

A Study on Fintech Develop in India

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I. INTRODUCTION

- Background
- Regulatory Bodies
- Government Support

II. OBJECTIVE

- To Study the Customer satisfaction through fintech
- To Study the future of fintech
- To analyze how FinTech has altered the landscape of the traditional financial system expressly associated with India's scenario.
- To analyze the influence of pandemic COVID-19 on the adaptiveness of Financial Technology in the financial sector in India.

III. LITERATURE REVIEW

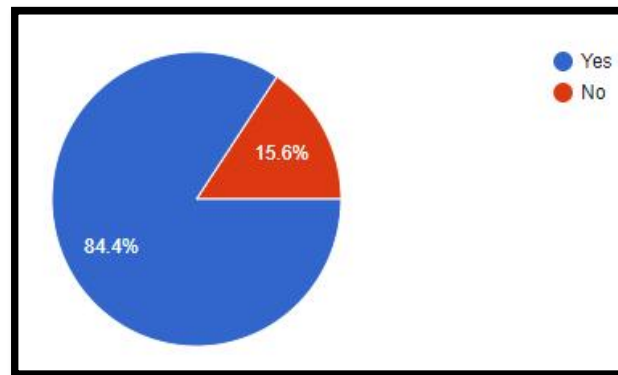
- Dipinder S Randhawa, Chan Jia Hao & Vani Swarupa Murali, 2018, Singapore: "India Singapore FinTech Cooperation: Opportunities and Challenges"
- Siddhanth Gurung, 2018. India: "FinTech: A Messiah for the ailing Banking Industry in India"
- Sunil Kapadia, 2020, India: "How Digitization Is Impacting Banking Transactions and Financial Markets in India"

IV. RESEARCH METHODOLOGY

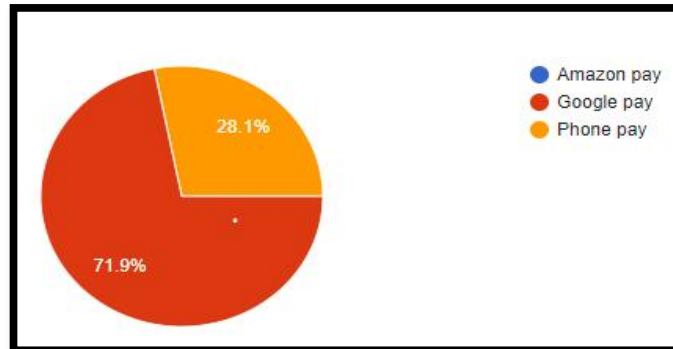
- Sources of Data
- Population of size
- Data collection

4.1 Data Analysis

- Do you Know what Fintech is?



Which Fintech company do you know?

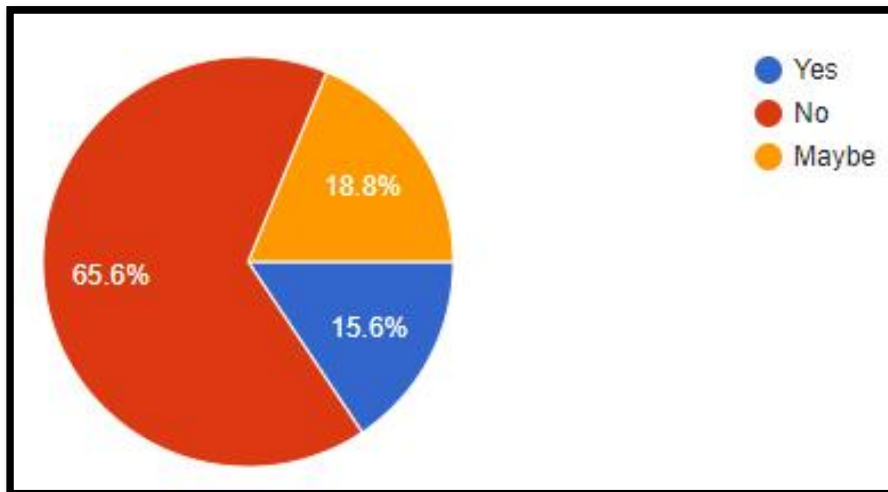


From the size of 32 respondents 71.9% respondent say that the Google pay is best for the payment it is safe for the payment and after the transaction of money they give cashback, 28.1% respondents say they use phone pay for better transfer of money and it give the better flow of transaction of money.

Have you done online payment through UPI?

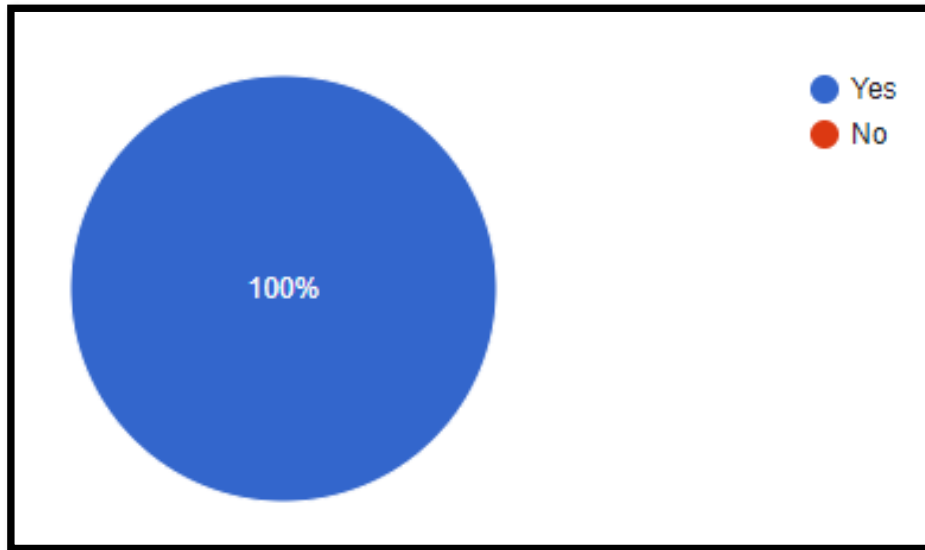
From the sample size of 32 respondents 96.9% of respondents says yes that they have use UPI for online transaction because it is better to keep cash in hand at the UPI is safe for the transaction.4.1% respondents says No if internet will not there then how we will pay the money so it's better to keep cash.

Did they have charged you for online payment?

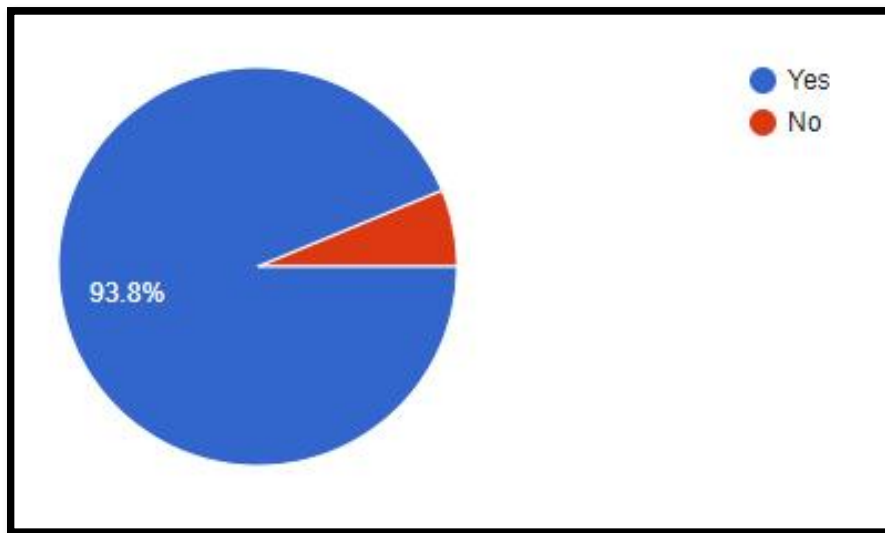


From the sample size of 32 respondent, 65% of the respondent says NO, that they have to pay any charges for the online payment. 16% of the respondent says yes they have been charged for the online payment, 18% of the respondent says Maybe they have been charged for the online payment.

Are you satisfied with online payment application which you are using?



From the 32 of the respondent, all the 100% respondent says they are satisfied with online type of payment, and they are very happy with the experience with Google pay service provider
Have you buy a product in pandemic and make a payment through online?



From the sample size of 32 Respondent, 93% of the respondent says yes they made online payment through online, 7% of the respondent says No they didn't made any payment online.so from this we can conclude maximum respondent made payment online during pandemic.

II. CONCLUSION

At the same time, traditional financial institutions are adopting many agile fintech customer service enhancements, while retaining strengths including risk management, infrastructure, regulatory expertise, customer trust, access to capital, and more.