

# A Study on the Digital Monetary Transactions during Covid-19 in Local Survey of Indore

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**Abstract:** To contain the impact of the covid-19 outbreak, many countries across the Globe, took severe measures including a nationwide lockdown, shutting down of public places, banks, transports, Government offices, social distancing, work from home etc. which left the people with no alternative other than to use e-payments. The objective of the present paper is to study the changes introduced in monetary transactions during covid-19 and its effects on life, business and health of people in Indore.

**Keywords:** Monetary, E-payment, E-wallet, Covid-19.

## 1. INTRODUCTION:

Digital payments have started many years ago, but in a developing country like India where literacy level is not so high and low level of comfort with technology makes the people to avoid the e-monetary transactions through apps, e-wallets, UPI, net banking etc. The period of demonetization compels many to switch to digital payments as banks were helpless due to gap between supply and demand of currency. It was the time when people realize the importance of digitalization but in 2020, with outbreak of covid-19 and disruptions in life exactly taught that is the high time now, to switch to e-monetary transactions.

Countries and states sealed their borders and issued guidelines regarding physical distancing and imposed lockdowns to reduce the spread of COVID-19. This condition results in travel restrictions, work or study from home regulations, closure of tourist sites, and so forth. Our lives got disturbed but never stops. To keep up with daily needs, people who were already using e-payments increased the use and people who were afraid of technology or were avoiding e-monetary transactions left with no other alternative and started using e- modes of transactions. Most shops regardless of size small or large, malls and approx. each and every business started accepting payments through various e-monetary methods like e-wallets, net-banking, debit/credit cards, QR codes, UPI etc. Even fruit cart vendors started having payments only by QR codes, In order to save themselves by touching notes. Online transactions become the most convenient and may be the only source for financial transactions during covid-19, in order to maintain distancing and avoiding touching the infected currency.

### 1.1 Purpose of study

As the technology is developing, changes have been introduced in each and every aspect of our life, be it the way of teaching, studying, living, business or transactions. The focus of the present paper is on significance of digital or e-payments during covid-19 on life, health and business of people. Following are the objectives and hypothesis for study.

### 1.2. Objectives:

- To identify components affecting traditional monetary transactions.
- To examine the variable in adoption of digital wallets and net banking.
- To understand the effect of digital monetary transaction on health.

### 1.3 Hypothesis:

H01: There is significant difference between age and usage of digital payments.

H02: There is significant effect of education on usage of digital payments.

H03: There is significant impact of income on usage of digital payments.

H04: There is no relation between age and usage of digital payments.

H05: There is no relation between income and usage of digital payments.

H06: There is significance difference between the three independent factors i.e. before, after and during the covid19 usages of e-payments.

## 2. LITERATURE REVIEW:

The authors C. Kim, W. Tao, N. Shin, and K. S. Kim (2010), stated that Electronic payment services become a necessity in transactions in e-commerce. In general, e-payment is divided into electronic-cash, pre-paid cards, credit cards and electronic checks and discussed about the trust of customers in e-payment system in their paper titled “An empirical study of customers’ perceptions of security and trust in e-payment systems,”

The authors S. Kowsalya, Swetha Krishnan, Mridhula. R, Sowmya. A. M. (2017) emphasized that customer trust in ecommerce mainly depends on secure payment systems in their paper titled ‘A Study on the Perception of Customers towards E-Commerce and E-Payments in Local Survey’.

The authors Sanghita Roy, Dr. Indrajit Sinha (2014), stated that E- payment system has been grown, but Still 90% of the transactions are cash based. They used Technology Acceptance for the purpose of study.

The authors Dr.V.Sornaganesh and Dr.M.Chelladurai (2016) discussed the situation during demonetization. The author attempted to study about the demonetization impact and perform analysis about payment service sector during the demonetization period.

The authors M.Thangajesu Sathish, R.Sermakani, and G.Sudha (2020) studied the traditional system of cash transaction, and deduced that cash transactions cannot completely be replaced by card or e-payment system. The study has discussed the trust is the main factor affecting users’ satisfaction directly and it impacts on many users intention to adopt mobile wallets.

## 3. RESEARCH METHODOLOGY:

Research Type: Ex post facto, inferential statistics.

Research Area: The research is done in Indore district. Sample size of 100 is collected for a comparative study.

### 3.1 Data analysis:

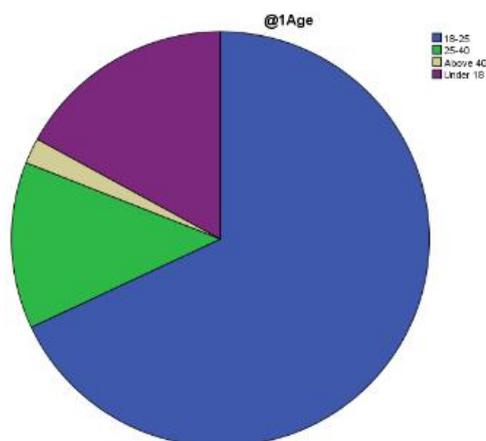


Figure 1

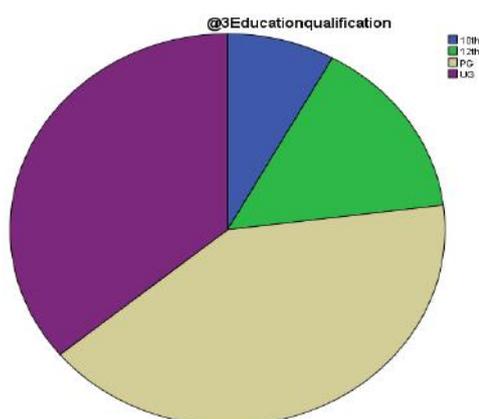


Figure 2

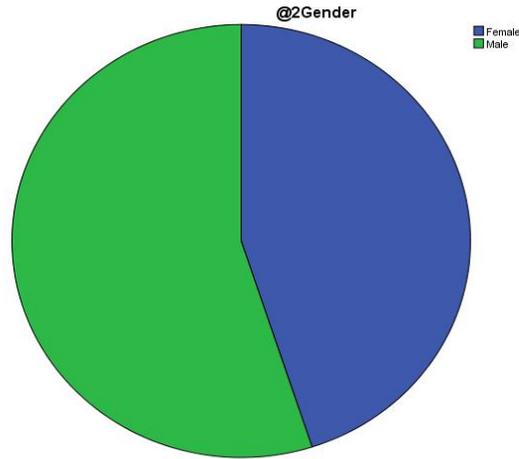


Figure 3

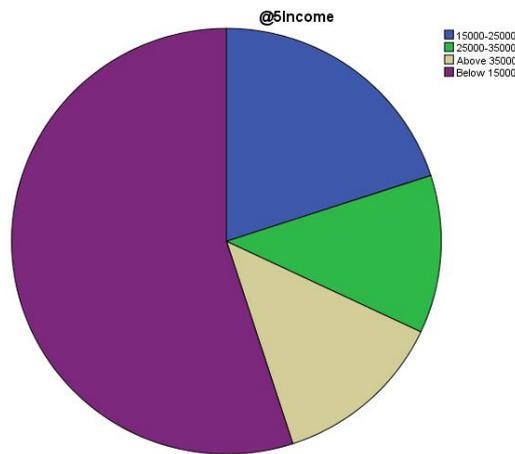


Figure 4

T-Test

One-Sample Statistics (Table no.1)

	N	Mean	Std. Deviation	Std. Error Mean
age	100	1.68	1.136	.114
digital	100	2.87	.418	.042

One-Sample Test (Table no. 1.1)

	Test Value = 2					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
age	14.789	99	.000	1.680	1.45	1.91
digital	68.636	99	.000	2.870	2.79	2.95

One-Sample Statistics (Table no. 2)

	N	Mean	Std. Deviation	Std. Error Mean
digital	100	2.87	.418	.042
edu	100	3.05	.914	.091

**One-Sample Test (Table no. 2.1)**

	Test Value = 2					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
digital	68.636	99	.000	2.870	2.79	2.95
edu	33.361	99	.000	3.050	2.87	3.23

**One-Sample Statistics (Table no. 3)**

	N	Mean	Std. Deviation	Std. Error Mean
digital	100	2.87	.418	.042
income	100	3.03	1.218	.122

**One-Sample Test (Table no. 3.1)**

	Test Value = 2					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
digital	68.636	99	.000	2.870	2.79	2.95
income	24.873	99	.000	3.030	2.79	3.27

**Correlations**

**Correlations (Table no. 4)**

		edu	digital
edu	Pearson Correlation	1	.009
	Sig. (2-tailed)		.927
	N	100	100
digital	Pearson Correlation	-.009	1
	Sig. (2-tailed)	.927	
	N	100	100

**Correlations (Table no. 5)**

		digital	income
digital	Pearson Correlation	1	.032
	Sig. (2-tailed)		.753
	N	100	100
income	Pearson Correlation	-.032	1
	Sig. (2-tailed)	.753	
	N	100	100

## ANOVA

(Table no. 6)

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	21.777	4	5.444	3.544	.010
Within Groups	145.933	95	1.536		
Total	167.710	99			

## 4. FINDINGS:

- From Fig. 1 it can be deduced that candidates of all age group uses digital payment system but candidates of group 18-25 are more interested, it means younger generation is using more e transactions.
- On the basis of Fig. 2 it shows that most of the candidates are post graduates. But it doesn't mean that only higher educated using the e-modes.
- Fig. 3 shows that male candidates are more interested than female candidates in digital transactions.
- From table no. 1 and 1.1 we can conclude that t calculated value is greater than t tabulated, hence we accept the null hypothesis that is there is significant difference between the age and digital payment, it shows that younger generation is more inclined towards the e-mode of payments.
- From table no. 2 and 2.1 we can conclude that t calculated value is greater than t tabulated, hence we accept the null hypothesis that is there is significant difference between the education and digital payment, it shows that during covid-19 regardless of education e-mode of payments has been used by everyone.
- From table no. 3 and 3.1 we can conclude that t calculated value is greater than t tabulated, hence we accept the null hypothesis that is there is significant difference between the income and digital payment, it shows that during covid-19 regardless of income e-mode of payments has been used by everyone.
- From the table no. 4, there is low level positive correlation between education and digital payments, which shows during covid-19 even the person having low education have also started using digital payments.
- From the table no. 5, there is low level positive correlation between income and digital payments, which shows during covid-19 even the person having low income like small vendors (fruit, vegetable, etc.) have also started using digital payments.
- Table no. 6, shows that F calculated is greater than the value of F tabulated, so we accepted the null hypothesis, that is there is significance difference between the 3 factors that is uses of digital payments during, before and after the covid.

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