



## A STUDY ON DIGITAL PAYMENT SYSTEM AND THEIR INFLUENCE ON CONSUMER BEHAVIOR

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### ABSTRACT :

This study explores the influence of digital payment systems on consumer behavior, particularly in the Indian context where consumer preferences, trust, usage frequency, and spending habits. A mixed-method approach was used, with primary data collected from 101 respondents through structured surveys, supported by secondary research from credible sources. The results highlight that digital payments are widely adopted by young consumers, with UPI being the most preferred method due to its ease of use and speed.

While most users report increased spending due to the convenience of digital transactions, a chi-square test revealed no statistically significant link between payment preference and actual changes in spending behavior. Key motivators for usage include convenience, trust, and incentives, while challenges such as transaction failures, security concerns, and refund issues remain. The study emphasizes the importance of financial literacy, secure platforms, and inclusive digital infrastructure to support the future of digital finance in India. Overall, it provides meaningful insights into how digital payment systems are reshaping everyday financial behavior.

Fintech adoption has surged due to initiatives like Digital India, demonetization, and UPI. The research investigates how various digital payment modes—such as UPI, mobile wallets, internet banking, and QR codes—affect.

**Keywords:** Digital Payment Systems, Consumer Behaviour, Digital India, Spending Habits, Payment Preferences, Trust in Digital Payments, Transaction Security.

### INTRODUCTION:

Digital payments in India refer to transactions conducted electronically without the use of physical cash, with both payer and payee using digital instruments for transferring and receiving funds. This system has grown significantly, especially after the demonetization drive of November 8, 2016, which removed 86% of the country's currency from circulation, pushing India towards a cashless economy. The adoption of digital payments accelerated further during the Covid-19 pandemic as people shifted to online purchasing, leading to a surge in digital transactions. India's digital payment ecosystem includes various modes such as UPI, banking cards, mobile wallets, Aadhaar-enabled services (AESP), USSD banking, internet banking, QR code payments, mobile banking, NEFT, and RTGS, each offering unique advantages like real-time transfer, cashbacks, convenience, and security. Despite this progress, challenges persist as a significant portion of India's population remains unbanked, especially in rural areas, with around 41% still without bank accounts, although government initiatives like the Pradhan Mantri Jan Dhan Yojana have made notable strides by opening millions of new accounts. Digital payment adoption in India has also been supported by improved internet access, with over 700 million users by 2020, and the widespread availability of smartphones, expected to exceed 100 million units sold in 2020 alone. Government efforts such as imposing a 2% tax on annual cash withdrawals exceeding ₹1 crore and mandating businesses with turnovers over ₹50 crore to offer low-cost digital payment options have further incentivized cashless transactions. Programs like Direct Benefit Transfer (DBT) have streamlined the distribution of subsidies and benefits, directly transferring them into beneficiaries' bank accounts, promoting financial transparency and reducing leakages. While India is witnessing rapid growth in digital payments, its vast informal sector and cash-driven habits pose ongoing challenges, making continuous investment in infrastructure, digital literacy, and financial inclusion critical for achieving a truly cashless economy.

### OBJECTIVES OF THE STUDY:

- To assess the impact of digital payment systems on consumer spending patterns.
- To identify key factors affecting consumer trust and satisfaction in digital transactions.
- To analyze the role of digital payment security and trust in influencing consumer adoption.

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## REVIEW OF LITERATURE:

**Aparna J Varma:** Digital transactions are growing fast around the world, and India is no exception. Studies show that good payment systems improve the flow of money in an economy. This study looks at how consumers feel about online and digital payments, especially about safety. It is important for marketers to understand what people think about cashless transactions.

**Dr. Ranjith P.V., Dr. Swati Kulkarni, Dr. Aparna J Varma:** This study also focuses on the rise of digital transactions in India. It highlights how digital systems make services faster and better for consumers. It studies how people view digital payments and how safe they feel using them. Marketers can use these insights to improve services. The study uses literature reviews to understand the pros and cons. It finds that digital payments are widely accepted in India. The study also lists the benefits and difficulties people face when using them.

**Ravish Rana (Delhi School of Economics, University of Delhi):** In the last ten years, India has seen a big rise in internet and mobile phone use. Government programs like Digital India have helped digital payments grow quickly. This study examines how people's opinions affect their use of digital payments. A survey was conducted with 150 people in Delhi. The results showed that gender, age, job, and income did not affect how people feel about digital payments. But education made a big difference. Educated people were more likely to adopt digital payment system.

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## RESEARCH METHODOLOGY:

### *Research Design:*

Mixed methods (qualitative: case studies, expert interviews; quantitative: surveys, statistical analysis).

### *Research Approach:*

Descriptive study exploring digitalization's impact on Indian advertising/marketing strategies.

### **Data Collection:**

- Primary: Surveys (structured questionnaires), expert interviews.
- Secondary: Journals, reports, and case studies.

### *Sampling:*

Stratified random sampling (101 respondents: students, working professionals, home-makers) Minimum 10 survey responses for reliability.

### **Hypotheses:**

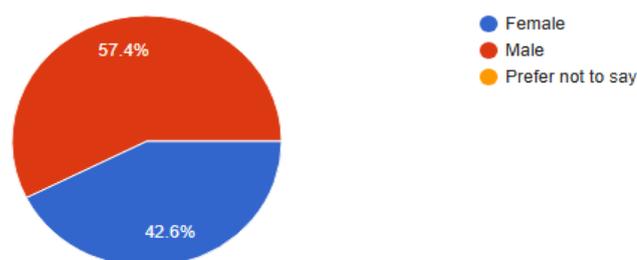
**Null Hypothesis (H0):** Digitalization does not significantly impact the effectiveness of advertising and marketing strategies in India.

**Alternative Hypothesis (H1):** Digitalization positively influences advertising and marketing strategies, leading to enhanced consumer engagement, brand visibility, and business growth.

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## DATA ANALYSIS AND INTERPRETATION:

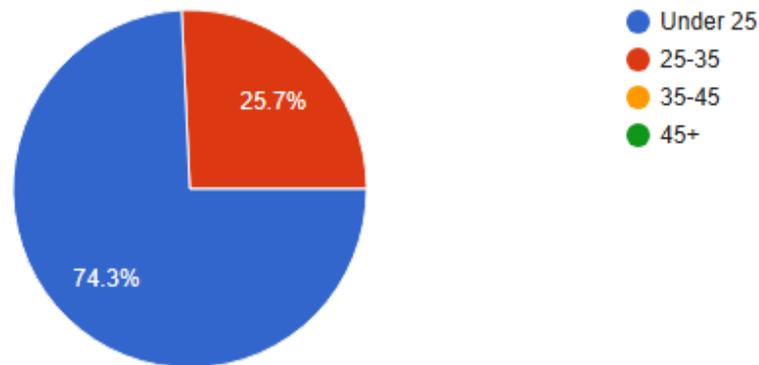
### 1. Gender



**Fig 1.1**

Figure 1.1 shows that out of the total respondents, 57.4% of respondents are male, and 42.6% are female. The gender distribution shows a slight male dominance.

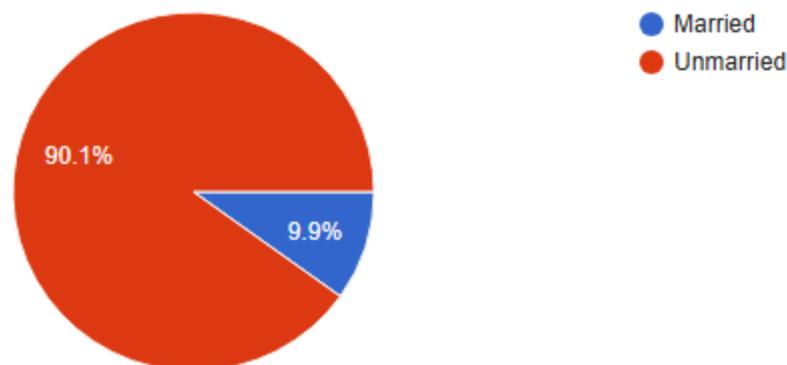
## 2. Age



**Fig 1.2**

Figure 1.2 shows that a large majority (74.3%) of respondents are under 25 years old, indicating a youthful participant base. Only 25.7% fall in the 25–35 age group; older age groups are absent.

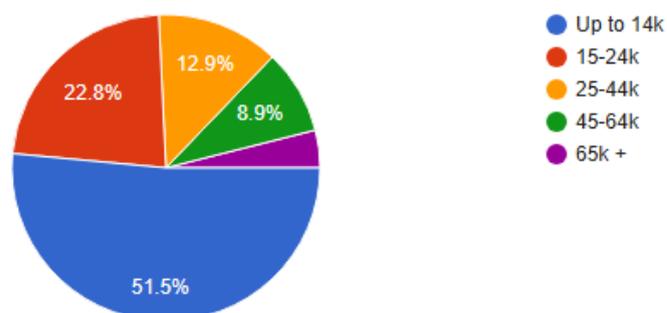
## 3. Marital Status



**Fig 1.3**

Figure 1.3 shows that an overwhelming 90.1% of respondents are unmarried. Only 9.9% are married, suggesting most participants are likely young adults.

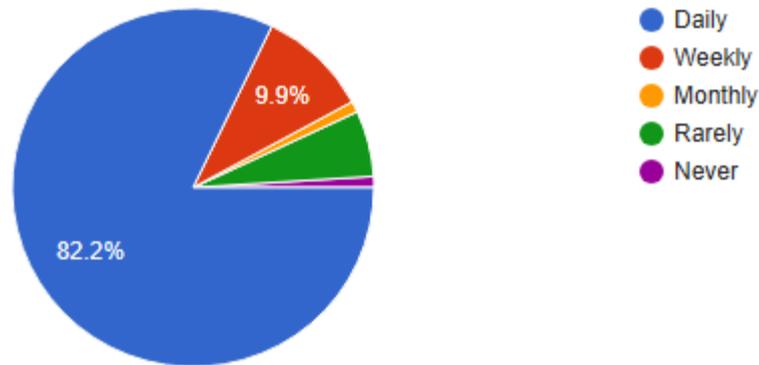
## 4. Monthly Income Range



**Fig 1.4**

Figure 1.4 shows that out of the respondents, over half (51.5%) earn up to 14k monthly, reflecting a lower-income demographic. Higher income brackets (45k+) are minimally represented.

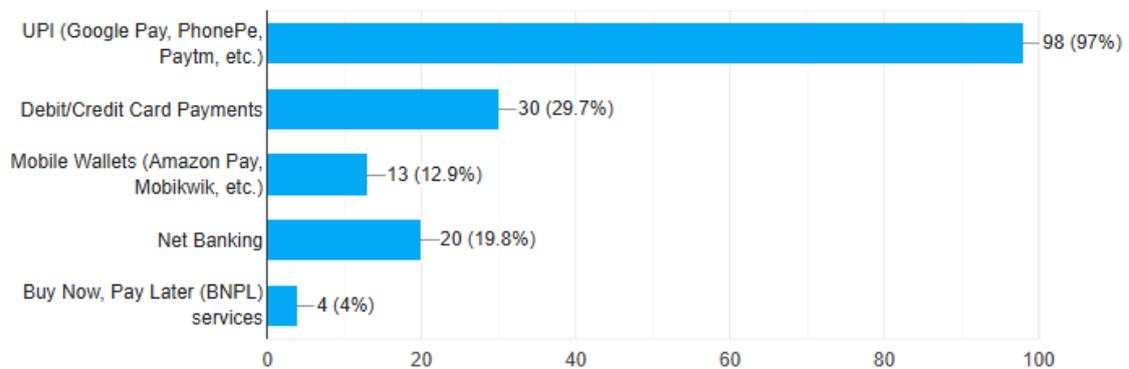
**5. How often do you use digital payment methods?**



**Fig 1.5**

Figure 1.5 shows that a vast majority, 82.2%, report using digital payment methods daily. A smaller but notable portion, 9.9%, use them weekly. The usage drops significantly for other frequencies, with 4.9% using digital payments monthly, 2% rarely using them, and only 1% reporting that they never use digital payment methods.

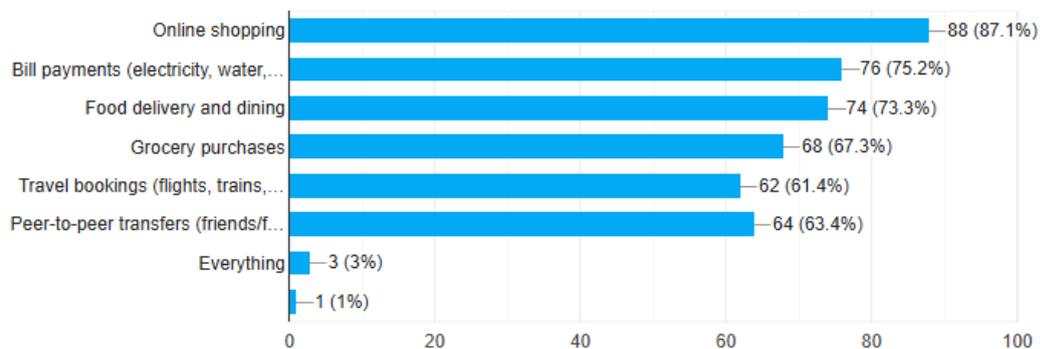
**6. Which digital payment methods do you use most frequently?**



**Fig 1.6**

Figure 1.6 shows that UPI platforms like Google Pay, PhonePe, and Paytm are the most used digital payment method, chosen by 97% of respondents. Debit/Credit Cards follow at 29.7%, Net Banking at 19.8%, Mobile Wallets at 12.9%, and Buy Now, Pay Later (BNPL) services are the least used at 4%.

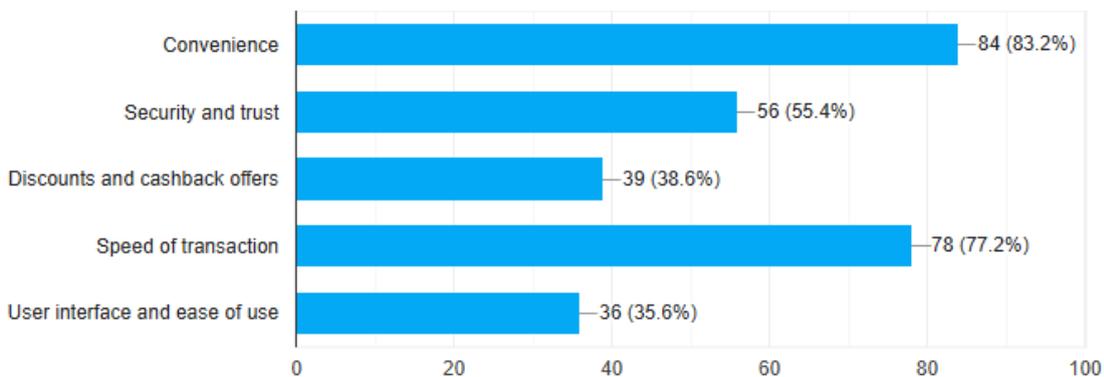
**7. For what purposes do you use digital payments?**



**Fig 1.7**

Figure 1.7 shows that online shopping is the top use of digital payments (87.1%), followed by bill payments (75.2%), food delivery and dining (73.3%), grocery purchases (67.3%), travel bookings (61.4%), and peer-to-peer transfers (63.4%). Only 3% use digital payments for "Everything," and 1% for other unspecified purposes.

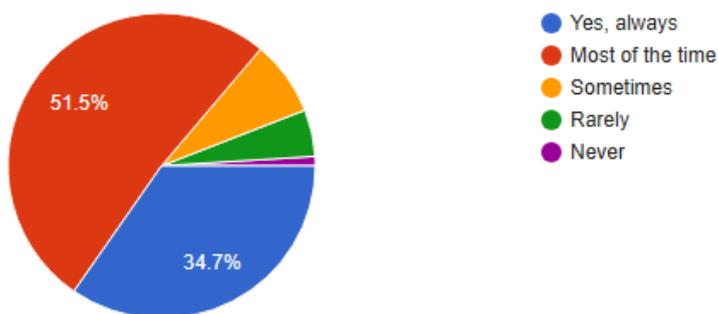
**8. Which factors influence your choice of digital payment platform? (Select all that apply)**



**Fig 1.8**

Figure 1.8 shows that among all the respondents, convenience (83.2%) and transaction speed (77.2%) are the top factors influencing the choice of digital payment platforms. Security and trust (55.4%) follow, along with discounts and cashback offers (38.6%), and user interface and ease of use (35.6%).

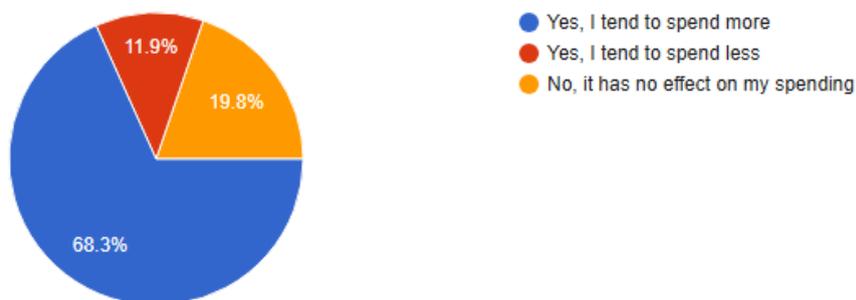
**9. Do you prefer digital payments over cash transactions?**



**Fig 1.9**

Figure 1.9 shows that 86.2% of respondents prefer digital payments either always (34.7%) or most of the time (51.5%). A smaller group sometimes prefers them (9.9%), while few rarely (2.9%) or never (0.9%) choose digital payments over cash.

**10. Has using digital payments influenced your spending behavior?**



**Fig 1.10**

Figure 1.10 shows that 68.3% of respondents spend more after adopting digital payments, 11.9% spend less, and 19.8% report no change in their spending behaviour.

11. How important are discounts, offers, and cashback in influencing your payment choice?

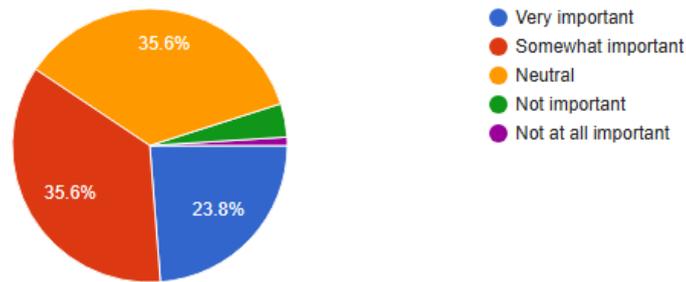


Fig 1.11

Figure 1.11 shows that out of the total respondents, there are mixed views on incentives: 35.6% find them somewhat important, 35.6% are neutral, 23.8% consider them very important, while a small portion (4.9%) find them of little or no importance.

12. Do you trust digital payment platforms with your personal and financial data?

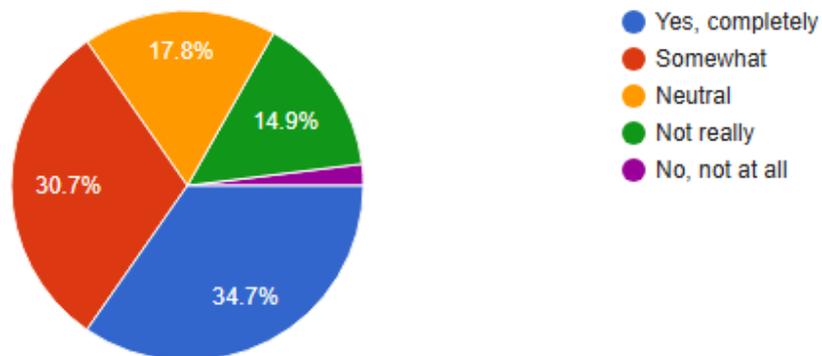


Fig 1.12

Figure 1.12 shows that out of total respondents, 65.4% of respondents completely or somewhat trust digital payment platforms, 17.8% are neutral, and 16.9% have little or no trust in them.

13. Have you ever faced any security issues or fraud while using digital payments?

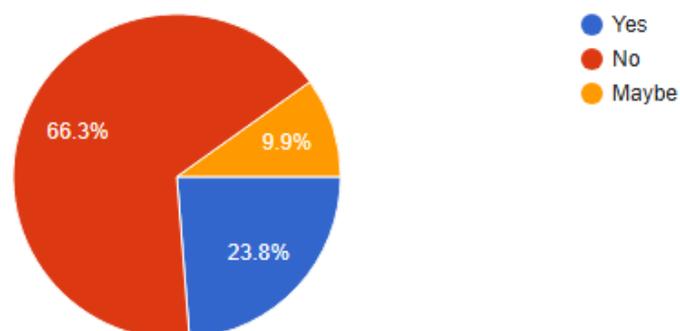


Fig 1.13

Figure 1.13 shows that out of the total respondents, 66.3% of respondents have never faced security issues with digital payments, 23.8% have experienced them, and 9.9% are unsure, highlighting that security concerns still exist for some users.

14. If yes, what type of security issue did you face? (Optional)

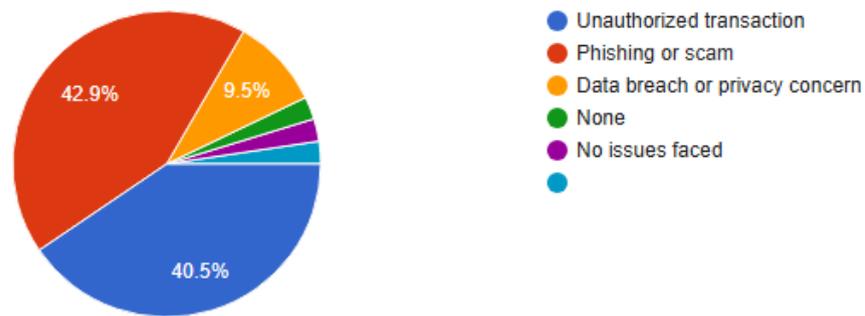


Fig 1.14

Figure 1.14 shows that out of the total respondents, phishing scams (42.9%) and unauthorized transactions (40.5%) were the most common security issues reported. Smaller portions faced data breaches (9.5%) or gave unclear responses (7.2%).

15. What challenges do you face with digital payments? (Select all that apply)

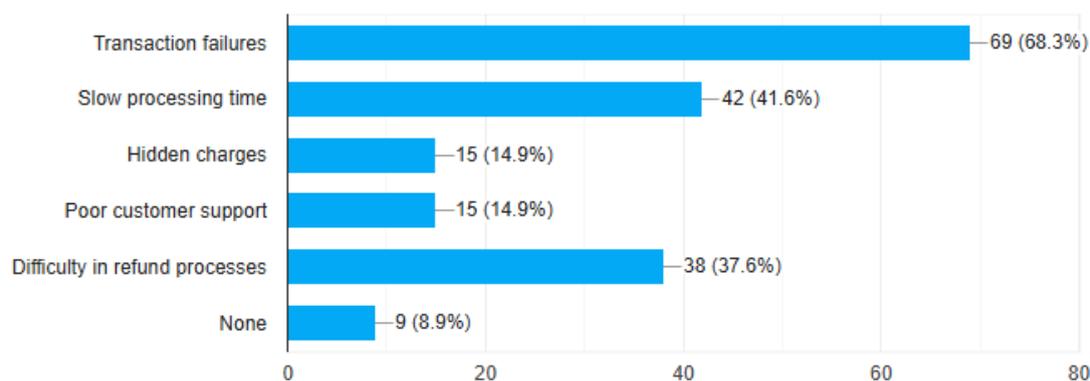


Fig 1.15

Figure 1.15 shows that out of the total respondents, Transaction failures (68.3%) are the most common challenge with digital payments, followed by slow processing (41.6%) and refund issues (37.6%). Hidden charges and poor customer support (both 14.9%) are less common, while 8.9% reported no challenges.

## FINDING OF THE STUDY:

### 1. Demographic Overview:

- The study included 101 respondents, with a slight male majority (57.4%) compared to females (42.6%).
- A significant portion of the respondents (74.3%) are young, falling under the age of 25. The 25-35 age group represents 25.7% of the participants, and older age groups are not represented.
- The marital status of the respondents shows that 90.1% are unmarried, indicating that most participants are likely young adults.
- In terms of monthly income, over half of the respondents (51.5%) earn up to ₹14,000, suggesting a lower-income demographic. Higher income brackets are minimally represented in the study.

### 2. Digital Payment Usage:

- A large majority (82.2%) of respondents use digital payment methods daily, demonstrating a high frequency of use.
- UPI platforms are the most frequently used digital payment method, favored by 97% of respondents.
- Other methods, such as debit/credit cards (29.7%), net banking (19.8%), mobile wallets (12.9%), and BNPL services (4%), are used less frequently.

### 3. Purposes of Digital Payments:

- Digital payments are primarily used for online shopping (87.1%).
- Other common purposes include bill payments (75.2%), food delivery and dining (73.3%), grocery purchases (67.3%), travel bookings (61.4%), and peer-to-peer transfers (63.4%).

### 4. Factors Influencing Platform Choice:

- Convenience (83.2%) and transaction speed (77.2%) are the top factors influencing the choice of digital payment platforms.
- Security and trust (55.4%), discounts and cashback offers (38.6%), and user interface and ease of use (35.6%) also play significant roles.

### 5. Preference for Digital Payments:

- A significant majority (86.2%) of respondents prefer digital payments over cash transactions, either always (34.7%) or most of the time (51.5%).
- Only a small fraction rarely (2.9%) or never (0.9%) choose digital payments over cash.

### 6. Impact on Spending Behavior:

- A considerable percentage (68.3%) of respondents indicate that using digital payments has led to increased spending.
- However, 11.9% report spending less, and 19.8% report no change in their spending behavior.

### 7. Influence of Incentives:

- Respondents have mixed views on the importance of discounts, offers, and cashback in influencing their payment choices.
- 35.6% find incentives somewhat important, 35.6% are neutral, 23.8% consider them very important, and 4.9% find them of little or no importance.

### 8. Trust in Digital Payment Platforms:

- The majority (65.4%) of respondents express trust in digital payment platforms with their personal and financial data, either completely or somewhat.
- However, 17.8% are neutral, and 16.9% have little or no trust in these platforms.

### 9. Security Issues and Fraud:

- While 66.3% of respondents have never faced security issues with digital payments, 23.8% have experienced them, and 9.9% are unsure, indicating that security concerns are still a relevant issue.
- Phishing scams (42.9%) and unauthorized transactions (40.5%) are the most common security issues reported by those who have faced problems.

### 10. Challenges with Digital Payments:

- Transaction failures (68.3%) are the most frequently reported challenge.
- Other challenges include slow processing (41.6%), refund issues (37.6%), hidden charges and poor customer support (both at 14.9%).
- A small percentage (8.9%) of respondents reported facing no challenges.

These detailed findings provide a comprehensive view of the impact of digital payment systems on consumer behavior, highlighting both the benefits and the challenges.

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## CONCLUSION & RECOMMENDATIONS:

### Conclusion:

The study concludes that digital payment systems have become integral to young consumers in India, with UPI emerging as the dominant method due to its convenience and speed of transactions. This ease of use has contributed to increased spending among many users. However, the research indicates that while users perceive increased spending, there's no statistically significant link between payment preference and actual changes in spending behavior. Key drivers for adopting digital payments include convenience, trust in the platforms, and the allure of incentives. Despite the growing popularity, challenges such as transaction failures, security concerns, and difficulties with refunds remain significant issues. To ensure the continued success and broader adoption of digital finance, there's a need to emphasize financial literacy, the importance of secure platforms, and the development of an inclusive digital infrastructure across India.

### Recommendations:

1. Promote Financial Literacy: Increase educational efforts to help consumers understand digital payment systems, manage their finances effectively, and protect themselves from fraud.
2. Ensure Secure Platforms: Implement robust security measures to safeguard user data and transactions, thereby enhancing trust in digital payment methods.
3. Enhance Transaction Reliability: Improve the reliability of digital payment systems to minimize transaction failures and processing delays, and establish efficient mechanisms for addressing refund issues.
4. Foster Digital Inclusion: Work towards building a digital infrastructure that is accessible to all, including underserved populations, to ensure that everyone can participate in and benefit from the digital economy.

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