerce payment system and digital wallet company, based out of NOIDA SEZ .It is an India's first mobile banking company. Paytm was founded in August 2010 with an initial investment of \$2 million by its founder Vijay Shekhar Sharma in NOIDA. It started off as a prepaid mobile and DTH recharge platform, and later added data card, postpaid mobile and landline bill payments in 2013.

2.Literature review

- **Dr Saurabh Shrivastav (2008)** stated that Internet banking is changing the banking industry and is having the major effects on banking relationships. The net banking, thus, "now is more of a norm rather than an exception in many developed countries" due to the fact that it is the economical way of providing banking services. Banking is now no longer confined to the traditional brick and mortar branches, where one has to be at the branch in person, to withdraw cash or deposit a cheque or request a statement of accounts. There is need to scan and analyses the market and respond to the needs of customers and to generate awareness regarding advantages of internet banking.
- **Bamoriya and Singh (2011)** found that the mobile banking has the issues and challenges like mobile handset compatibility, standardizing, software downloading, privacy & security.
- **V. Deva Devan (2013)** stated the study to identify the mindset and analyze the security issues in Mobile banking among the banking customers in India.
- **Buhl, Sarita, (2013)** determined that security and privacy issues are the big issue in e-banking. If security and privacy issues resolved, the future of electronic banking can be very prosperous
- **Manoranjan Mohapatra, et al., (2010)** About Forty percent of the population in India is unbanked. Since e-banking has evolved as a platform for future innovations that can have long ranging socio-economic benefits for India and hence also be able to capitalize on the Indian government's dream of, one bank Account Per Indian; established in the fact that e-banking is the need of the hour in India today. It is a win-win situation for all concerned, operator's banks and specialist companies are gradually getting themselves organized to operate e-banking services banks are able to reach remote areas without incurring the heavy expenses that opening a branch entails also the ATM penetrating in rural areas is not that High with only forty ATM s per million people in India.
- **Bernadette DaSilva et al.(2010)** conducted an Analysis for internet banking that the bank corporate to understand that there are certain Parameters in e-banking which are affected by the demographic status like Gender, Income level and Educational Qualification etc., for opening internet bank account. Bank operations through internet can attract longer customer and it will enhance the brand image of banks for usage of sophisticated technology.
- **KR. Kamath (2010)** Banks may more towards universal banking driven by the forces of deregulation, liberalizations, and technological advancement. The pressures would emanate from super markets, utility service providers etc., Technology has played and is playing a critical and arguably the most important role in redefining the financial business. Banks are responding by offering alternative delivery channels like ATMs, Tele banking, internet banking, mobile banking etc., Most of the banks have already implemented core banking solution (CBS) across all offices to provide "anytime anywhere" banking in true sense.
- **Malhotra, pooja and Singh (2010)** this study is an attempt to present the present status of internet banking in India and the extent of internet banking services offered by internet banks. In addition, it seeks to examine the factors affecting the extent of internet banking services. The data for this study are based on the survey of bank websites explored during

July 2008. The sample consists of 82 banks operating in India at 31st march 2007. Multiple regression technique is employed to explore the determinants of the extent of internet banking services. The results show that the private and foreign internet banks have performed well in offering a wider range and more advanced services of internet banking in comparison with public sector banks. Among the determinants affecting the extent of internet banking services, size of the bank, experience of the bank in offering internet banking, finance pattern and ownership of the bank are found to be significant. The primary limitation of the study is the scope and size of its sample as well as other variables which may have an effect on the decision of the banks to offer a wide range of internet banking services. The purpose of the study is to help fill significant gaps in knowledge about the internet banking landscape in India. The findings are expected to be of great use to the government, regulators, commercial banks and other financial institutions e.g.: co-operative banks planning to offer internet banking, bank customers and re-searchers.

- **Azouzi D. (2009)** this paper aims to check if the current and prompt technological revolution altering the whole world has crucial impacts on the Tunisia and banking sector. Particularly, this study seeks some clues on which we can rely in order to understand the customer's behavior regarding the adoption of electronic banking. To achieve this purpose, a research is carried out in Tunisia and it reveals that panoply of factors is affecting the customer's attitude towards e-banking. For instance; age, gender and educational qualifications seem to be important and they split up the group into electronic banking adopters and traditional banking defenders and so, they have significant influence on the customer's adoption of e-banking. Furthermore, this study shows that despite the presidential incentives and in spite of being fully aware of the e-banking's benefits, numerous respondents are still using the conventional banking. It is worthy to mention that the fear of loss because of transactions errors or hackers plays a significant role in alienating Tunisian customers from online banking.
- **Reeti, sanjay and Malhotra (2009)** stated about the customers perspectives regarding e-banking in an emerging economy. So that, the author determining various factors affecting customer perception and attitude towards and satisfaction with e-banking is an essential part of a bank's strategy formulation process in an emerging economy like India. To gain this understanding in respect of Indian customers, the study was conducted on respondents taken from the northern part of India. The major findings depict the customers are influenced in their usage of e-banking services by the kind of account they hold, their age and profession, attach highest degree of usefulness to balance enquiry service among e-banking services

3. Research methodology

Primary data is collected from 59 respondents using online questionnaire. IT is on the basis of mean and mode .Secondary data was also used from the website of Telecom Regulatory Authority of India (TRAI). The responses are analyzed and tabulated in the paper.

3.1 Objectives

- To know consumer preference regarding online payment transfer through Android application.
- To study the utilization of online payment transfer through applications such as billing, booking online.
- To study the difference between Net banking and Mobile banking.
- To study the merits and limitations about the mobile /net banking.

3.2 Hypothesis

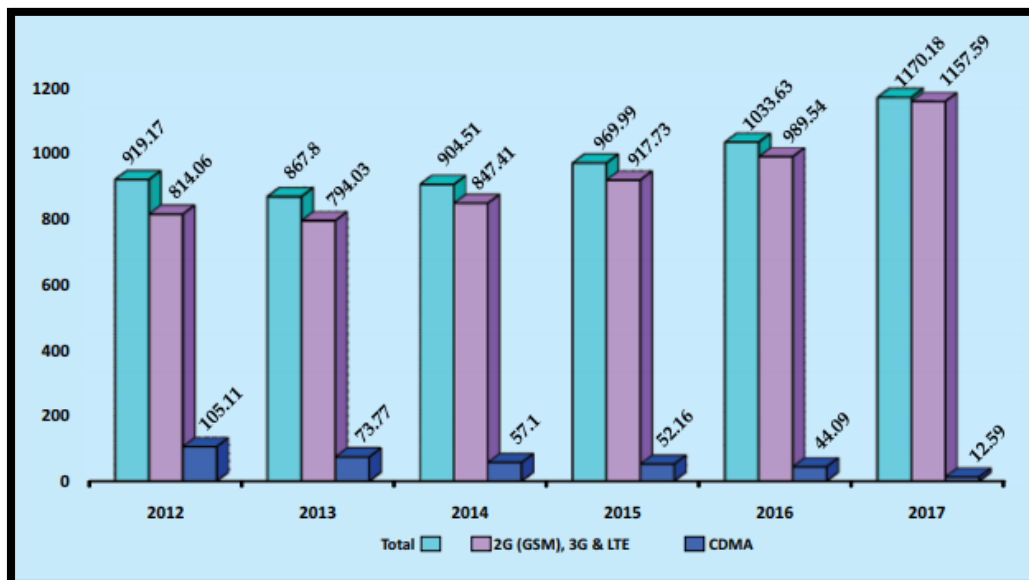
- H0: Consumers preference towards M-services provide by paytm online app is negative.
- H1: Consumers preference towards M-services provided by paytm online app is positive.
- H0: There is no utilization of M-banking services among the customers
- H2: There is a utilization of M-banking services among the customers.

- H0: There is no difference between in M-banking services and Net banking services by customers.
- H3: There is difference between in M-banking services and Net banking by customers.

- H0: There are demerits of M-banking services.
- H4: There are merits of M-banking services

4.Data interpretation and analysis

Figure 1: Wireless subscribers in all India.



From the above table we can say that there is increasing subscribers for Wireless networks as per the TRAI annual report.

Security and authentications:

- The security and authentication guidelines provided by the RBI on Mobile Banking:
- The OTP or higher standard of mechanism should be used to authenticate the Mobile Banking customer.
- End-to-end secure encryption mechanism should be followed in transactions.
- QR code scanning and refundable services on the mobile banking systems to ensure complete security.

Mobile banking models (payments)

- E wallet
- Credit card
- Carrier billing
- Contactless payments NFC (Near iField iCommunication)

Analysis

Interpretation

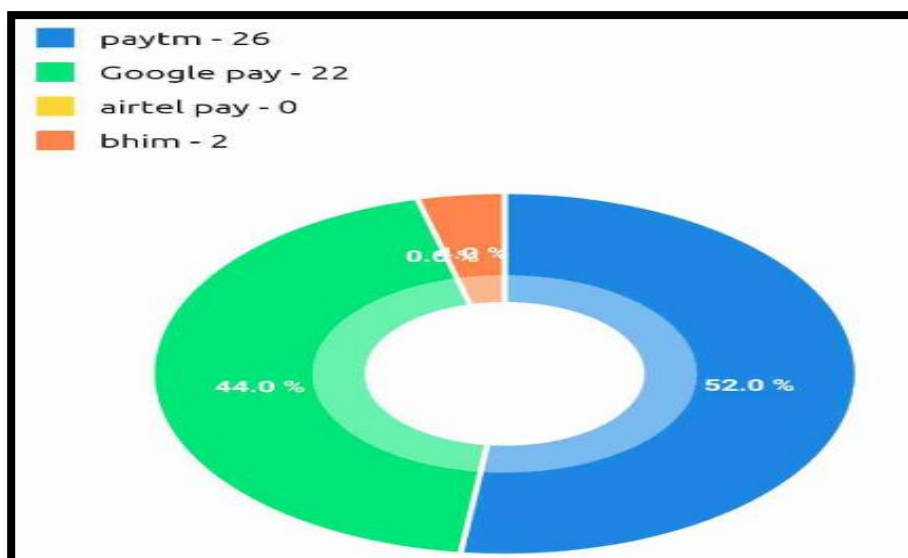
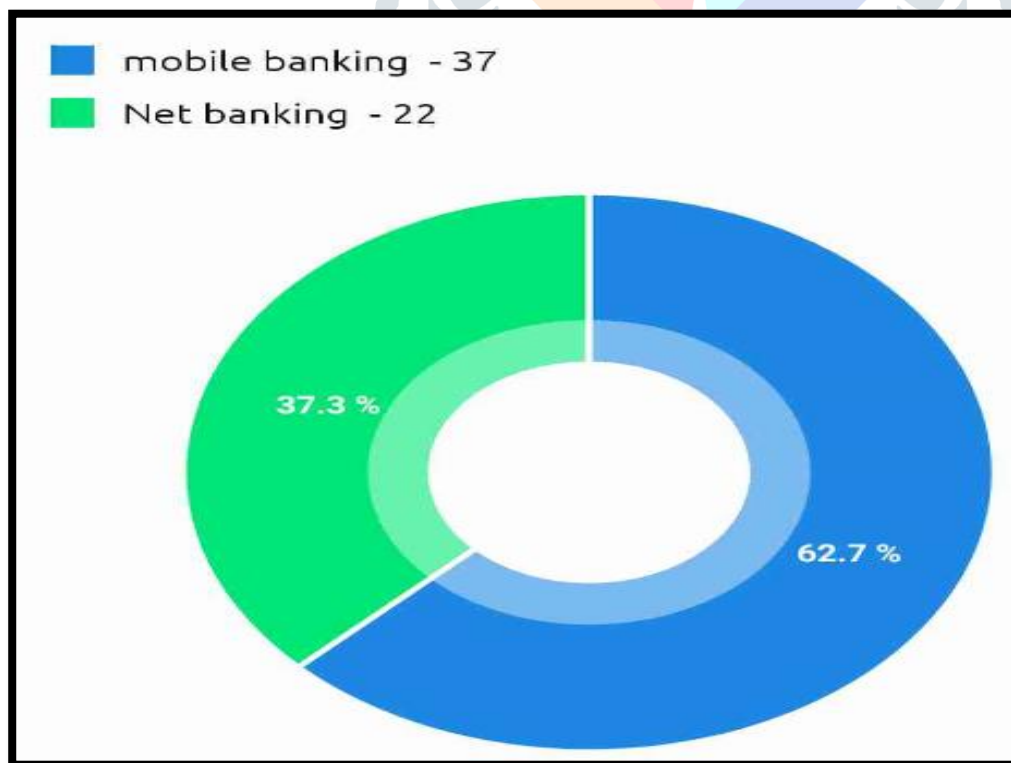


Figure 2: Android app used for online payment transfer.

- From the above figure we can interpret that 52% of respondents rely on paytm application .this the highest and most preferable app used for transfer payment.

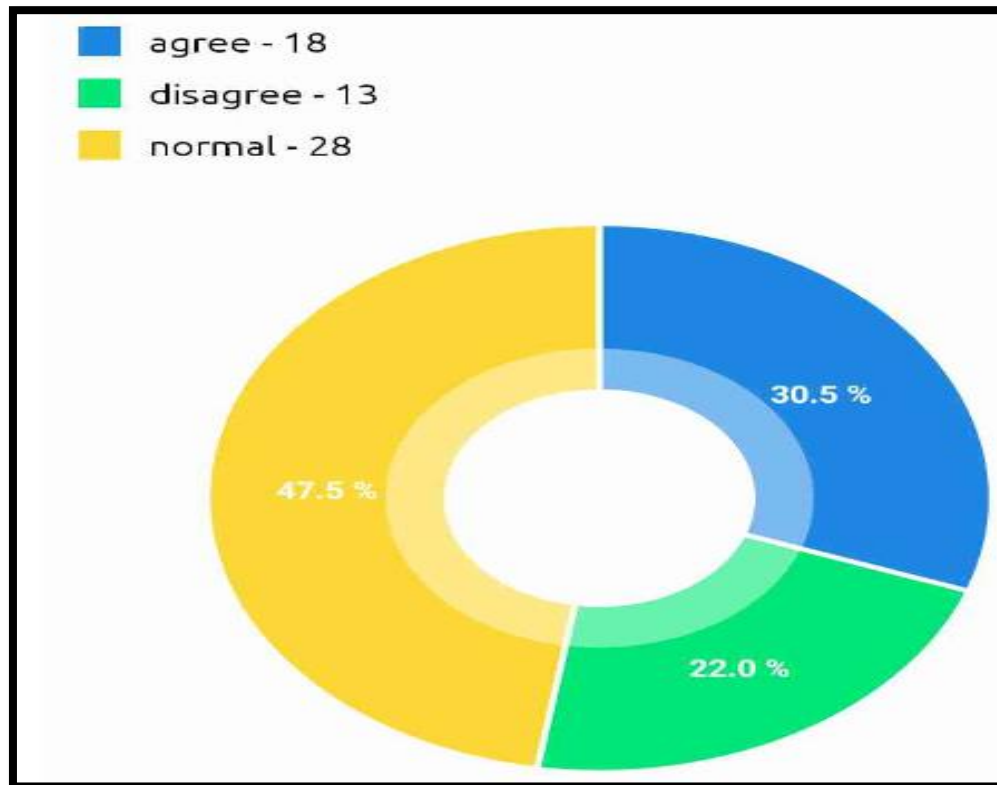
Figure 3: usage of mobile banking over net banking.



Interpretation

- From the above table we can interpret that the switching of consumer preference from net banking to mobile banking .62% for mobile banking

FIGURE: 4 SECURITY

*Interpretation*

The 47.5% respondents find safe and secure and find it normal, 30.5% respondents seem to be strongly agree that they find secure, 22% are disagree about security.

5.Limitation

- The net banking and mobile banking required access to internet
- To accessible for mobile banking smart technology phone is required without that mobile banking may not come in access.
- Insecure to use and trust mobile or net banking.

6.Suggestions

Based on the online survey, it is found that most of the respondents are using mobile banking facility from their respective android application. However around 62% of customers are using mobile banking and remaining 35% are not. The majority of the banking users are comfortable in using the mobile banking facility and net banking and both as they are also interested to test the facility.

7.Conclusion

Customers are more conscious regarding the payments through online transfer websites or applications because they are not open for online payments. Net banking provides customers to access its accounts and transfer anytime and anywhere which brings flexibility in transactions. There is threat for cyber-crime as the transactions and various activities take place online. The amount of cybercrime is increasing due to which customers are more conscious and not readily accepting for online transfer. The changing preference from net banking to mobile banking occurred in year 2017. Government policies such as demonetization and other factors are the reasons for changing preference of customer. Everything and everywhere facility bring access to many things online through smart phone any customer finds mobile banking more convenient as compare to net banking.

In general, the share of electronic payments in the total volume of retail payments has gone up. The share of electronic transactions in the total volume of retail payments increased to 92.6 per cent in 2017-18, up from 88.9 per cent in the previous year with a corresponding reduction in the share of paper-based clearing instruments from 11.1 per cent in 2016-17 to 7.4 per cent in 2017-18.

8.Reference or bibliography.

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