



“A contemporary study on electronic payment with special reference to different ways to transfers funds in India”

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Abstract:

E-commerce involves buying and selling goods and services online, while e-payment is the process of making payments electronically. In India, popular methods for transferring money online include NEFT, RTGS, IMPS, and UPI, all of which are secure and effective. This research uses a descriptive analysis design to collect primary data through a questionnaire distributed via Google Forms. The target population is people with bank accounts, and the sample frame is people who use e-payments. Most respondents were male and aged between 21-30, with a graduate degree and annual income below 2.5 lakhs. All 100 respondents used e-payment, with UPI as the most preferred service (89). There is no significant gender difference in NEFT and IMPS usage, but in RTGS and UPI, more males use RTGS and more females use UPI. The average awareness level of e-payment services is significantly higher in males than females, with males being more aware than females. All respondents used e-payments, with UPI as the preferred service. Gender differences were observed in the usage of RTGS and UPI, and males had a higher awareness level.

Keywords: NEFT, RGTS IMPS, UPI

1. Introduction:

This set of summaries converse-commerce, electronic payments, and the different ways to transfer finances in India. E-commerce is the buying and selling of products, services, and information online, while electronic payment(e-payment) is the process of making payments electronically. E-payment systems are secure, effective, and can be carried out at any time. In India, the most generally used styles to transfer money online are National Electronic finances Transfer (NEFT), Real Time Gross Settlement (RTGS), Immediate Mobile Payment Service (IMPS), and Unified Payment Interface (UPI). NEFT is an electronic finance transfer system that enables bank guests to transfer finances between any two NEFT- enabled bank accounts on a one- to- one base. It isn't an immediate process, and fund transfer requests are reused in batches. RTGS is a payment system that facilitates large- value, immediate finances transfer. There's no lower limit, and the upper limit is INR 2 lakhs for deals conducted via branches and no upper ceiling for deals through net banking. Both NEFT and RTGS are safe, secure, cost-effective, and available round the timepiece.

2. Literature Review:

- (S Fatonah, A Yulandari, & d F W Wibowo, 2018). The Era of Information and Communication Technology (ICT) and advanced development lead to dynamic changes in the business climate, where deals keep on moving from cash-based exchanges to electronic-based exchanges. Electronic installments can be perceived as an installment instrument utilizing electronic media that doesn't include cash. Electronic installment framework (e-installment) is a significant part of internet business. This study plans to survey the accessible writing for e-installment frameworks on web-based business with the end goal of featuring the extent of the e-installment framework, and the strategy utilized by past specialists to recognize research holes and suggest for future investigations.
- (Sujith T S & Julie C D, 2017). As contained a on Opportunities and challenges of E-payment in India. Presently a day's reality changed to computerized world. India attempts to venturing towards e-installment framework. Electronic installment framework is an installment framework through an electronic organization. Today India is at a phase of demonetization so; in the current situation this study is unavoidable to makes electronic installments whenever through the web straightforwardly to deal with the e-business

climate. This study meant to distinguish the issues and difficulties of electronic installment frameworks and deal a few answers for further develop the e-installment framework. E-installment framework gives more open doors as well as.

- (Gholamreza Bazgosha, Nadia Eizi, Khaled Nawaser, & Mohammad Mehdi Parhizgar, 2012). The content of perceived risk and uncertainty helps in easing the perception of consumers' attitude toward marketers. The main point of this study is to explore the effect of consumers' perception of risk and uncertainty on the rate of using internet banking as a new service and enhancing knowledge field in this area. Examined risk and uncertainty includes 13 importance's of security risk, fiscal risk, functional risk, cerebral risk, time risk, social risk, consequences uncertainty, information uncertainty, knowledge uncertainty, choice uncertainty, brand uncertainty, needs uncertainty, and post purchase uncertainty. Regression analysis and multiple regression ways have been employed for subject analysis. Statistical tests indicate that risk and uncertainty factors have negative significant relationship with the rate of internet banking operation. Multiple regression analysis indicates that of 13 importance's being explored, four importance of uncertainty of choice uncertainly, cerebral risk, uncertainty about results and functional uncertainty could completely explain 0.709 of variations in dependent variable of rate of internet banking operation. Meanwhile the selection dimension alone could explain 0.54 of internet banking use variable.
- (G.Sankararaman & S.Suresh, 2021) Indian banks have, for further than two decades, been committed to deliver a wide range of services by using wide range of electronic networks similar as mobile banking, Automated Teller Machines, and digital payments. Introduced in the time 2016 as an instant real- time payment and agreement system, the Unified Payments Interface (UPI) presently contributes a mammoth of 47 percent in India's retail clearing and agreement systems. This has motivated the researchers to take over a study on colorful parameters of UPI deals analogous as awareness position, satisfaction position, problems encountered by the client of UPI, and duration to break the problems. For this purpose, descriptive disquisition design has espoused and 119 samples have collected through structured questionnaire. Convenience sample approach espoused to collect the samples. Among the 119 repliers, 86 percent of them alive about UPI as a digital payment mode. 31 percent of repliers have chosen the UPI as their first choice among the different digital payment tools. The chi-square analysis revealed that there was important connotation between age of the repliers and satisfaction position towards the use of UPI. The results of One- way ANOVA revealed the presence of a momentous adaptation among different order of age cluster of the repliers on frequencies of use of UPI. The researchers have suggested that the controllers have to insure the cyber security of UPI, and also take necessary measures to increase the espoused of UPI across the nation.
- (Dr. Kumar Naresh, Dr. Kumar Naresh, & Dr. Kumar Naresh, 2014) Real time gross Settlement (RTGS), National electronic fund transfer (NEFT), were started by RBI in March 2004, which enables agreements of sale at the fingertip. Normal payment system is slow and time consuming, as client needs to stay in line but electronic transfer system is more accessible, fast & easy way and to save lot of time. The present study is focusing on analyzing the behavior of the clients using these services and to explore the problems and formative suggestions to popularize this internet base payment system.
- (Satyendra Timilsina & Ch. Appa Rao, 2019) Retail Payments are essential element of overall payment system of any country. As retail payments are larger in volume with comparatively lower deal size, technical separate products are used to carry out these payments each over the world. In India there are principally three types of technical retail payments products National Electronic Fund Transfer (NEFT), Immediate Payments System (IMPS) and National Automated Clearing House (NACH), that are popular amongst its people. While NACH is substantially preferred amongst the commercial and institutions substantially for bulk fund transfers, NEFT and IMPS are most favored instruments for fund transfer in the country. The rearmost data on volume and value of deals carried out through these two modes suggest that the IMPS is gaining its edge over NEFT, substantially because of its advantage due to availability, multi-modes and real time payments. This paper makes a relative study of payments trends through these two instruments in India.

3. Objectives of the study:

1. To study the profile.
2. To study an awareness towards of E-Payments among customers.
3. To study the most important tools for E-Payments.

4. Research Methodology:

The researches design in this task is Descriptive. Descriptive analysis includes checks and fact- data inquiries of different kinds. For this study, descriptive analysis design is used where the data is collected through the questionnaire. Primary data will be collected through google forms from respondents by drawing a sample size of 100 responses. Data collection sources is primary as well as secondary sources. This analysis paper uses descriptive analysis. Target Population is people having bank account. Sample frame is people using E-payments.

5. Hypothesis:

Hypothesis 1:

Ho: There is no significant difference between usage of the E-Payment services and gender.

H1: There is significant difference between usage of the E-Payment services and gender.

Hypothesis 2:

Ho: There is no significant difference between awareness of the E-Payment services and gender.

H1: There is significant difference between awareness of the E-Payment services and gender.

6. Results:

Table 1 Demographic Profile of the Respondents

Variables	Options	Percentage of the Frequency
Gender of Respondents	1. Male	39
	2. Female	61
Age of Respondents	1. 18-20	24
	2. 21-30	70
	3. 31-40	6
Qualifications of Respondents	1. Higher Secondary	15
	2. Graduate	51
	3. Post Graduate	34
Annual Income	1. Up to 2.5 lakhs	49
	2. 2.51 lakhs to 5 lakhs	26
	3. 5.1 lakhs to 10 lakhs	16
	4. 10.1 lakhs or above	9

The Frequency of male were more than female respondents, the most of the respondents were belong from 21 to 30 years category (70), followed by 18 to 20 (24), 31 to 40 (6), the most of the respondents were belong to graduate (51), followed by Post Graduate (34) and Higher Secondary (15), the annual income was categorized in 4 category, 49 respondents in up to 2.5 lakhs, 26 respondents in 2.51 lakhs to 5 lakhs, 16 respondents in 5.1 lakhs to 10 lakhs, and 9 respondents in 10.1 lakhs or above.

Table 2 Most Prefer E-Payment Services

	Frequency	Percent	Valid Percent	Cumulative Percent
NEFT	4	4.0	4.0	4.0
RTGS	4	4.0	4.0	8.0
Valid IMPS	3	3.0	3.0	11.0
UPI	89	89.0	89.0	100.0
Total	100	100.0	100.0	

In the study it was found that the most prefer E-Payment services was UPI (89) which is more that 50% of the total respondent followed by NEFT and RTGS (4), IMPS (3).

Table 3 Group Statistics & Independent Samples test

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Usage of E-Payment (NEFT)	Female	39	1.62	1.741	.279
	Male	61	1.80	1.412	.181
Usage of E-Payment (RTGS)	Female	39	.92	1.440	.231
	Male	61	1.61	1.382	.177
Usage of E-Payment (IMPS)	Female	39	.85	1.268	.203
	Male	61	1.23	1.419	.182
Usage of E-Payment (UPI)	Female	39	1.64	.707	.113
	Male	61	1.34	.728	.093

Independent Samples Test

	Levene's Test for Equality of Variances	Test for Equality of Means	t-test for Equality of Means								
			F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
										Lower	Upper
Usage of E-Payment (NEFT)	Equal variances assumed	9.771	.002	-.592	98	.555	-.188	.317	-.818	.442	
	Equal variances not assumed			-.565	68.949	.574	-.188	.332	-.851	.475	
Usage of E-Payment (RTGS)	Equal variances assumed	.310	.579	-2.374	98	.020	-.683	.288	-1.255	-.112	
	Equal variances not assumed			-2.352	78.658	.021	-.683	.291	-1.262	-.105	
Usage of E-Payment	Equal variances assumed	2.113	.149	-1.373	98	.173	-.383	.279	-.938	.171	

Payment (IMPS)	Equal variances not assumed			-1.407	87.636	.163	-.383	.272	-.925	.158
Usage of E-Payment (UPI)	Equal variances assumed	.725	.397	2.012	98	.047	.297	.148	.004	.590
	Equal variances not assumed			2.025	82.869	.046	.297	.147	.005	.588

While finding the usage of different E-Payment services in gender by T-test using SPSS20 in the study it was found that there is no significant difference between male and female regarding the usage of NEFT and IMPS as the P value of the test was >0.05 and it was also found that there was significant difference between male and female regarding the usage of RTGS and UPI as in the case of RTGS more male (mean 1.61) are usage than female (mean 0.92) and in the case of UPI more female (mean 1.64) are usage than male (mean 1.34).

Table 4 Group Statistics and Independent Samples Test

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
average awareness	Female	39	5.7564	3.16149	.50624
	Male	61	7.3361	3.11545	.39889

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
avg_awareness	Equal variances assumed	.667	.416	-2.459	98	.016	-1.57966	.64242	-2.85451	-.30480
	Equal variances not assumed			-2.451	80.243	.016	-1.57966	.64451	-2.86222	-.29709

While finding the level of awareness of different E-Payment services in gender by T-test using SPSS20 we got to know that there was significant difference (as P value <0.05) in the average awareness level of male and female regarding the different e-payment service we found that more male (mean 7.34) was aware than female (mean 5.76).

7. FINDINGS:

- 1) The ratio of male were more than female respondents, the most of the respondents were belong from 21 to 30 years category (70), followed by 18 to 20 (24), 31 to 40 (6) and no responses were received from the age category of 41 and above, the most of the respondents were belong to graduate (51), followed by Post Graduate (34) and Higher Secondary (15), the annual income was categorized in 4 category, 49 respondents in up to 2.5 lakhs, 26 respondents in 2.51 lakhs to 5 lakhs, 16 respondents in 5.1 lakhs to 10 lakhs, and 9 respondents in 10.1 lakhs or above.
- 2) In survey we had found that all the 100 respondents were aware of E-payments and were using it and the most preferred E-Payment services was UPI (89) which is more that 50% of the total respondent followed by NEFT and RTGS (4), IMPS (3).
- 3) In the study it was found that there is no significant difference between male and female regarding the usage of NEFT and IMPS as the P value of the test was >0.05 and it was also found that there was significant difference between male and female regarding the

usage of RTGS and UPI as in the case of RTGS more male (mean 1.61) are usage than female (mean 0.92) and in the case of UPI more female (mean 1.64) are usage than male (mean 1.34).

- 4) We have found that there was significant difference (as P value <0.05) in the average awareness level of male and female regarding the different e-payment service we found that more male (mean 7.34) were aware than female (mean 5.76).

8. Conclusion:

All respondents were aware of e-payments and preferred using UPI over other services such as NEFT, RTGS, and IMPS. The study found that there was no significant difference in the usage of NEFT and IMPS between male and female respondents, but there was a significant difference in the usage of RTGS and UPI, with more males using RTGS and more females using UPI. Additionally, the study found that male respondents had a higher level of awareness of e-payment services than female respondents.

9. References

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