

A Survey on making UPI transactions

I am **Divyesh Chavda**, pursuing **M.Sc. Artificial Intelligence & Machine Learning**, at School of Emerging Science & Technology, Gujarat University. I'm doing my research work on '**The behavior of people towards making UPI transactions**'.

As a part of this, a questionnaire has been prepared. Hence, I sincerely request you to fill up the form and provide your response. I assure you that the data collected shall be used purely for academic purpose.

** Indicates required question*

1. **E-mail ***

2. **Age ***

Mark only one oval.

- ☐ Below 18
- ☐ 18 to 25
- ☐ 26 to 39
- ☐ 40 to 55
- ☐ Above 55

3. **Gender ***

Mark only one oval.

- ☐ Male
- ☐ Female
- ☐ Other

4. Residential Area *

Mark only one oval.

☐ Urban

☐ Rural

5. Educational Qualifications *

Mark only one oval.

☐ Below SSC (10th)

☐ SSC (10th)

☐ HSC (11th - 12th)

☐ Graduate

☐ Post Graduate or above

6. Occupation *

Mark only one oval.

☐ Government Employee

☐ Non - Government Employee

☐ Business

☐ Student

☐ Housewife

☐ Other: _____

7. **Are you a smartphone user? ***

Mark only one oval.

☐ Yes

☐ No

8. **Are you aware of the following payment methods? ***

(You can select more than one option)

Check all that apply.

☐ Debit/Credit Card

☐ NEFT/RTGS

☐ UPI

☐ Mobile Banking

☐ None of the above

9. **Are you making your financial transaction by UPI? ***

Mark only one oval.

☐ Yes *Skip to question 10*

☐ No *Skip to question 20*

Financial transactions done by UPI

10. **Scale your financial transactions done by UPI: ***

1 - Daily

2 - Weekly

3 - Monthly

4 - Very Rare

Mark only one oval.

1 ☐

2 ☐

3 ☐

4 ☐

11. **What is your priority to do your financial transactions? ****Mark only one oval per row.*

	1st	2nd	3rd	4th
UPI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debit/Credit Card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (NEFT/RTGS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. **How confident do you feel when making UPI transactions? ***

1 - Confident

2 - Neutral

3 - Not Confident

Mark only one oval.

1 ☐

2 ☐

3 ☐

13. **Have you ever experienced any issues with UPI transactions? ***

Mark only one oval.

☐ Yes

☐ No

14. How satisfied are you with UPI as a payment method? *

1. Very satisfied
2. Somewhat satisfied
3. Neutral
4. Somewhat dissatisfied
5. Very dissatisfied

Mark only one oval.

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

15. Purpose of UPI transactions done by you *

(You can select more than one option)

Check all that apply.

- ☐ Send/Receive Money
- ☐ Bill Payment
- ☐ Mobile/TV Recharge
- ☐ Shopping
- ☐ Booking Tickets
- ☐ Groceries
- ☐ Restaurant/Petrol Pump
- ☐ Payment for Food ordering Apps
- ☐ Other: _____

16. Which platform do you prefer the most for UPI transactions? *

Mark only one oval.

- ☐ Amazon
- ☐ PhonePe
- ☐ Paytm
- ☐ Google Pay
- ☐ Other: _____

17. What is the reason for using above mode of digital payments? *

(You can select more than one option)

Check all that apply.

- ☐ Trust
- ☐ Convenience
- ☐ Offers & Discounts
- ☐ Safety Measures
- ☐ Other: _____

18. How do you feel about the security of UPI transactions? *

1. Very secure
2. Somewhat secure
3. Neutral
4. Not very secure
5. Not at all secure

Mark only one oval.

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

19. Would you recommend UPI to others? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure

Financial transactions doesn't done by UPI

20. What is your priority to do your financial transactions? *

Mark only one oval per row.

	1st	2nd	3rd
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debit/Credit Card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (NEFT/RTGS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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