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## “PERCEPTION OF RESEARCH SCHOLAR ON E-PAYMENT MODES OFFERED BY BANK.”

**Dr. Anita R. Natekar<sup>1</sup> and Shweta S. Elemmi<sup>2</sup>**

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### ABSTRACT:-

In this paper an attempt has been made to study E-Payment modes offered by banks. Now-a-days limited cash in hand and an indefinite crunch in sight, most people are rushing to cashless transactions because of government rules. E-payments bring in better transparency .E-Payment is a convenient, easy to use, secure payment system. It is flexible “E-Payment system” with a number of payout and pay-in options via bank account and credit/debit cards.

This paper has made an attempt to study the awareness and satisfaction level of usage of digital E-payment system among research scholars of AWU vijayapur. The sample of the study consisted of 50 PG research scholars of AWU vijayapur. The sample were selected randomly. Then primary data was collected through questionnaire whereas secondary data was collected through journal papers, Google, books etc.

This study is based on data analysis of the results reaches to findings, suggestions and conclusion.

**KEYWORDS:** E-payment, bank, online service.

### INTRODUCTION:

In India, execution of Magnetic Ink Character Recognition (MICR) based clearing in 1986 and other payment systems like card based E-payment modes, ECS, EFT, RTGS, NEFT and CTS have offered a variety of services to the customers. An efficient payment and settlement system is essential for the efficient functioning of a modern financial system. To promote a safe, secure, sound and efficient E- payment mode, the Reserve Bank of India has taken several initiatives in this regard.

The Reserve Bank introduced E-payment modes these are as follows electronic clearing services (ECS) and electronic fund transfer (EFT) in 1995, RTGS in March 2003, NEFT in November 2005, and cheques truncation system in February 2008’.



### OBJECTIVES OF THE STUDY

- To know the digital e-payment system in banking sector awareness among research scholars of AWU vijayapur.
- To study the usage of digital e-payments satisfaction among research scholars of AWU vijayapur.

### SCOPE OF THE STUDY

The scope of the present study has covered the Research

scholars of Akkamahadevi women’s university, vijayapur.

**LIMITATIONS**

- The research was conducted to only the Research scholars of AWU vijayapur.
- Time constrain is a major limitations to the study and forced to restrict the respondents with in a stipulated time.
- The information provided by the respondents is purely based on their perception only.

**RESEARCH METHODOLOGY**

The data collected for the research is as follows

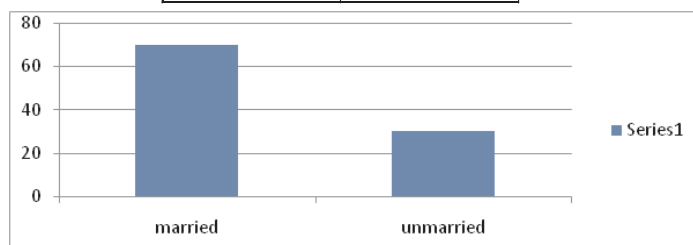
Primary data- the information about the digital E-payment system in banking sector is gathered form questionnaires with the Research scholars in AWU Vijayapur.

Secondary data- the secondary data is collected from articles, reports, Google, journals, etc.

**DATA ANALYSIS AND INTERPRETATION**

**Table -1 Marital status**

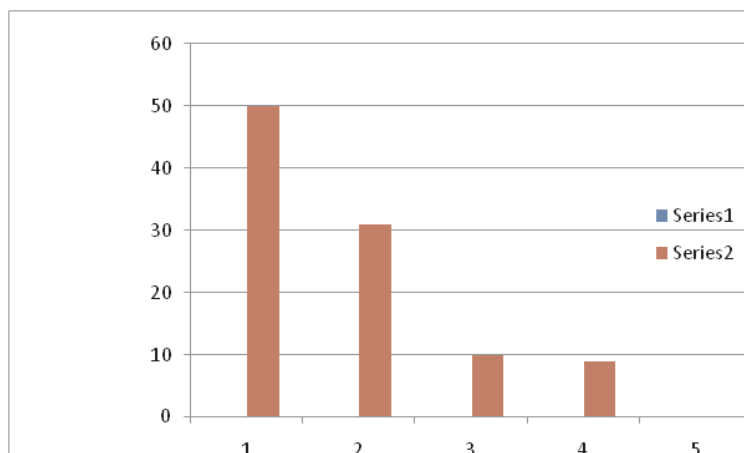
Unmarried	Married
30	70



Majority of research scholars i.e 70% of them are married and they have lesser financial responsibilities, so they enjoy spending and depend on their husband income. here 30% of unmarried respondents are depended on their parents’ income.

**Table -2 status of usage**

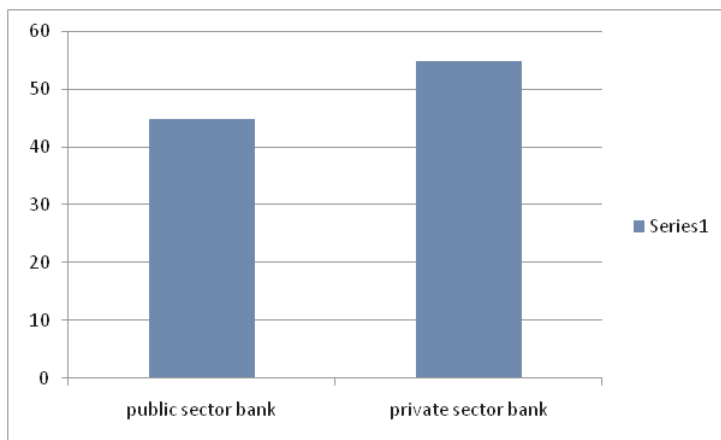
Less than 1 year	1-5 years	5 to 10 years	10years above
50	31	10	9



50% of respondents have just started operating digitally their accounts and they have started operating from past one year i.e the awareness level among research scholar is normal.

**Table -3**

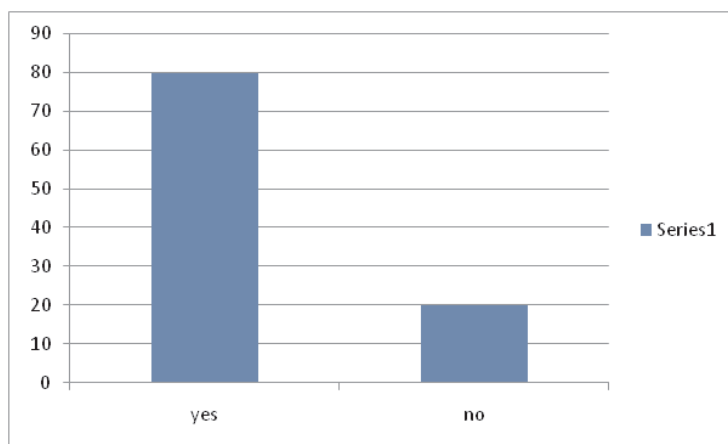
Public sector bank	Private sector bank
45	55



Majority i.e 55% of research scholars believe that private sector bank is most technically advanced and not public bank research scholar perceive that private sector bank is more better than public sector bank.

**Table - 4**

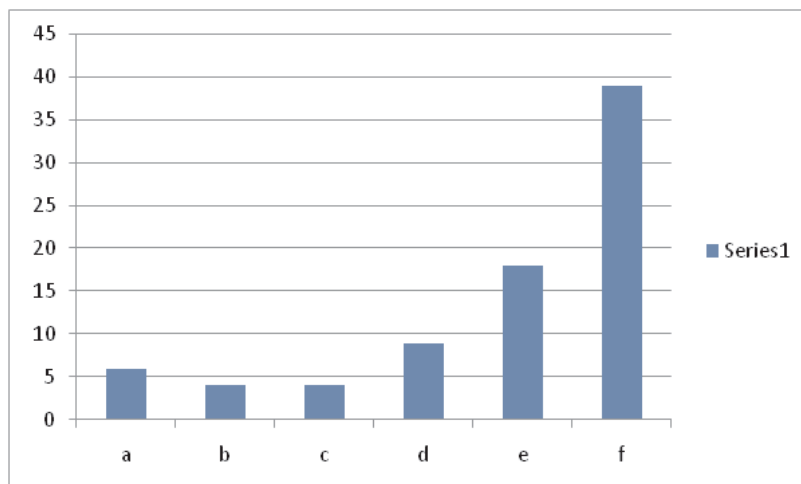
yes	no
62	38



80% of research scholar use online payment methods [they are familiar with the usage of online payments methods] only 20% of them are not well-versed with online payment methods.

**Table - 5**

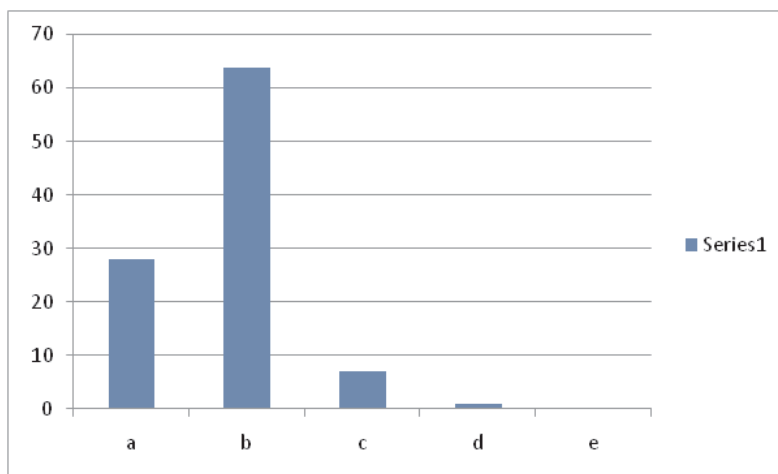
RTGS	NEFT	E-wallet	Smart card	Credit card	Debit card
6	4	4	9	18	39



Out of this 80%, who use online payment method, they prefer debit card mode of payment i.e almost 39% of respondents, who use online payment they go for debit card and out of this 80%, 18% of them go for using credit card mode for online payment method,9% scholars are using smart cards, very few scholars are using RTGS, NEFT, E-Wallet for their online payment.

Table – 6

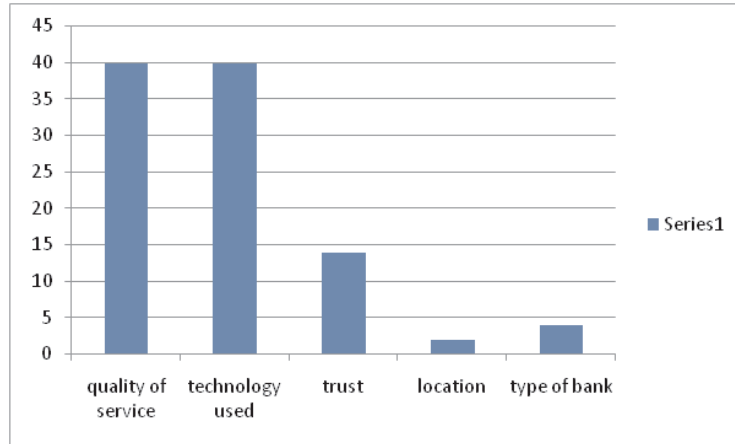
Extremely satisfied	Satisfied	Neutral	Dissatisfied	Extremely dissatisfied
28	64	7	1	0



28% of scholars are extremely satisfied, 64% of scholars are satisfied with the e-payment method, whereas 7% of them show neutral attitude regarding e-payment system and only one scholar is dissatisfied with e-payment system.

**Table – 7**

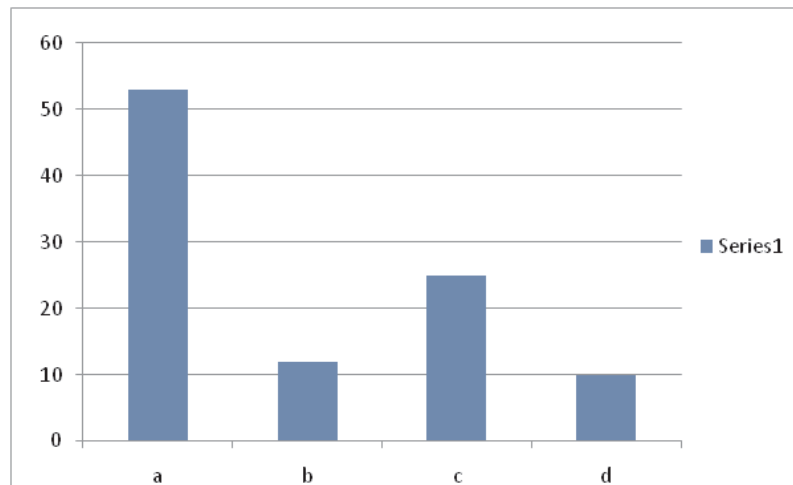
Quality of service	Technology used	Trust	Location	Type of the bank
40	40	14	2	4



Majority i.e 40% of the scholar give more importance to quality of service and the technology used in banks attribute is preferred, whereas 14% of scholar give preference to trust attribute of bank.

**Table -8**

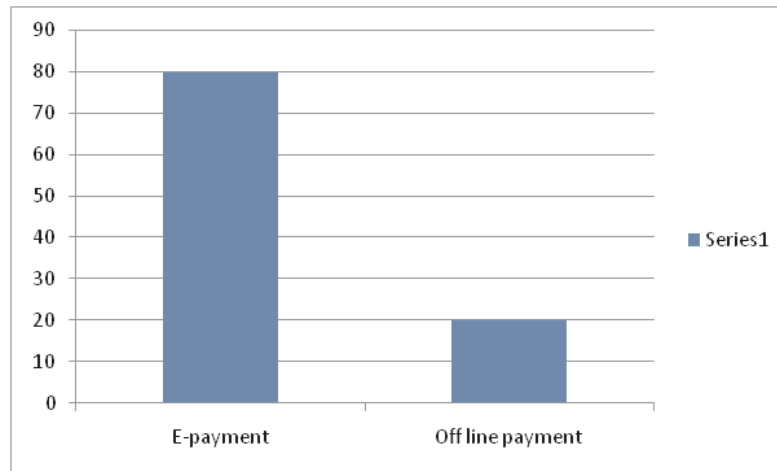
Reduced time of transactions	Low cost	Ease of use	Technology savvy
53	12	25	10



53% of scholars appreciate the bank's technology in reducing the time of transaction aspect and 25% prefer bank's technology in ease of use aspect of banker, 12% of scholars appreciate the bank's low cost.

**Table –9**

E-payment	Off line payment
80	20



80% of them prefer e-payments and they prefer e-payment and they prefer e-payment for more offers and discounts.

### CONCLUSION

Unmarried scholars are spending and depend on their parent’s income. So they enjoy online services, they don’t have much awareness among E-payments because 50% scholars are using since 1 year. private sector bank is more convenient to scholars because these banks are using more technology.

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