**REVIEW OF LITERATURE & RESEARCH DESIGN**

**INTRODUCTION**

Audit of writing is the investigation of currently settled information relating to the area that empowers us to see obviously what is as of now illuminated around there what actually remains wrapped in haziness. It has all around recognized that no work can be definitively considered and adequately cultivated without basically examining - what as of now exists comparable to it, in type of general writing and looking like results explicit investigations. Writing implies composing and an assortment of writing alludes to all distributed works in a specific style on a specific subject. As per Cooper (1988) "A writing survey utilizes as its information base reports of essential or unique grant, and doesn't report new essential grant itself. The essential reports utilized in the writing might be verbal, yet in by far most of cases reports are composed archives. The sorts of grant might be experimental, hypothetical, basic/insightful, or systemic in nature. Second a writing survey looks to portray, sum up, assess, explain as well as incorporate the substance of essential reports."

**REVIER OF LITERATURE**

(Saluja and Sohi, 2006) in his exploration concentrate on dissected the clients' insight on inclination of ebanking. He zeroed in on the significant obstructions of e-banking like hacking issues, legitimate and security issues, and so on. Banking area assumes a significant part in the advancement of the economy of the country. As a monetary organization, banking area has set up a good foundation for itself a fundamental monetary establishment which offers different monetary types of assistance to all financial girls of individuals. The larger part level of individuals set up their monetary arrangement in light of the different monetary strategies delivered by banks. All classes of individuals store their pitiful income regardless of values in the bank on the article that their cash will be safer there. Presently an inquiry might emerge regardless of whether their stores are gotten in the bank.

Safeena et.al, (2011) Banking area assumes a significant part in the advancement of the economy of the country. As a monetary organization, banking area has set up a good foundation for itself a fundamental monetary establishment which offers different monetary types of assistance to all financial girls of individuals. The larger part level of individuals set up their monetary arrangement in light of the different monetary strategies delivered by banks. All classes of individuals store their pitiful income regardless of values in the bank on the article that their cash will be safer there. Presently an inquiry might emerge regardless of whether their stores are gotten in the bank. Today, versatile correspondence advances give monstrous extra extension to buyers' financial exchanges due to them consistently on usefulness and the choice to get to bank's offices whenever and anyplace. Versatile banking is a subset of electronic financial which underlies the determinants of the financial business as well as the exceptional states of portable trade. It is the most recent and most imaginative help presented by the banks. In any case, insufficient review has been done to known with respect to how clients see and assess electronically conveyed portable financial administrations. The review considers five elements saw handiness, saw convenience, emotional standard, buyer mindfulness about portable banking and saw gambles related with versatile banking. This concentrate additionally brings up that these elements affect clients to acknowledge portable financial framework.

(Paul, 2013) conducted a survey on customers of various commercial banks of Odisha. She investigated on the prevailing technological rebellion that altered the traditional banking services to e-banking.

(Babu, 2018) India has shown gigantic potential for advancement assembling and retail clients' (family) change during the demonetisation period of time. Individuals have moved obligingly from standard money procedure for segments to taking on automated segment instruments for a wide extent of exchanges. The Digital India program is an essential program of the Government of India with a dream to change India into a carefully enabled society and information economy. ―Faceless, Paperless, Cashless‖ is one of pronounced control of Digital India. To change into an electronic economy, there is a fast embracing of state-of-the-art segments structures proper to various locale of the economy. There is likewise an uplifted mindfulness among people from varying backgrounds about the different methods of money moves accessible. Many individuals have additionally favoured computerized instalments’ instruments because of its speed and proficiency while numerous others dreaded protection and security of their monetary and secret information. This paper delivers the different computerized instalment components accessible to individuals at large. It illuminates the mechanical developments in computerized instalments. The paper is exact in nature wherein individuals' mindfulness and inclination towards the computerized instalment components is caught. The paper recommends that issues, for example, cybercrime and unlawful admittance to private information ought to be controlled through making a focal storehouse like that of a square chain and improving the people’s confidence in advanced instalment instruments.

(Das, 2019) Banking area assumes a significant part in the improvement of the economy of the country. As a monetary foundation, banking area has secured itself a fundamental monetary organization which offers different monetary types of assistance to all financial classes of individuals. The larger part level of individuals set up their monetary arrangement in light of the different monetary approaches delivered by banks. All classes of individuals store their pitiful income independent of values in the bank on the item that their cash will be safer there. Presently an inquiry might emerge regardless of whether their stores are gotten in the bank. The financial exchanges and the extent of their capacities are broadly fanned out step by step in around the world, presently a-days, individuals are confronting assortments of issues while taking care of exchanges with the banks. The financial fakes at present are making a frenzy, and since that the public cash has not been lying with the banks in the protected guardianship. Hacking of records is one of the significant normal issues. Albeit, the RBI utilizing current methods and innovations is attempting to defeat this issue, yet it has not gone without limit. The Government of India is likewise attempting to figure out the disadvantages and furthermore taking more time to conquer what is happening. Under these conditions, it is a lot of vital for figure out how far the financial area is taking all drives to keep their clients in no problem at all position. This concentrate additionally centres around the different issues that the clients are as of now confronting. The review depends on both essential and optional wellsprings of data. It very well may be inferred that the means taken by the proper worries to forestall hacking and any remaining misrepresentation related issues are as yet unfit to fulfil the Indian residents. The consciousness of the majority of the ordinary citizens is as yet in a dull and don't know about new advancements.

(Daragmeh et al., 2021) Individual wellbeing has had a re-established centre all through the COVID-19 pandemic, which has prompted social change. The reception of E-wallets works with social removing and in this manner forestalls the spread of the COVID-19 infection. This paper plans to explore the potential for customers proceeded with use of an E-wallet administration through an incorporated system in light of two laid out models: the Health Belief Model (HBM) and Technology Continuous Theory (TCT). An electronic overview was disseminated to an example of 1080 people from scholastic culture in three different Hungarian colleges who had utilized an electronic wallet during the pandemic COVID-19. Underlying condition demonstrating (SEM) was applied in the review and made sense of the 55.9% difference in purchasers' constant goal towards E-wallet utilization. This investigation discovered that while the COVID-19 pandemic firmly impacted the current utilization of e-wallets; the critical component influencing their proceeded with use depends on shopper self-viability. The review has both short and long haul suggestions; for the time being, decisionmakers ought to use wellbeing danger builds (as a component of the defensive ways of behaving taken during the COVID-19 pandemic) to propel buyers to utilize E-wallets; in the more drawn out term, banks ought to foster further techniques that energize purchaser faithfulness in regards to E-wallets by consoling clients that these monetary administrations accomplish the worth and advantages that they expect, bringing about self-adequacy.

(Upadhayaya, 2012) In electronic trade, the difficulties of installment exchanges were at first underrated. Business through the web and portable communication has up to this point been overwhelmed by the techniques for installment frameworks in customary business. Be that as it may, considering progresses in online business, customary plans of action are progressively facing their cut-off points. To comprehend the idea of electronic trade, Ewallet is an advantageous, simple to-utilize, secure worldwide installment framework. It is adaptable "individual financial framework" with various payout and pay-in choices. I-Pay-out utilize the most recent security frameworks to guarantee Ewallet security.

(Ahmed et al., 2021) Cash installment is as yet lord in a few business sectors, representing over 90% of the installments in practically every one of the non-industrial nations. The utilization of cell phones is standard in this current period. Cell phones have turned into an indistinguishable companion for some, clients, serving significantly more than just specialized instruments. Each resulting individual is vigorously depending on them because of multi-layered use and moderateness. Each individual needs to deal with his/her day-to-day exchanges and related issues by utilizing his/her cell phone. With the ascent and headways of portable explicit security, dangers are developing too. In this paper, we give a review of different security models for portable phones.We investigate numerous proposed models of the versatile installment framework (MPS), their advancements and correlations, installment strategies, different security components associated with MPS, and give examination of the encryption innovations, validation techniques, and firewall in MPS. We additionally present current difficulties and future headings of cell phone security.

(Dhingra et al., 2020) There has been a recognizable spike in credit only exchanges as of late because of the progressions of monetary innovations, new government drives and the cross-country uncommon circumstance. Thinking about the referenced conditions, the ebb and flow research is completed to recognize the different elements empowering individuals to utilize the e-wallets. In addition, this exploration tends to the different purposes for which individuals use e-wallets and the significant difficulties they face while utilizing the administrations of e-wallets. The essential information was gathered from 285 respondents having a place with National Capital Region (NCR) of India. Out of the absolute respondents, 221 use e-wallets and 64 were non clients. The gathered information was examined utilizing different factual apparatuses including clear insights, Shapiro-wilk trial of ordinariness and Garrett rank investigation. The results of the review featured that the office of utilizing e-wallets from anyplace is the most engaging justification behind embracing the utilization of e-wallets and it isn't at all treated as superficial point of interest for the people, thusly superficial point of interest plays no part in deciding the utilization of e-wallet. It is likewise found that the e-wallets are generally liked for versatile re-energize, but it is least liked for cost installments and fuel charges. Additionally, the review has focused upon the way that the cheats that occur with a large portion of individuals is the central point of interest that the people have in regards to utilization of e-wallets. Besides, the investigation led on the 64 non-clients of e-wallets featured that the principal explanations behind not utilizing e-wallets were their propensities for making cash installments and security concerns. The result of this study has different ramifications for the upliftment and upgrade of e-wallet administrations in India. Accordingly, this study proposes not many thoughts in light of the outcomes for the advancement of e-wallet specialist co-ops before very long.

(Black et al., 2001) Looks at the instance of the customer reception of Internet monetary administrations, which might be considered an advancement in assistance conveyance. The subjective review utilized Rogers' model of seen development ascribes is increased by Bauer's idea of seen risk. The apparent advancement ascribes were viewed as significant determinants of shoppers' reception decisions. However, two extra aspects were found to impact individuals' reception choices, featuring the complexity of the reception choice for Internet monetary administrations. He directed subjective exploratory examination to investigate the client discernment towards web banking offices given by a few banks as of late. The review analysed that training, orientation and age play a vital in the utilization of web-based banking. The review suggested that up degree of specialized abilities will build the utilization of web banking. Minimal observational examination exists which tends to shopper reception of web monetary administrations but then understanding this interaction is fundamental for the advancement of more compelling advertising efforts to advance the utilization of this type of conveyance. Exploratory, subjective work was viewed as the most suitable beginning stage given the absence of earlier proof on this issue. Centre gatherings were utilized and were isolated into three classifications, in particular, non-clients of the web, clients of the web who didn't utilize web banking and clients of the web who utilized web banking. Banking was the primary manner by which respondents utilized the web; generally speaking, this was for current records just yet a huge minority referenced investment accounts. An enormous number of respondents in both classification two and class three involved the web for data on monetary administrations preceding making a buy through more traditional channels. Adopters of web monetary administrations truly do perceive huge advantages (openness, accommodation, cost, control) from the web for albeit many communicated reservations concerning more mind-boggling monetary items. Non adopters hold an elevated degree of worry as for the utilization of the innovation, the dangers implied and the deficiency of up close and personal association. For some, clients phone banking and web banking are not unequivocally separated and a huge gathering of shoppers battle to see the advantages of the web when contrasted and the phone. How much a creative channel, for example, the web is viable with the person's previous encounters and values seems to essentially affect eagerness to take on; respondents in classification one obviously felt awkward with the web while those in class three were considerably looser about PCs overall and the web specifically. Trialbility is critical. Be that as it may, in spite of the fact that electronic shows are useful, different open doors for preliminary should be reached out to non-PC proprietors. Moreover, the way that such preliminaries are accessible should be conveyed all the more effectively to possible adopters. The view of intricacy is by all accounts connected with past encounters and changes across classes. All classifications contained respondents communicating worry about intricacy and all classifications contained respondents who accepted web banking to be straight forward. Classes 1 and 2 need fearlessness when contrasted with classification 3 and hence will more often than not see a lot higher levels of hazard. With respect to, classifications 1 and 2 members connected broadly in narrating about "programmers" hence, apparently dread was as yet an obstruction in involving the web for monetary exchanges, which was undeniably less common in classification 3. Nonetheless, members across all portions recognized that this dread was silly. Albeit these cultural worries (employment misfortunes, branch terminations) were raised as issues ensuing on the improvement of the web, the degree to which they would dissuade individuals from utilizing this channel is more subtle, in spite of the fact that they seemed to add to a fairly bad viewpoint on the inspirations and conduct of monetary establishments.

(Alswaigh & Aloud, 2021) Portable wallets have been in nonstop interest and created throughout recent years, particularly during the COVID-19 pandemic. A few examinations have analysed client goals and viewpoints. This study fosters a reasonable model joining social elements with the innovation acknowledgment model (TAM). The objective is to recognize key factors that impact client's aim to take on portable installments. This study utilizes the TAM and the brought together hypothesis of acknowledgment and utilization of innovation (UTAUT) models with extra factors. The extra factors are security, trust, working with conditions, and way of life similarity. The review examines the aftereffects of an overview of 394 Saudi residents led through a web-based study. The outcomes demonstrate that client perspectives and aims are decidedly impacted by the elements as a whole. Seen value, saw convenience, way of life similarity, and working with conditions are immediate indicators of client conduct in tolerating versatile wallet installments. This study gives an experimental commitment to the writing on portable installment acknowledgment on the impact of seen helpfulness and way of life similarity. The outcomes show that around 26% of the respondents began utilizing portable wallet administrations due to the COVID-19 pandemic.

(Haque et al., 2020) Lately, there is an observable increment of credit only exchanges because of the improvement of monetary innovation. Because of being development of fintech items, for example, e-wallet, purchasers are moving from cash-based to credit only. Youthful grown-up purchasers in 21st century are viewed as well informed as they were brought into the world in the period of cell phone innovation. This study intends to look at the affecting elements for Malaysian youthful grown-ups to utilize e-wallet as an installment technique by applying expanded innovation acknowledgment model (TAM). Absolute of 330 information were gathered from the clients of e-wallet in the space of Klang Valley of Malaysia and investigated by sending halfway least squares underlying condition demonstrating (PLS-SEM). By applying two-venture approach for example, estimation model for marker loadings, focalized legitimacy, dependability and primary model for way examination the discoveries from this study uncover that apparent helpfulness, saw convenience and protection and security have positive and critical relationship with conduct aim to utilize e-wallet. This study assists the specialist organizations of the computerized commercial centre with advancing to have better comprehension of the convenience of utilizing e-wallet for exchange purposes.

(Michael MUSYAFFI et al., 2021) The COVID-19 pandemic has generally changed the world as far as we might be concerned, particularly shopper conduct. Clients go to computerized exchanges inspired by a paranoid fear of making actual contact while executing. Be that as it may, security issues and client comfort are obstructions to causing clients to take on computerized installments. Along these lines, this examination was made to take care of the issue of embracing advanced installments through the UTAUT expansion model with apparent security and individual ingenuity as the principal issues in the COVID-19 pandemic. This exploration centres around advanced installment clients in Indonesia. An aggregate of 457 clients were utilized as examination tests. The surveys were conveyed web based utilizing a google structure, after which they were handled and investigated utilizing SEM-PLS. This assessment shows that presentation hope, exertion hope, and individual ingenuity affect conduct goal to utilize computerized banking. In any case, saw security affects conduct goal. In addition, social impact doesn't affect conduct goal. In the interim, Facilitating Conditions and social aim emphatically affect computerized installment utilization. This study's discoveries demonstrate that the utilization of mechanical and individual mental elements impacts the reception of advanced installments, particularly in the COVID-19 pandemic.

(Wulantika & Zein, 2020) The motivation behind this study is to examine the impact of utilizing E-Wallet on individuals' lives. This exploration utilized a subjective examination technique since this study portrays the occasions that are occurring in the present. The consequences of this study show how much impact the E-Wallet on local area conduct, which eventually the local area experienced many changes one of which is an adjustment of customer conduct in day-to-day existence. These days, public activity can't be isolated from data framework innovation, where innovation has gone into all parts of public activity. With respect to the foundation of this composing is the quantity of a start-up that creates and offers E-Wallet data framework innovation to people in general as a substitute for wallets and money. With an assortment of business systems that new companies have done, this E-Wallet is effectively acknowledged by the overall population.

(Ebringer et al., 2000) the electronic wallet (e-wallet) has gotten a lot of consideration of late. It vows to merge a considerable lot of the individual things hauled around by the advanced person: wallet, telephone, pager, journal, and keys. Truth be told, Nokia's 9001 Communicator as of now joins the telephone, pager, and journal into one unit. The inquiry emerges, in any case, of how to give client validation. Conventional insurance components expect clients to enter a PIN or secret phrase each time they wish to play out an exchange. More complex procedures incorporate utilizing a biometric gadget, for example, a unique finger impression scanner, which is coordinated into the e-wallet. Both of these choices have drawbacks. Convenience issues because of validation are a critical boundary to the reception of e-wallets. In this article, we present a few novel purposes of existing conventions by which a concealable, remote, and convenient gadget can briefly go about as a verification intermediary for the client. The e-wallet then turns into a parasite-taking care of off the little gadget for required confirmation and recognizable proof data.

(Hernández & Mjølsnes, 2003) This paper gives an account of results from a Master proposal project embraced to foster programming design for decentralized qualifications, a speculation of the idea of an electronic wallet framework created in the European examination project CAFÉ. Inside this new model you can leave the vast majority of the substance of your electronic wallet (accreditations, keys and passwords) at the security of your private manager, while wandering with your number one portable terminals. The fundamental focus on this work has been to plan a product design in light of Personal Java. (Compact code) with arising web innovation through the Apache venture and SOAP, the new RPC worldview in light of XML (versatile information) for web administrations. The examinations were completed utilizing WLAN and exhibiting that the SOAP convention shows an incredible practicality to execute this design for genuine online business sites contrasted with other middleware choices (RMI, CORBA). At long last, a confirmation convention created in an equal postulation work was carried out in the product engineering.

(Mainwaring et al., 2005) As a feature of a relative ethnographic investigation of regular day to day existence of youthful experts in London, Los Angeles, and Tokyo, we led a nitty gritty overview of wallets and their substance, through photos, interviews, journal studies, and perception. Notwithstanding conspicuous contrasts in culture and way of life, there were surprising likenesses across each of the three locales as far as what wallets contained and how they were utilized. People showed up at comparative (if flawed) answers for normal issues of enticement the executives and access control, personality the board and dividing, and gathering badge of association and history. Our discoveries propose that future electronic wallets (e-wallets), whether actual gadgets or disseminated functionalities, will actually want to gain by these current examples, take care of a portion of the current issues, and experience new difficulties. Moreover, they outline the likely worth of e-wallets in a more extensive setting than customary worries over protection, security, and productivity.

(Yahid et al., 2013) Installment is one of the primary parts in organizations. Various kinds of programming, equipment and techniques for paying electronically have been introduced. Various sorts of banking cards, Ewallet; web website pages for installment make it conceivable to pay both on the web and disconnected. Be that as it may, in most installment instruments, trading cash is namelessly and untraceably. Along these lines, albeit most security strategies inside installment apparatuses are considered to confine misuse, assuming that it is taken, it makes conceivable to be misuse. Besides, mysterious qualities of E-cash make it feasible for illegal tax avoidance. E-check incorporates the two sides name in a business, and furthermore it is detectable. By utilizing E-check techniques in installment apparatuses rather than E-cash, it is feasible to increment installment instruments security.

(Gandon et al., 2015) Progressively, application designers are searching for ways of giving clients more elevated levels of personalization that catch various components of a client's working setting, for example, her area, the undertaking that she is right now occupied with, who her partners are, and so forth While there are many wellsprings of context-oriented data, they will generally change starting with one client then onto the next and furthermore after some time. Various clients might depend on various area following usefulness given by various cell administrators; they might utilize different schedule frameworks, and so on In this paper, we depict work on a Semantic e-Wallet pointed toward supporting robotized revelation and access of individual assets, each addressed as a Semantic Web Service. A key goal is to give a Semantic Web climate to open admittance to a client's logical assets, accordingly decreasing the expenses related with the turn of events and upkeep of setting mindful applications. A subsequent goal is, through Semantic Web advancements, to engage clients to specifically control who approaches their context-oriented data and under which conditions. This work has been completed with regards to my Campus, a setting mindful climate focused on improving regular grounds life. Experimental outcomes got on Carnegie Mellon's grounds are empowering.

(Olsen et al., 2011) The reason for this paper is to add to the plan of e-wallets. e-wallets are expected to supplant the current actual wallet, with its notes, coins, photographs, plastic cards, dependability cards and so forth Four distinct client gatherings, including teens, youthful grown-ups, moms and financial specialists, has been associated with interaction of distinguishing, creating and assessing utilitarian and plan properties of e-wallets. Meetings and developmental convenience assessments have given information to the development of initial a theoretical model as representations, and later a practical model as low devotion model. During the plan stages, information was acquired on what properties the test clients would like the versatile wallet to hold. The recognized properties have been bunched as. 'Usefulness properties.' And 'Plan properties.' in two tables, which are hypothetical commitments to the continuous exploration in versatile wallets.

(Caldwell, 2012) The rise of close to handle interchanges (NFC) and other contactless advancements in cell phones addresses a stage towards the disposal of money. With a new Juniper research report showing that NFC installments are set to significantly increase by 2015, and more than $74bn-worth of contactless exchanges expected in three years, associations are quick to guarantee they can offer protected portable installments answer for fulfil client needs. Richard Cottrell, deals and showcasing chief at Vista Support, depicts a credit only economy where eateries, for instance, are empowering mechanized requesting and installment from the table. NFC can accelerate the agonizing bill parting process by permitting every individual from the party to move their piece of the bill to another through their cell phones, hence making it feasible for the bill to be settled by one individual. "Movements like this are drawing in the move towards a recognize just economy and for overhauls like Google Wallet in advance being utilized, this may not be far away," says Cottrell. The Google Wallet adaptable application professes to store Visas on the telephone as well as retailers' endpoints and offers, as a reliability card would. At the point when a particular gander at a genuine store that perceives Google Wallet, the individual can pay and recuperate offers just by tapping the telephone at the retail location. The Google Wallet online help connects with individuals to pay by looking into their electronic records, and Mastercard subtleties are dealt with in the cloud. Regardless, according to continuous reports, the PIN approval in Google's e-wallet has been evade using an essential trick. H-Online reports that an attack on Google Wallet's PIN security, which expected that the phone be laid out so the PIN information could be had the opportunity to, can be achieved on an un-laid out Android wireless by using a Linux honour elevating shortcoming. Establishing would normally imply that every one of the information on the gadget was erased all the while and Google exhorted clients not to utilize Wallet on established gadgets. Yet, by taking advantage of a Linux honour weakness in Android 4.0, it is supposedly conceivable to get root admittance to the gadget without erasing any information. Web categorisation organization Zvelo, the organization that observed the weakness, says this is to the point of gaining admittance to the Google Wallet PIN information, which can be effectively animal constrained. An assailant could likewise get the information and send it to a far-off server where the PIN could be beast constrained significantly quicker.

(Nag and Gilitwala, 2019) investigated the influence of various factors on intention to use eWallets, in Bangkok, Thailand. They studied five factors: “perceived usefulness, perceived ease of use, security/privacy confidence, social influence and trustworthiness.” The study reported a moderate positive correlation between “security” and “intention to use” eWallets.

(LAI, 2016) argued that “intention to use” of ePayment system was significantly influenced by “security,” design, “perceived usefulness” and “perceived ease of use.” He reported that “security” positively influences users’ “intention to use” the ePayment system.

(Kim et al., 2010) found that “perceived security” has a positive impact on “perceived trust” and on the usage of ePayment systems.

(Wijayanthi, 2019) reported that “perceived trust” and “perceived usefulness” influence the behavioral “intention to use” e-wallet among Indonesian young consumers.

(Karim et al., 2020) used an extended “technology acceptance model (TAM)” to investigate the factors influencing the use of eWallets among Malaysian youths. Their findings confirmed that “perceived usefulness, perceived ease of use, privacy and security” have a significant positive influence on “behavioral intention to use an e-wallet.”

(Soodan and Rana, 2020) studied factors influencing the adoption of eWallets. They reported that “hedonic motivation, perceived security, general privacy, facilitating conditions, performance expectancy, perceived savings and social influence and price value in this order, influence the intention to adopt e-wallets.” They advocated to modify existing services to maintain the customers’ “privacy and security.”

(Brahmbhatt, 2018) surveyed the customers’ perceptions regarding E-wallets in Ahmedabad city. The study reported that most of the customers were aware of the eWallets and were satisfied with the service provided by eWallet providers. The study reported that customers were concerned about the “security” of transactions through eWallets.

(Mallat, 2007) investigated the consumer adoption of mobile payments. She argued that the relative advantages specified in adoption theories were different for mobile payments which include “independence of time and place, availability, possibilities for remote payments and queue avoidance.” She reported certain barriers to adoption such as “premium pricing, complexity, a lack of critical mass and perceived risks.”

(Grable, 2000) reported that financial risk tolerance was associated with demographics of respondents such as gender, income and education. According to this study, men are more risk-tolerant than women and high-income groups are more risk-tolerant than lower-income groups.

(Kindberg et al., 2004) argued that along with “trust and security,” “ease of use, convenience and/or social factors” are equally important while designing the ePayment technology.

(URS, 2015) argued that “information security is an essential requirement for any efficient and effective e-Payment system.”

(Jung and Jang, 2014) argued that the eWallet application requires to be secure and reliable. They cautioned against the vulnerability of the “Internet of Things (IoT)” environment that allows moving both data and the computing environment along with the users. They proposed a secure and reliable eWallet application using a smart solid-state drive (SSD). Urs, B.A. (2015) emphasized security and malicious applications targeting online banking transactions. The most common threats, he reported were, “worms, trojans, viruses, phishing, pharming, spoofing, man-in-the-middle, denial of service attack, transaction poisoning and spamming.” He argued that digital payments should have reliable and secure methods for authentication of their customers. This would according to him, reduce the inherent risks.

(Salodkar et al., 2015) studied security concerns and proposed an eWallet application. They claimed that their proposed eWallet application would ensure a secure, fast and futuristic way of transactions.

(Nachappa and Lathesh, 2018) argued that people are more emphasizing the “security,” confidential personal financial information such as bank’s balance details, details of license and authorization details. They claimed that eWallets would be best to offer the security of peoples’ information.

(Octavian, 2012) reported “security and feasibility” as a major concern where the “security systems must restrain the possibility of the frauds within the electronic environment.” While the “feasibility systems must be accessible and available at any moment in time.” He argued that the electronic wallet had no commercial success in the recent past because of the difficulties in using them.

(Brito and Hartley, 1995) in his research found that consumers prefer purchasing through credit cards because of its ease and convenience of use irrespective of its rate of interest. He said when consumers use credit cards as a mode of financing, credit cards compete with bank loans and other forms of financing.

(Handelsman and Munson, 1989) commented that ―Switching behaviors from credit card to cash payment among ethnically diverse retail customers‖ shows that the credit card sales constitute an important revenue source for many retailers. Their ever-increasing use and evaluation into other forms, such as debit and electron cards, demands that retailers gain a more complete understanding of how they are used by diverse consumer segments. Particularly needed is a better understating of the propensity to switch over from credit card to cash payment and the incentive required to initiate switching.

(Subhani, 2011) conducted a study on the "plastic money / credit cards for prestige between now and then." The study was based on knowledge of the charisma of plastic and its impact on the choice for the use of money. The research found that the preference for the use of plastic money / credit card has several pros and cons although it is easy to use and affordable. According to the consumer behavior it is stated that plastic money is a form of motivation for a consumer to spend. The study suggests that the preference to use plastic money to have a positive relationship with the easiness of use because the principle of a credit card has been linked to usage with psychological phenomena that people tend to spend less with a credit card and spend more with the same amount of cash in hand.

(George, 1995), ―The card majors lead the way‖ shows that VISA and Master Card play an important role in any international payment system. Both VISA and Master Card act guarantor of payment to merchants who are willing to accept the cards. VISA and Master card each have nearly 22000 banks all over the world as their members and handle several million transactions each day. This gives them a transaction handling capability unmatched by any individual bank. They provide a global network that allows authorization, clearing and settlement of card transactions, both of credit and debit card.

(Manivannan P, 2013) in his research paper "Plastic money means less payment of cash checking system" said that use of plastic money is the measure of a luxury credit card, and the need. The plastic money and the electronic payments and used by people of higher income category. The extension of this facility is not only meant for customers in urban areas or cities, but also is for customers who live in rural areas. However, today, with the development of banking industry, fixed income group also begins the use of plastic and electronic money payment systems and especially credit cards.

(Price Water House Coopers, India ‘s, 2015) report explained unbanked population was at 233 million. Even for people with access to banking, the ability to use their debit or credit card is limited because there are only about 1.46 million points of sale which accept payments through cards. A study by Boston Consulting Group and Google in July noted that wallet users have already surpassed the number of mobile banking users and are three times the number of credit card users.

(Torbet and Marshall, 1995), ―One in the eye to plastic card fraud. ‖ This study evaluates the potential use of behavioral and physiological techniques in the battle against credit card fraud in the retail environment. It discusses different techniques such as automatic speaker, dynamic signature verification, fingerprint, facial recognition, retinal and iris scanning, hand and finger geometry. Author feels that while biometric technologies have the potential to reduce plastic card fraud there are several problems which must be addressed before they can be used in retail environments, like the recognition performance, speed of use, usability, customer acceptance, device cost are considered along with industry standards for biometric devices.

(Khanna and Gupta, 2015) in their research study explained the dependence of factors like technological acceptability, safety, user friendliness, etc. on the demographic profile of the population. Increasing the efficiency of marketing decisions can be maintained by means of such demographic factors.

(A.Samsunisa, 2015) in his study observed that customer perception of online banking services depends on the age group of customers. He also recommended that the banks must focus on all such age groups for the advancement of banking services.

**RESEARCH METHODOLOGY**

**RESEARCH OBJECTIVES**

* The objectives of this study is to capture “security concern” and “comfortability” in regard to using eWallet during the COVID-19 pandemic situation.
* The study further investigated the influence of demographics like gender and income on security concern and comfortability in using eWallet.
* Comfortability differs significantly among different income groups.

**RESEARCH GAP**

Demographic variable such as age, education, occupation, and area of residence (rural or urban) need to be investigated with the inclusion of rural or urban populations.

**TENTATIVE TOPIC**

Study on the perception towards eWallet security during the COVID-19 Pandemic.

**RESEARCH DESIGN**

To test the research, a web-based questionnaire with two parts was developed. The first part focused on the demographic data of the participants. The second part consisted of items that were used to measure the security constructs. The measures were rated using a five-point Likert scale ranging from 1 “strongly disagree” to 5 “strongly agree”. The measures of the constructs were taken from the literature and slightly modified to fit the context of this study. Measures of consumer attitude and satisfaction were adapted from studies.

**RESEARCH HYPOTHESIS**

It is indeed essential to emphasize the fact that the Indian culture is different from the countries where previous research was conducted. The researchers predicted that the familiarity and economic benefits of developing the usage of ewallet during pandemic and covering the essentials aspects of security and comfort will definitely prove to be beneficial in the urban and rural areas. Therefore, the following hypothesis are adopted:

H1. There is a significant difference in security concerns between male and female.

H2. There is a significant difference between Male and Female in their comfort using ewallet transactions.

H3. Security concerns differ significantly among different income groups.

H4. Comfortability differs significantly among different income groups.

**SAMPLING PLAN- SAMPLING TECHNIQUES, POPULATION SIZE, SAMPLE SIZE**

The sampling technique used for this research is empirical sampling and purposive sampling method. The population for this research is all the individual participant in India. The Sampling frame includes individual participant from Bangalore only. The sample size used for the study is 345.

**DATA COLLECTION DETAILS**

As mentioned, this study used a survey method based on a questionnaire in a structured and systematic approach. The questionnaire was delivered to participants via email, SMS, social media platforms. The distribution of the questionnaires was based on a sampling technique called snowball sampling or chain-referral sampling.

**DATA COLLECTION INSTRUMENTS**

The study used primary sources of data. Data was collected through the use of semi structured questionnaires. Secondary data was also used in this study. Secondary data was obtained from internet, journals and newspapers.

**ANALYSIS OF THE DATA**

Various statistical tools and techniques are used for analysis and interpretation of Data and to validate and justify the results, various statistical tools tests like

**PLAN OF ANALYSIS WITH SUGGESTED TOOLS**

Regression, ANOVA.

**STATISTICAL PACKAGE**

Statistical Package for Social Science (SPSS).

MS-Excel.

**SCOPE OF THE RESEARCH**

The study was confined to security concerns and comfortability of eWallets and the influence of “gender”, “income”, “age”, “education”, “occupation”, and “area of residence (rural or urban)” on it. The respondents were from Bangalore, a metropolitan city in India.

The study attempted to capture perceived security concerns and comfortability of users and not attempted to investigate technical issues related to security and comfort.

**LIMITATIONS OF THE STUDY**

This study surveyed participants from a small geographic urban area i.e., Bangalore. The sampling method used was purposive sampling which does not ensure the representativeness of the population. Therefore, the findings of this study cannot be generalized beyond a small population aforementioned. And also, I have a very limited time period.