



IS ELECTRONIC PAYMENT SUITABLE FOR ALL?

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ABSTRACT:

As the worldwide distribute and utilization a web and portable added towards the advancement of computerized installments as well as banking. There's the absence in terms of examination that gives far reaching union and investigation of variables influencing the utilization and reception of computerized banking and installment strategies in GCC nations. Consequently, the point due to this paper is to give an writing survey also carry out weight and meta-examination. Through 46 audits examinations, that was observed that is excellent indicators in light of advanced installment as well as banking reception the GCC nations are believed, saw safety and saw helpfulness. In light of the broad writing audit, the reasonable of elements influencing reception computerized banking and installment techniques in GCC nations a model was put out that will set plan in the future examination.

KEYWORDS: *Electronic Payments, Electronic Installments strategies, Computerized banking*

INTRODUCTION

The rapid advancements in innovation in recent years have had a substantial impact on how people live and do businesses (Sardana & Singhanian, 2020). The development of both the Web and mobile devices has led to a profound shift in consumer behaviour. People are now using

digital media to communicate with businesses, exchange personal information about them, purchase online, and use new internet services.

Over the last decade, the installment business has grown rapidly. The global computerized installment market was valued at USD 3885.57 billion in 2019 and is predicted to reach USD8686.68 billion by 2025. (Engine Knowledge, 2019). Mr. Ahmed Alenazi, VP, STC Pay, stated at the ePay Summit in 2019 that "the rate of progress within the installments business is advancing for various reasons involving tech change, web reception, and portable entry regardless of legislatures' push as well as move towards a credit-only economy" (ePay Summit, 2019).

Computerized instalments and banking are now developing and becoming more popular in the Bay Area Nations (Soomro, 2019). The nations of Bahrain, Kuwait, Oman, Qatar, the United Arab Emirates, and Saudi Arabia formed the Gulf Cooperation Council (GCC) in 1981 to facilitate and coordinate their monetary plans (Manochehri & AlHinai, 2008). According to Naser, Al-Khyal, Nusseibeh, & Al-Tweel (2005), these nations share a similar culture, which plays a vital role in accepting and utilizing computerized payments and banks (Orr, 2003). It is well acknowledged that integrating mechanical, political, and social variables ought to be thought about while concentrating on public contrasts connected with acknowledgment and utilization of worldwide electronic and web business (Khalfan and Alshawaf, 2004). Accordingly, discoveries on computerized banking and installments from GCC nations can be not the same as different areas of the planet.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Improvement on electronic payment

Gupta, R. (2023). "Enhancing User Experience in Digital Payment Systems: A Review." This review article focuses on enhancing the user experience in digital payment systems. The author explores user interface design, convenience, and personalization aspects, suggesting strategies for improving user satisfaction. Thinking about the quick development of computerized banking and installment strategies and intricacy of the elements influencing its utilization and reception, this subject pulled in exorbitant premium from both, scholarly and professionals. An enormous A number of research investigated the antecedents and inhibitors of computerized banking & instalments. A few examinations broke down and blended investigations on computerized banking and installment techniques (Dahlberg, Guo, and Ondrus, 2015; Patil, Dwivedi, and Rana, 2017; Slade et al., 2013a, 2013b; Taylor, 2016) by giving far reaching writing survey. Nonetheless, there is an absence of examination which centers around both, computerized banking and installment techniques in GCC nations, which deliberately Current examinations are surveyed and examined. As a result, the purpose of this work is to provide an extensive writing survey as well as execute weight and meta-analysis on computerized installments and banking reception. Using weight examination and meta-analysis, momentum investigation will accommodate conflicting evidence and develop a "10,000 foot viewpoint" in computerized banking and installment study. Understanding elements target to take and its genuine use conducts will form the strategy for future exploring bearings for academics. For employees, this

study will provide practical guidance based on a detailed examination for explicit variables influencing reception behavior and use, which could be used to create procedures that promote further growth in reception and the nature of computerized banking as well as installment administrations.

As the excess segments of this study are coordinated as follows. Segment 2 gives a short outline of the strategies used to recognize the pertinent exploration remembered for this survey. Segment 3 spotlights on the key topics arising out of existing exploration. Segment 4 behaviors weight investigation and framework the discoveries. Next segment presents discoveries from a meta examination. Segment 6 examines the vital parts of the exploration, features limits inside existing investigations, investigate expected bearings for additional research and put out a reasonable event. In Segment 7, the review has been finished.

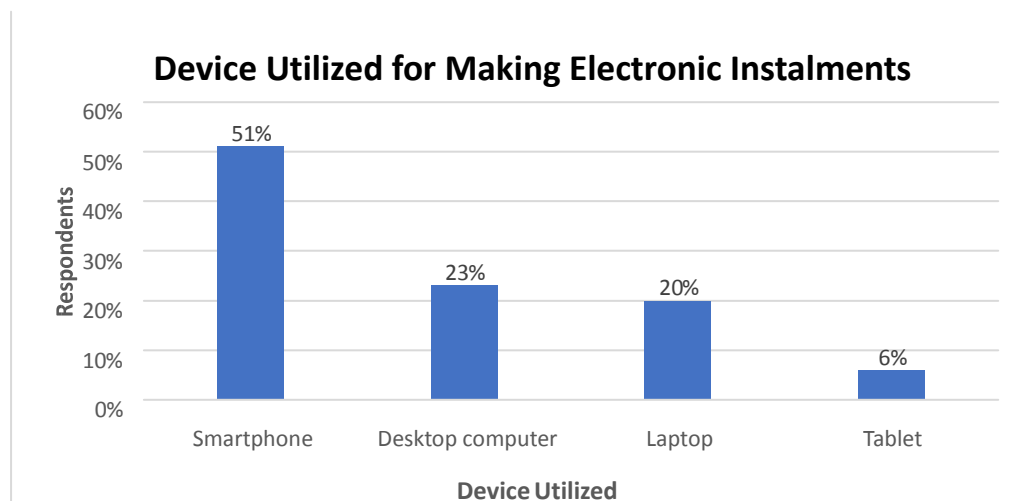
DESCRIPTIVE ANALYSIS

Device Utilized for Making Electronic Instalments

Response	No of Respondents	Percentage
Smartphone	51	51%
Desktop computer	23	23%
Laptop	20	20%
Tablet	6	6%
Total	100	100%

Analysis: From the above table, it tends to be observed that most of respondents, 51%, primarily use smartphones in order to create electronic payments. Desktop computers observed 23% and tablets account for 6% of the respondents, while laptops are used by 20% of the respondents.

Device Utilized for Making Electronic Instalments



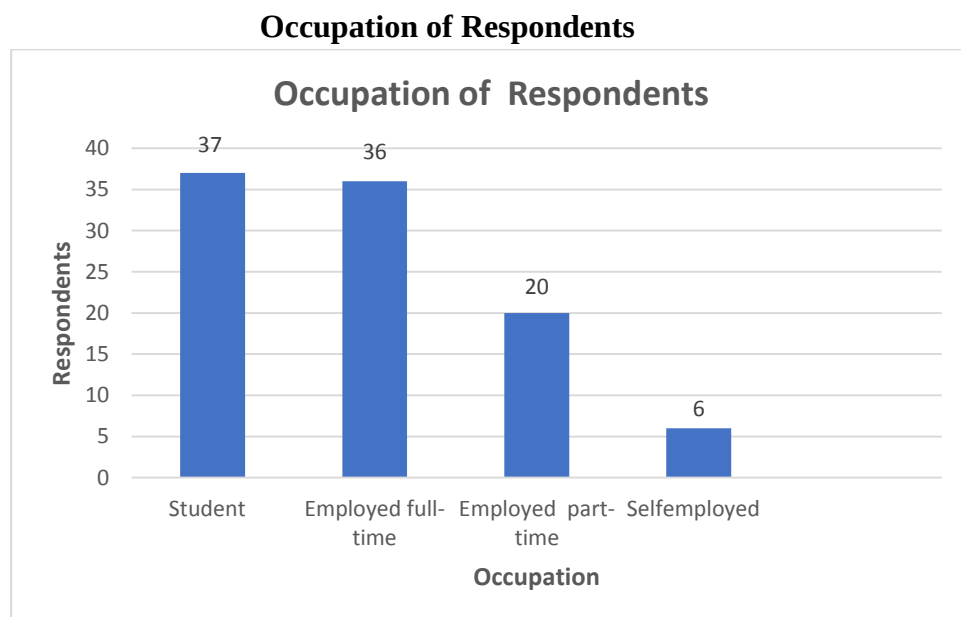
Interpretation: The data suggests that among the respondents, smartphones are the most preferred device for accessing information or participating in the activity, followed by desktop computers and laptops. Tablets are the least favored option among the provided choices. This

distribution provides insights into the technological preferences and habits of the surveyed individuals in relation to the specified activity.

Occupation of Respondents

Occupation	No of Respondents	Percentage
Student	37	37%
Employed full-time	36	36%
Employed part-time	20	20%
Selfemployed	6	6%
Total	100	100%

Analysis: From the table above, we can observe the dispersion of respondents based on their occupation. The vast majority of respondents 37% are Student, followed by self-employed individuals 6%. Employed full-time represent 30% of the respondents, while those employed parttime account for 20%.



Interpretation: The data suggests a diverse distribution of occupations among the respondents. Students and full-time employed individuals are the two largest group, with a considerable representation. Additionally, part-time employment and self-employment are also present, albeit with smaller percentage. The distribution provides insights into the occupational composition of the surveyed individuals, offering a glimpse into their current role and engagement in the workforce or educational pursuits.

HYPOTHESIS TEST

Null Hypothesis (H0): there's no discernible correlation between respondents' employment and degree of satisfaction with Digital Payment services.

Hypothesis (H1): A significant correlation exists between the profession of participants and their degree of contentment with Digital Payment services.

Result Analysis:

Chi Square Analyses			
	Values	Df	The significance of asymptotic (2sided)
Chi-Square Pearson	38.173 ^a	12	<.001
Ratio of Likelihood	41.724	12	<.001
Association of Linear by Linear	18.566	1	<.001
N Number of Valid Cases	100		
a. 15 (75.0%) of the cells had an anticipated count of less than 5. The anticipated minimum count is.50.			

The null hypothesis (H0): There is no significant relationship between the category variables under examination.

Alternative Hypothesis (H1): A substantial relationship exists among the categories under examination.

In simpler terms, the findings indicate that there's a statistically significant connection or connection among the categorical variables under consideration, and the null hypothesis for no relationship can be rejected in favors of an alternative hypothesis of a connection between the variables.

Interpretation: Overall, the outcomes of these chi-square tests show a statistically significant relationship between the category variables under consideration. The findings indicate that the variables aren't independent and thus there is a connection or link between them. However, due to the note regarding expected counts, further considerations might be necessary to ensure the robustness of the results.

CONCLUSION

Digital Payment services has established its position as a major participant in the online payment business, providing a variety of creative options to satisfy clients' changing demands. The company has focused on providing secure and user-friendly electronic payment systems, backed by reliable infrastructure and efficient customer support.

Through a SWOT analysis, it is identified that Digital Payment services strengths in relation to its robust security measures, user-friendly interface, and satisfactory transaction speed. The company also offers a diverse array of electronic payment options, ensuring convenience for customers. However, there are areas for improvement, such as expanding the variety of payment options, addressing specific challenges faced by users, and enhancing transparency.

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