

Impact of Covid-19 on Digital Payments in India

Basukinath Jha and Misra Mujawar

The Byramjee Jeejeebhoy College of Commerce, Mumbai, Maharashtra
bhesaniapk@gmail.com

Abstract: *In the current situations, COVID-19 pandemic is bringing second thoughts about reaching cash as the cases rise up. Due to these reason some want to go cashless to have contactless transactions. The main purpose of the study is to understand how people have made a greater move towards digital payments and it is going to be adopted by different people from different age groups, gender, and occupation. This study covers the awareness, perception, and behavior of the general public towards the change in payment system from traditional to digital. The main and objective of this study is to highlight the changes which have come over in the payment system in India. The primary data of this study was collected by circulating a Google form to the general public and the sample size is 100. Statistical tools like Chi-Square test, Paired T-Test, ANOVA, Graphical presentations are used. From the study we come to a conclusion that COVID-19 brought a change in the method of payments. Though people might now restrain themselves from using digital payments but if the banks and government take proper measures, people will definitely switch to digitalized payments*

Keywords: COVID-19, Digital Payments, Chi-Square Test, Paired T-Test, ANOVA