

# Cashless Transactions and its Impact of Salaried Class

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**Article Info****Volume 83****Page Number: 2834 - 2842****Publication Issue:****May - June 2020****Article History****Article Received: 11 August 2019****Revised: 18 November 2019****Accepted: 23 January 2020****Publication: 10 May 2020****Abstract:**

In recent times, with the spread of reach in banking services and increasing IT usage in banking, new cashless payment methods like cards, wallets, direct debit, Point of Sale (POS), Mobile Banking, Internet Banking (IB), Aadhaar Based Payment System (ABPS) and Unified Payment Interface (UPI) are increasingly being used across the country. This article is going to talk about cash versus cashless transaction pattern of salaried 50 person taken for the purpose of study.

**Keywords:** Cash Vs Cashless, Salaried Person, Net banking, PoS

## I. INTRODUCTION

Cash is a physical money. Traditionally is a cash-based society. In recent times, with the spread of reach in banking services and increasing IT usage in banking, new cashless payment methods like cards, wallets, direct debit, Point of Sale (POS), Mobile Banking (MB), Internet Banking (IB), Aadhaar Based Payment (ABS) system and Unified Payment Interface (UPI) are increasingly being used across the country. These newer payment methods are slowly replacing the traditional system of cash payment, but still cash system dominates economic transactions. The reason cited for low usage of cashless payment methods are non-availability of debit/credit cards, lack of infrastructure for POS transaction, habit persistence of consumers, perceived risk in the usage of digital medium, non-acceptance of digital payment instruments etc.

Digital India is a vision of India announced by Prime Minister Modi to decrease dependence of Indian cheap on money and to transport throngs of earmarked dim cash deceitful idle into the flow of economic outline. The country left-hand upon this change to a cashless cheap when the management complete the liberal pace of demonetization of ancient minutes of demonisation of rupee five hundred and thousand notes on 8th November, 2016. However, the compensations of this change consume nowadays started flowing in with an ever-increasing quantity of persons varying to electronic approaches of tolerant and creation payment. India is gradually touching to cashless budget. Progressive

connections are noticeable, therefore professionally quantifiable, ruling out the sequence of dim money. The whole state is feeling the technique of alteration in money connections, through e-installment organization cumulative strange vigour. A considerable amount of managements, even street wholesalers, are at the instant standing electric expenditures, maddening the persons to amount out how to achieve the cashless track at a earlier step than any time in new reminiscence. As an instant response, there was a shrill increase in numerous digital stations of payments and expenses like internet and mobile banking, cards and other new stages like UPI, but slowly the pace of surge in digital communications decelerated down. It decided that people accepted know-how slowly but do not want to pay extra for digital businesses.

Post demonetization, the government launched various plans and systems to promote cashless businesses. 'Digital India' is one the flagship programs of government through a dream to alter India hooked on a numerically official civilization and information cheap. Further, with the application of GST rule, the whole tax network and tax shaving has been complete online, foremost to mechanization of explanation records at every level, which additional incentivized the receipt of digital payment by trades. The government has also ongoing transmission of subsidies & benefits (DBT Direct Benefit Transfer) to the citizens accounts directly, giving further impetus to cashless expenditures. Banks occupied various events like punitive charges for high practice of

ATMs/bank twigs and limit on free transactions per month, etc. so that consumers can be incentivized for shifting to cashless payments. All these steps also signify the intention of government to increase the usage of cashless payments.

The above measures by banks and government have started delivering results. Nowadays, it is not uncommon to see signboard of Paytm acceptance in every second shop in metro cities. In a majority of petrol stations, big shops and even with delivery boys of online selling stores or pizza, the POS machines can be readily seen. The number of cashless transactions is on the rise. However, the potential and opportunities in cashless transactions are enormous. The following reflect the potentiality of cashless transactions in India:

- Total number of mobile phone users are 813.2 million, out of which 2.7 billion own a smart phone. (as per statista.com)
- Number of internet users is 451 million. (as per statista.com)
- 205,404 km optical fibre cable laid. (as per statista.com)
- 840.6 million debit cards and 50.3 million credit cards are in use. (as per medianama.com)
- Availability of multiple modes of cashless transactions like cards/POS machines/Aadhaar-enabled payment system/internet banking/mobile banking/USSD/UPI and mobile wallets.

The above numbers are just indicative, and in future, connectivity through internet a mobile phone is going to rise exponential

## II. REVIEW OF LITERATURE

Deepika Kumari (2016) in her studies of “Cashless Transaction: Methods, Applications and Challenges concluded that the as the demonetization applied by government of India”, accomplish that cashless commercial will foremost to e-transactions. Here consumes remained a fundamental growth in microelectronic dealings which might development cybercrime, so we brand persons aware of ways to save praise, withdrawal messages harmless and to coach them to communicate the proceedings to retain our transactions annoyance permitted. We essential particularly accomplished cyber police, technical workshops with advanced proposition conference tackles, community

prosecuting lawyer who understand knowledge and replicated judges to reprimand cyber offenders. K. C. Balaji and K. Balaji (2016), attempt “A Study on Demonetization and Its Impact on Cashless Transaction” careful that the growth of the digital payment discussion summary is reaching novel shapes. Peoples slope to alteration to digital payment influences. The study is l so correct trail to nationwide that the cashless plan is a condition in addition to a responsibility aimed at the over-all community. Mallat (2007) "Investigating shopper appropriation of versatile installments - A subjective report" This article displays a individual account on client comfortable of moveable expenditures. The detections sanction that the comparative favored location of multipurpose expenditures is not fairly the similar as that predefined cutting-edge seizure philosophies and joint liberty of period and home, suitability, conceivable consequences aimed at aloof expenditures, then streak dodging. Also, the comfortable of moveable expenditures remained empirical to remain energetic, depending upon convinced situational essentials, aimed at instance, an nonappearance of additional imbursement tactics or criticalness. A insufficient unlike intrusions to variety remained furthermore memorable, counting finest measuring, multifaceted excellence, an nonappearance of least amount, and saying dangers. Ashish Das and Rakhi Agarwal, (2010) stated in “Cashless Payment System in India- A Roadmap” that augmented use of cash will upsurge the expenditures of the country. So, a swing from cash to cash less system is essential to have fair dealings. Sushma Patil (2014), “Effect of Plastic Money on Banking Trends in India” is studied that Indian clientele reason that his fewer problematic to brand bodily imbursement (Pass or else custody postcard payments) by way of dissimilar toward broadcast excessively cash adding to the growth of malleable money cutting-edge the country. It assistances the purchaser finished healthier item charities at a subordinate price and that besides by profitable preparations fortunate with spoils syndicate, firmness additional stresses, incomplete time contests and so into view. The anchorage of expenditure centres developments, web-based expenditure provisions and expenditure constructions need the clientele to brand usage of malleable postcards. Nayak, Tapan Kumar and Manish Agarwal (2008) in their paper "Buyer's conduct in choosing Mastercards" communicated around the basics impacting the excellent of custody postcards amongst clientele. The dominant opinion noises courtesy

to purchase them are advantage proposals, incomplete period proposals, best compensations, cash assistances, straightforwardness of payments, payment custodies, postcard compensations and while benefit. Piyush Kumar (2015), conducted “A study an analysis of growth pattern of cashless transaction system” the study attempt to find out digital transactions deal scheme is attainment its development now a days , as rapidly marketplace develop world wild then the development of investment subdivision additional and additional the persons changes after money to cashless scheme. The cashless scheme is not only obligation but likewise a essential of nowadays civilization. All the connected marketplace essentially be contingent on cashless deal scheme. The cashless changeover is not lone harmless than the cash deal nonetheless is fewer while overwhelming and not a worry of resonant and worry of attire and slit like newspaper cash. It too assistances in best of the all the deal done. So, it is deprived of hesitation supposed that upcoming deal system is cashless deal system. Kokila and Usha Devi (2017), “A study on consumer behaviour on cashless transaction in U.T. of Puducherry”. The broadside remained absorbed near sympathetic the consciousness then faith amongst the clientele around digital dealings. The study identify understood that persons remained conscious around the digital transactions but remained motionless cutting-edge hesitation through applying the similar in everyday monotonous. Thomas and Krishnamurthy (2017), “Cashless rural economy- a dream or reality”. Thais education was absorbed near sympathetic influence in demonetization in the country of India and to save a checked and the administration creativities to brand country marketplace a online transactions. The educations demonstration administration of India must pledge numerous arrangements to brand the vision of cashless reduced a authenticity.

### III. THE APPROACH AND ATTEMPT

The Study is Descriptive in nature together main and subordinate data has been taken for the determination of the education

#### Purposes of Learning:

1. To education the alertness and partiality of salaried class towards the cashless business.
2. To identify the behavior of salaried class towards the cashless transaction system and their method to the

new situation of cashless civilization.

3. To measure the operator design and countryside of business complete by the salaried class for its dissimilar customs.
4. To learning the socio-economic influence of digital cheap of the society.

#### The Approach

The research is analytical and in nature. Research is performed through the analysis of main data and subordinate data. It needed complete use of near ended review anywhere example of 50 was rummage-sale. The information was composed finished google procedure and was analyzed by Bar graphs, Pie charts and a questionnaire was framed based on Likert scale which consist of responses like strongly disagree, disagree, neutral, disagree, strongly disagree. Secondary sources like review of literature, journals and articles were used to perform the study and arrive at the conclusion

Sample Element: Salaried employees

Sample Size: 50 employees

Sample Technique: Systematic sampling method has been used in these researches

Tools used for data collection

#### Data collection Tools: Structured Questionnaire

The data obligatory for the investigation has been composed mostly by using main and subordinate foundations. The main foundations comprise the prearranged survey and the subordinate foundation includes the numerous periodicals, investigation paper and internet website.

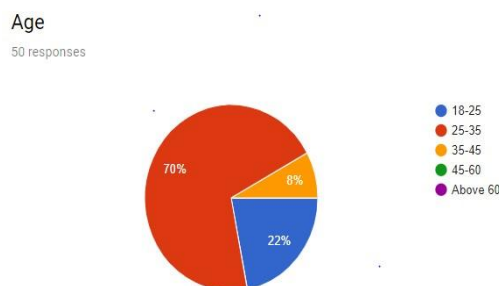
#### Tools used for Data Analysis

For analysis of data following thing are used:

- Pie Chart
- Bar Graph
- Liker scale

#### Data Analysis, Interpretation & Findings

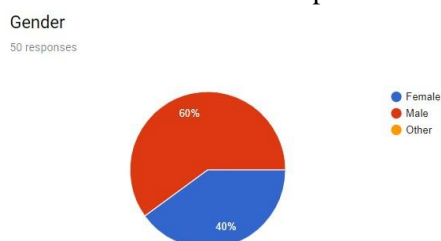
Picture 2 Age of Respondents



Source: Primary

Picture 2 talk about the respondents belonging to different age groups. This pie chart indicates the age of respondents 70% age of respondents is between 25-35 years, 22% age of respondents between 18-25 years and 8% age of respondents between 35-45 years

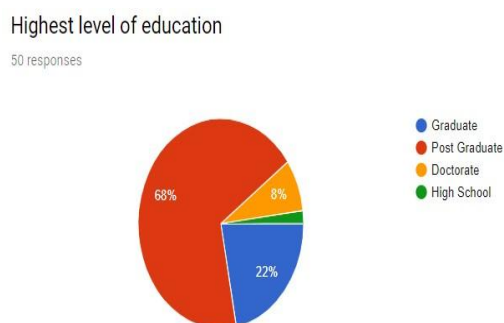
Picture 3 Gender of Respondents



Source: Primary

Picture 3 shows 60% of male respondents and 40% of female respondents

Picture 4 Highest level of education of respondents

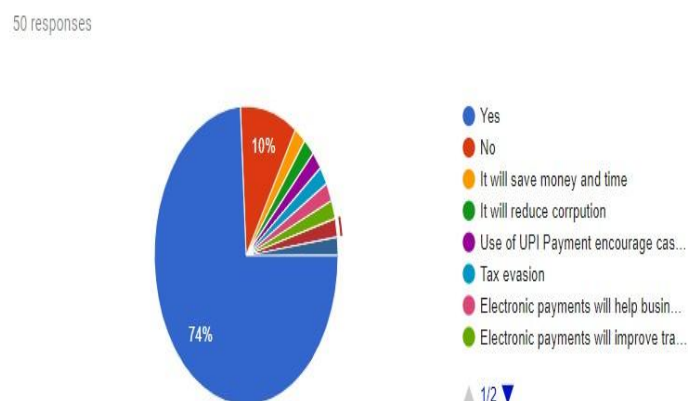


Source: Primary

In this research 68% of respondents is Post Graduate, 22% of respondents is Graduate, 8% of respondents is doctorate and 2% of respondents is High school educated.

Picture 5: India is ready for cashless economy

Do you think India is ready for cashless economy? If yes Please specify



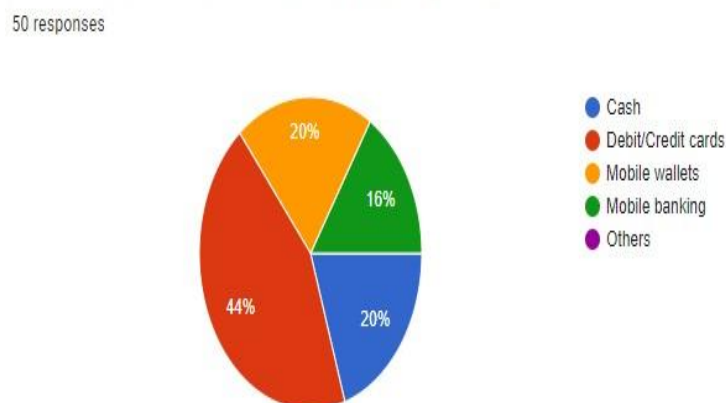
Source: Primary

Picture 5show 74% respondents agree that India is prepared for cashless reduced, 10% defendants is not decided that India is not prepared for cashless budget and some comment by respondents are as follows:

- It will save money and time
- It will reduce corruption
- Use of UPI Payment encourage cashless economy
- Tax evasion
- Its 50 -50 because on unemployment
- After demonetization people are using their debit card it indicates that we were ready to go cashless

Picture 6: Preference to make payments

How do you prefer to make payments of your monthly bill?



Source: Primary

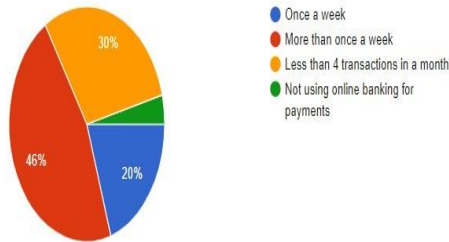
Picture 6 identify 44% respondents use Debit /credit cards to make payments, 20% respondents use mobile wallets to make payments, 20% respondents use cash to make payments and 16% respondents use mobile banking to make payments



Picture 7: Frequently use of mobile banking payments

How frequently do you use mobile banking/online payments?

50 responses



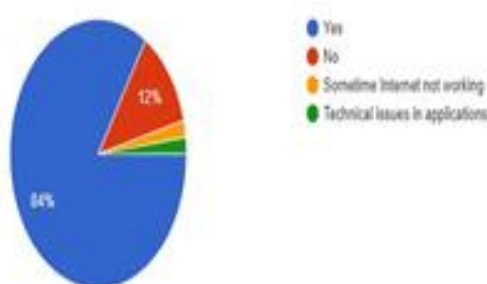
Source: Primary

Picture 7 shows 46% defendants usage moveable banking/online expenditures additional than once a week, 30% perpetrators use moveable banking/online expenditures less than 4 commercial in a month, 20% perpetrators use moveable banking/ online payments once a week and residual not using moveable banking/ connected expenses.

Picture 8 Cashless transactions are more convenient than cash

Do you think cashless transactions are more convenient than cash transaction for daily transactions? If no please specify

50 responses



Source: Primary

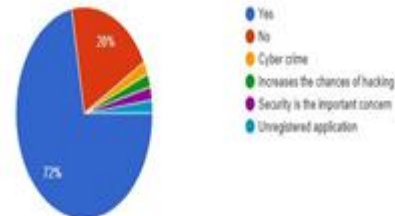
In this research 84% respondents think that cashless dealings are more suitable than cash deal for everyday deal, 12% defendants reason that cashless dealings are not suitable than cash transaction approximately subjects by defendants which are as follows:

- For making payments sometime Internet not working properly
- Technical issues in application during payments.

Picture 9 Making cashless payments increases the chance of fraud

Do you think that using your mobile or making cashless payments will increase the chances of suffering from fraud or theft? If yes please specify

50 responses



Source: Primary

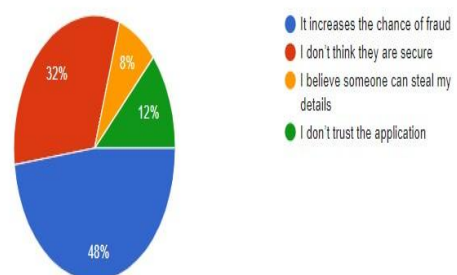
Picture 9 Shows 72% defendants think that using mobile or creation cashless expenses will upsurge the chances of grief from deception or theft, 20% defendants not agree that using mobile or creation cashless payments will upsurge the chance of suffering from fraud or theft and residual 8% respondents that using online payment may increase the possibilities of:

- Cyber crime
- Hacking of device
- Security is the important concern

Picture 10 Reasons for not using your smartphone to make payments

What are reasons for not using your smartphone to make payments?

50 responses



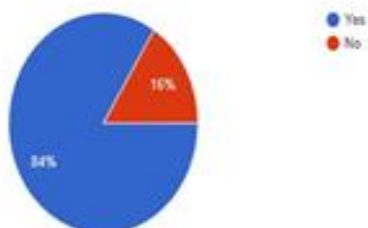
Source: Primary

Picture 10 recognize 48% respondents says that using smartphones to make payments increases the chances of fraud, 38% respondents says that using smartphones to make payments are not secure, 12% respondents says that using smartphones to make payments as they don't trust applications and 8% respondents say that using smartphones to make payments they believe that someone can steal there details

Picture 11 Growth of Mobile payments are expecting to continue

Do you think mobile payments are growing and are expect to continue?

30 responses



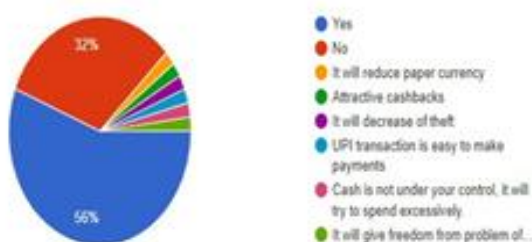
Source: Primary

Picture 11 classify 84% defendants think that mobile expenditures are mounting and are expected to continue while 16% defendants don't think that that mobile payments are rising and are expected to endure

Picture 12 Usage of cash in future to make payments

Do you think in a few years, people will hardly use cash to make payments? If yes please specify

50 responses



Source: Primary

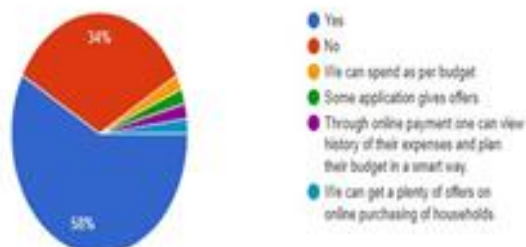
Picture 12 shows 56% respondents says that in a few year people will barely use cash to make expenditures while 32 % defendants are not approving that people will scarcely use cash to make payments and residual specify their comments which are as follows:

- It will reduce paper currency
- Attractive cashbacks
- It will decrease chances of theft
- UPI transaction is easy to make payments

Picture 13: Mobile app help to classify monthly budget for household purchase

Do you think mobile apps can help you classify your purchases for monthly budgeting for household purpose? If yes please specify

50 responses



Source: Primary

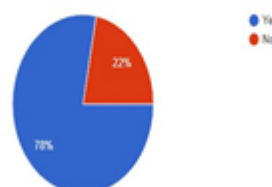
Picture 13 identify 58% respondents think that mobile apps help them to classify their purchases for monthly budgeting for household purposes, 34% respondents think that mobile apps are not helping them to classify their purchases for monthly budgeting for household purposes and remaining respondents specify their answer which are as follows:

- It will stretch liberty from problematic of alteration when commercial is of strange quantity
- Finished connected payment one can opinion antiquity of their expenditures and strategy their economical in a keen way.
- We can get a plenty of offers on online purchasing of households

Picture 16 Cashless economy reduce the cost of banking service

Do you think cashless economy will reduce the cost of banking service?

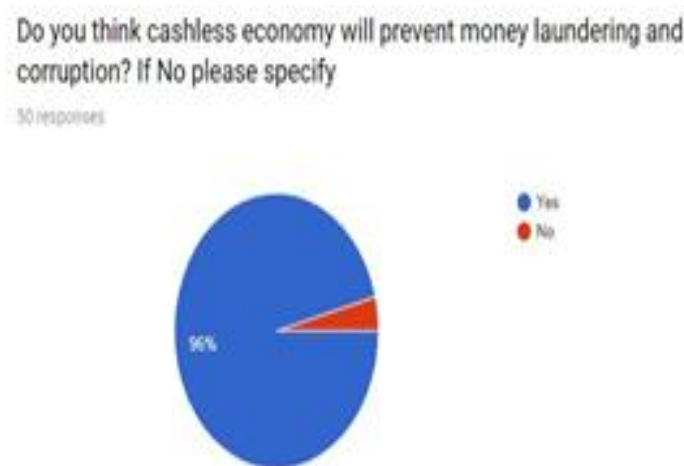
50 responses



Source: Primary

Picture 16 displays 78% respondents think that cashless cheap will decrease the cost of banking facility and 22% defendants think that cashless economy will not reduce the cost of banking service.

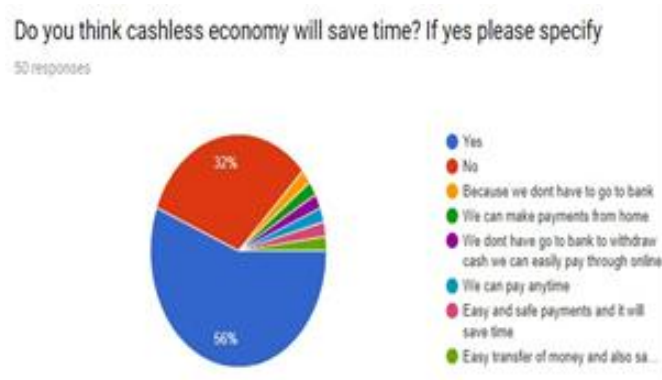
Picture 17 Cashless economy avert money laundering and corruption



Source: Primary

Picture 17 illustrate 96% think that cashless economy will prevent them from money laundering and dishonesty while 4% think that cashless cheap will not avert them from money laundering and corruption.

Picture 18 Cashless economy save time



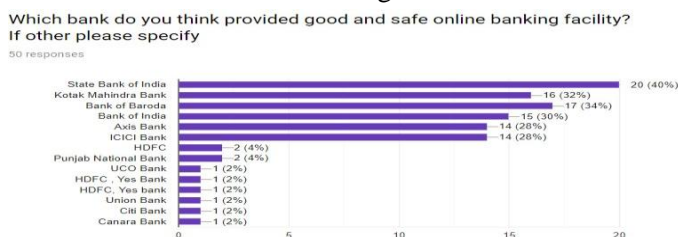
Source: Primary

Picture 18 express 56% respondents think that cashless economy saves their time and 32% respondents think that cashless economy will not save their time and remaining specify their answer which are as follows:

- We don't have to go to bank to withdraw cash we can easily pay through online
- Easy and safe payments and it will save time
- We can easily make payments from home.

Banks which provide good and safe online banking

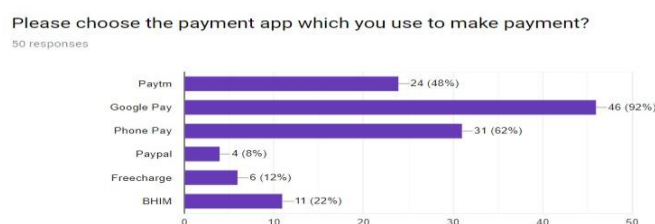
Picture 18 Banks which provide good and safe online banking



Source: Primary

Picture 18 classify 40% respondents think that State bank of India provide good and safe online banking facility , 34% respondents think that Bank of Baroda provide good and safe online banking facility ,32% respondents think that Kotak Mahindra bank provide good and safe online banking facility ,30% respondents think that Bank of India provide good and safe online banking facility , 28% respondents think that Axis bank provide good and safe online banking facility , 28% respondents think that ICICI provide good and safe online banking facility and remaining respondents think that Punjab National Bank, UCO Bank, HDFC Bank ,Yes Bank, Union Bank, Citi Bank and Canara Bank also provide good and safe online Banking facility.

Picture 19: Payment apps used to make payment



Source: Primary

Picture 19 recognize 92% respondents use google pay to make payment, 62% respondents use phone pay to make payment, 48% respondents use Paytm to make payments, 22% respondents use BHIM to make payments, 12% respondents use Freecharge to make payments and 8% use PayPal to make payments.

### Implications & Suggestions

Limitation gloomy currency- Successful cashless will transport an assumption to the corresponding budget repeatedly by gloomy cash.

- Duty - Through digitization, tax meeting will be complete informal.

- Abridged actual land- successful cashless will protection only sum in snowy cash.

- End of exploitation- Successful cashless will protection a suitable checked on bank books, which will reduce the scheme of stimulus.

- Management has to transport transparency and capability in e-payment scheme.

- The Govt. And RBI to stimulate cash less transactions by settling payment sets, indorse moveable folders and retreating facility custody on praise/debit postcards and numerical expenses.

- The Government financial literateness movement must be presented and more real request to brand the public consciousness of benefit of electric expenditures.

- Client convinced selections may be as long as for fixative a lid on the worth/mode of deal recipients. In the occasion of customer disappearing to exceed the cap, an extra support may be maintained upon.

- Set consume been advised to put in home a arrangement of as long as additional issue of verification/authentication for all postcard not present deal by means of the info which is not obtainable on the card.

- E investment safety scheme must be high haste replies due to safety subjects; it may take additional period to reply and client might be annoyed.

- care lateral upheld of ATM jot no to usage select jot or additional pin or biometric praise to be rummage-sale

- Defensive ladders demonstration at seller's opening by spare agreement subordinate and awareness Computer operator.

- Standby set of India elective sets to bring connected attentive for all postcard contract

#### IV. PROPOSALS:

Gov of India must stab to impart persons around the assistances of lucrative cashless beforehand captivating any vital ladders.

- They must also be brainy tool their plans correctly and deprived of perturbing the community.

- And also tell around the probabilities which the persons will get if they develop arithmetical.

- Community should effort and use numerical sum technique when in a while.

- Gov necessity produce infrastructure to achieve up through any rule alteration or a strategy request earlier.

- Persons and organization must work calm to grow infrastructure and information to digitalize India.

- Type the sum style numerical at seats like administration offices, trivial workshop, Malty drive stall, gasoline pumps, toll, railway stations, departmental store banks, state buses and their bus obligatory.

- Kind the expenditure networks in supply chain concerning rural sector ordinal with cash going straight to the real individual and for this employ persons within those areas to train them and to leader them to endorse this alteration among villagers

#### V. CONCLUSION

There is a elongated mode for India to become a cashless economy. Individuals still absence, belief and sureness while using digital payment methods. A ration of expansion in the ground of substructure is compulsory to make the vision of Digital India a authenticity. So many people who are still not conscious about the cashless economy not only in India but exterior of India. Gov has tackled a lot of disapproval in the past from the public for the various plans applied on the community. There are a ration of tests in satisfying the vision of digital India but in the long run cashless economy will help in growth and will bring a lot of assistances and chances with it. This study also concludes that many customers insight and consciousness towards the cashless transaction services. Clienteles really agree with the Gov on the practicality of cashless economy as it helps to fight against violence, corruption, money lindies etc. But one of the main problems is the working of cash less transaction in India is cyber-crime and illegal access. There-fore it's significant to reinforce internet safety from defines against online deception. Clienteles are apparent the advanced level of risk in the request of cash less deal. Because huge number people is still below literateness rate especially in rural area. Government should be educated towards cash less transactions services. Government tries to promote customers mind towards the risk factors. Cash less deal helps to develop the Indian economy. Hence, every individual must take some initiative to deal with cash less transaction with their level best. Mean time Gov to need more efforts financial literacy movement time to time to make population aware of benefits of electronic payments.

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