I am conducting academic research study entitled “Study on the perception towards eWallet security during the COVID-19 Pandemic”. I request for your co-operation by helping to answer the questionnaire as per the instructions at the beginning of each section. It isn’t taking much time from you probably 20 minutes to fill out this questionnaire. I promise that the data you provide will be used only for academic purpose and the information you provide will be treated with greatest confidentiality. Your charitable participation is highly appreciated.

1. Are you aware regarding the functionality of e-wallets?

Fully aware

Partially aware

Not aware

1. Where did you get information about e-wallets?

Social media

Friends

Magazine/Television

1. Why do you prefer e-wallet over other modes of payment?

Time saving

Ease of use

Security

Other

1. Which device do you use for making the payment via e-wallet?

Smartphone

Computer

Both

1. Which e-wallet you prefer most of the time?

Paytm

Freecharge

Mobikwik

Phonepe

Other (specify)

1. What is your purpose of using e-wallet?

Money Transfer

Recharge

Utility & Bill payment

Entertainment (movies etc.)

All of the above

1. What do you keep in mind when you use e-wallet?

Available discount

Premium offers

Cashback

Security

1. How many times you use e-wallet in a week?

Only once

5 to 10 times

More than 10 times

1. How much money do you load in e-wallet on a monthly basis?

Less than 5000

5001-10,000

More than 10,000

1. How do you rate the e-wallet service that you used?

Highly satisfied

Satisfied

Neutral

Unsatisfied

Highly unsatisfied

1. Would you want to continue using e-wallet?

Very likely

Likely

Neutral

Unlikely

Very unlikely

1. Are there any obstacles you face while using e-wallet?

Yes

No

1. What are the obstacles when you use e-wallet?

Non-availability at merchants

Too much time consumption to set up

Involves danger of losing money

Cannot be used for international transaction

Other (please specify)

1. Have you linked your e-wallet with Aadhar?

Yes

No

1. Is e-wallet services useful mode of payment?

Agree

Disagree

1. Does using e-wallet promote cashless payment to the next level?

Agree

Disagree

1. Would you like to refer your friend to use e-wallet as security concern?

Very likely

Likely

Neutral

Unlikely

Very unlikely

1. Name: -

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1. Please mention your age

18-30 yrs.

31-40 yrs.

41-50 yrs.

51-60 yrs.

Other (please specify)

1. Please mention your gender

Male

Female

Other

1. Please mention your occupation

Student

Housewife

Employed

Self Employed

Others (please specify)

1. What is your income?

0 - 2,00,000

2,00,001 - 4,00,000

4,00,001 - 6,00,000

6,00,001 and above

1. What is your qualification?

12th

Under - Graduate

Post - Graduate

Other (specify)

1. Area of residence: -

Rural

Urban

1. G
2. H
3. Ry
4. Yt
5. Yj
6. Fyk
7. Fyj
8. Trj
9. Fj
10. Fj
11. Fj
12. Fj
13. Tf
14. Jyt
15. Jj
16. Y
17. J
18. J
19. J
20. I
21. U
22. T
23. S

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