



Digital Payments Impact on Working Class

¹Falak Fathima, ²Guhan. S

¹ 3rd year BA student, IADC-A ,falakfathima05@gmail.com

² 3rd year BA student, IADC-A , guhananju46@gmail.com

ABSTRACT

The evolution of “Digital Payment” has had a profound impact on working-class people from cash to cashless transactions. This study assessed working people female and male in Bengaluru city. This review is executed to amend the effect sequel of digital payments on the economy. The data was compiled through a survey form via Google form from 120 respondents residing in Bengaluru who are experiencing digital payments and online transactions. The report is organized to identify the positive and negative impact of digital payments on the working class. The implications are both positive and negative. On the positive side, digital payments are more convenient and accessible for making transactions, and on the other side, the negative drawback is an increase in reliance on technology.

Keywords: Cash to cashless, digital payments, gender, working class, negative and positive impact.

Introduction

The innovation of E-payments in the Indian economy has had a symbolic hit towards population and has brought forth the country's technological development. where it's evident a shift from cash to paperless payments. The authorities of India have taken various drives to stimulate digitalization among the population such as digital India, make in India, and start-up India. The flourishing of digital payments among people has quickly increased with acceptance of smart technologies among common people. Still, a portion of the population even now leans toward classical methods of payment.

Background

The shift from liquid cash to paper-free transactions turned out to be a remarkable trend, with an increase in digital cash considering its benefits, effectiveness, and availability. Bengaluru is recognized as the hub of innovations in technology and economic activities and offers a rare environment to explore implications of electronic cash.

Statement of the problem

The research was about “Digital payment impact on working class in Bengaluru where the data is obtained commonly from working individuals irrespective of their gender. Therefore the problem statement of this survey is to enquire about both the positive and negative impact of digital payment on the working population to know their utilization pattern and experiences and consider their dependency on technology.

Scope of the study

The goal is to find out the result of digital payment methods (DPM) on the working class in Bengaluru and their usage pattern and experience before and after implementation of digital technology. This probe will provide us perception of individuals and their adoption of DPM. The answers for the examination were composed of mixed groups which will give an extensive scale of differences in comprehension.

Impact

When we talk about the outcomes of digital payment, we get two viewpoints that are positive and negative.

Positive impact: DPM is more convenient and provides more security, transparency, and faster payments.

Negative impact: Due to electronic cash there is more dependency on technology and exclusion of the cash financial system.

DPM is used by thirty-crore population of India because they are agile and quick to access. The Indian authority has brought in a policy PM Jana Dana Yojana which allows people to maintain zero balance in their account and there won't be any additional cost. Anything used more will have a negative

impact too. Likewise using Digital cash can result in overreliance on technologies and many results found that users have faced fraud activities like the money is deducted without their access.

Overview of Methodology

The study examines digital payments' significance on the working-class population of Bengaluru citizens. A sum of 120 respondents were involved in the survey process which provides quantitative facts through a questionnaire. Research plan utilized in this study is a quantitative cross-sectional study.

Inclusive criteria: Working class individuals of Bengaluru, technology adoption, Positive and negative impact, literacy rate, and DP platforms.

Exclusive criteria: non-working individuals, working-class population from another state across India, and non-payment users.

The subject aims to inquire into the impact/consequences of Mobile banking systems on the working class. With the assistance of an organized questionnaire, the facts were gathered from a representative sample of working-class groups.

ROL

A study done by Kumar and Chaubey (2017) seeks to examine the discovery of E cash since the Indian govt has implemented measures to cease the circulation of black money in the market, so the government introduced demonetization, which resulted in opting for electronic fund transfer (ETF). Sources, like magazines, journals, books, and research papers. Primary data was accumulated using a structural questionnaire with 270 respondents. Statistical tools like average and SD were used to complete the study. It was finished that people used ETF gradually as they refused to pay extra charges on online transactions. (Kumar & Chaubey, 2017)

“Digital Payments Adoption Research: A check of Factors Influencing Consumers’ Attitude, Intention, and Usage” has given an in-depth analysis of how digital payments are evolving, but still there is absence of adoption in emerging nations. It also gives an audit of how end users are moving towards cashless transactions. The facts were gathered through keywords and articles from seventy-five studies. In the end, this study provides a descriptive overview. while future studies can be conducted using meta-analysis. (Patil, Rana, & Dwivedi, 2018)

“A Study on Digital Payments Systems on Customer’s Adoption” by Kavitha and Sampath Kumar 2018 studies about immense growth in digital payments and how cashless transactions benefit by providing more transparency in transactions, which entitles the country’s economy. This work emphasizes services preferred by consumers provided by payment banks. This composition was administered on the e-payment system. The information used in this study is composed from secondary evidence, including websites, newspapers, and articles. Primary sources were collected via personal interviews. This study ends by saying that debit and credit cards will become an outdated rise in the internet industry can be found. (Kavitha & Sampath Kumar, 2018)

This study targets how mobile payments cover society to a paperless payment method. An empirical work in emerging economy” by Mohammad Rakibul, Sadia, and Saiful. This application aims to achieve digital payments, transforming the Bangladeshi financial state into modern payment method. The investigation was driven through Google Forms and real-time communication with a sample scale of 1000 Bangladeshis. As mentioned in this survey, modern technology holds a positive impact on individual's attitudes toward adopting electronic cash. This paper wraps up by stating that there are mounting of DPMs. (Bhuiyan, Akter, & Islam, 2024)

“A Study about Electronic Payment Systems on Small Business in Urban Bengaluru” by Lokesh, Prof. Poornima, Geetanjali Mr. Mahbub Basha. Their work saw the difficulties and hurdles met by small businesses in urban Bengaluru resulted the significance of EPS. The primary facts used in the thesis was collected through an open-ended questionnaire with three hundred respondents, hanging on the nature and size of business. Statistical tools like SPSS, ANOVA, and percentage interpretation was utilised to conclude. Overall, the review renders a vision of the factors influencing electronic payments. (Lokesh et al., 2023)

Data collection

The technique used for this inquisition paper was done through a survey technique via Google Forms. The instrument used for this inquisition was through multiple-choice questions with the option of yes or no with 12 questions. The questions asked to the targeted audience were relevant to our topic. The Google forms were transmitted using social media and face-to-face interaction.

Samples of 120 users who are using the cash-less technique for their transactions.

Table analysis

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	95	79.2	79.2	79.2

	Female	25	20.8	20.8	100
	Total	120	100	100	

The provided table outlines the gender distribution among respondents, with 95 individuals identifying as Male and 25 as Female out of a total sample size of 120. The percentages reveal that 79.2% of respondents were Male, while 20.8% were Female.

Do you regularly use digital payments for your day-to-day transactions?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	56.7	56.7	56.7
	No	52	43.3	43.3	100
	Total	120	100	100	

The presented table offers insights into the frequency of regular digital payment usage among respondents.

Difficulties using digital payment?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	106	88.3	88.3	88.3
	No	14	11.7	11.7	100
	Total	120	100	100	

The table presents data concerning respondents' experiences with difficulties while using digital payment methods.

Have you noticed a decrease in your usage of cash since the innovation of digital payments?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	44.2	44.2	44.2
	No	67	55.8	55.8	100
	Total	120	100	100	

The table presents data on whether respondents have noticed a decrease in their usage of cash since the advent of digital payment innovations.

Is safe about your financial information while using digital payments?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	97	80.8	80.8	80.8
	No	23	19.2	19.2	100
	Total	120	100	100	

The above table presents data regarding respondents' perceptions of the security of their financial information when using digital payments.

Does a digital payment offer better transparency in financial transactions?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	63.3	63.3	63.3
	No	44	36.7	36.7	100
	Total	120	100	100	

The table presents insights into respondents' opinions regarding whether digital payments offer better transparency in financial transactions.

Do you believe that digital payment methods have impacted your budgeting practices?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	98	81.7	81.7	81.7
	No	22	18.3	18.3	100
	Total	120	100	100	

The above table presents data on respondents' beliefs regarding the impact of digital payment methods on their budgeting practices.

Are you using digital payments due to intensive, or cashback offered by the service providers?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	86	71.7	71.7	71.7
	No	34	28.3	28.3	100
	Total	120	100	100	

The table presents data on respondents' tendencies to opt for digital payments due to incentives such as intensive or cashback offers provided by service providers.

Have you faced any limitations or restrictions when using modern methods payments?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73	60.8	60.8	60.8
	No	47	39.2	39.2	100
	Total	120	100	100	

The table provides insights into respondents' experiences regarding limitations or restrictions encountered when using digital payment methods.

Is it that UPI have increased your awareness of financial scams or fraudulent activities?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	74.2	74.2	74.2
	No	31	25.8	25.8	100
	Total	120	100	100	

The provided table presents data on respondents' perceptions regarding whether digital payment methods have heightened their awareness of financial scams or fraudulent activities.

Do you believe that DG methods have influenced your purchasing decisions while shopping online?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	99	82.5	82.5	82.5
	No	21	17.5	17.5	100
	Total	120	100	100	

The table provides insights into respondents' beliefs regarding the influence of digital payment methods on their purchasing decisions while shopping online.

Has the COVID-19 pandemic accelerated the adoption of mobile payments among the working class?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	83.3	83.3	83.3
	No	20	16.7	16.7	100
	Total	120	100	100	

The provided table offers insights into respondents' perceptions regarding whether the COVID-19 pandemic has accelerated the adoption of digital payment methods among the working class.

Do you encourage trying new E-cash in the future?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	104	86.7	86.7	86.7
	No	16	13.3	13.3	100
	Total	120	100	100	

The table provides insights into respondents' willingness to try new digital payment methods in the future.

Conclusion

This study of UPI impacts on working-class projects has both pros and cons. Though DG provides more advantages simultaneously there's a rise in dependence on technology. Therefore ought to be balance in the use of DG to ensure the gentle adoption of electronic payments by all individuals.

Scope for future study

Firstly, the sample size is only 120 respondents which excluded the undivided population. Additionally, facts collected with the assistance of G forms introduce sampling bias towards further increasing in techies. This learning concentrated about the negative and positive impacts and includes other essential factors like government policies and economic conditions.

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