

**“Relevance of plastic money over paper money; A
comparative Study”**

*Submitted in partial fulfilment of the requirements for the award of the
Degree of Bachelor of Business Administration (Honors) of
CHRIST (Deemed to be University)*

By

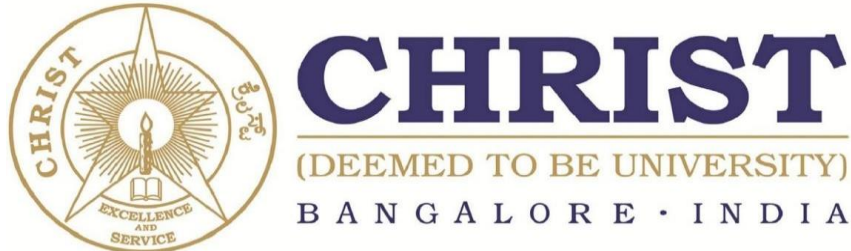
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May2022

Certificate

This is to certify that the dissertation report titled “**Relevance of plastic money over paper money, A comparative Study**” submitted to **Christ (Deemed to be University), Bengaluru** in partial fulfilment of the requirements for the award of the degree of **Bachelor of Business Administration (Honors)** is a record of original work carried out by **Yukti Handa (Registration Number: 1923373)** during the academic year 2021-22 under my guidance and it has not been previously formed the basis for the award of any Degree, Diploma or any other similar title of recognition to any candidate of this or any other University or Institution.

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This is to certify that **Yukti Handa (Registration Number: 1923373)** is a student of Bachelor of Business Administration (Honors) of CHRIST (Deemed to be University), Bengaluru and he has prepared and submitted the dissertation project titled “Relevance of plastic money over paper money, A comparative Study” in partial fulfillment of the requirements for the award of the Degree of Bachelor of Business Administration Honors of CHRIST (Deemed to be University), Bengaluru, for the academic year 2021-2022.

Place: Bengaluru

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DECLARATION

I, Yukti Handa, hereby declare that the project, titled “Relevance of plastic money over paper money; A comparative Study” submitted to CHRIST (Deemed to be University), in partial fulfillment of the requirements for the award of the Degree of Bachelor of Business Administration is a record of original and independent study undertaken by me during 2021-2022 under the supervision and guidance of Dr. Roshna Thomas, School of Business and Management. I also declare that this dissertation has not been submitted for award of any degree, diploma, associate, fellowship, or other title to any other University.

Place: Bengaluru

Date: 24th April 2022

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Registration Number: 1923373

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YUKTI HANDA

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CHAPTER-1:

INTRODUCTION

1.1 PLASTIC MONEY

Plastic money is a substitute for cash or standard 'money.' Credit cards and debit cards, which we use to make purchases in our daily lives, are referred to as plastic money. Plastic money is considerably easier to take around because you don't have to carry as much cash. Carrying it with you or travelling with it is also safer since if it is stolen, you may contact the bank whose service you are using and have it blocked, preventing your money from being stolen or lost.

Plastic money, also known as polymer money, is a novel and more convenient way to pay for products and services. Plastic money was first launched in the 1950s and has since become an indispensable kind of ready money for reducing the risk of handling large sums of money. Debit cards, ATM cards, smart cards, and other similar devices are included. Because of these factors, even developing countries like India are now encouraging the use of plastic money rather than cash.

Furthermore, plastic is utilized in the manufacture of these credit and debit cards, which is where the term "plastic money" comes from. Anonymous Everyone in today's materialistic world is chasing money, or you might say the entire globe is chasing money. Furthermore, items have become more expensive these days, and if you are an impulsive buyer, it is tough to make any outright purchases without hard cash. Nonetheless, you can do it without carrying any cash by using "Plastic Money," i.e. Payment Cards. There's no need to carry a wallet full of cash, and there's no risk of losing or leaving it at home.

1.2 DIFFERENT TYPES OF PLASTIC MONEY.

- 1.2.1 **ATM CARDS** - A card that allows you to withdraw money from your bank through an Authorized Teller Machine (ATM), but it does not allow the bearer to make purchases with it.
- 1.2.2 **CREDIT CARDS** – Like a Cash Card, a credit card allows the user to withdraw cash from an ATM and purchase goods and services directly, but unlike a Cash Card, the money is effectively a high-interest loan to the card holder, although the card holder can avoid any interest charges by paying the balance off in full each month.
- 1.2.3 **DEBIT CARDS** - This sort of card deducts money from your bank account and can be used to buy products and services directly. While debit cards do not have an official

credit facility, because they are linked to a bank account, the limit is determined by the amount of money in the account; for example, if an overdraft facility is available, the limit will be the amount of the overdraft.

1.3 ADVANTAGES:

- You are not needed to carry cash.
- You can have your paycheck put directly into your bank account.
- If you don't go over the card's limit, you can buy whatever you want without having the money right away.
- Cards can be used to pay for what you need in an unforeseen financial emergency. Your credit report will benefit from wise use.

1.4 DISADVANTAGES:

- Encourages extravagance, which can lead to excessive debt and bankruptcy. Extra or hidden fees, as well as high interest rates, are common features of credit cards.
- When you use credit or debit cards, you place yourself at a larger risk of identity theft than when you use cash. It's possible that cards will be misplaced.

1.5 PAPER MONEY

A paper money (also known as a bill, paper money, or simply a note) is a type of negotiable instrument that is used as money. It is a promissory note issued by a bank that is payable to the bearer on demand.

Traditional banknotes have mainly been superseded by national currencies issued by governments or central banks. National banknotes are normally considered legal currency and accepted at face value. Western countries' national banknotes have a history of being backed by gold or silver, and often both; nevertheless, the majority of today's national banknotes are not backed by precious metals or commodities and have merely fiat value. Except for non-circulating high-value or precious metal issues, coins are used for lower-valued monetary units and banknotes for higher-valued monetary units.

1.6 HISTORY

Paper money was first utilized in China in the seventh century AD but was eventually phased out in 1455. In 1694, the use of folding currency was revived in England. The most serious issue with paper money was its wear; due to changing ownership and usage over time, the paper money had a very short life span. Initially, Australia was the first to design the plastic note, which has a longer life span but is recycled after use. Plastic notes also protect the government from copying because paper notes are easy to copy but plastic notes are not.

Plastic money notes are similar to paper money notes, with the exception that they are constructed of plastic and are therefore safer. However, whether travelling or shopping, individuals used to carry large amounts of cash, which was insecure and contributed to an increase in crime. Then, to address the difficulty of carrying large amounts of cash, cards were introduced into the world, and the card became known as plastic money.

The use of plastic money has expanded in the manner of payment of large amounts, and many various varieties of plastic money have been introduced over time, enhancing the features of plastic money such as its ability to be used everywhere in the world. With the power of VISA, which connects the different countries, the world is becoming more globalised, and every card is accepted everywhere.

CHAPTER-2:

REVIEW OF LITERATURE

2. LITERATURE REVIEW

Carow and Kenneth (1999), “Debit, Credit, or Cash: Survey evidence on Gasoline Purchases.” They looked at whether customers could pay using debit, general purpose credit cards, fuel credit cards, or cash. Consumers are more likely to use cash when they have less education, lower incomes, are middle-aged, and own fewer credit cards, according to the findings of a nested multinomial logit model. Users of debit and credit cards are younger, more educated, and have more credit cards than non-users. Debit card users are less likely to utilize their credit card for gas purchases. As a result, increased debit card usage is expected to put the most competitive pressure on the fuel credit card programme.

Barker (1992) “Globalization of credit card usage” The case of a developing economy" surveys two groups of 200 card holders and non-holders to find out how Turkish customers feel about credit cards and how card issuers respond. The upper middle class's more educated, middle-aged members appear to be the main target; the most important reasons for using a credit card were "ease of payment," followed by "danger of carrying cash," and so on, Non-holders do not carry credit cards because they do not know much about them; informal sources of information appear to be more influential than mass media advertising in penetrating the market; proposes that credit card usage and administration are heavily influenced by the country's infrastructure, and thus credit card companies must modify their marketing and administrative procedures rather than following a standardized approach; proposes that credit card companies must modify their marketing and administrative procedures rather than following a standardized approach..

Vora and Gidwani (1993) “Plastic at a premium” According to the findings, credit cards are tremendously beneficial to those who use them to boost their purchasing power via plastic cards. Different cards offer different packages to entice clients, such as teleticketing, discounts, insurance coverage, and reward points, among other things. According to the author of Review of Literature 33, the cardholder market has the potential to rise to 7 million people if all taxpaying residents are included. However, if the Indian customer is credit-shy, these valiant efforts to improve services will have a limited impact. They must adjust their spending patterns and keep their card active for a piece of plastic to effectively become a premium card.

Mathur and George (1994) “Use of credit-cards by older American” This graph depicts

the credit card spending patterns of older persons. When the circumstances and chances for consumption in both groups are identical, older persons use credit cards as frequently as younger adults, according to a large national sample of respondents from various age categories. Contrary to popular opinion, older individuals do not use credit cards, the evidence implies that practitioners should cease thinking about consumer targets in terms of age and instead focus on the factors that influence one's tendency to use credit cards. Income, employment, retirement status, and buying habits should all be considered. While general credit card usage declines with age, a subset of elderly consumers continues to use credit cards throughout their lives. Alternative factors for appealing to adult Americans, such as income and employment position, are suggested by the findings of this study. Targeting older customers based on their age may not only alienate them, but it may also result in fewer potential customers.

Almeida (1995) “The Future in cards” More than 1.1 million Indians hold credit cards, indicating that the credit card industry is flourishing. As issuing banks become more active, their numbers are anticipated to expand even quicker. According to studies, more than 4000 businesses in the country accept credit cards. The country currently has all of the ingredients for a thriving credit card industry: a fast developing and highly acquisitive middle class, a growing need for travel and leisure, sophisticated merchant establishment, and increased financial system transparency. The use of acquiring banks for merchant business has reduced commissions, and if the issuing bank is also the acquiring bank, it receives the entire merchant discount. Finally, no payment system will ever be able to completely replace cash in India until people change their buying habits and keep their cards active, transforming a piece of plastic into a premium card.

Torbet and Marshall (1995) “One in the eye to plastic card fraud.” The possible application of behavioral and physiological biometric approaches in the fight against credit card theft in the retail environment is investigated in this paper. Different strategies are discussed, including automatic speaker, dynamic signature verification, fingerprint, facial recognition, retinal and iris scanning, and hand and finger geometry. While biometric technologies have the potential to reduce plastic card fraud, the author believes that several issues must be addressed before they can be used in retail settings, including recognition performance, speed of use, usability, customer acceptance, device cost, and industry standards for biometric devices.

Worthington (1995) “The cashless society” The cashless society, in which inconvenient and expensive-to-handle coins and notes are replaced with efficient electronic payments triggered by a variety of plastic cards, is an enticing promise for the twenty-first century. Some of the interested parties will benefit more than others if the cashless society becomes a reality.. If the cashless society becomes a reality, some of the interested parties will benefit more than others. The motivation of those who want to promote a cashless society is outlined in this paper, as well as the ramifications for marketers tasked with gaining public acceptability for plastic card payment. Beginning with a European-wide overview of the European plastic card market, this report concentrates on recent trends in the United Kingdom, one of Europe's top countries in terms of plastic card usage. The plastic card payment product is examined under three headings: pay later, pay now, and pay before, with an assessment of each form of plastic card's future prospects in contributing to the establishment of a cashless society.

Radhakrishnan (1996) Study on “DEBIT CARDS” This demonstrates that debit cards have a wider acceptance than credit cards due to the certainty of payments to stores, cardholders moving to debit cards due to interest-free periods to avoid excessive interest costs, annual charges as opposed to debit cards, and so on. The report finds that the country's growing service industry, electronic fund transfers, and point-of-sale systems provide banks with a significant opportunity to reduce costs connected with paper-based clearing and payment services. Following that, debit cards can be introduced, with the goal of reaching a critical mass in the number of cards issued so that the operation becomes cost effective.

Fernand (1998) “What credit card firms won’t tell you.” Shows that Convenience of credit card is not without its cost. The author cautioned customers to use their cards wisely and rationally because when selecting a card, the cardholder must consider various costs such as annual fees, transaction fees, membership fees, interest on revolving credit, lost card liability, reward points, and facilities associated with various cards. If cardholders do not appraise the card before using it, they may get into a debt trap. It happens in the normal course, that card companies won’t tell each and every thing to cardholder like whether interest charges are annually or monthly, transaction fees for using ATM, annual fees VS. Transaction fees, lost card liabilities for unauthorized use of card etc. According to author the card pushers offer a convenience, but a good thing never comes with any strings attached.

Joshi (1996) “Variants in plastic.” According to the author, card issuers are attempting to incorporate innovative payment card technology such as debit and smart cards. Various reasons, including the advent of customer-friendly technology, a competitive marketing environment, the increase of the financially intelligent consumer who avoids paying interest, and the appearance of new competitors, are gradually revolutionizing credit cards. Throughout recent years, the concept of debit cards as a new emerging payment mechanism has gained traction in the Asia-Pacific area. Because it is a novel notion, mass acceptance takes time and is not instantaneous. It indicates that credit card spending is higher than debit card spending, while debit card transactions are higher. Debit cards face technological and infrastructure challenges because they are not the same as credit cards. For this, the system must be operational, and significant technological expenditures are required. According to research, debit card profit margins are one-third lower than credit card profit margins. The author feels that India has an advantage as a latecomer to the card market since it can take benefit of global knowledge and competence in electronic payment systems to shorten its learning curve.

CHAPTER-3:
RESEARCH METHODOLOGY

3.1 RESEARCH PROBLEM

The use of plastic money or smart money is gaining a lot of importance. The research problem is to study the present and future scenario of plastic money and to know the perception of people towards plastic cards and the problems faced by them while using plastic money.

3.2 SIGNIFICANCE

This study will help in giving an insight on the topic “plastic money”. It will help in understanding the overall pattern of usage of plastic money for purchases/withdrawal of cash by Indian customers. It also examines the growing awareness among people across different socio-economic classes in India. The study is about the recent development in this market. The present study aims at analyzing how far plastic money as a medium of payment instrument, benefits the cardholders and the merchant establishments.

3.3 SCOPE

The study is conducted to get the information about the importance of plastic money in day-to-day life of public. The data was also collected from 80 respondents for the purpose of survey.

3.4 OBJECTIVES:

- To study the present and future scenario of plastic money and to know the perception of people towards plastic cards.
- To study the satisfaction level of consumers towards plastic money and the problems faced by them while using plastic money.
- To study the preference of people towards various plastic cards and to analyze risk associated with plastic money.

3.5 HYPOTHESIS

1. *HO*: There is no significance between the age of the people and the most convenient way to pay.
2. *HO*: There is no significance between profession of the people and the most convenient way to pay.
3. *HO*: There is no significance between the age of the people and people having any idea about plastic money.
4. *HO*: There is no significance between the income of people and the mode of payment they prefer while travelling.

5. *HO*: There is no significance between the income of people and their perception whether plastic cards are safe or not.
6. *HO*: There is no significance between the income of people and the benefits provided by the cards according to respondents.
7. *HO*: There is no significance between the profession and problems facing in processing the cards.

3.6 METHODOLOGY

The hunt for knowledge is referred to as research methodology. A scientific and methodical search for essential information on a certain topic can also be defined as research methodology. The term "advanced learners" inspired the term "research methodology." Some authors must define research methodology as a methodical approach to acquiring new information.

3.7 PRIMARY DATA COLLECTION:

When dealing with a real-world situation, it is frequently discovered that the data available is insufficient, necessitating the collection of appropriate data. There are various methods for gathering relevant data, each of which differs significantly in terms of cost, time, and other resources available to the researcher. This study was conducted using questionnaires.

3.8 SAMPLE SIZE:

A sample size of 80 respondents has been taken to carry out the research through the questionnaire developed to find out the awareness and trends in plastic and paper money.

3.9 TOOLS AND TECHNIQUES OF ANALYSIS

- **METHODOLOGY OF RANDOM SAMPLING** - In random sampling of a given size, all such subsets of the frame are assigned an equal probability.
- **DATA PRESENTATION** - The data is analyzed and shown using various charts, graphs, and pie charts.

3.10 CHI SQUARE ANALYSIS:

The chi-square statistic used in the chi square test has the following formula:

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

Degrees of freedom are denoted by the subscript "c." The actual value is "O", while the expected value is "E". The summation symbol indicates that each data item in your data set will require a calculation.

1. Is there any significance between age of people and the most convenient way to pay? (Q3 * Q15)

HO: There is no significance between the age of the people and the most convenient way to pay.

H1: There is significance between the age of the people and the most convenient way to pay.

OBSERVED FREQUENCIES (O_i)

| AGE | 15-25 | 25-35 | 35-50 | ABOVE | TOTAL |
|----------------|-----------|-----------|----------|----------|--------------|
| PAYMENT | YEARS | YEARS | YEARS | 50 | |
| MODE | | | | YEARS | |
| CASH | 26 | 4 | 4 | 3 | 37 |
| CARD | 34 | 6 | 3 | 0 | 43 |
| TOTAL | 60 | 10 | 7 | 3 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E(A_iB_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| AGE | 15-25 | 25-35 | 35-50 | ABOVE | TOTAL |
|--------------|-------|-------|--------|-------------|-------|
| PAYMENT MODE | YEARS | YEARS | YEARS | 50 YEARS | |
| CASH | 27.75 | 4.625 | 3.2375 | 1.3875 | 37 |
| CARD | 32.25 | 5.375 | 3.7625 | 1.6125 | 43 |
| TOTAL | 60 | 10 | 7 | 3 | 80 |

| O_i | E_i | $O_i - E_i$ | $(O_i - E_i)^2$ | $(O_i - E_i) / E_i$ |
|-------|-------|-------------|-----------------|---------------------|
| 26 | 27.75 | -1.75 | 3.06 | 0.11 |
| 4 | 4.63 | -0.63 | 0.39 | 0.08 |
| 4 | 3.24 | 0.76 | 0.58 | 0.18 |
| 3 | 1.39 | 1.61 | 2.60 | 1.87 |
| 34 | 32.25 | 1.75 | 3.06 | 0.09 |
| 6 | 5.38 | 0.63 | 0.39 | 0.07 |
| 3 | 3.76 | -0.76 | 0.58 | 0.15 |
| 0 | 1.61 | -1.61 | 2.60 | 1.61 |
| TOTAL | | | | 4.18 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 4.18$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (2 - 1) (4 - 1)$$

$$d.f = 3$$

CRITICAL VALUE:

$$\text{Critical value} = 7.815$$

$$7.815 > 4.18$$

Critical value > statistical value

CONCLUSION:

As the critical value is greater than the statistical value we accept H_0 , that is the null hypothesis and reject the alternate hypothesis and conclude that there is no significance between the age of the people and the most convenient way to pay.

2. Is there any significance between profession of people and the most convenient way to pay? (Q5 * Q15)

H_0 : There is no significance between profession of the people and the most convenient way to pay.

H_1 : There is significance between profession of the people and the most convenient way to pay.

OBSERVED FREQUENCIES (O_i)

| PROFESSION | GOVT. EMPLOYEE | PRIVATE EMPLOYEE | OWN BUSINESS | STUDENT | HOUSE WIFE | TOTAL |
|--------------|----------------|------------------|--------------|---------|------------|-------|
| PAYMENT MODE | | | | | | |
| CASH | 2 | 2 | 5 | 24 | 5 | 38 |
| CARD | 0 | 4 | 7 | 28 | 3 | 42 |
| TOTAL | 2 | 6 | 12 | 52 | 8 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E(A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| PROFESSION | GOVT. | PRIVATE | OWN | STUDENT | HOUSE WIFE | TOTAL |
|------------|-------|---------|-----|---------|------------|-------|
| | | | | | | |

| PAYMENT MODE | EMPLOYEE | EMPLOYEE | BUSINESS | | WIFE | |
|--------------|----------|----------|----------|------|------|----|
| CASH | 0.95 | 2.85 | 5.7 | 24.7 | 3.8 | 38 |
| CARD | 1.05 | 3.15 | 6.3 | 27.3 | 4.2 | 42 |
| TOTAL | 2 | 6 | 12 | 52 | 8 | 80 |

| O _i | E _i | O _i - E _i | (O _i - E _i) ² | (O _i - E _i) / E _i |
|----------------|----------------|---------------------------------|---|---|
| 2 | 0.95 | 1.05 | 1.10 | 1.16 |
| 2 | 2.85 | -0.85 | 0.72 | 0.25 |
| 5 | 5.70 | -0.70 | 0.49 | 0.09 |
| 24 | 24.70 | -0.70 | 0.49 | 0.02 |
| 5 | 3.80 | 1.20 | 1.44 | 0.38 |
| 0 | 1.05 | -1.05 | 1.10 | 1.05 |
| 4 | 3.15 | 0.85 | 0.72 | 0.23 |
| 7 | 6.30 | 0.70 | 0.49 | 0.08 |
| 28 | 27.30 | 0.70 | 0.49 | 0.02 |
| 3 | 4.20 | -1.20 | 1.44 | 0.34 |
| TOTAL | | | | 3.62 |
| L | | | | |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 3.62$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (2 - 1) (5 - 1)$$

$$d.f = 4$$

CRITICAL VALUE:

Critical value = 9.488

$$9.488 > 3.62$$

Critical value > statistical value

CONCLUSION:

As the critical value is greater than the statistical value we accept H_0 , that is the null hypothesis and reject the alternate hypothesis and conclude that there is no significance between the profession of the people and the most convenient way to pay.

3. Is there any significance between age of people and people having any idea about plastic money? ($Q_3 * Q_7$)

H_0 : There is no significance between the age of the people and people having any idea about plastic money

H_1 : There is significance between the age of the people and people having any idea about plastic money

OBSERVED FREQUENCIES (O_i)

| AGE | 15-25 YEARS | 25-35 YEARS | 35-50 YEARS | ABOVE 50 YEARS | TOTAL |
|--------------------------|-------------|-------------|-------------|----------------|-------|
| IDEA ABOUT PLASTIC MONEY | | | | | |
| YES | 50 | 9 | 3 | 2 | 64 |
| NO | 9 | 1 | 4 | 2 | 16 |
| TOTAL | 59 | 10 | 7 | 4 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E(A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| AGE | 15-25 YEARS | 25-35 YEARS | 35-50 YEARS | ABOVE 50 YEARS | TOTAL |
|--------------|-------------|-------------|-------------|----------------|-------|
| PAYMENT MODE | | | | | |

| | | | | | |
|--------------|-----------|-----------|----------|----------|-----------|
| YES | 47.2 | 8 | 5.6 | 3.2 | 64 |
| NO | 11.8 | 2 | 1.4 | 0.8 | 16 |
| TOTAL | 59 | 10 | 7 | 4 | 80 |

| O _i | E _i | O _i - E _i | (O _i - E _i) ² | (O _i - E _i)/ E _i |
|----------------|----------------|---------------------------------|--|---|
| 50 | 47.20 | 2.80 | 7.84 | 0.17 |
| 9 | 8.00 | 1.00 | 1.00 | 0.13 |
| 3 | 5.60 | -2.60 | 6.76 | 1.21 |
| 2 | 3.20 | -1.20 | 1.44 | 0.45 |
| 9 | 11.80 | -2.80 | 7.84 | 0.66 |
| 1 | 2.00 | -1.00 | 1.00 | 0.50 |
| 4 | 1.40 | 2.60 | 6.76 | 4.83 |
| 2 | 0.80 | 1.20 | 1.44 | 1.80 |
| TOTAL | | | | 9.74 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 9.74$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (2 - 1) (4 - 1)$$

$$d.f = 3$$

CRITICAL VALUE:

Critical value = 7.815

$$7.815 < 9.74$$

Critical value < statistical value

CONCLUSION:

As the critical value is lesser than the statistical value we reject H_0 , that is the null hypothesis and accept the alternate hypothesis and conclude that there is significance between the age of the people and people having any idea about plastic money.

4. Is there any significance between the income of people and the mode of payment they prefer while travelling? (Q5 * Q15)

H_0 : There is no significance between the income of people and the mode of payment they prefer while travelling.

H_1 : There is significance between the income of people and the mode of payment they prefer while travelling.

OBSERVED FREQUENCIES (O_i)

| INCOME PAYMENT MODE WHILE TRAVELLING | NOT YET EARNING | BELOW 1,00,000 | 1,00,000 TO 3,00,000 | 3,00,000 TO 5,00,000 | ABOVE 5,00,000 | TOTAL |
|---|--------------------|-------------------|----------------------------|----------------------------|-------------------|-------|
| CASH | 15 | 2 | 3 | 1 | 2 | 23 |
| CARD | 33 | 2 | 3 | 1 | 9 | 48 |
| CHEQUE | 2 | 0 | 0 | 0 | 0 | 2 |
| OTHERS | 7 | 0 | 0 | 0 | 0 | 7 |
| TOTAL | 57 | 4 | 6 | 2 | 11 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E (A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| INCOME PAYMENT WHILE TRAVELLING | NOT YET EARNING | BELOW 1,00,000 | 1,00,000 TO 3,00,000 | 3,00,000 TO 5,00,000 | ABOVE 5,00,000 | TOTAL |
|--|----------------------------|---------------------------|-------------------------------------|---------------------------------|---------------------------|--------------|
| CASH | 16.3875 | 1.15 | 1.725 | 0.575 | 3.1625 | 23 |
| CARD | 34.2 | 2.4 | 3.6 | 1.2 | 6.6 | 48 |
| CHEQUE | 1.425 | 2.4 | 3.6 | 1.2 | 6.6 | 2 |
| OTHERS | 4.9875 | 0.1 | 0.15 | 0.05 | 0.275 | 7 |
| TOTAL | 57 | 0.35 | 0.525 | 0.175 | 0.9625 | 80 |

| O_i | E_i | O_i - E_i | (O_i - E_i)² | (O_i - E_i)/ E_i |
|----------------------|----------------------|--------------------------------------|--|---|
| 15 | 16.39 | -1.39 | 1.93 | 0.12 |
| 2 | 1.15 | 0.85 | 0.72 | 0.63 |
| 3 | 1.73 | 1.27 | 1.61 | 0.93 |
| 1 | 0.58 | 0.42 | 0.18 | 0.30 |
| 2 | 3.16 | -1.16 | 1.35 | 0.43 |
| 33 | 34.2 | -1.20 | 1.44 | 0.04 |
| 2 | 2.40 | -0.40 | 0.16 | 0.07 |
| 3 | 3.60 | -0.60 | 0.36 | 0.10 |
| 1 | 1.20 | -0.20 | 0.04 | 0.03 |
| 9 | 6.60 | 2.40 | 5.76 | 0.87 |
| 2 | 1.42 | 0.58 | 0.34 | 0.24 |
| 0 | 0.10 | -0.10 | 0.01 | 0.10 |
| 0 | 0.15 | -0.15 | 0.02 | 0.15 |
| 0 | 0.05 | -0.05 | 0.00 | 0.05 |
| 0 | 0.27 | -0.27 | 0.07 | 0.27 |
| 7 | 4.98 | 2.02 | 4.08 | 0.82 |
| 0 | 0.35 | -0.35 | 0.12 | 0.35 |
| 0 | 0.52 | -0.52 | 0.27 | 0.52 |
| 0 | 0.17 | -0.17 | 0.03 | 0.17 |
| 0 | 0.96 | -0.96 | 0.92 | 0.96 |
| TOTAL | | | | 7.15 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 7.15$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (4 - 1) (5 - 1)$$

$$d.f = 12$$

CRITICAL VALUE:

Critical value = 21.026

$$21.026 > 7.15$$

Critical value > statistical value

CONCLUSION:

As the critical value is greater than the statistical value we accept H_0 , that is the null hypothesis and reject the alternate hypothesis and conclude that there is no significance between the income of people and the mode of payment they prefer while travelling.

5. Is there any significance between income of people and their perception whether plastic cards are safe or not? (Q6 * Q18)

H₀: There is no significance between the income of people and their perception whether plastic cards are safe or not.

H₁: There is significance between the income of people and their perception whether plastic cards are safe or not.

OBSERVED FREQUENCIES (O_i)

| INCOME PLASTIC CARD SAFE OR NOT ? | NOT YET EARNING | BELOW 1,00,000 | 1,00,000 TO 3,00,000 | 3,00,000 TO 5,00,000 | ABOVE 5,00,000 | TOTAL |
|---|--------------------|-------------------|----------------------------|----------------------------|-------------------|-------|
| YES | 24 | 5 | 6 | 4 | 6 | 45 |
| NO | 28 | 0 | 3 | 0 | 4 | 35 |

| | | | | | | |
|--------------|-----------|----------|----------|----------|-----------|-----------|
| TOTAL | 52 | 5 | 9 | 4 | 10 | 80 |
|--------------|-----------|----------|----------|----------|-----------|-----------|

EXPECTED FREQUENCY OF EACH CELL-

$E (A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| INCOME | NOT YET EARNING | BELOW 1,00,000 | 1,00,000 TO 3,00,000 | 3,00,000 TO 5,00,000 | ABOVE 5,00,000 | TOTAL |
|-----------------------------------|------------------------|-----------------------|-----------------------------|-----------------------------|-----------------------|--------------|
| PLASTIC CARD SAFE OR NOT ? | | | | | | |
| YES | 29.25 | 2.8125 | 5.0625 | 2.25 | 5.625 | 45 |
| NO | 22.75 | 2.1875 | 3.9375 | 1.75 | 4.375 | 35 |
| TOTAL | 52 | 5 | 9 | 4 | 10 | 80 |

| O_i | E_i | O_i - E_i | (O_i - E_i)² | (O_i - E_i)/ E_i |
|----------------------|----------------------|--------------------------------------|--|---|
| 24 | 29.25 | -5.25 | 27.56 | 0.94 |
| 5 | 2.81 | 2.19 | 4.80 | 1.71 |
| 6 | 5.06 | 0.94 | 0.88 | 0.17 |
| 4 | 2.25 | 1.75 | 3.06 | 1.36 |
| 6 | 5.62 | 0.38 | 0.14 | 0.03 |
| 28 | 22.75 | 5.25 | 27.56 | 1.21 |
| 0 | 2.18 | -2.18 | 4.75 | 2.18 |
| 3 | 3.93 | -0.93 | 0.86 | 0.22 |
| 0 | 1.75 | -1.75 | 3.06 | 1.75 |
| 4 | 4.37 | -0.37 | 0.14 | 0.03 |
| TOTAL | | | | 9.60 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 9.60$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (2 - 1) (5 - 1)$$

$$d.f = 4$$

CRITICAL VALUE:

$$\text{Critical value} = 9.488$$

$$9.488 < 9.60$$

$$\text{Critical value} < \text{statistical value}$$

CONCLUSION:

As the critical value is greater than the statistical value we reject H_0 , that is the null hypothesis and accept the alternate hypothesis and conclude that there is significance between the income of people and their perception whether plastic cards are safe or not.

6. Is there any significance between the income of people and the benefits provided by the cards according to respondents? (Q6 * Q14)

H₀: There is no significance between the income of people and the benefits provided by the cards according to respondents.

H₁: There is significance between the income of people and the benefits provided by the cards according to respondents.

OBSERVED FREQUENCIES (O_i)

| INCOME | NOT YET | BELOW | 1,00,000 | 3,00,000 | ABOVE | TOTAL |
|--------------------------|----------------|-----------------|-----------------|-----------------|-----------------|--------------|
| BENEFITS PROVIDED | EARNING | 1,00,000 | TO | TO | 5,00,000 | |
| SAFETY | 13 | 2 | 1 | 0 | 1 | 17 |
| ANY TIME | 15 | 1 | 2 | 1 | 5 | 24 |
| ACCESS | | | | | | |
| DISCOUNTS | 10 | 2 | 2 | 2 | 2 | 18 |

| | | | | | | |
|---------------|-----------|----------|----------|----------|-----------|-----------|
| EASY TO CARRY | 13 | 1 | 4 | 1 | 2 | 21 |
| TOTAL | 51 | 6 | 9 | 4 | 10 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E (A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| INCOME BENEFITS PROVIDED | NOT YET EARNING | BELOW 1,00,000 | 1,00,000 TO 3,00,000 | 3,00,000 TO 5,00,000 | ABOVE 5,00,000 | TOTAL |
|--------------------------|-----------------|----------------|----------------------|----------------------|----------------|-----------|
| SAFETY | 10.8375 | 1.275 | 1.9125 | 0.85 | 2.125 | 17 |
| ANY TIME ACCESS | 15.3 | 1.8 | 2.7 | 1.2 | 3 | 24 |
| DISCOUNTS | 11.475 | 1.35 | 2.025 | 0.9 | 2.25 | 18 |
| EASY TO CARRY | 13.3875 | 1.575 | 2.3625 | 1.05 | 2.625 | 21 |
| TOTAL | 51 | 6 | 9 | 4 | 10 | 80 |

| O_i | E_i | $O_i - E_i$ | $(O_i - E_i)^2$ | $(O_i - E_i) / E_i$ |
|-------|---------|-------------|-----------------|---------------------|
| 13 | 10.8375 | 2.16 | 4.68 | 0.43 |
| 2 | 1.275 | 0.73 | 0.53 | 0.41 |
| 1 | 1.9125 | -0.91 | 0.83 | 0.44 |
| 0 | 0.85 | -0.85 | 0.72 | 0.85 |
| 1 | 2.125 | -1.13 | 1.27 | 0.60 |
| 15 | 15.3 | -0.30 | 0.09 | 0.01 |
| 1 | 1.8 | -0.80 | 0.64 | 0.36 |
| 2 | 2.7 | -0.70 | 0.49 | 0.18 |
| 1 | 1.2 | -0.20 | 0.04 | 0.03 |
| 5 | 3 | 2.00 | 4.00 | 1.33 |
| 10 | 11.475 | -1.48 | 2.18 | 0.19 |
| 2 | 1.35 | 0.65 | 0.42 | 0.31 |

| | | | | |
|-------------------|-------------|-------|------|-------------|
| 2 | 2.02 5 | -0.02 | 0 | 0 |
| 2 | 0.9 | 1.10 | 1.21 | 1.34 |
| 2 | 2.25 | -0.25 | 0.06 | 0.03 |
| 13 | 13.3 875 | -0.39 | 0.15 | 0.01 |
| 1 | 1.57 5 | -0.58 | 0.33 | 0.21 |
| 4 | 2.36 25 | 1.64 | 2.68 | 1.13 |
| 1 | 1.05 | -0.05 | 0 | 0 |
| 2 | 2.62 5 | -0.63 | 0.39 | 0.15 |
| TOT AL | | | | 8.02 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 8.02$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (4 - 1) (5 - 1)$$

$$d.f = 12$$

CRITICAL VALUE:

Critical value = 21.026

$$21.026 > 8.02$$

Critical value > statistical value

CONCLUSION:

As the critical value is greater than the statistical value we accept HO, that is the null hypothesis and reject the alternate hypothesis and conclude that there is no significance between the income of people and the benefits provided by the cards according to respondents.

7. Is there any significance between the profession and problems facing in processing the cards? (Q6 * Q14)

HO: There is no significance between the profession and problems facing in processing the cards

H1: There is significance between the profession and problems facing in processing the cards

OBSERVED FREQUENCIES (O_i)

| PROFESSION | GOVT. EMPLOYEE | PRIVATE EMPLOYEE | OWN BUSINESSES | STUDENT | HOUSEWIFE | TOTAL |
|--|-----------------------|-------------------------|-----------------------|----------------|------------------|--------------|
| PROBLEMS FACED IN PROCESSING THE CARD | | | | | | |
| FEAR OF INSECURITY | 0 | 1 | 2 | 14 | 1 | 18 |
| FEAR OF LOSING THE CARD | 0 | 1 | 2 | 14 | 1 | 18 |
| UNNECESSARY FORMALITIES | 0 | 1 | 3 | 11 | 1 | 16 |
| HIGH FEE COLLECTED BY BANKS | 0 | 0 | 3 | 9 | 2 | 14 |
| OTHERS | 0 | 1 | 0 | 9 | 4 | 14 |
| TOTAL | 0 | 4 | 10 | 57 | 9 | 80 |

EXPECTED FREQUENCY OF EACH CELL-

$E (A_i B_j) = \text{Row Total} \times \text{Column Total} / \text{Total observations}$

EXPECTED FREQUENCIES (E_i)

| PROFESSION | GOV T. EMPLO YEE | PRIVATE EMPLOYE E | OWN BUSINES S | STUDENT | HOUSE WIFE | TOTAL |
|---|---------------------------|-------------------------|---------------------|------------|---------------|-----------|
| PROBLEMS FACED IN PROCESSIN G THE CARD | | | | | | |
| FEAR OF INSECURITY | 0 | 0. 9 | 2.25 | 12.82 5 | 2.025 | 18 |
| FEAR OF LOSING THE CARD | 0 | 0. 9 | 2.25 | 12.82 5 | 2.025 | 18 |
| UNNECESSARY FORMALITIES | 0 | 0. 8 | 2 | 11.4 | 1.8 | 16 |
| HIGH FEE COLLECTED BY BANKS | 0 | 0. 7 | 1.75 | 9.975 | 1.575 | 14 |
| OTHERS | 0 | 0. 7 | 1.75 | 9.975 | 1.575 | 14 |
| TOTAL | 0 | 4 | 10 | 57 | 9 | 80 |

| O_i | E_i | $O_i - E_i$ | $(O_i - E_i)^2$ | $(O_i - E_i) / E_i$ |
|-------|--------|-------------|-----------------|---------------------|
| 0 | 0 | 0 | 0 | 0 |
| 1 | 0.9 | 0.10 | 0.01 | 0.01 |
| 2 | 2.25 | -0.25 | 0.06 | 0.03 |
| 14 | 12.825 | 1.18 | 1.38 | 0.11 |
| 1 | 2.025 | -1.03 | 1.05 | 0.52 |
| 0 | 0 | 0 | 0 | 0 |
| 1 | 0.9 | 0.10 | 0.01 | 0.01 |
| 2 | 2.25 | -0.25 | 0.06 | 0.03 |
| 14 | 12.825 | 1.18 | 1.38 | 0.11 |
| 1 | 2.025 | -1.03 | 1.05 | 0.52 |
| 0 | 0 | 0 | 0 | 0 |
| 1 | 0.8 | 0.20 | 0.04 | 0.05 |
| 3 | 2 | 1 | 1 | 0.50 |
| 11 | 11.4 | -0.40 | 0.16 | 0.01 |
| 1 | 1.8 | -0.80 | 0.64 | 0.36 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0.7 | -0.70 | 0.49 | 0.70 |
| 3 | 1.75 | 1.25 | 1.56 | 0.89 |
| 9 | 9.975 | -0.98 | 0.95 | 0.10 |

| | | | | |
|--------------|-------|-------|------|-------------|
| 2 | 1.575 | 0.43 | 0.18 | 1.11 |
| 0 | 0 | 0 | 0 | 0 |
| 1 | 0.7 | 0.30 | 0.09 | 0.13 |
| 0 | 1.75 | -1.75 | 3.06 | 1.75 |
| 9 | 9.975 | -0.98 | 0.95 | 0.10 |
| 4 | 1.575 | 2.43 | 5.88 | 3.73 |
| TOTAL | | | | 9.76 |

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$X^2 = 9.76$$

DEGREE OF FREEDOM:

$$d.f = (r - 1) (c - 1)$$

$$d.f = (5 - 1) (5 - 1)$$

$$d.f = 16$$

CRITICAL VALUE:

Critical value = 26.296

$$26.296 > 9.76$$

Critical value > statistical value

CONCLUSION:

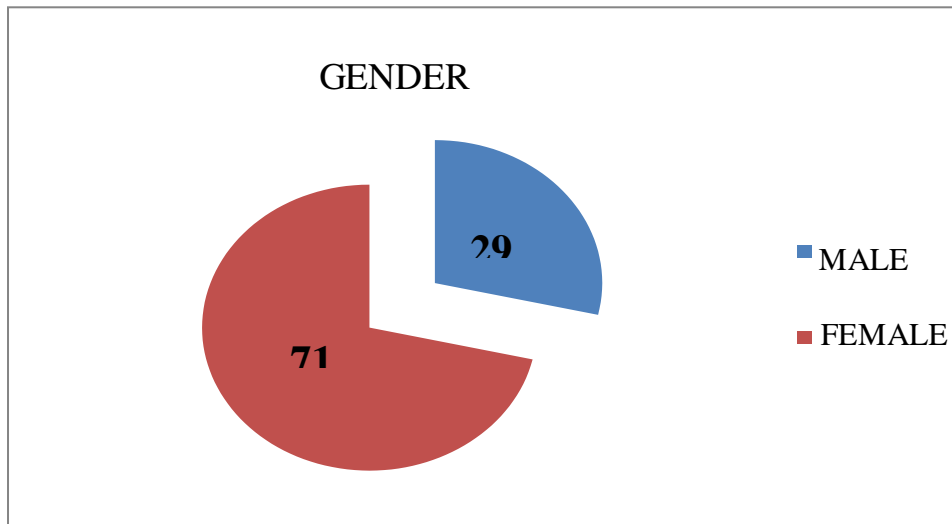
As the critical value is greater than the statistical value we accept H_0 , that is the null hypothesis and reject the alternate hypothesis and conclude that there is no significance the profession and problems facing in processing the cards.

CHAPTER-4:
DATA ANALYSIS AND INTERPRETATION

1. GENDER

a) MALE b) FEMALE

| GENDER | FREQUENCY |
|--------|-----------|
| MALE | 24 |
| FEMALE | 60 |



SOURCE: Primary data

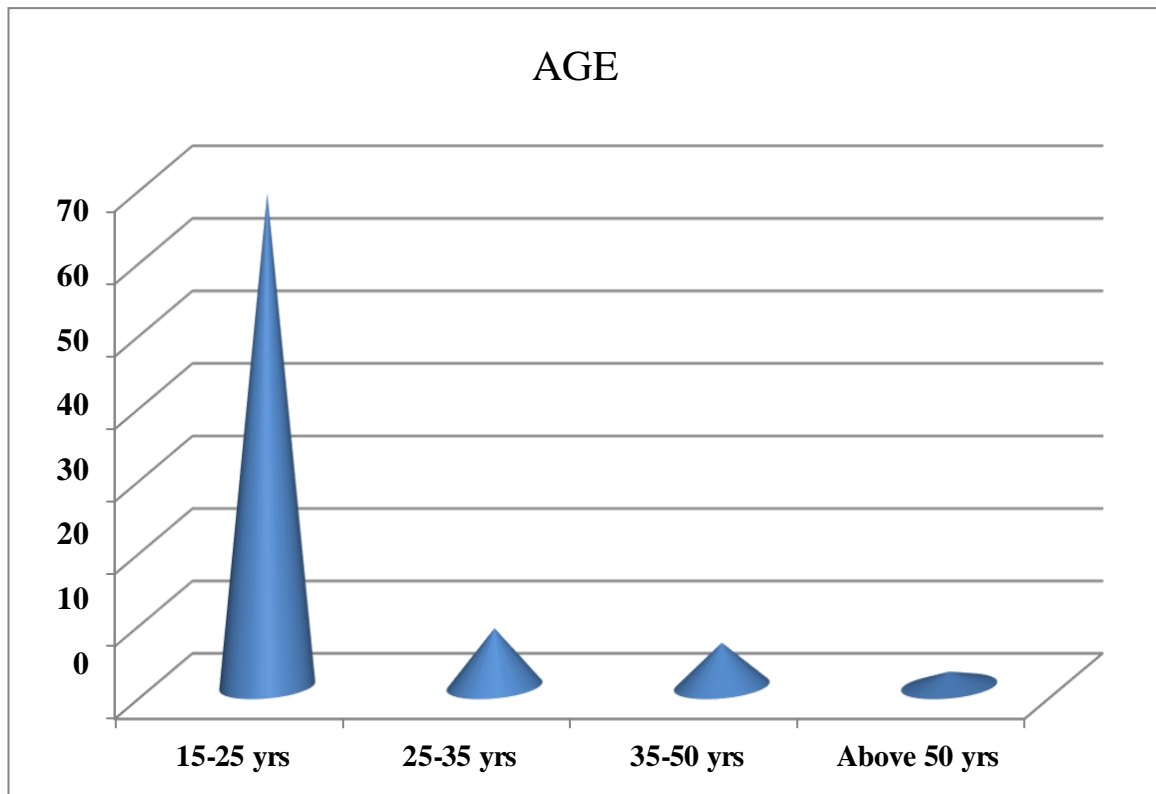
INTEPRETATION:

From the above table and pie chart that is representing gender of the respondents it is observed that out of the total 85 respondents, 71% respondents are female and 29% respondents are male.

2. AGE

a) 15-25 yrs b) 25-35 yrs. c) 35-50 yrs d) Above 50 yrs

| AGE | FREQUENCY |
|--------------|-----------|
| 15-25 yrs | 68 |
| 25-35 yrs | 8 |
| 35-50 yrs | 6 |
| Above 50 yrs | 2 |



SOURCE: Primary data

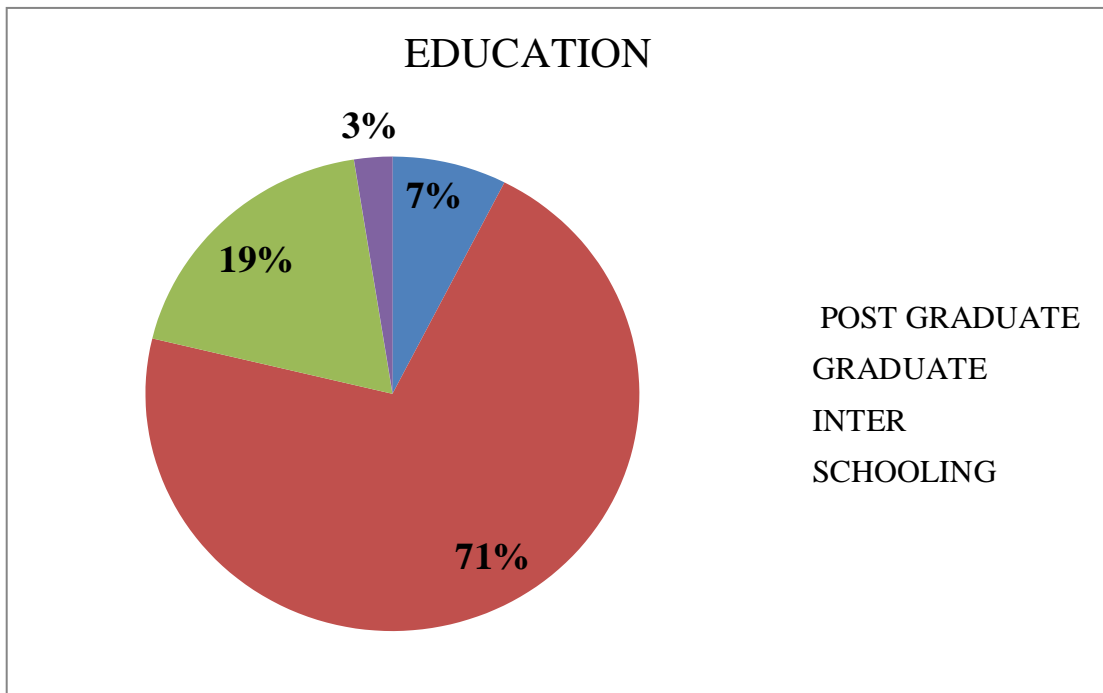
INTEPRETATION:

From the above pie diagram which is representing the age group of respondents it is observed that 81% respondents belong to the age group of 15-25 years, 10% respondents belong to the age group of 25-35 years, 7% respondents belong to the age group of 35-50 years and 2% respondents belong to the age group of above 50 years.

3. EDUCATION

a) Post graduate b) Graduate c) Inter d) Schooling

| EDUCATION | FREQUENCY |
|---------------|-----------|
| POST GRADUATE | 6 |
| GRADUATE | 57 |
| INTER | 15 |
| SCHOOLING | 2 |



SOURCE: Primary data

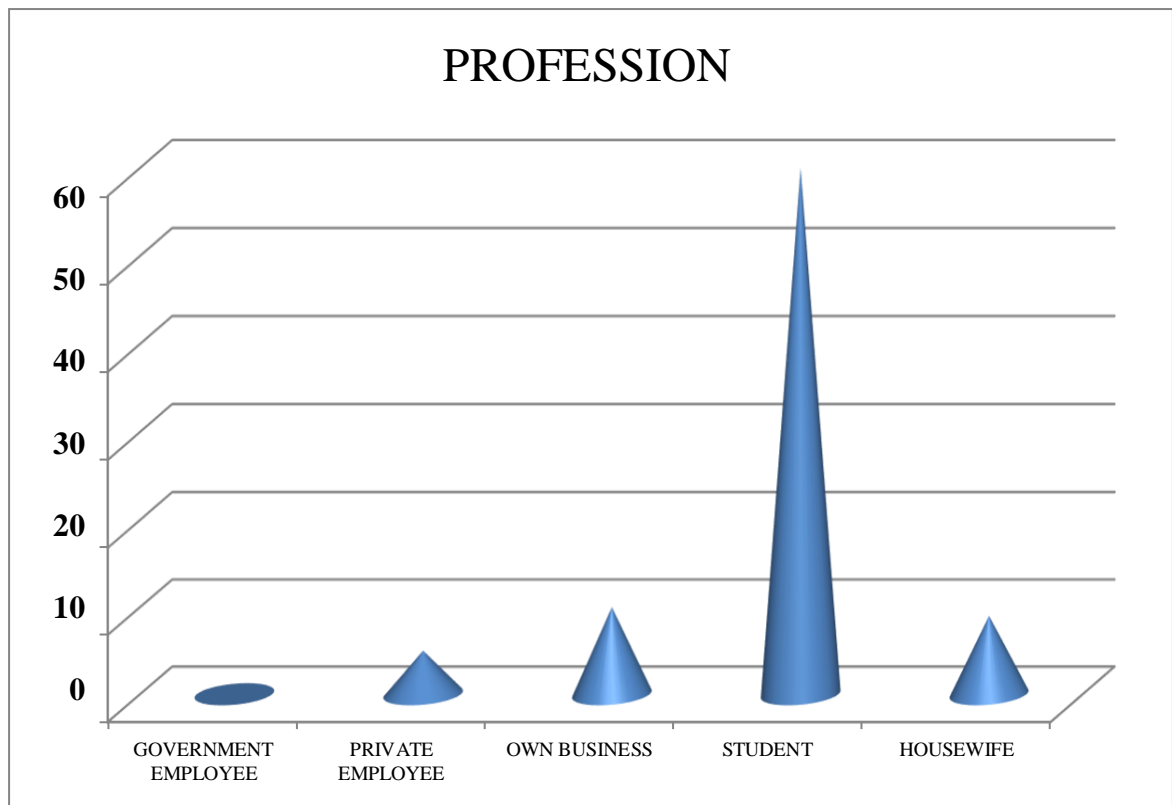
INTEPRETATION:

From the above pie diagram which is representing the education qualification of the respondents it is observed that 71% respondents are graduate, 19% respondents have completed their intermediate, 7% respondents are post graduate and 3% respondents are doing their schooling.

4. PROFESSION

- a) Government employee. b) Private employee. c) Own business
d) Student e) Housewife

| PROFESSION | FREQUENCY |
|---------------------|-----------|
| GOVERNMENT EMPLOYEE | 0 |
| PRIVATE EMPLOYEE | 5 |
| OWN BUSINESS | 10 |
| STUDENT | 60 |
| HOUSEWIFE | 9 |



SOURCE: Primary data

INTEPRETATION:

From the above pie diagram which is representing the profession of the respondents it is observed that 71.4% respondents are students, 11.4% respondents have their own business, 10.7% respondents are housewife, and 6% respondents are private employees.

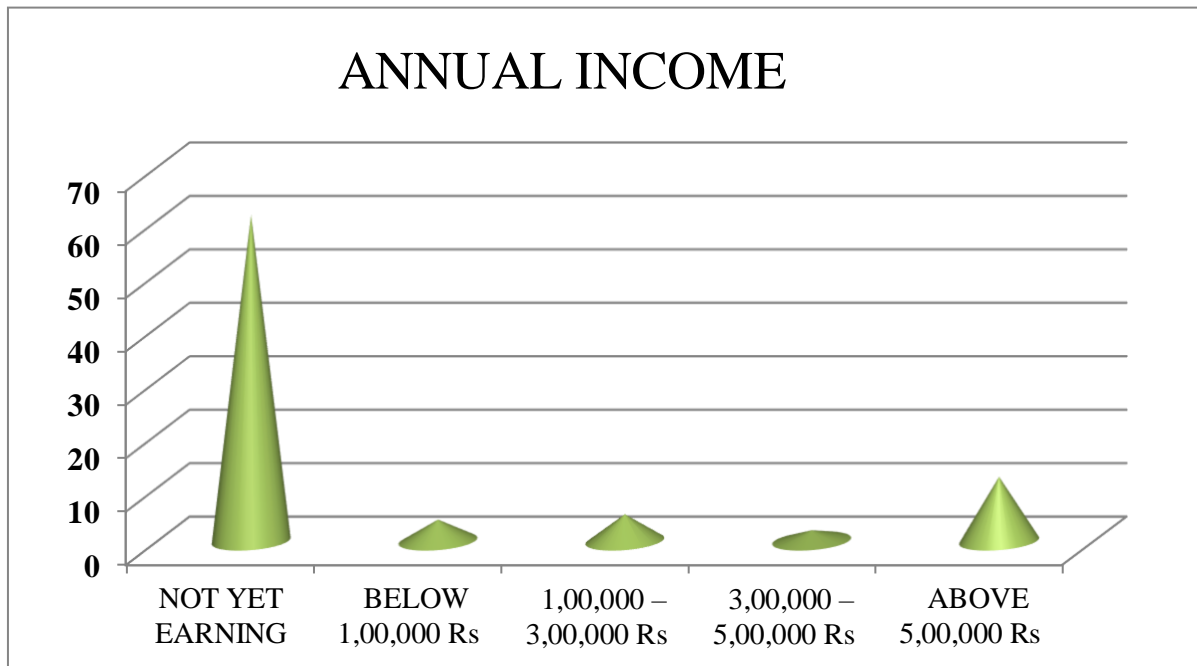
5. ANNUAL INCOME

a) Not earning yet
d) 300000-500000
Rs

b) Below 100000 Rs
e) Above 500000 Rs

c) 100000-300000 Rs

| ANNUAL INCOME | FREQUENCY |
|------------------------|-----------|
| NOT YET EARNING | 61 |
| BELOW 1,00,000 Rs | 4 |
| 1,00,000 – 3,00,000 Rs | 5 |
| 3,00,000 – 5,00,000 Rs | 2 |
| ABOVE 5,00,000 Rs | 12 |



SOURCE: Primary data

INTEPRETATION:

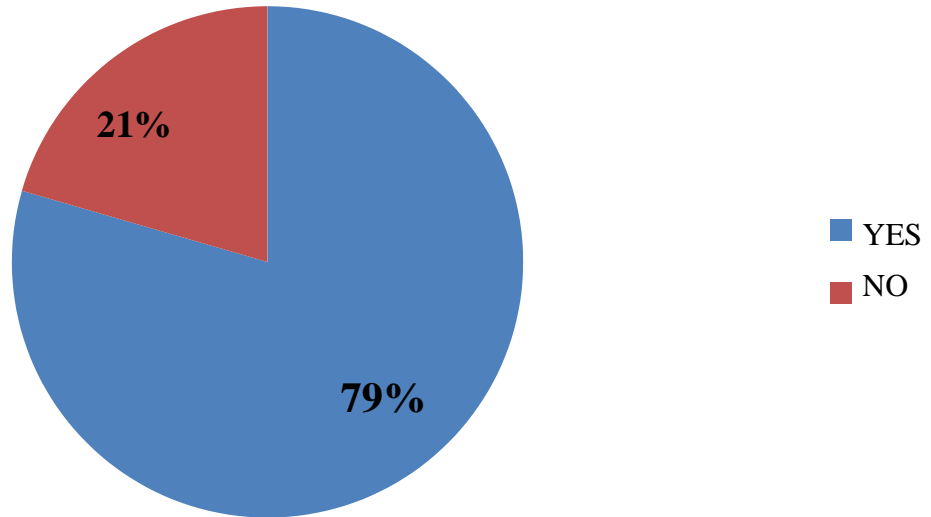
From the above pie diagram which is representing the annual income of the respondents it is observed that 72.6% respondents are not earning yet, 14.3% respondents have an annual income of above Rs500000, 6% respondents have an annual income between Rs100000-300000, 4.48% respondents have an annual income below Rs100000 and 2.4% respondents have an annual income between Rs300000-500000.

6. DO YOU HAVE ANY IDEA ABOUT PLASTIC MONEY?

- a) Yes b) No

| ANY IDEA ABOUT PLASTIC MONEY | FREQUENCY |
|------------------------------|-----------|
| YES | 62 |
| NO | 16 |

ANY IDEA ABOUT PLASTIC MONEY ?



SOURCE: Primary data

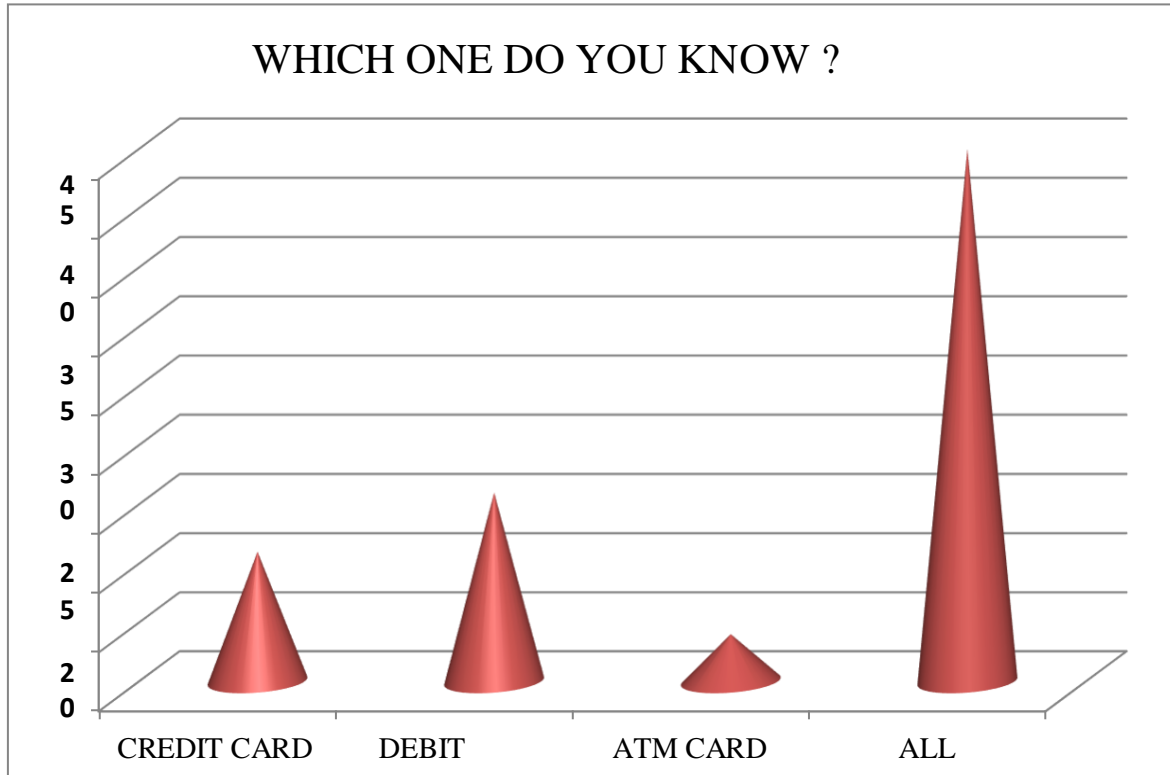
INTERPRETATION:

From the above pie diagram, it is observed that 79% respondents have an idea of plastic money and 20% respondents have no idea of plastic money.

7. IF YES, WHICH ONE?

- a) Credit card b) Debit card c) ATM card. d) All

| IF YES WHICH ONE | FREQUENCY |
|------------------|-----------|
| CREDIT CARD | 11 |
| DEBIT CARD | 16 |
| ATM CARD | 4 |
| ALL | 45 |



SOURCE: Primary data

INTERPRETATION:

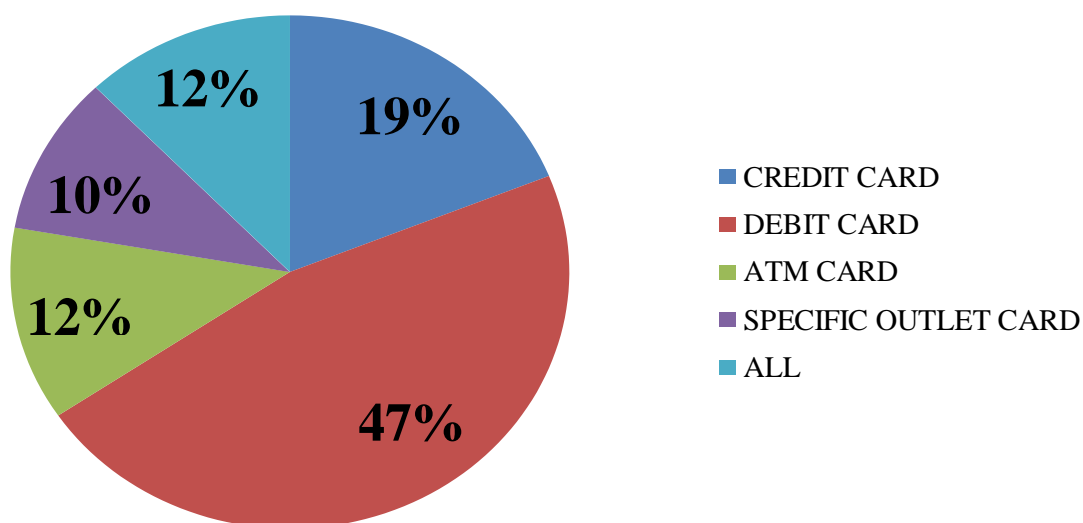
From the above graph it is observed that 17.7% respondents know credit card, 25.8% respondents know debit card, 6.5% respondents know ATM card and 72.6% respondents know all the cards.

8. DO YOU HAVE ANY OF THESE CARDS?

- a) Credit card. b) Debit card. c) ATM card
- d) Specific outlet card. e) All

| DO YOU HAVE ANY OF THESE CARDS | FREQUENCY |
|--------------------------------|-----------|
| CREDIT CARD | 17 |
| DEBIT CARD | 42 |
| ATM CARD | 11 |
| SPECIFIC OUTLET CARD | 9 |
| ALL | 11 |

DO YOU HAVE ANY OF THESE CARDS



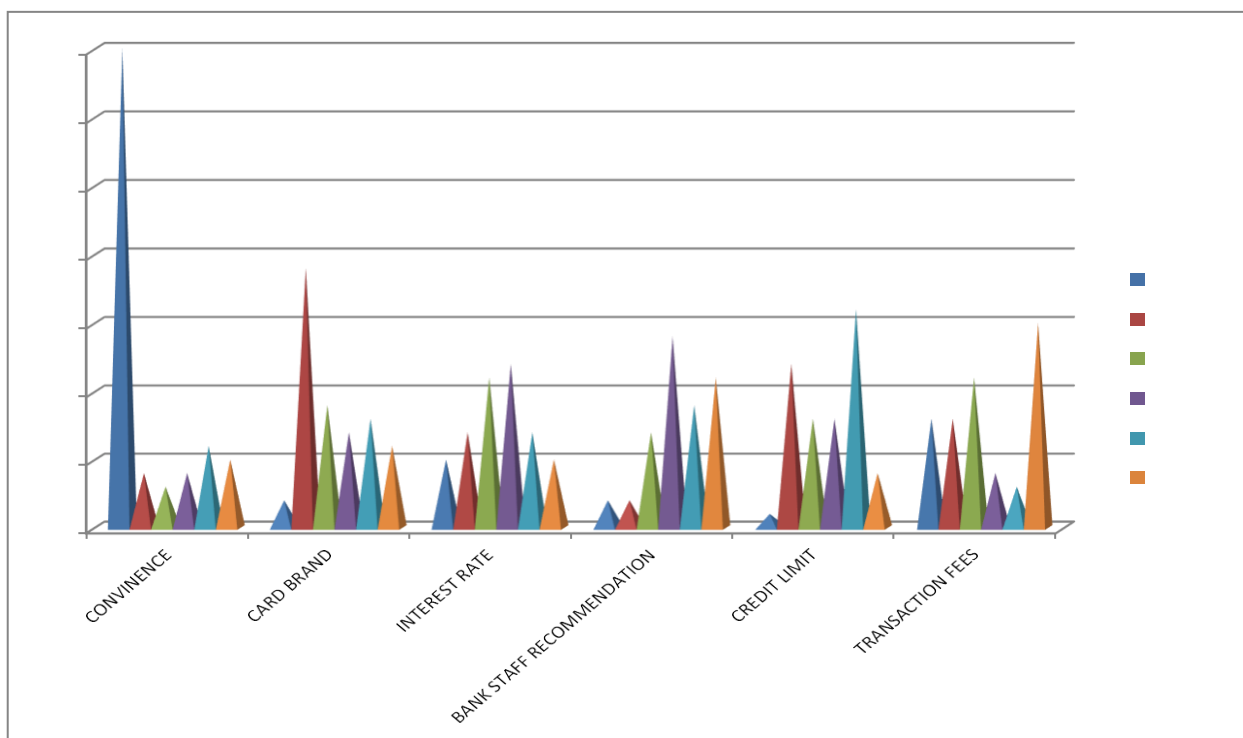
SOURCE: Primary data

INTERPRETATION:

From the above graph it is observed that 19% respondents have Credit card, 47% respondents have Debit card, 12% respondents have ATM card, 10% respondents have Specific outlet card and 12% respondents have All the cards.

9. INDICATE THE MOST IMPORTANT FACTORS THAT INFLUENCE YOU IN ADOPTION OF CARDS. GIVE RANKING FROM 1 – 6 SUCH THAT 1 IS GIVEN THE MOST INFLUENCING FACTOR.

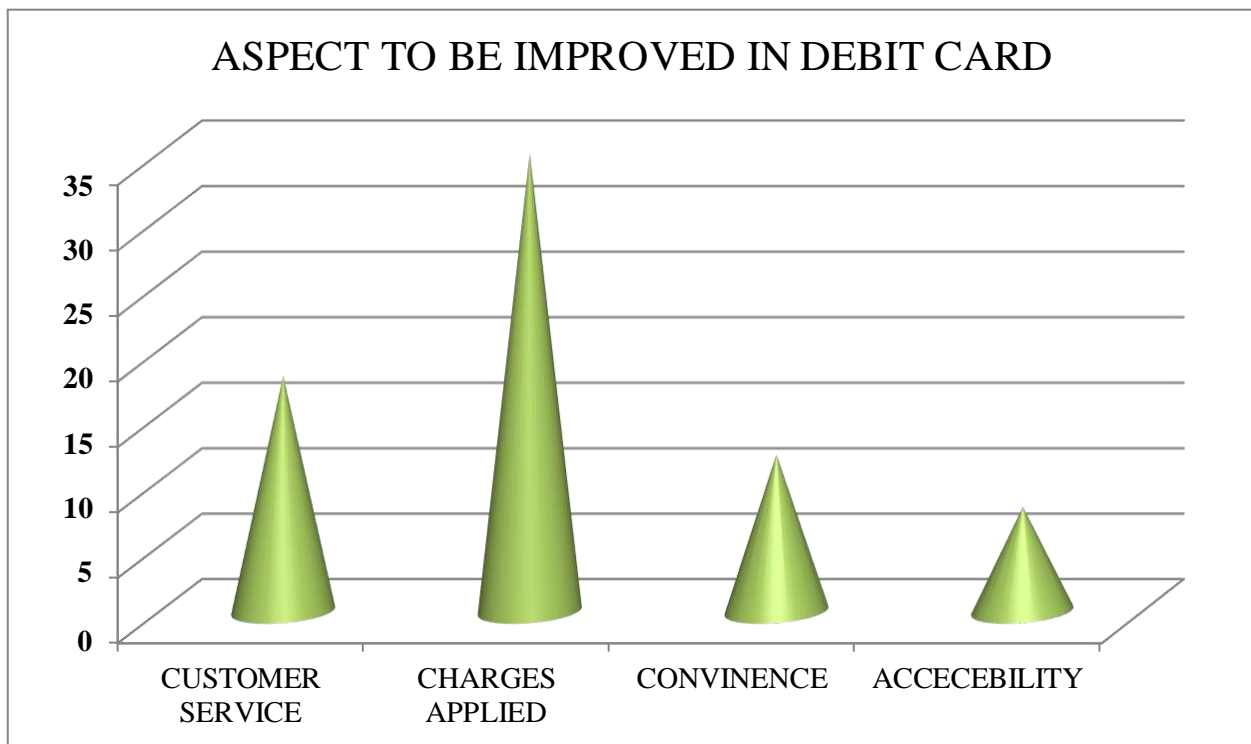
| | CONVINEN CE | CARD BRAN D | INTERE ST RATE | BANK STAFF RECOMMENDAT ION | CREDI T LIMIT | TRAN SACTI ON FEES |
|--------|----------------|-------------------|----------------------|----------------------------------|---------------------|-----------------------------|
| RANK 1 | 35 | 2 | 5 | 2 | 1 | 8 |
| RANK 2 | 4 | 19 | 7 | 2 | 12 | 8 |
| RANK 3 | 3 | 9 | 11 | 7 | 8 | 11 |
| RANK 4 | 4 | 7 | 12 | 14 | 8 | 4 |
| RANK 5 | 6 | 8 | 7 | 9 | 16 | 3 |
| RANK 6 | 5 | 6 | 5 | 11 | 4 | 15 |



10A. TICK THE ASPECTS ACCORDING TO YOU THAT SHOULD BE IMPROVED IN DEBIT CARD?

a) Customer service. b) Charges applied c) Convivence d) Accecebility

| ASPECT TO BE IMPROVED IN DEBIT CARD | FREQUENC Y |
|-------------------------------------|---------------|
| CUSTOMER SERVICE | 18 |
| CHARGES APPLIED | 35 |
| CONVINENCE | 12 |
| ACCECEBILITY | 8 |



SOURCE: Primary data

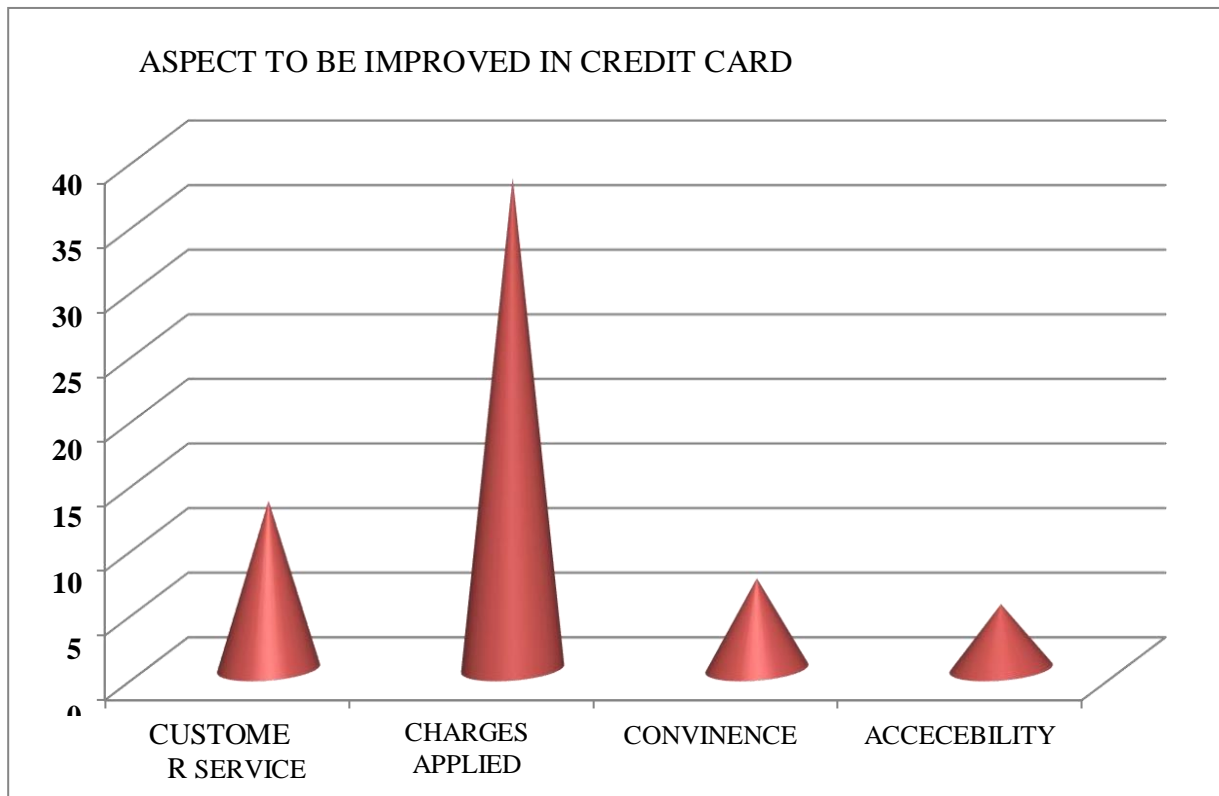
INTEPRETATION:

From the above table and graph we can say that majority of the respondents, that is 35 respondents wants that charges applied aspect to be improved in debit card and 18 of them think that customer service have to be improved and 12 and 8 respondents think that convenience and accessibility should improve.

10B. TICK THE ASPECTS ACCORDING TO YOU THAT SHOULD BE IMPROVED IN CREDIT CARD?

- a) Customer service. b) Charges applied. c) Convinence
- d) Accecebility

| ASPECT TO BE IMPROVED IN CREDIT CARD | FREQUENCY |
|--------------------------------------|-----------|
| CUSTOMER SERVICE | 13 |
| CHARGES APPLIED | 38 |
| CONVINENCE | 7 |
| ACCECEBILITY | 5 |



SOURCE: Primary data

INTERPRETATION:

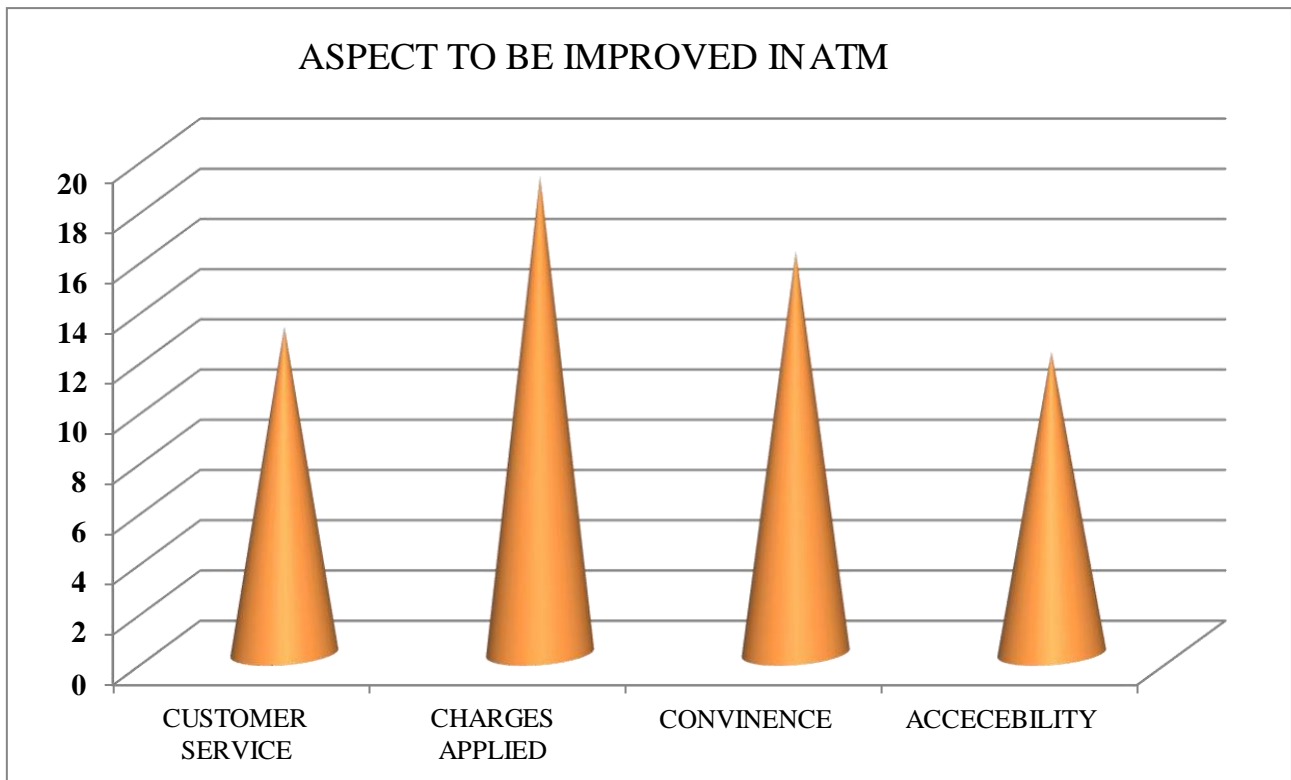
From the above table and graph we can say that majority of the respondents, that is 38 respondents wants that charges applied aspect to be improved in credit card and 13 of them think that customer service have to be improved and 7 and 5 respondents think that convenience and accessibility should improve.

10C. TICK THE ASPECTS ACCORDING TO YOU THAT SHOULD BE IMPROVED IN ATM CARD?

- a) Customer service. b) Charges applied c) Convenience
d) Accessibility

| ASPECT TO BE IMPROVED IN ATM CARD | FREQUENCY |
|-----------------------------------|-----------|
| CUSTOMER SERVICE | 13 |

| | |
|-----------------|----|
| CHARGES APPLIED | 19 |
| CONVINENCE | 16 |
| ACCECEBILITY | 12 |



SOURCE: Primary data

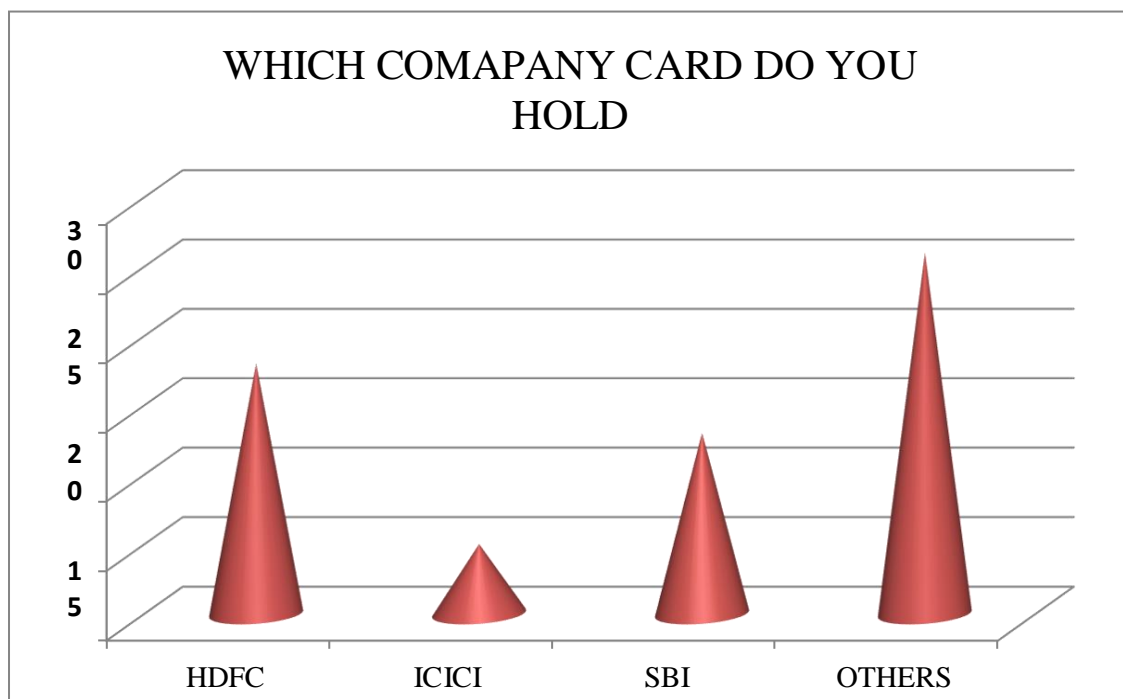
INTEPRETATION:

From the above table and graph we can say that majority of the respondents, that is 19 respondents wants that charges applied aspect to be improved in ATM card and 13 of them think that customer service have to be improved and 16 and 12 respondents think that convenience and accessibility should improve.

11. WHICH COMPANY CARD DO YOU HOLD?

- a) HDFC b) ICICI c) SBI d) Others

| WHICH COMAPANY CARD DO YOU HOLD ? | FREQUENCY |
|-----------------------------------|-----------|
| HDFC | 18 |
| ICICI | 5 |
| SBI | 13 |
| OTHER S | 26 |



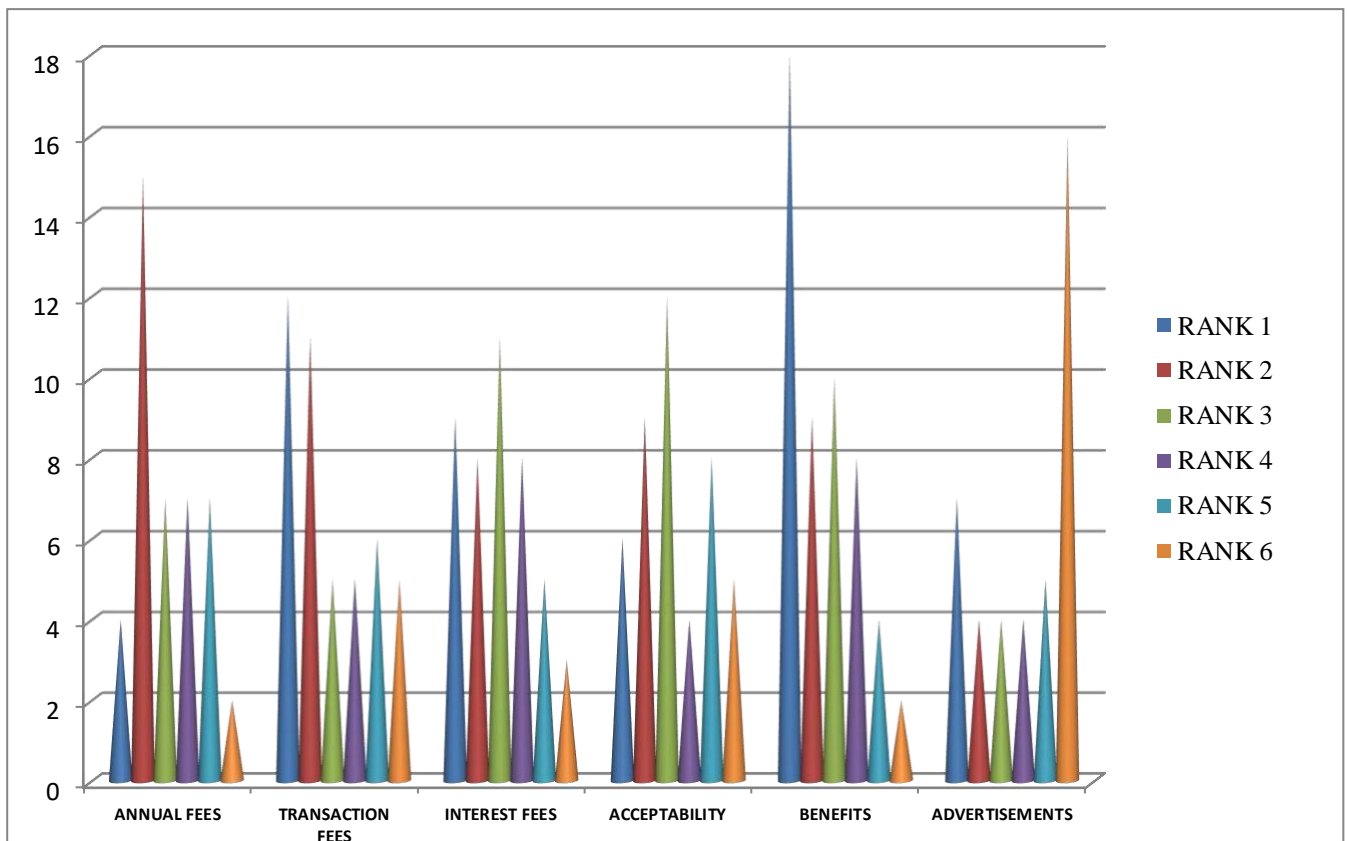
SOURCE: Primary data

INTERPRETATION:

From the above pie diagram, it is observed that 29% respondents hold HDFC card, 21% respondents hold SBI card, 8.1% respondents hold ICICI card and 41.9% respondents hold other companies card.

- 12. Indicate the most important factors that influence you in adoption of brand of card. Give ranking from 1-12 such that 1 is given to the most influencing factor.**

| | ANNUAL FEES | TRANSACTION FEES | INTEREST FEES | ACCEPTABILITY | BENEFITS | ADVERTISEMENTS |
|---------------|-------------|------------------|---------------|---------------|----------|----------------|
| RANK 1 | 4 | 12 | 9 | 6 | 18 | 7 |
| RANK 2 | 15 | 11 | 8 | 9 | 9 | 4 |
| RANK 3 | 7 | 5 | 11 | 12 | 10 | 4 |
| RANK 4 | 7 | 5 | 8 | 4 | 8 | 4 |
| RANK 5 | 7 | 6 | 5 | 8 | 4 | 5 |
| RANK 6 | 2 | 5 | 3 | 5 | 2 | 16 |



SOURCE: Primary data

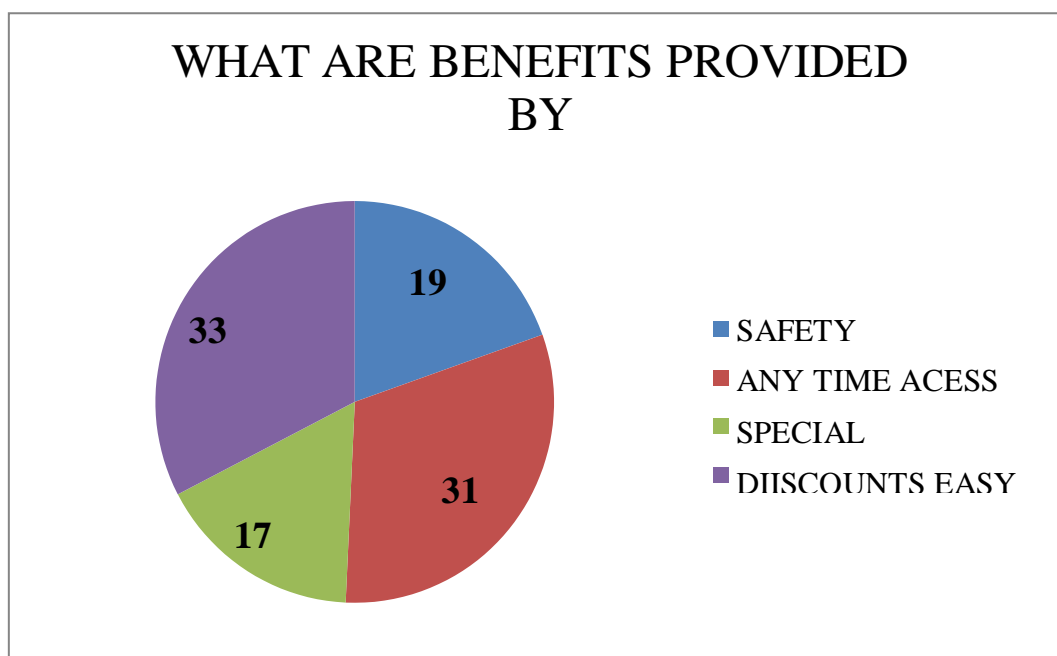
INTEPRETATION:

From the above analysis we can say that majority of the people gave rank 1 to benefits, rank 2 to annual fees, rank 3 to acceptability, rank 4 to interest fees.

13. WHAT ARE THE BENEFITS PROVIDED BY SUCH CARDS?

- a) Safety b) Any time access c) Special discounts
- d) Easy to carry

| WHAT ARE BENEFITS PROVIDED BY SUCH CARDS | FREQUENCY |
|--|-----------|
| SAFETY | 27 |
| ANY TIME ACESS | 43 |
| SPECIAL DIISCOUNTS | 23 |
| EASY TO CARRY | 45 |



SOURCE: Primary data

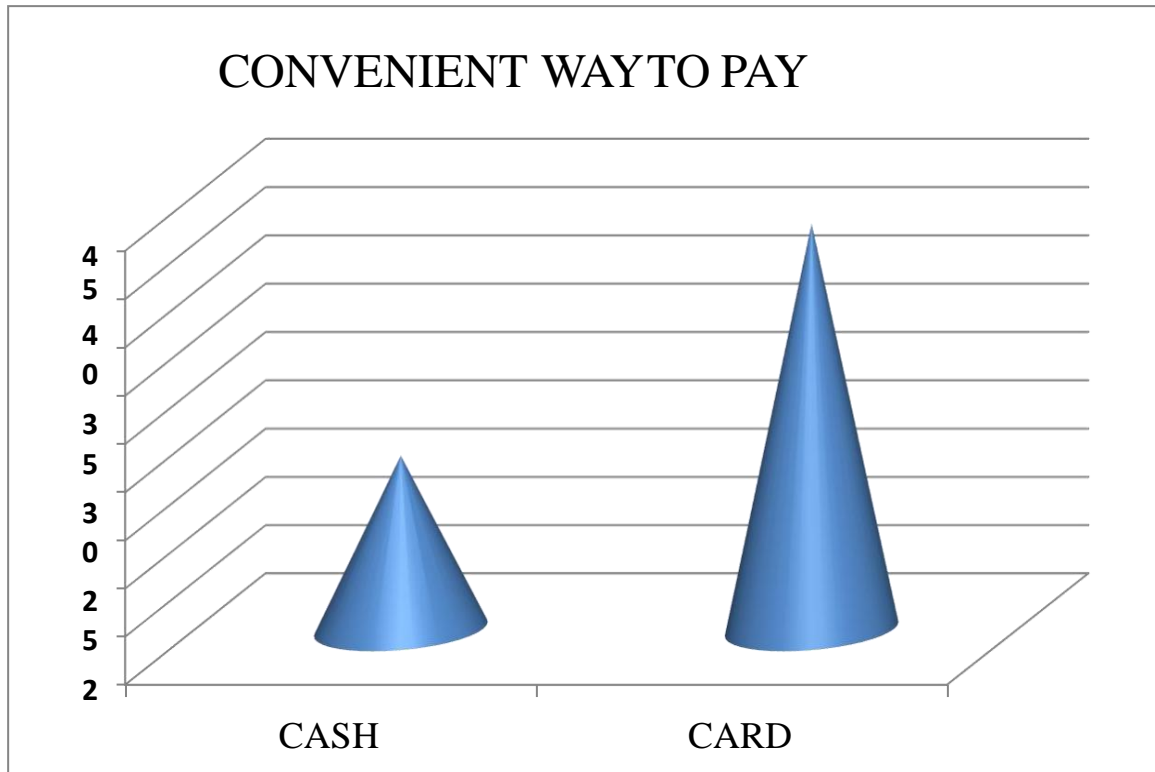
INTERPRETATION:

From the above graph it is observed that 19% respondents think Safety as a benefit, 31% respondents think any time access as a benefit, 17% respondents think Special discount as a benefit and 33% respondents think Easy to access as a benefit provided by such cards.

14. ACCORDING TO YOU WHICH IS THE MOST CONVINIENT WAY TO PAY?

- a) Cash b) Card

| CONVENIENT WAY TO PAY | FREQUENCY |
|-----------------------|-----------|
| CASH | 18 |
| CARD | 42 |



SOURCE: Primary data

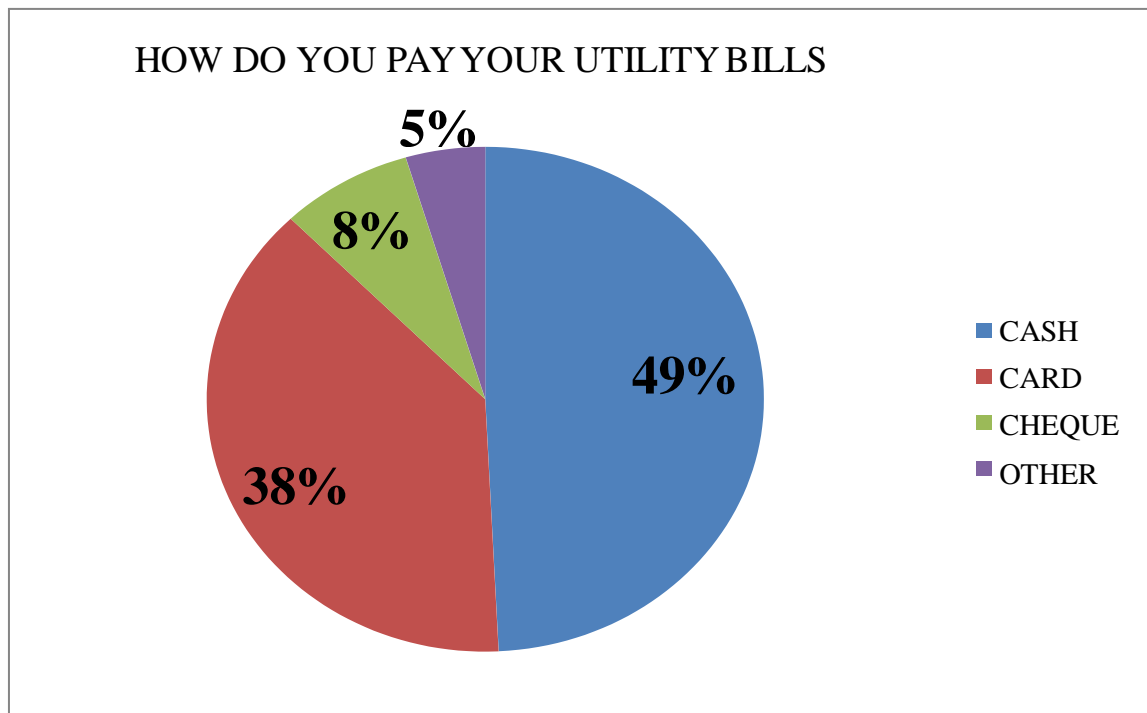
INTERPRETATION:

From the above pie diagram, it is observed that 70% respondents think Card is the most convenient way to pay and 30% respondents think Cash is the most convenient way to pay.

15A. HOW YOU PREFER TO PAY YOUR UTILITY BILL ?

a) Cash. b) Card c) Cheque d) Others

| HOW DO YOU PAY YOUR UTILITY BILLS | FREQUENCY |
|-----------------------------------|-----------|
| CASH | 32 |
| CARD | 25 |
| CHEQUE | 5 |
| OTHER | 3 |



SOURCE: Primary data

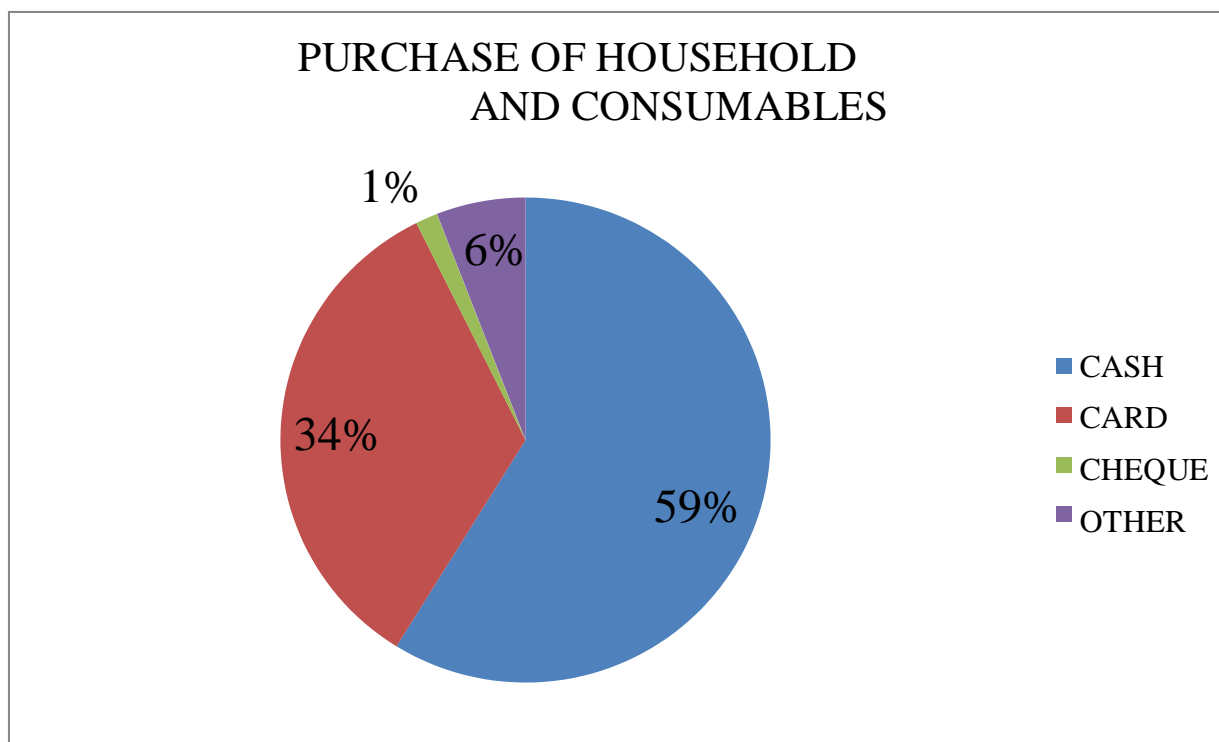
INTEPRETATION:

From the above tables and graphs we can say that 38% of the respondents prefer card, 49% of the respondents prefer cash and the rest prefer cheques and other modes of payment.

15B. WHAT DO YOU PREFER FOR PURCHASE OF HOUSE HOLDS AND CONSUMABLES?

a) Cash. b) Card c) Cheque d) Others

| PURCHASE OF HOUSEHOLD AND CONSUMABLES | FREQUENCY |
|--|------------------|
| CASH | 40 |
| CARD | 23 |
| CHEQUE E | 1 |
| OTHER | 4 |



SOURCE: Primary data

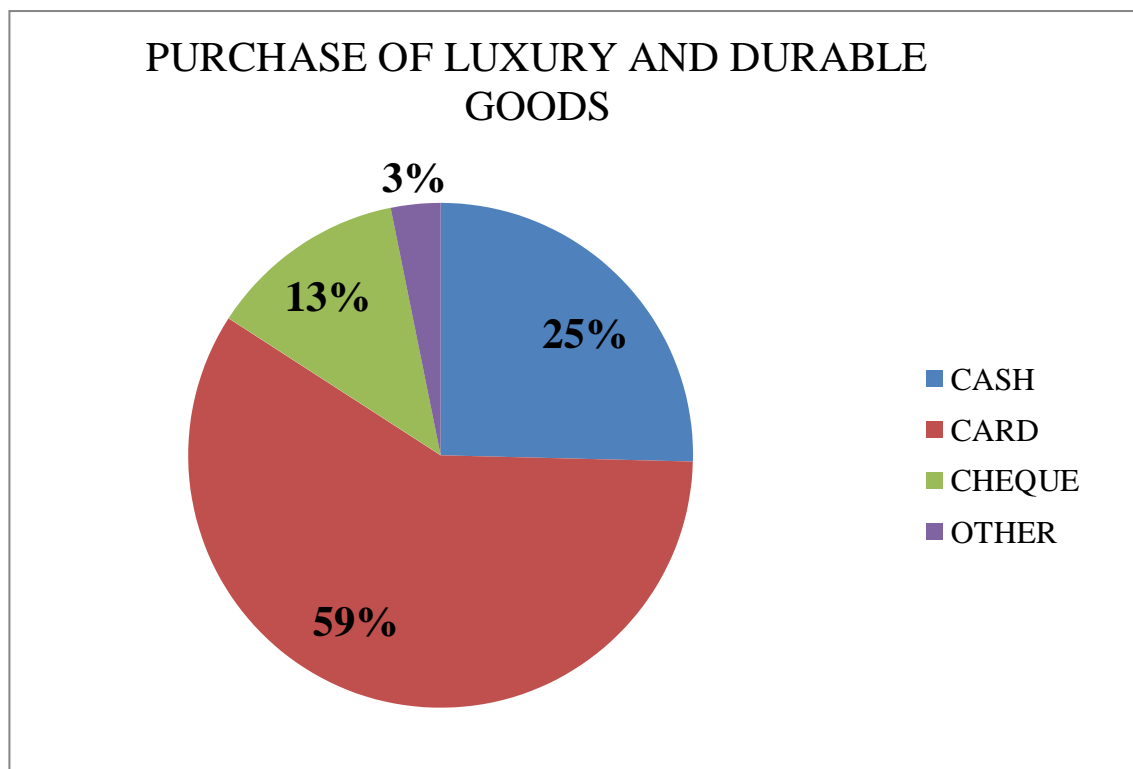
INTEPRETATION:

From the above tables and graphs we can say that 34% of the respondents prefer card, 59% of the respondents prefer cash and the rest prefer cheques and other modes of payment for the purchase of households and other consumables.

15C. HOW DO YOU MAKE PAYMENTS OF LUXURY AND DURABLE GOODS ?

a) Cash b) Card c) Cheque d) Others

| PURCHASE OF LUXURY AND DURABLE GOODS | FREQU ENCY |
|---|-----------------------|
| CASH | 16 |
| CARD | 37 |
| CHEQUE | 8 |
| OTHER | 2 |



SOURCE: Primary data

INTEPRETATION:

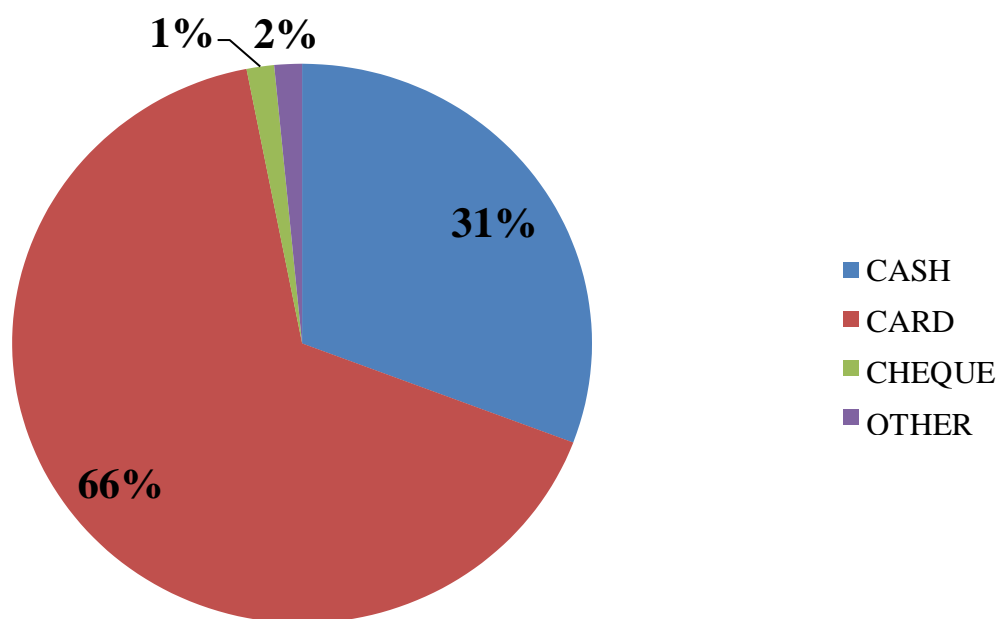
From the above tables and graphs we can say that 59% of the respondents prefer card, 25% of the respondents prefer cash and the rest prefer cheques and other modes of payment for the purchase of luxury and durable goods.

15D. WHILE TRAVELLING HOW DO YOU PAY?

a) Cash. b) Card c) Cheque d) Others

| WHILE TRAVELLING HOW DO YOU PREFER TO PAY | FREQUENCY |
|--|------------------|
| CASH | 20 |
| CARD | 43 |
| CHEQUE | 1 |
| OTHER | 1 |

WHILE TRAVELLING HOW DO YOU PREFER TO PAY



SOURCE: Primary data

INTEPRETATION:

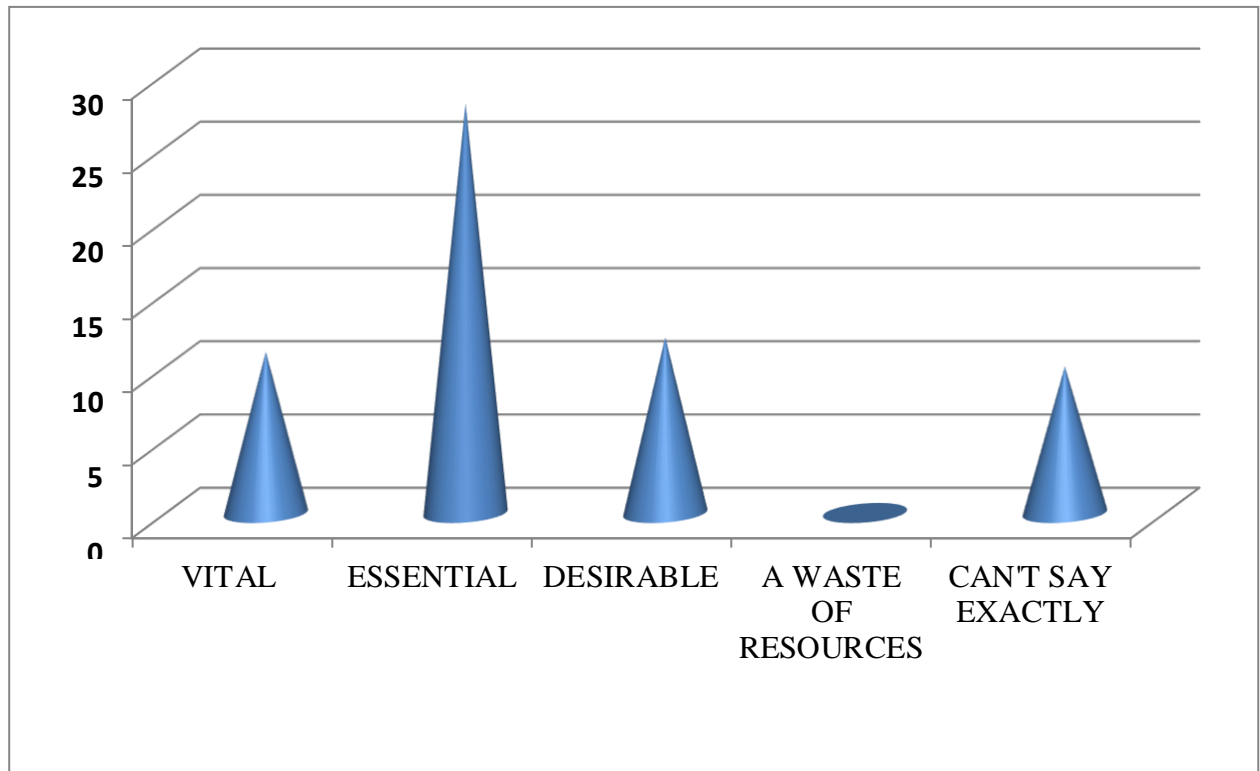
From the above tables and graphs we can say that 66% of the respondents prefer card, 31% of the respondents prefer cash and the rest prefer cheques and other modes of payment while travelling.

16. WHAT CAN YOU SAY ABOUT THE UTILITY OF PLASTIC MONEY?

- a) Vital b) Essential c) Desirable
d) A waste of resources. e) Can't say exactly

| UTILITY OF CARDS | FREQUENCY |
|----------------------|-----------|
| VITAL | 11 |
| ESSENTIAL | 28 |
| DESIRABLE | 12 |
| A WASTE OF RESOURCES | 0 |
| CAN'T SAY EXACTLY | 10 |

UTILITY OF CARDS



SOURCE: Primary data

INTERPRETATION:

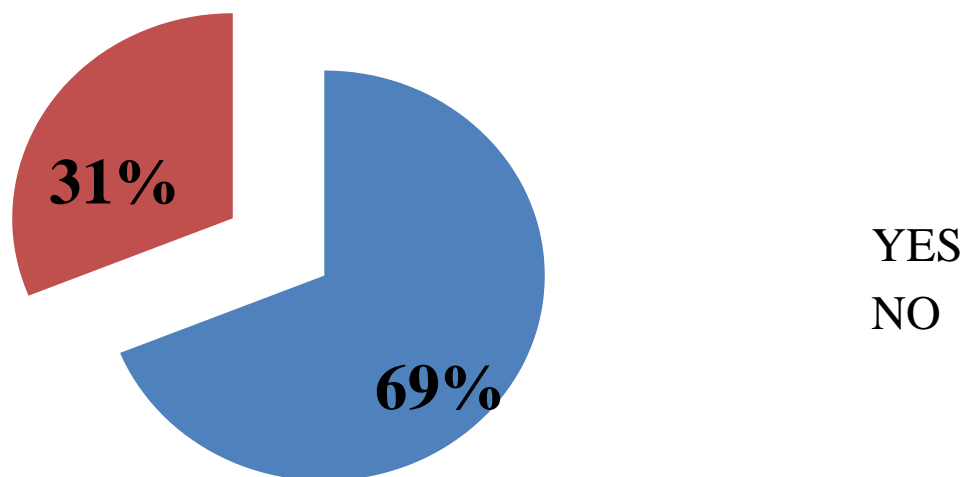
From the above pie diagram it is observed that 45.9% respondents say plastic money is essential, 19.7% respondents say plastic money is Desirable, 18% respondents say plastic money is Vital and 16.4% respondents can't say exactly.

17. DO YOU FIND PLASTIC MONEY TO BE THE SAFEST MODE OF TRANSACTION?

a) Yes b) No

| SAFEST MODE OF TRANSACTION | FREQUENCY |
|----------------------------|-----------|
| YES | 42 |
| NO | 19 |

IS PLASTIC MONEY THE SAFEST MODE OF TRANSACTION ?



SOURCE: Primary data

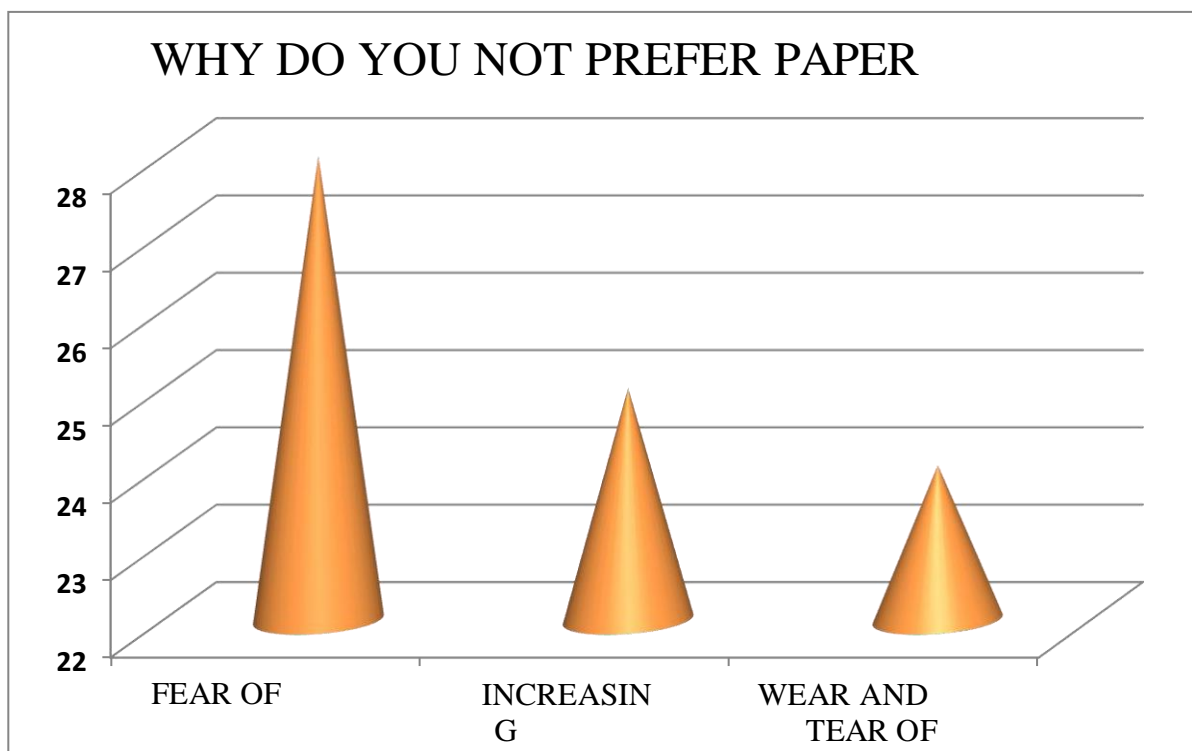
INTERPRETATION:

From the above pie diagram it is observed that 69% respondents find plastic money to be the safest mode of transaction and 31% respondents do not find plastic money to be the safest mode of transaction.

18. IF YES, WHY DO YOU NOT PREFER PAPER MONEY?

a) Fear of theft. b) Increasing duplicity. c) wear and tear of money

| WHY DO YOU NOT PREFER PAPER MONEY | FREQUENCY |
|-----------------------------------|-----------|
| FEAR OF THEFT | 28 |
| INCREASING DUPLICITY | 25 |
| WEAR AND TEAR OF MONEY | 24 |



SOURCE: Primary data

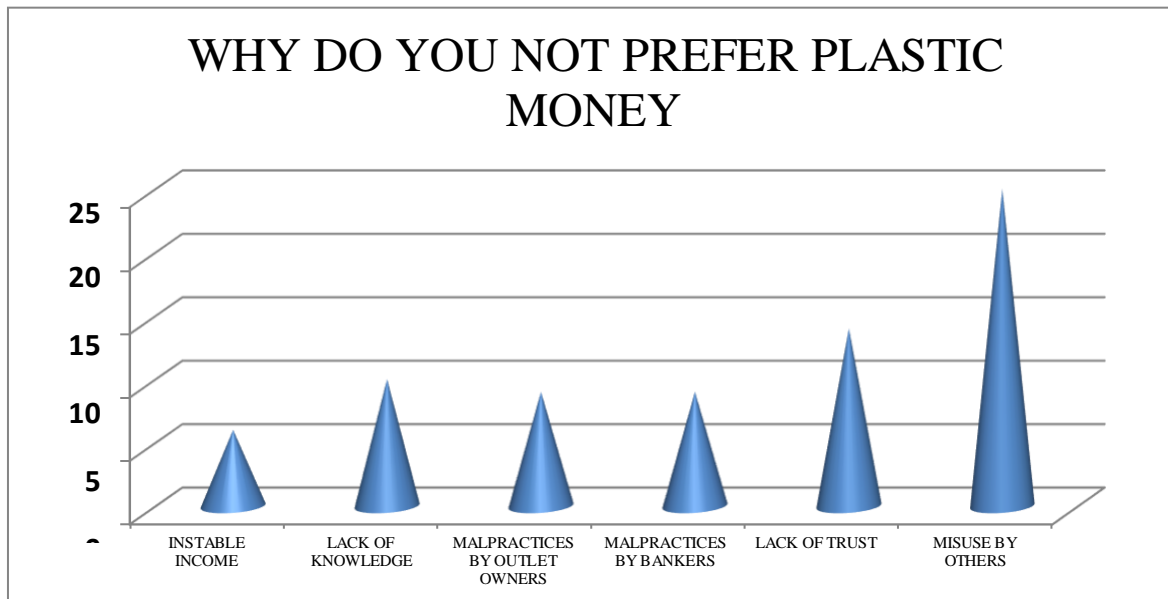
INTERPRETATION:

From the above graph it is observed that 60.9% respondents do not prefer paper money because of Fear of theft, 54.3% respondents do not prefer paper money because of increasing duplicity and 52.2% respondents do not prefer paper money because of wear and tear.

19. IF NO, WHY DO YOU NOT PREFER PLASTIC MONEY?

- a) Instable income. b) Lack of knowledge c) Malpractices by outlet owners
- d) Malpractices by bankers. e) Lack of trust. f) Misuse by others

| WHY DO YOU NOT PREFER PLASTIC MONEY | FREQUENCY |
|-------------------------------------|-----------|
| INSTABLE INCOME | 6 |
| LACK OF KNOWLEDGE | 10 |
| MALPRACTICES BY OUTLET OWNERS | 9 |
| MALPRACTICES BY BANKERS | 9 |
| LACK OF TRUST | 14 |
| MISUSE BY OTHERS | 25 |



SOURCE: Primary data

INTERPRETATION:

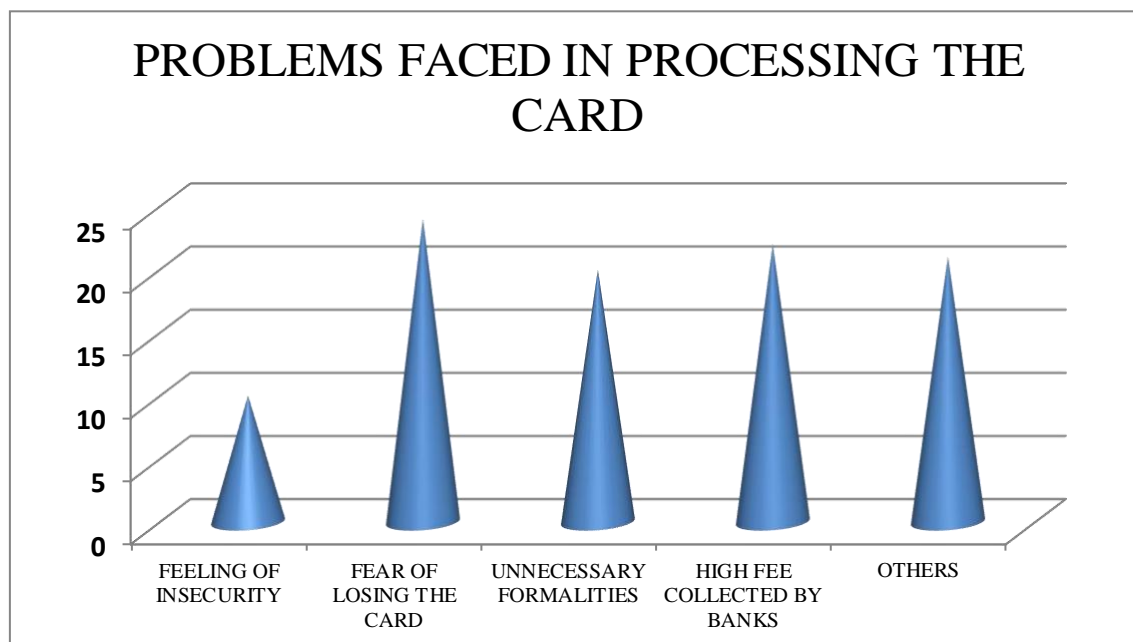
From the above graph it is observed that 13.6% respondents do not prefer plastic money because of Instable income, 22.7% respondents do not prefer plastic money because of Lack of knowledge, 20.5% respondents do not prefer plastic money because of Malpractices by outlet owners, 20.5% respondents do not prefer plastic money because of Malpractices by bankers, 31.8% respondents do not prefer plastic money because of Lack of trust and 56.8% respondents do not prefer plastic money because of Misuse by others.

20. WHAT ARE THE PROBLEMS YOU ARE FACING IN PROCESSING THE CARD?

- a) Feeling of insecurity. b) Fear of losing the card
- c) Unnecessary formalities. d) High fee collected by banks. e) Others

| PROBLEMS FACED IN PROCESSING THE CARD | FREQUENCY |
|---------------------------------------|-----------|
| FEELING OF INSECURITY | 10 |
| FEAR OF LOSING THE CARD | 24 |

| | |
|-----------------------------|----|
| UNNECESSARY FORMALITIES | 20 |
| HIGH FEE COLLECTED BY BANKS | 22 |
| OTHERS | 21 |



SOURCE: Primary data

INTERPRETATION:

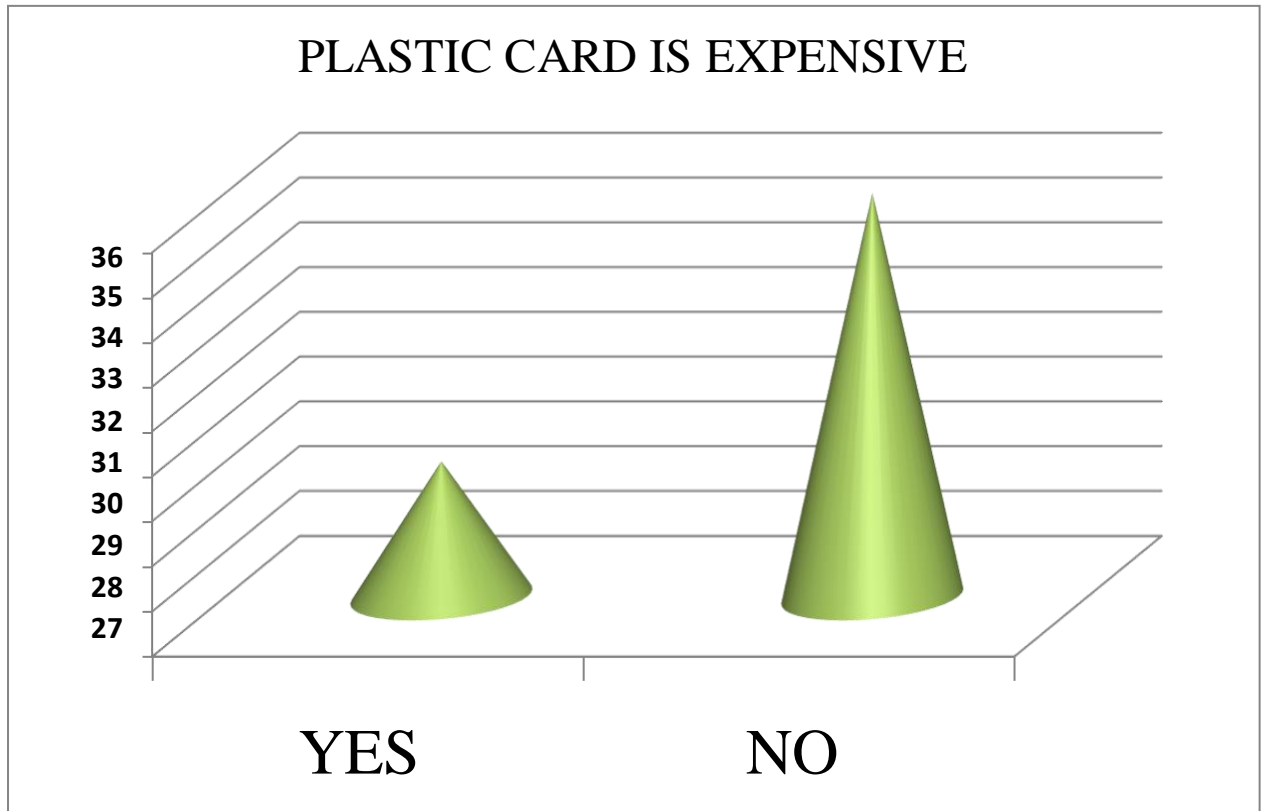
From the above graph it is observed that 14.5% respondents face the Feeling of insecurity, 34.8% respondents face the Fear of losing the card, 29% respondents face the problem of Unnecessary formalities, 31.9% respondents face the problem of High fee collected by banks and 30.4% respondents face other problems.

21. DO YOU FIND PLASTIC CARD TO BE EXPENSIVE AS MANY OTHER CHARGES ARE CHARGED IN IT?

a) Yes

b) No

| PLASTIC CARD IS EXPENSIVE | FREQUENCY |
|---------------------------|-----------|
| YES | 30 |
| NO | 36 |



SOURCE: Primary data

INTERPRETATION:

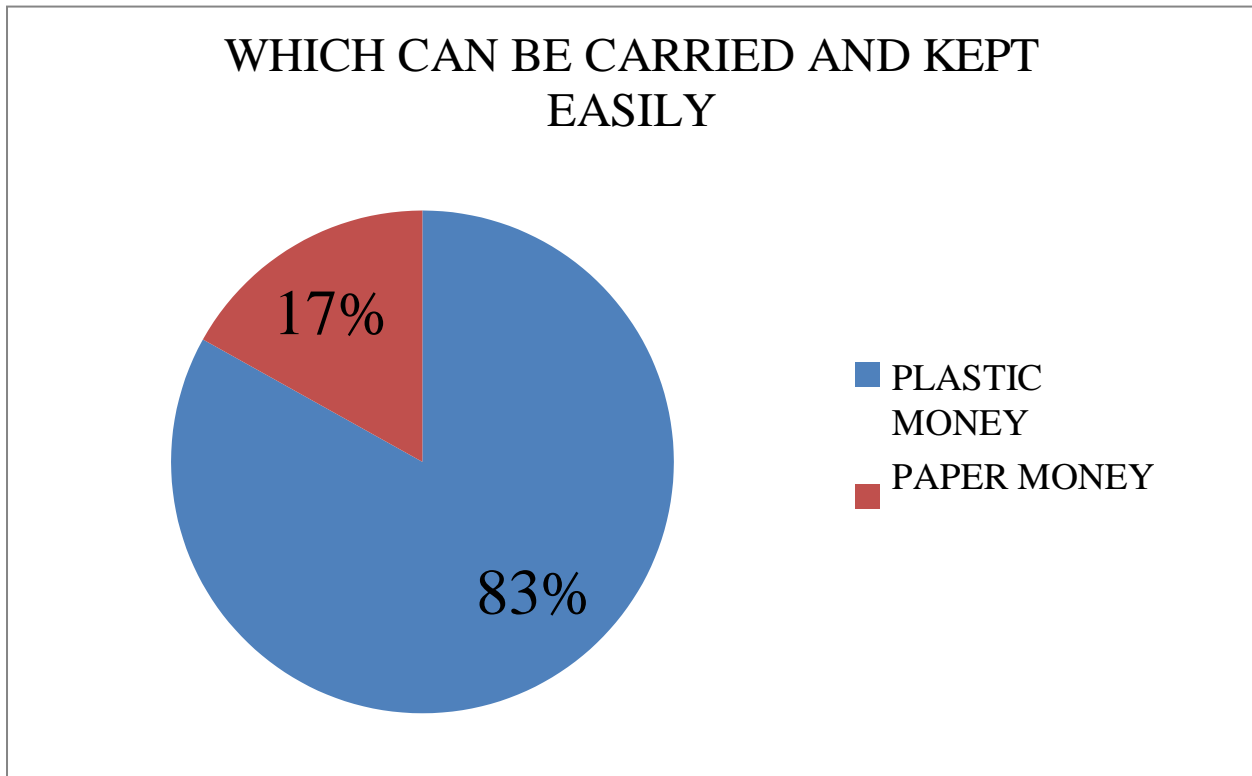
From the above pie diagram it is observed that 54.5% respondents do not find plastic card to be expensive and 45.5% respondents find plastic cards to be expensive.

22. WHICH CAN BE CARRIED AND KEPT EASILY?

a) Plastic money. b) Paper money

| WHICH CAN BE CARRIED AND KEPT EASILY | FREQUENCY |
|--------------------------------------|-----------|
|--------------------------------------|-----------|

| | |
|---------------|----|
| PLASTIC MONEY | 59 |
| PAPER MONEY | 12 |



SOURCE: Primary data

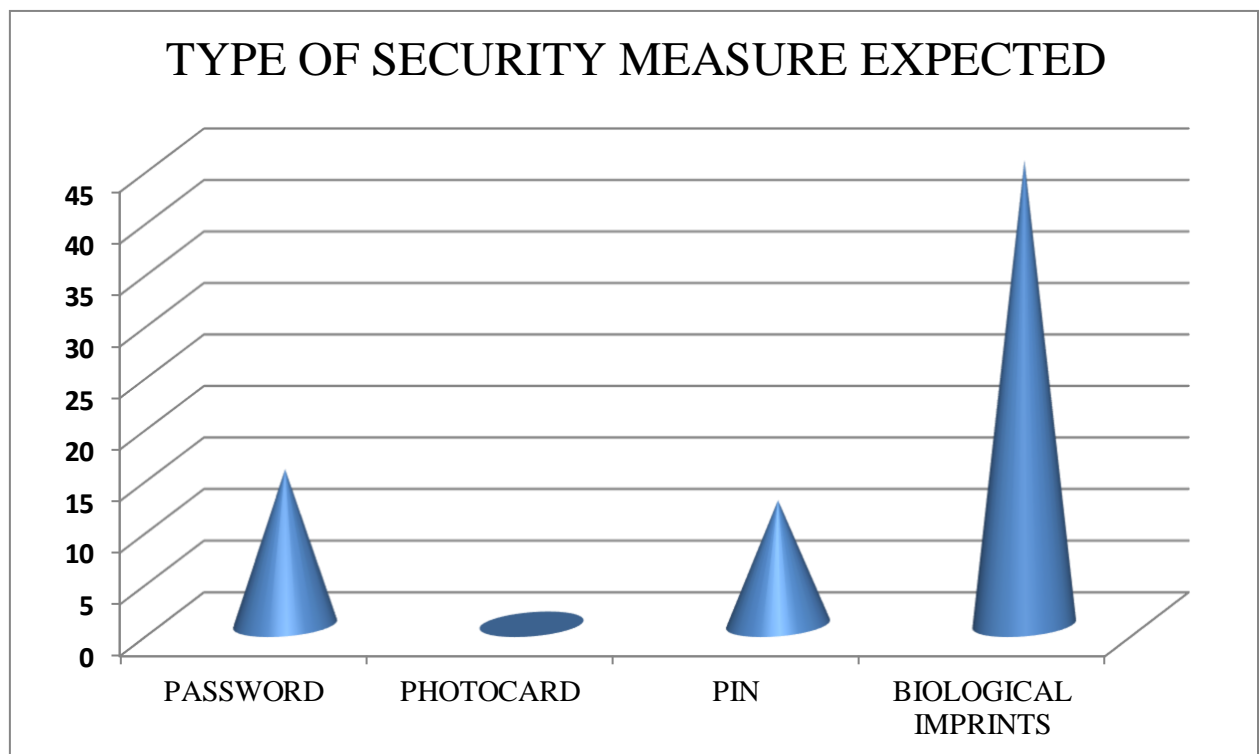
INTERPRETATION:

From the above pie diagram it is observed that 83% respondents think that Plastic money can be carried and kept easily and 17% respondents think that paper money can be carried and kept easily.

23. WHICH TYPE OF SECURITY MEASUREMENT YOU EXPECT FOR STOPPING MISUSE OF PLASTIC MONEY?

- a) Password b) Photocard c) PIN. d) biological imprints

| TYPE OF SECURITY MEASURE EXPECTED | FREQUENCY |
|-----------------------------------|-----------|
| PASSWORD | 15 |
| PHOTOCARD | 0 |
| PIN | 12 |
| BIOLOGICAL IMPRINTS | 45 |



SOURCE: Primary data

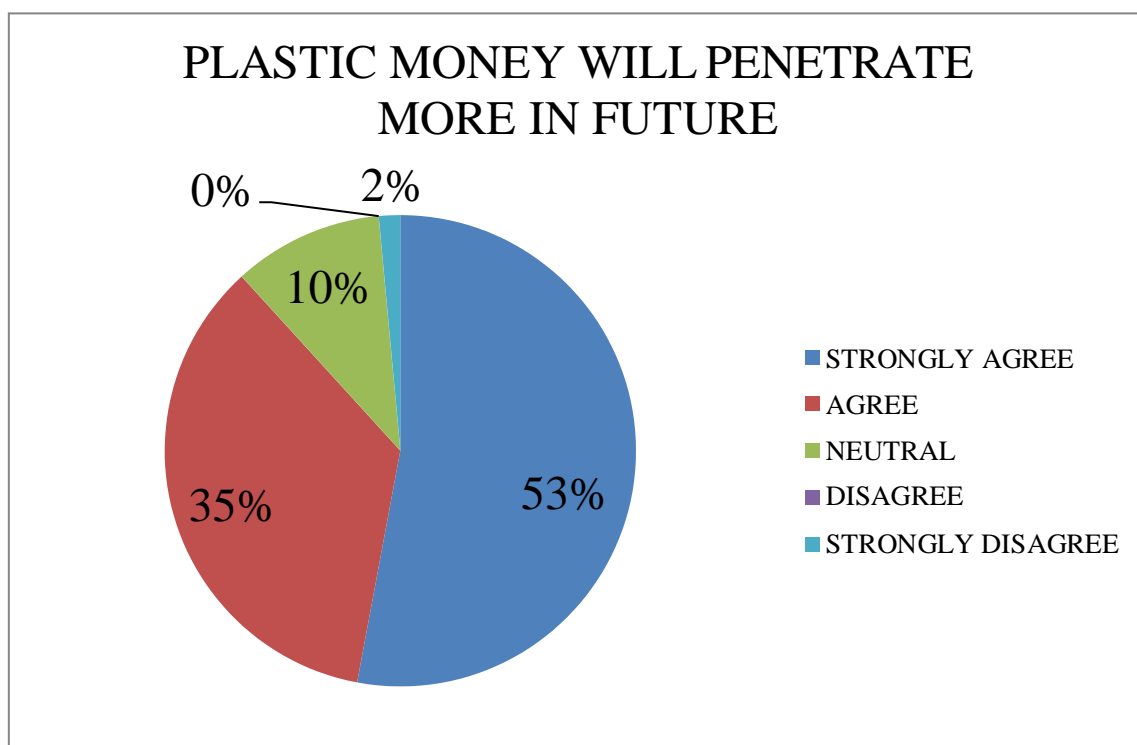
INTERPRETATION:

From the above pie diagram, it is observed that 62.5% respondents expect Biological imprints as a security measurement, 20.8% respondents expect Password as a security measurement and 16.7% respondents expect Pin as a security measurement for stopping misuse of plastic money.

24. PLASTIC MONEY WILL PENETRATE IN SOCIETY MORE IN FUTURE?

- a) Strongly agree. b) Agree c) Neutral
d) Disagree. e) Strongly diasagree

| PLASTIC MONEY WILL PENETRATE MORE IN FUTURE | FREQUENCY |
|--|------------------|
| STRONGLY AGREE | 36 |
| AGREE | 24 |
| NEUTRAL | 7 |
| DISAGREE | 0 |
| STRONGLY DISAGREE | 1 |



SOURCE: Primary data

INTERPRETATION:

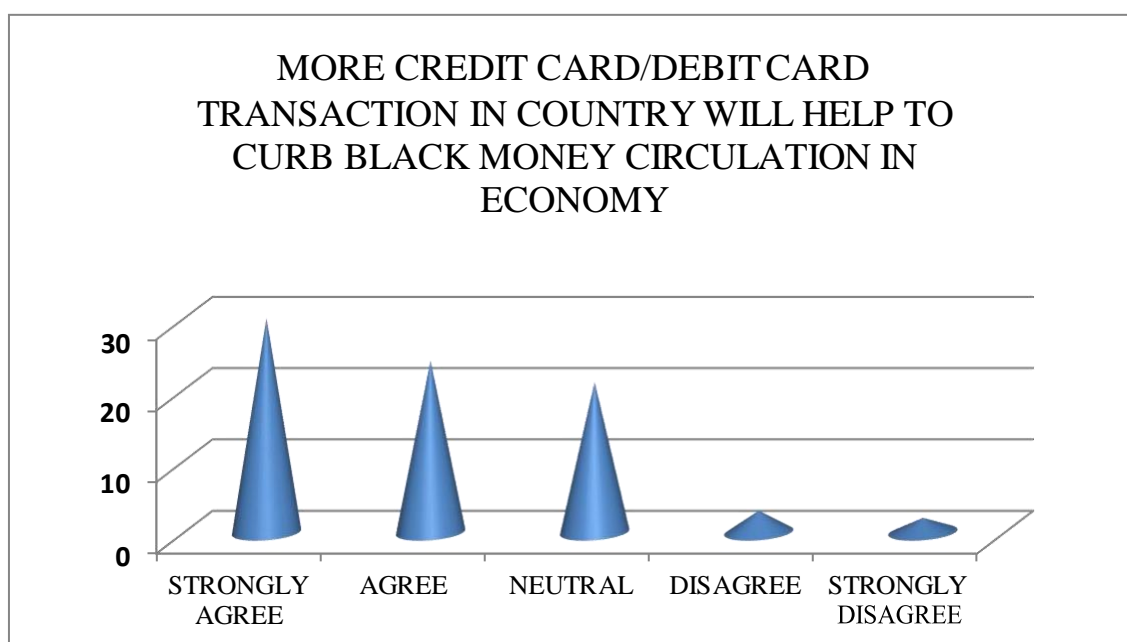
From the above graph it is observed that 53% respondents Strongly agree, 35% respondents Agree, 10% respondents are Neutral and 2% respondents Strongly disagree to the point that plastic money will penetrate in society more in future.

25. MORE CREDIT CARD/DEBIT CARD TRANSACTION IN COUNTRY WILL HELP TO CURB BLACK MONEY CIRCULATION IN ECONOMY?

a) Strongly agree. b) Agree. c) Neutral

d) Disagree. e) Strongly disagree

| MORE CREDIT CARD/DEBIT CARD TRANSACTION IN COUNTRY WILL HELP TO CURB BLACK MONEY CIRCULATION IN ECONOMY | FREQUENCY |
|--|------------------|
| STRONGLY AGREE | 30 |
| AGREE | 24 |
| NEUTRAL | 21 |
| DISAGREE | 3 |
| STRONGLY DISAGREE | 2 |



SOURCE: Primary data

INTERPRETATION:

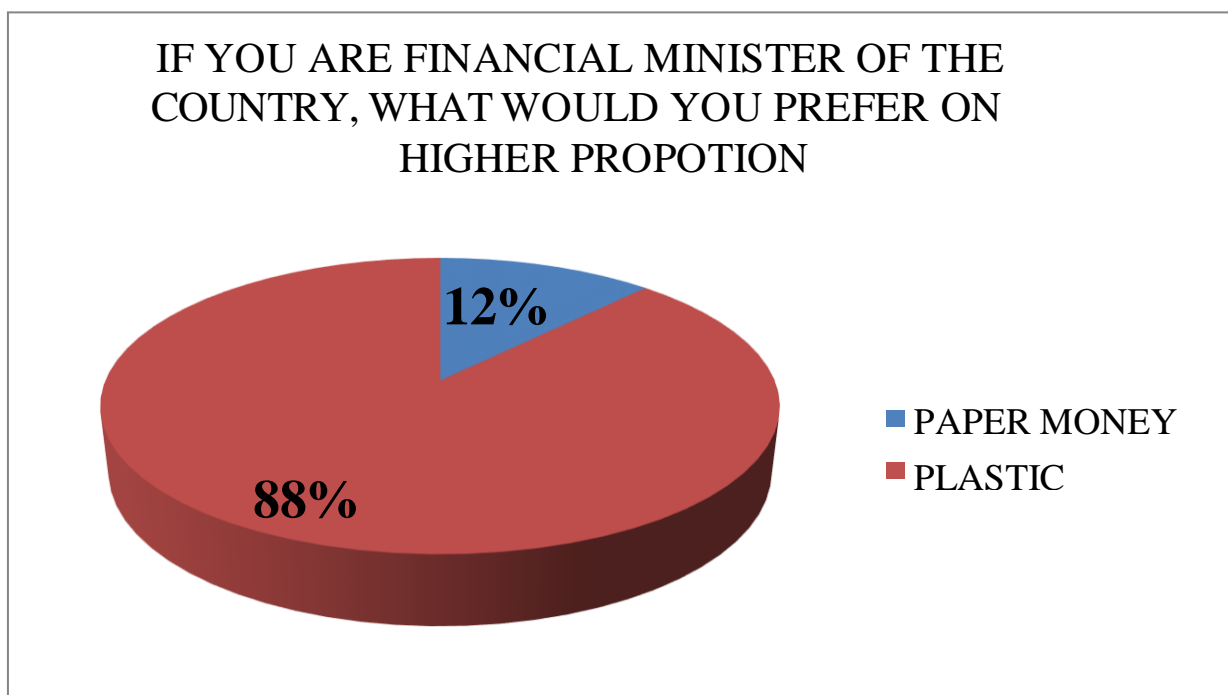
From the above pie diagram, it is observed that 27.5% respondents strongly agree, 34.8%

respondents agree, 30.4% respondents are neutral, 4.3% respondents disagree and 2.9% respondents strongly disagree to the point that more credit card/debit card transaction in country will help to curb black money circulation in economy.

26. IF YOU ARE FINANCIAL MINISTER OF THE COUNTRY, WHAT WOULD YOU PREFER ON HIGHER PROPORTION?

- a) Paper money. b) Plastic money

| IF YOU ARE FINANCIAL MINISTER OF THE COUNTRY, WHAT WOULD YOU PREFER ON HIGHER PROPORTION | FREQUENCY |
|---|------------------|
| PAPER MONEY | 8 |
| PLASTIC MONEY | 58 |



SOURCE: Primary data

INTERPRETATION:

From the above pie diagram, it is observed that 87.9% respondents would prefer plastic money and 12.1% respondents would prefer paper money if they were Financial Minister of the country

CHAPTER-5:
FINDINGS, SUGGESTIONS AND
CONCLUSION

5.1 FINDINGS:

- 1.** There are 71% female respondents and 29 % male respondents out of 80 respondents.
- 2.** 81% respondents belong to the age group of 15-25 years, 10% respondents belong to the age group of 25-35 years, 7% respondents belong to the age group of 35-50 years and 2% respondents belong to the age group of above 50 years out of the total 80 respondents.
- 3.** 71.4% respondents are students, 11.4% respondents have their own business, 10.7% respondents are house wife and 6% respondents are private employees.
- 4.** 71% respondents are graduate, 19% respondents have completed their intermediate, 7% respondents are post graduate and 3% respondents are doing their schooling.
- 5.** 72.6% respondents are not earning yet, 14.3% respondents have an annual income of above Rs500000, 6% respondents have an annual income between Rs100000-300000, 4.48% respondents have an annual income below Rs100000 and 2.4% respondents have an annual income between Rs300000-500000.
- 6.** 79% respondents have an idea of plastic money and 20% respondents have no idea of plastic money.
- 7.** 17.7% respondents know credit card, 25.8% respondents know debit card, 6.5% respondents know ATM card and 72.6% respondents know all the cards.
- 8.** 19% respondents have Credit card, 47% respondents have Debit card, 12% respondents have ATM card, 10% respondents have Specific outlet card and 12% respondents have all the cards.
- 9.** We conclude that 35 respondents have given rank 1 for convenience, then most of them gave rank 2 to card brand and 11 of them gave rank 3 to interest and transaction rate.
- 10.** 35 respondents wants that charges applied aspect to be improved in debit card and 18 of

them think that customer service have to be improved and 12 and 8 respondents think that convenience and accessibility should improve.

11. 38 respondents wants that charges applied aspect to be improved in credit card and 13 of them think that customer service have to be improved and 7 and 5 respondents think that convenience and accessibility should improve.

12. 19 respondents wants that charges applied aspect to be improved in ATM card and 13 of them think that customer service have to be improved and 16 and 12 respondents think that convenience and accessibility should improve.

13. 29% respondents hold HDFC card, 21% respondents hold SBI card, 8.1% respondents hold ICICI card and 41.9% respondents hold other companies card.

14. From the above analysis we can say that majority of the people gave rank 1 to benefits, rank 2 to annual fees, rank 3 to acceptability, rank 4 to interest fees.

15. 19% respondents think Safety as a benefit, 31% respondents think any time access as a benefit, 17% respondents think Special discount as a benefit and 33% respondents think Easy to access as a benefit provided by such cards.

16. 70% respondents think Card is the most convenient way to pay and 30% respondents think Cash is the most convenient way to pay.

17. 38% of the respondents prefer card, 49% of the respondents prefer cash and the rest prefer cheques and other modes of payment.

18. 34% of the respondents prefer card, 59% of the respondents prefer cash and the rest prefer cheques and other modes of payment for the purchase of households and other consumables

19. 59% of the respondents prefer card, 25% of the respondents prefer cash and the rest prefer cheques and other modes of payment for the purchase of luxury and durable goods.

- 20.**66% of the respondents prefer card, 31% of the respondents prefer cash and the rest prefer cheques and other modes of payment while travelling.
- 21.**45.9% respondents say plastic money is essential, 19.7% respondents say plastic money is Desirable, 18% respondents say plastic money is Vital and 16.4% respondents can't say exactly.
- 22.**69% respondents find plastic money to be the safest mode of transaction and 31% respondents do not find plastic money to be the safest mode of transaction.
- 23.**60.9% respondents do not prefer paper money because of Fear of theft, 54.3% respondents do not prefer paper money because of increasing duplicity and 52.2% respondents do not prefer paper money because of wear and tear.
- 24.**13.6% respondents do not prefer plastic money because of Instable income, 22.7% respondents do not prefer plastic money because of Lack of knowledge, 20.5% respondents do not prefer plastic money because of Malpractices by outlet owners, 20.5% respondents do not prefer plastic money because of Malpractices by bankers, 31.8% respondents do not prefer plastic money because of Lack of trust and 56.8% respondents do not prefer plastic money because of Misuse by others.
- 25.**14.5% respondents face the Feeling of insecurity, 34.8% respondents face the Fear of losing the card, 29% respondents face the problem of Unnecessary formalities, 31.9% respondents face the problem of High fee collected by banks and 30.4% respondents face Other problems.
- 26.**54.5% respondents do not find plastic card to be expensive and 45.5% respondents find plastic cards to be expensive.
- 27.**83% respondents think that Plastic money can be carried and kept easily and 17% respondents think that paper money can be carried and kept easily.
- 28.**62.5% respondents expect Biological imprints as a security measurement, 20.8%

respondents expect Password as a security measurement and 16.7% respondents expect Pin as a security measurement for stopping misuse of plastic money.

29.53% respondents Strongly agree, 35% respondents Agree, 10% respondents are Neutral and 2% respondents Strongly disagree to the point that plastic money will penetrate in society more in future.

30.27.5% respondents strongly agree, 34.8% respondents agree, 30.4% respondents are neutral, 4.3% respondents disagree and 2.9% respondents strongly disagree to the point that more credit card/debit card transaction in country will help to curb black money circulation in economy.

31.87.9% respondents would prefer plastic money and 12.1% respondents would prefer paper money if they were Financial Minister of the country.

5.2 SUGGESTIONS:

Because of the challenges of competition, rising consumer demands, and declining margins, banks have been embracing technology to decrease costs and improve efficiency, productivity, and client convenience in the twenty-first century. Technology intensive delivery channels like net banking, mobile banking, etc have created a win-win situation by extending great convenience. & multiple options for customer. Customers must be educated on the differentiating features of credit cards in addition to learning about credit cards. The strategy should be to emphasize on its differentiating characteristics. They also need to identify potential customers and target those using mailers. Because the internet is rapidly expanding, interactive sites can be used to target internet users. The prospective company's card personality could also be used in the home page to solve customer queries in the "Best Possible Manner".

From the survey it can be observed that some people don't know about plastic money so awareness about plastic money should be made and they should be encouraged to adapt it in their daily life. Most people prefer debit cards instead of credit cards because of increased transaction fees and credit limits therefore, transaction fees must be reduced and credit cards should be made more convenient so that more people can adopt it. Most people think that charges applied on debit cards, credit cards and ATM cards must be decreased. In case of debit and credit cards customer service should also be improved. Benefits and transaction fees become important factors influencing the adoption of a particular brand of cards therefore, brands must provide more benefits like offers, discounts, anywhere access, convenience, easy to carry etc. so that more people adopt their brand of card. Many people prefer to pay utility bills by cash so if the companies provide benefits like discounts or cash back on payments made by card more people will adopt plastic cards.

Many people do not prefer plastic money because it can be misused by others so security measures like biological imprints, passwords and pin can be enforced to prevent misuse of plastic cards. Many people face the problem of losing the card so steps should be taken to avoid misuse and for retrieval of the cards. Many people find plastic cards to be expensive so the charges must be reduced on plastic cards.

5.3 CONCLUSION:

Plastic money is helpful in different situations in life and people are getting more and more aware of its merits and demerits. But in the research work we have come across more of the benefits of using plastic money rather than its demerits because credit cards can help a person during emergencies and in other difficult situations of life which acts as an asset to its holder. From the survey and the analysis done we can say that people find it convenient to pay using card rather than paying through cash. They think that utility of plastic cards is very essential and not a waste of resource. They find it to be the safest mode of transaction, this is because paper money be afraid of theft and duplicity, and wear and tear of money makes them feel that use of plastic money is better than paper money. They also think that plastic money can be carried anywhere and kept easily without any fear.

More and more people are adopting to the use of only plastic money in transactions like shopping, luxury goods etc. From our chi-square analysis we can say that demographics such as age, profession and income is no more influencing people's perception towards the convenient, safety and usage of plastic cards. Private Banks like SBI and HDFC are leading the way in number of customers using plastic money. The number of people who use credit and debit cards is gradually increasing and will continue to do so in the future. Now in modern world the crime scenes are increasing day by day that's why plastic money is one of the better choices for people against the paper one. And people have advantage who use plastic money is that they can buy things or product on internet through the plastic money.

People who still prefer not to use plastic money is down to the fact that they can't trust the issuing authority completely and feel insecure and fear fraudulent activity might happen with them. But apart from all these issues the usage of plastic money is set to increase in the future due to rapid increase in use of ecommerce.

From the study of plastic money in India it is concluded that, now-a-days plastic money is not only restricted to the rich or the upper middle-class people but even the lower middleclass people are taking the benefit of the plastic card available.

As a result of all of the study done, it can be concluded that, despite many disadvantages, carrying a plastic card rather than cash is far more convenient. This is one of the most

significant advantages of plastic cards. The customer prefers those banks which provide quality services, so the quality services are the basic strength for bank.

We observe that Plastic cards will penetrate more in society in future and more credit/ debit card transactions in country will help to curb black money circulation in economy most of the people prefer plastic money on higher proportion. As a result, it is reasonable to conclude that the increased use of plastic money in India is a benefit, as it has provided people with a whole new way to conduct transactions and made life much easier.

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ANNEXURE-

QUESTIONNAIRE:

1. Name :

2. Gender :

- ☐ Male
- ☐ Female

3. Age :

- ☐ 15-25 yrs
- ☐ 25-35 yrs
- ☐ 35-50 yrs
- ☐ Above 50 yrs

4. Education :

- ☐ Post graduate
- ☐ Graduate
- ☐ Inter
- ☐ Schooling

5. Profession :

- ☐ Government employee
- ☐ Private employee
- ☐ Own business
- ☐ Student
- ☐ Others

Specify _____

6. Annual income :

- ☐ Not yet earning
- ☐ Below 1,00,000 Rs
- ☐ 1,00,000 – 3,00,000 Rs
- ☐ 3,00,000 – 5,00,000 Rs
- ☐ Above 5,00,000 Rs

7. Do you have any idea about plastic money ? (If No, then skip to question no 20 and you are done with your survey)

- ☐ Yes
- ☐ No

8. If yes, which one ?

- ☐ Credit card
- ☐ Debit card
- ☐ ATM card
- ☐ All

9. Do you have any of these cards ?

- ☐ Credit card
- ☐ Debit card
- ☐ ATM card
- ☐ Specific outlet card
- ☐ All

10. Indicate the most important factors that influence you in adoption of cards. Give ranking from 1-6 such that 1 is given to the most influencing factor.

| | RANK |
|---------------------------|-------------|
| Convenience | |
| Card brand | |
| Interest rate | |
| Bank staff recommendation | |
| Credit limit | |
| Transaction fees | |

11. Tick the aspects according to you should be improved

| | Customer service | Charges applied | Convenience | Accessibility |
|--------------------|-------------------------|------------------------|--------------------|----------------------|
| Debit card | | | | |
| Credit card | | | | |
| ATM cards | | | | |

12. Which companies card do you hold?

- ☐ HDFC
- ☐ ICICI
- ☐ SBI
- ☐ OTHERS

13. Indicate the most important factors that influence you in adoption of particular brand of card. Give ranking from 1-12 such that 1 is given to the most influencing factor.

| VARIABLE | RANK |
|------------------|-------------|
| Annual fees | |
| Transaction fees | |

| | |
|----------------|--|
| Interest fees | |
| Acceptability | |
| Benefits | |
| Advertisements | |

14. What are the benefits provided by such cards ?

- ☐ Safety
- ☐ Any time access
- ☐ Special discounts
- ☐ Easy to carry

15. According to you which is the most convenient way to pay ?

- ☐ Cash
- ☐ Card

16. Tick the appropriate options according to how you prefer ?

| | Cash | Card | Cheque | Other |
|---|------|------|--------|-------|
| How do you pay your utility bills? | | | | |
| What do you prefer for purchase of households and consumables? | | | | |
| How do you make payments or purchase of luxury and durable goods? | | | | |
| While travelling how do you prefer to pay? | | | | |

17. What can you say about utility of plastic money ?

- ☐ Vital
- ☐ Essential
- ☐ Desirable
- ☐ A waste of resource
- ☐ Can't say exactly

18. Do you find use of credit card/Plastic money to be safest mode of transaction?

- ☐ Yes
- ☐ No

19. If yes, Why do you not prefer paper money ?

- ☐ Fear of theft
- ☐ Increasing duplicity
- ☐ Wear and tear of paper money

20. If No, Why do you not prefer plastic money ?

- ☐ Instable income
- ☐ Lack of knowledge
- ☐ Malpractices by outlet owners
- ☐ Malpractices by bankers
- ☐ Lack of trust
- ☐ Misuse by others

21. What are the problems you are facing in processing the card?

- ☐ Feeling of insecurity
- ☐ Fear of losing the card
- ☐ Unnecessary formalities
- ☐ High fee collected by banks
- ☐ Others

22. Do you find plastic card to be expensive as many other charges are charged in it?

- ☐ Yes
- ☐ No

23. Which can be carried and kept easy and has more life ?

- ☐ Plastic money
- ☐ Paper money

24. Which type of security measurement you expect for stopping misuse of plastic money ?

- ☐ Password
- ☐ Photo card
- ☐ Pin
- ☐ Biological imprints

25. Plastic money will penetrate in society more in future.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

26. More credit card/debit card transaction in country will help to curb black money circulation in economy ?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

27. If you are financial minister of the country, what would you prefer on higher proportion?

- ☐ Paper money
- ☐ Plastic money

28. Where do you see the future of Cash and Credit card/Debit card ?
