# An Understanding of Customer Satisfaction of Paytm Wallet

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## Abstract

In this day and age, when people don't have time to sit back and relax, how can they complete their personal tasks like charging their phones, paying their insurance or utility bills, or shopping, among other things? By using digital wallets filled with coupons and offers, the current era is introducing a new pace in the payment system. Using digital wallets loaded with coupons and offers, the contemporary era is bringing about a new speed in the payment system. A new app called Paytm or Pay U Money has been released to help people and relieve their stress. A customer is someone who makes purchases from manufacturers of goods and services. Customer satisfaction is tied to both products and services. The customer's expectations significantly influence this incredibly subjective evaluation. It differs according to the situation and the service or product. It has made people's lives easier because a larger proportion of individuals utilise this programme on their mobile phones. The focus of the current study is on how these new digital payment systems influence customers and any potential problems that might have emerged.

**Keywords**: Digital Payment System, Paytm, Pay U Money, digital wallets

## Introduction

customers are not all the same. Customers receive items for their own consumption, as opposed to customers such as middlemen, agents, and so on, who may or may not choose to purchase products for their own use. In August 2015, Paytm received a licence from the Reserve Bank of India to launch a payments bank. The Paytm Payments Bank is a separate

entity in which founder Vijay Shekhar Sharma will hold 51% of the shares, One97 Communications will hold 39%, and a subsidiary of One97 and Sharma will hold the remaining 10%. The bank was officially inaugurated in November 2017 by the Indian Finance Minister, Arun Jaitley. The inauguration ceremony featured prominent banking personalities, including former RBI Executive Director PV Bhaskar, Saama Capital Director Ash Lilani, and former Shriram Group Director GS Sundarajan. It is set to launch over 100,000 banking outlets across India by the end of 2018.

**Review of literature**

Lirong Chen et al. (2017) Consumers can get important references from online reputation systems before making a purchase decision.So designing a mechanism to encourage consumers to leave honest online reviews becomes very important for e-commerce platforms. Na Young Jung (2017) As consumers become better informed and more demanding about their purchases of services, the service provider's failure to satisfy all consumers during the delivery of the service is unavoidable. Consequently, alleviating consumer dissatisfaction that results from service failure has become important. The results indicated that consumers' perceptions of distributive and interactional justice differ by the types of service recovery and supported significant relationships among perceptions of justice, satisfaction, and WOM intentions.

 Iviane Ramosde Luna et al. (2018) have analysed In addition to identifying the key elements that drive the adoption of various mobile payment systems as a form of payment, this study examines the factors that influence consumer acceptance of SMS (Short Message Service), NFC (Near Field Communication), and QR (Quick Response) payment systems. The study's findings and originality can be found in the formulation of various behaviours based on how each of the suggested payment tools is used by its users. The conclusions and management implications offer businesses many possibilities.

According to Luis-Alberto Casado et al. (2019), trustworthy e-payments are critical for encouraging future online purchases.This study employs functional magnetic resonance imaging (fMRI) to investigate the underlying brain mechanisms involved in the use of two widely used systems: debit cards and PayPal. It also employs fMRI to detect neural effects associated with both dangerous and secure e-payments. According to the survey, people are more likely to use Paypal because they perceive it to be more effective, rewarding, and secure. E-payments made with a debit card, on the other hand, result in brain activity

associated with unpleasant and dangerous situations. These findings provide critical information about how consumers make unconscious payment method choices.

S.H. Hsu (2020) has analysed this study and proposed an online customer satisfaction metric based on the American Customer Satisfaction Index (ACSI). Because online shopping differs from traditional shopping in many ways, a new electronic customer satisfaction index (e-CSI) is required to measure it. This study serves as a starting point for combining the satisfaction literature and developing a satisfaction index for online environments. During a one-month study of Taiwan's leading online store, the e-CSI model was discovered to significantly predict customer loyalty and overall customer satisfaction (PChome Online). In this analysis, we discovered that PC Home Online's satisfaction score is comparable to the ACSI average for the online retail sector.

Tomi Dahlberg (2021) has analyzed, according to a prior review of the literature (Dahlberg et al. 2008b), which covered articles published between 1999 and 2006, that the majority of research has concentrated on a few themes. To address this issue, a research agenda was developed to encourage scholars to investigate novel topics. Our assessment after nearly ten years reveals that little new information has been accumulated and that academics have largely focused on the same issues (particularly those related to consumer uptake and technological features). We assess existing research, investigate potential causes of the field's lack of diversity, and make new recommendations for future mobile payment studies.

**Need of the study**

Customer satisfaction may have an impact on a company's success or failure. If banks want to compete in the market, they must please their customers. As a result, online payment systems must be aware of the characteristics that customers use to evaluate service quality in order to improve it. The purpose of this research is to learn more about how customers value online payment services.

**Scope of the study**

The study outlined the preferred methods and issues associated with improving performance attitudes. to learn what subscribers think about the product's price, level of service, coverage, clearance, charges, and availability. This study also helps to understand the Paytm service subscriber decision-making process and provides information on Paytm offers, premiums, and other schemes.

**Gaps in the Literature**

After reviewing national and international literature on the acquisition of knowledge on customer satisfaction with Paytm wallet, with a focus on Tiruvannamalai, I identified significant gaps that the previous researcher, namely

1. To identify the factors that influence customers using the online payment service
2. To find out customer satisfaction with respect to the sales and services offered by Paytm

**Objectives**

1. To study the factors that influence customers' use of the service offered by Paytm
2. to find out what factors influence occupation and usage frequency.

**Hypotheses**

$H_0 1$: There is no significant relationship between the age of the respondents and the reason for using Paytm.

$H_0 2$: There is no significant relationship between occupation and usage frequency.

**Methodology**

This study is based on both primary and secondary data. The primary data is obtained through a well-structured questionnaire, which consists of two paths: demographic detail and customer satisfaction, with special reference to Tiruvannamalai. These questionnaires are optional, and they include statements on a five-point Likert scale.

**Data collection**

At the initial stage, the researcher conducted a pilot study with 100 respondents distributed. The researcher distributed 200 questionnaires throughout Tamilnadu using the Conveyance Sampling method in all towns. The researcher takes great care in selecting respondents who are at ease giving the questionnaire; after distribution, the researcher received only 120 usable responses. As a result, the researcher's sample size is 120.

**Data analysis**

After collecting the 120 respondents, they were systematically calculated and entered in the IBM SPSS package. The following statistical tools are used to analyse the data:

1. simple percentage analysis
2. Chi-square analysis
3. ANOVA

**Data analysis**

**Simple percentage Analysis**

**Age of the respondents**

| Age | No. of respondents | Percentage (%) |
|---|---|---|
| Below 18 yrs | 17 | 14.2% |
| 18 to 25 yrs | 36 | 30.0% |
| 26 to 40 yrs | 48 | 40.0% |
| Above 40 yrs | 19 | 15.8% |
| **Total** | **120** | **100** |

Sources: Primary Data

The above table shows that 14.2% of the respondents are Below 18 yrs age, 30% of the respondents are 18 to 25 yrs age, 40% of the respondents are 26 to 40 yrs, and 15.8% of the respondents are Above 40 yrs age. The Majority 40% of the respondents are 26 to 40 yrs.

**Educational qualification of the respondents**

| Educational qualification | No. of respondents | Percentage (%) |
|---|---|---|
| School level | 18 | 15% |
| Graduate | 36 | 30% |
| Post graduate | 54 | 45% |
| Others | 12 | 10% |
| **Total** | **120** | **100** |

Sources: Primary Data

The above table shows that **15%** of the respondents are school level qualified, **30%** of the respondents are Graduate qualified, **45%** of the respondents are Post graduate qualified, and remaining **10%** of the respondents are other qualified.

**Occupation of the respondents**

| Occupation | No. Of respondents | Percentage (%) |
|---|---|---|
| Student | 34 | 28.3% |

| | | |
|---|---|---|
| Self employed | 35 | 29.2% |
| Business | 32 | 26.7% |
| Industry purpose | 19 | 15.8% |
| **Total** | **120** | **100** |

The above table shows that **28.3%** of the respondents are Student in occupation, **29.2%** of the respondents are Self-employed in occupation,**26.7%** of the respondents are Business in occupation, and **15.8%** of the respondents are Industry purpose in occupation.

**Purpose of using Paytm**

| Purpose of using paytm | No. of respondents | Percentage (%) |
|---|---|---|
| Money Transfer | 61 | 50.8% |
| Recharge | 32 | 26.7% |
| Utility &Bill payment | 23 | 19.2% |
| All of these above | 4 | 3.3% |
| **Total** | **120** | **100** |

Sources: Primary Data

The above table shows that know 50.8% of the respondents are using Paytm for Money Transfer, 26.7% of the respondents are using Paytm for Recharge, 19.2% of the respondents are using Paytm for Utility Bill, and remaining 3.3% of the respondents are using Paytm for all of these above.The Majority 50.8% of the respondents are using Paytm for Money Transfer.

**Mostly use for e- payment**

| Mostly use for e- payment | No of respondents | Percentage (%) |
|---|---|---|
| Paytm | 44 | 36.7% |
| Phone pe | 26 | 21.7% |
| Mobikwick | 28 | 23.3% |
| Others | 22 | 18.3% |
| **Total** | **120** | **100%** |

Source**:** primary data

The above table shows that mostly use for e- payment, 36.7% of the respondents are use Paytm, 21.7% of the respondents are use Phone pe, 23.3% of the respondents are use Mobikwick, and 18.3% of respondents are use Other payment option. The Majority 36.7% of the respondents are use Paytm.

**Utilized for last one year**

| Utilized for last one year | No of respondents | Percentage (%) |
|---|---|---|
| Paytm | 42 | 35.0% |
| Phone pe | 29 | 24.2% |
| Mobikwick | 25 | 20.8% |
| Others | 24 | 20.0% |
| **Total** | **120** | **100%** |

**Source:** primary data

The above table shows that you utilized for last one year, 35% of the respondents are utilized for last one-year paytm, 24.2% of the respondents are utilized for last one-year Phone pe, 20.8% of the respondents are utilized for last one year Mobikwick, and 20% of respondents are utilized for last one year Others. The Majority 35% of the respondents are utilized for last one year paytm.

**Any risk of using the Aaytm app**

| Risk of using paytm | No of respondents | Percentage (%) |
|---|---|---|
| Yes | 28 | 23.3% |
| No | 48 | 40.0% |
| Don't know | 44 | 36.7% |
| **Total** | **120** | **100%** |

Source: Primary Data

The above table shows that, 23.3% of the respondents are think paytm is risk for using, 40% of the respondents not think paytm is risk for using, and remaining 36.7% of the respondents of the respondents think Don't know for paytm is risk for using. The Majority 40% of the respondents not think paytm is risk for using**.**

**Times of using Paytm**

| Times of using paytm | No of respondents | Percentage (%) |
|---|---|---|
| 3 months | 4 | 3.3% |
| 6 months | 13 | 10.8% |
| 9 months | 35 | 29.2% |
| 1 Year | 68 | 56.7% |
| **Total** | **120** | **100** |

Sources: Primary Data

The above table shows that, 3.3% of the respondents are using 3 months, 10.8% of the respondents are using 6 months, 29.2% of the respondents are using 9 months, and remaining 56.7% of the respondents are 1 Year using. The Majority 56.7% of the respondents 1 year

using Paytm.

**Level of satisfaction towards use of paytm**

| Factors/Satisfaction level | Highly Satisfied | | Satisfied | | Dissatisfied | | Highly Dissatisfied | |
|---|---|---|---|---|---|---|---|---|
| | Res | Per | Res | Per | Res | Per | Res | Per |
| Recharge | 38 | 31.7% | 43 | 35.8% | 23 | 19.2% | 16 | 13.3% |
| Ticket Booking | 36 | 30.0% | 30 | 25.0% | 32 | 26.7% | 22 | 18.3% |
| Bill Payments | 38 | 31.7% | 31 | 25.8% | 26 | 21.7% | 25 | 20.8% |
| Shopping | 34 | 30.8% | 42 | 35.0% | 24 | 20.0% | 17 | 14.2% |
| Transfer funds | 40 | 33.3% | 35 | 29.2% | 28 | 23.3% | 17 | 14.2% |

Source: Primary Data

The above table shows that Level of satisfaction towards use of Paytm, 35.8% of the respondents are Satisfied with Recharge, 30.0% of the respondents are Highly Satisfied with Ticket Booking, 31.7%of the respondents are Highly Satisfied with Bill Payments, 35.0% of the respondents are Satisfied with Shopping and remaining 33.3% of the respondents are Highly Satisfied with Transfer funds. Majority 35.8% of the respondents are satisfied with Recharge.

**Level of satisfaction towards Paytm service**

| Factors/Satisfaction | Highly Satisfied | | Satisfied | | Dissatisfied | | Highly Dissatisfied | |
|---|---|---|---|---|---|---|---|---|
| | Res | Per | Res | Per | Res | Per | Res | Per |
| Transaction Speed | 37 | 30.8% | 44 | 36.7% | 22 | 18.3% | 17 | 14.2% |
| Safety &Security | 38 | 31.7% | 29 | 24.2% | 30 | 25.0% | 23 | 19.2% |
| Charges of Using Paytm | 34 | 28.3% | 36 | 30.0% | 26 | 21.7% | 24 | 20.0% |
| Software Issue | 37 | 30.8% | 42 | 35.0% | 25 | 20.8% | 16 | 13.3% |
| Convenience | 39 | 32.5% | 35 | 29.2% | 28 | 23.3% | 18 | 15.0% |

Source: Primary Data

The above table shows that Level of satisfaction towards Paytm service, 36.7% of the respondents are Satisfied with Transaction Speed, 31.7% of the respondents are Highly Satisfied with Safety & Security, 30.0%of the respondents are Satisfied with Charges Of Using Paytm, 35.0% of the respondents are Satisfied with Software Issue and remaining 32.5% of the respondents are Highly Satisfied with convenience. Majority 36.7% of the respondents are satisfied with Transaction Speed.

**Rate the level of awareness towards paytm facilities**

| Parameters | Highly Satisfied | | Satisfied | | Dissatisfied | | Highly Dissatisfied | |
|---|---|---|---|---|---|---|---|---|
| | Res | Per | Res | Per | Res | Per | Res | Per |
| Mini statement | 38 | 31.7% | 41 | 34.2% | 25 | 20.8% | 16 | 13.3% |
| Fund transfer | 43 | 35.8% | 26 | 21.7% | 29 | 24.2% | 22 | 18.3% |
| Bills payment | 31 | 25.8% | 27 | 22.5% | 38 | 31.7% | 24 | 20.0% |
| Maximum Rs 20000 Per Day | 42 | 35.0% | 37 | 30.8% | 24 | 20.0% | 17 | 14.2% |

Source: Primary Data

The above table shows that Rate the level of awareness towards Paytm facilities, 31.7% of the respondents are Highly Satisfied with Mini statement, 35.8% of the respondents are Satisfied with Fund transfer, 31.7%of the respondents are Dissatisfied with Bills payment and remaining 35.0% of the respondents are Highly Satisfied with Maximum RS 20000 Per Day. Majority 35.8% of the respondents are satisfied with Fund transfer.

**Chi-Square Test**

**Null Hypothesis**

$H_0$:There is no significance relationship between Age of the respondents and Purpose of using Paytm.

**Alternative Hypothesis**

$H_1$: There is a significance relationship between Age of the respondents and Purpose of using Paytm.

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Valid | | Missing | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Age * Purpose | 120 | 100.0% | 0 | .0% | 120 | 100.0% |

**Age * Purpose Crosstabulation**

| Count | Purpose | | | | Total |
|---|---|---|---|---|---|
| | Money transfer | Recharge | Utility & Bill payment | All of these above | |

| Age | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Below 18 years | 17 | 0 | 0 | 0 | 17 |
| | 18-25 years | 36 | 0 | 0 | 0 | 36 |
| | 26-40 years | 8 | 32 | 8 | 0 | 48 |
| | Above 40 years | 0 | 0 | 15 | 4 | 19 |
| Total | | 61 | 32 | 23 | 4 | 120 |

**Chi-Square Tests**

| | Value | Df | Asymp. Sig. (2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 1.609E2[a] | 9 | .000 |
| Likelihood Ratio | 167.498 | 9 | .000 |
| Linear-by-Linear Association | 81.767 | 1 | .000 |
| N of Valid Cases | 120 | | |

a. 7 cells (43.8%) have expected count less than 5. The minimum expected count is .57.

**Symmetric Measures**

| | | Value | Asymp. Std. Error[a] | Approx. T[b] | Approx. Sig. |
|---|---|---|---|---|---|
| Nominal by Nominal | Phi | 1.158 | | | .000 |
| | Cramer's V | .669 | | | .000 |
| | Contingency Coefficient | .757 | | | .000 |
| Ordinal by Ordinal | Kendall's tau-b | .815 | .026 | 20.144 | .000 |
| N of Valid Cases | | 120 | | | |

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Result**

The significant value **(0.57)** is> greater than the P value **(0.000).** Hence null hypothesis in

accepted so there in no significant relationship Age of the respondents and Purpose of using Paytm**.**

**ANOVA**

**Null hypothesis Ho:**

There is no significant relationship between Occupation and Usage frequency.

**Alternative hypothesis H$_1$:**

There is a significant relationship between Occupation and Usage frequency.

**Descriptive**

| Occupation | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum | Between-Component Variance |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound | | | |
| Daily | 54 | 1.37 | .487 | .066 | 1.24 | 1.50 | 1 | 2 | |
| Weekly | 19 | 2.21 | .419 | .096 | 2.01 | 2.41 | 2 | 3 | |
| Weekly twice | 35 | 3.20 | .406 | .069 | 3.06 | 3.34 | 3 | 4 | |
| Monthly | 12 | 4.00 | .000 | .000 | 4.00 | 4.00 | 4 | 4 | |
| Total | 120 | 2.30 | 1.050 | .096 | 2.11 | 2.49 | 1 | 4 | |
| Mode Fixed Effects | | | .429 | .039 | 2.22 | 2.38 | | | |
| l Random Effects | | | | .660 | .20 | 4.40 | | | 1.345 |

**Test of Homogeneity of Variances**

Occupation

| Levene Statistic | df1 | df2 | Sig. |
|---|---|---|---|
| 22.039 | 3 | 116 | .000 |

**ANOVA**

| Occupation | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| Between | (Combined) | 109.850 | 3 | 36.617 | 198.942 | .000 |

| Groups | Linear Term | Unweighted | 78.994 | 1 | 78.994 | 429.183 | .000 |
|---|---|---|---|---|---|---|---|
| | | Weighted | 109.701 | 1 | 109.701 | 596.023 | .000 |
| | | Deviation | .148 | 2 | .074 | .402 | .670 |
| Within Groups | | | 21.350 | 116 | .184 | | |
| Total | | | 131.200 | 119 | | | |

**Robust Tests of Equality of Means[b]**

| Occupation | Statistic[a] | df1 | df2 | Sig. |
|---|---|---|---|---|
| Welch | . | . | . | . |
| Brown-Forsythe | . | . | . | . |

a. Asymptotically F distributed.

b. Robust tests of equality of means cannot be performed for Occupation because at least one group has 0 variance.

**Post Hoc**

**Multiple Comparisons**

Dependent Variable:Occupation

| (I) Usage frequency (J) Usage frequency | | | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|---|
| | | | | | | Lower Bound | Upper Bound |
| Tukey HSD | Daily | Weekly | -.840[*] | .114 | .000 | -1.14 | -.54 |
| | | Weekly twice | -1.830[*] | .093 | .000 | -2.07 | -1.59 |
| | | Monthly | -2.630[*] | .137 | .000 | -2.99 | -2.27 |
| | Weekly | Daily | .840[*] | .114 | .000 | .54 | 1.14 |
| | | Weekly twice | -.989[*] | .122 | .000 | -1.31 | -.67 |
| | | Monthly | -1.789[*] | .158 | .000 | -2.20 | -1.38 |
| | Weekly twice | Daily | 1.830[*] | .093 | .000 | 1.59 | 2.07 |
| | | Weekly | .989[*] | .122 | .000 | .67 | 1.31 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | Monthly | -.800[*] | .144 | .000 | -1.17 | -.43 |
| | Monthly | Daily | 2.630[*] | .137 | .000 | 2.27 | 2.99 |
| | | Weekly | 1.789[*] | .158 | .000 | 1.38 | 2.20 |
| | | Weekly twice | .800[*] | .144 | .000 | .43 | 1.17 |
| LSD | Daily | Weekly | -.840[*] | .114 | .000 | -1.07 | -.61 |
| | | Weekly twice | -1.830[*] | .093 | .000 | -2.01 | -1.65 |
| | | Monthly | -2.630[*] | .137 | .000 | -2.90 | -2.36 |
| | Weekly | Daily | .840[*] | .114 | .000 | .61 | 1.07 |
| | | Weekly twice | -.989[*] | .122 | .000 | -1.23 | -.75 |
| | | Monthly | -1.789[*] | .158 | .000 | -2.10 | -1.48 |
| | Weekly twice | Daily | 1.830[*] | .093 | .000 | 1.65 | 2.01 |
| | | Weekly | .989[*] | .122 | .000 | .75 | 1.23 |
| | | Monthly | -.800[*] | .144 | .000 | -1.08 | -.52 |
| | Monthly | Daily | 2.630[*] | .137 | .000 | 2.36 | 2.90 |
| | | Weekly | 1.789[*] | .158 | .000 | 1.48 | 2.10 |
| | | Weekly twice | .800[*] | .144 | .000 | .52 | 1.08 |
| Tamhane | Daily | Weekly | -.840[*] | .117 | .000 | -1.16 | -.52 |
| | | Weekly twice | -1.830[*] | .095 | .000 | -2.09 | -1.57 |
| | | Monthly | -2.630[*] | .066 | .000 | -2.81 | -2.45 |
| | Weekly | Daily | .840[*] | .117 | .000 | .52 | 1.16 |
| | | Weekly twice | -.989[*] | .118 | .000 | -1.32 | -.66 |
| | | Monthly | -1.789[*] | .096 | .000 | -2.07 | -1.51 |
| | Weekly | Daily | 1.830[*] | .095 | .000 | 1.57 | 2.09 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | twice | Weekly | .989[*] | .118 | .000 | .66 | 1.32 |
| | | Monthly | -.800[*] | .069 | .000 | -.99 | -.61 |
| | Monthly | Daily | 2.630[*] | .066 | .000 | 2.45 | 2.81 |
| | | Weekly | 1.789[*] | .096 | .000 | 1.51 | 2.07 |
| | | Weekly twice | .800[*] | .069 | .000 | .61 | .99 |
| Dunnett T3 | Daily | Weekly | -.840[*] | .117 | .000 | -1.16 | -.52 |
| | | Weekly twice | -1.830[*] | .095 | .000 | -2.09 | -1.57 |
| | | Monthly | -2.630[*] | .066 | .000 | -2.81 | -2.45 |
| | Weekly | Daily | .840[*] | .117 | .000 | .52 | 1.16 |
| | | Weekly twice | -.989[*] | .118 | .000 | -1.32 | -.66 |
| | | Monthly | -1.789[*] | .096 | .000 | -2.07 | -1.51 |
| | Weekly twice | Daily | 1.830[*] | .095 | .000 | 1.57 | 2.09 |
| | | Weekly | .989[*] | .118 | .000 | .66 | 1.32 |
| | | Monthly | -.800[*] | .069 | .000 | -.99 | -.61 |
| | Monthly | Daily | 2.630[*] | .066 | .000 | 2.45 | 2.81 |
| | | Weekly | 1.789[*] | .096 | .000 | 1.51 | 2.07 |
| | | Weekly twice | .800[*] | .069 | .000 | .61 | .99 |

*. The mean difference is significant at the 0.05

level.

## HOMOGENEOUS

## Occupation

| | Usage frequency | N | Subset for alpha = 0.05 | | | |
|---|---|---|---|---|---|---|
| | | | 1 | 2 | 3 | 4 |
| Student-Newman-Keuls[a] | Daily | 54 | 1.37 | | | |
| | Weekly | 19 | | 2.21 | | |

| | | N | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|---|
| | Weekly twice | 35 | | | 3.20 | |
| | Monthly | 12 | | | | 4.00 |
| | Sig. | | 1.000 | 1.000 | 1.000 | 1.000 |
| Tukey HSD[a] | Daily | 54 | 1.37 | | | |
| | Weekly | 19 | | 2.21 | | |
| | Weekly twice | 35 | | | 3.20 | |
| | Monthly | 12 | | | | 4.00 |
| | Sig. | | 1.000 | 1.000 | 1.000 | 1.000 |

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 21.851

**Means**
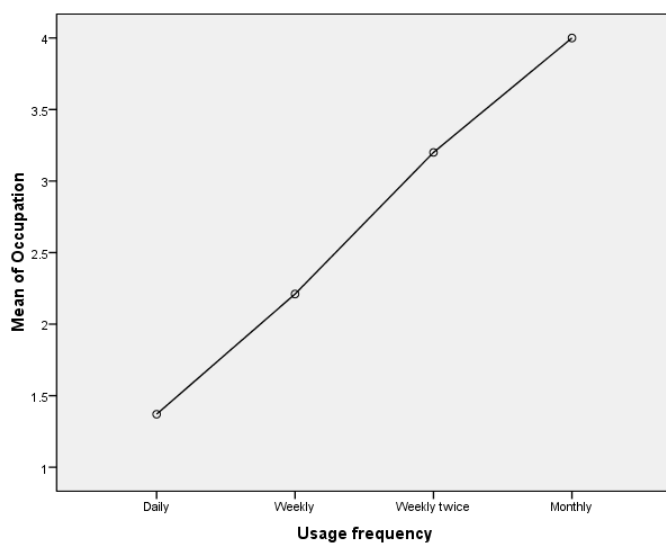


**Result**

From the above analysis, we find that calculated value of the F-value is a positive **429.183** value, so $H_1$ accept. There is a significant relationship between Occupation and Usage frequency.

**Conclusion**

The majority of the payment systems discussed above provide a secure method for transferring credit/debit card information for settlement in today's financial systems. Low-value transactions are not profitable in this situation due to transaction processing costs. Well-known institutions with a large installed base of clients may aid in EPS (electronic payment system) adoption. Furthermore, according to the findings of this study, these organisations play additional important roles in the adoption of online payment systems. Because of its significant role, Electronic Paytm wallet System stands to benefit from a marketing boom and affiliation with well-known brands. These increase the system's legitimacy and visibility. After that, users evaluate the system based on shared characteristics such as ease of use, security, and consumer benefits.

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