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Editors Parineeta Deshpande Ambarish Khare

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Editors Parineeta Deshpande Ambarish Khare

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anticipated to be driven by digital payment services provides, checking factor for digital payment in India and experience of consumers and there are also growth enhancing with the help of electronic matrices and experience of consumers and there are also growin eminineing the help of electronic mediums. Digital payment refers to paying for goods and services on line with the help of electronic mediums. Digital payment refers to paying for goods and services of money in physical form. These digital This is called as cashless economy which avoids use of money in physical form. These digital This is called as cashless economy which avoids use of monoparticle process involving one transactions help to reduce the cost of making transactions and also speedup the process involving one transactions help to reduce the cost of making transactions and use open of digital payment can also be transaction cycle. It reduces the risk of handling cash. The record of digital payment can also be transaction cycle. It reduces the risk of handling cash. The sections can be tracked easily maintained easily. Digital transactions also help government as transactions can be tracked easily maintained easily. Digital transactions also help be determined easily which will help to reduce black money and thus help in growth of economy. The government is taking which will help to reduce black money and thes help in one and increase the use of digital transactions. The main motto of the Indian government is to make the Indian economy 'Cashless, Faceless, Paperless'. The different apps are available that allow users to make payments online. These are very convenient to use and provides flexibility to the users as they allow users to make payments anytime and from anywhere. Some of the apps used for online payments are: Phone Pe, Google Pay and Paytm.

REVIEW OF LITERATURE

SINGH, (2017) in his study stated that there was significant difference between education of consumers and adoption of digital payment. The perception of consumers for digital payment had positive and significant effect on adoption of digital payment among consumers. RATHORE, (2016) stated that digital payment using wallet was highly convenient for consumers in

purchasing products through online without physical movements across places.

K, KARAMJEET, DR P, ASHUTOSH(2016) explained in their research paper titled "E-Payment System on E-Commerce in India" the different types of cashless transactions methods including their functionality and processing. They have revealed that it is quite difficult, but not impossible, to suggest that which payment system is best. Some systems are quite similar, and differ only in some minor details. Thus there are number of factors that affect the usage of ecommerce payment systems.

T, HOCK-HAN, O. HWAY-BOON (2016) in their book named "Cashless Payment and Economic Growth" examined the effect of adopting cashless payment in five European Union (EU) countries, namely, Austria, Belgium, France, Germany, and Portugal, for the period of 2000-2012. The adoption of one type of cashless payment will affect another type of cashless payment in the short run. The impact of adopting cashless payment on economic growth can only be significantly observed in the long run. Hence, any policy that promotion with long run. Hence, any policy that promotes cashless payment will not affect the economy immediately. JOURNAL OF THE ASIATIC SOCIETY OF MUMBAI, ISSN: 0972-0766, Vol. XCV, No.5, 2022

¹⁰⁸ (2015) showed that poor security, lack of trust, fear of failure, high charge and poor (2015) showed that poor security, lack of trust, fear of failure, high charge and poor ¹⁰⁸ (2015) showed that poor security were the major constraints that affected e-payments. Besides, security features and poor ¹⁰⁸ (2015) showed that poor security were also affecting pole of the poor security features of the pole ¹⁰ (2015) showed that poor security, lack of trust, fear of failure, high charge and poor ¹⁰ (2015) showed that affected e-payments, fear of failure, high charge and poor ¹⁰ (1)^{BHA}, were the major constraints that affected e-payments. Besides, security features and poor ¹⁰ (1)^{BHA}, were the major constraints that affected e-payments. Besides, security features and poor ¹⁰ (1)^{BHA}, facilities, privacy and quality of services were also affecting adoption of e-payments, for the poor security features of internet, and the poor security features of the poor security features of internet, and the poor security features of ^{philip} in the period of study. Furthermore, this study also revealed that all of study of services were also affecting adoption of e-payments. ^{philip} in the period of study. Furthermore, this study also revealed that all of study is the period of study. Furthermore, the physical study also revealed that all of the physical study is the physical study and the physical study is the physical study also revealed that all of the physical study is the physical study is the physical study and the physical study is the physical study also revealed that all of the physical study is the physical study also revealed that all of the physical study is the physical study also revealed that all of the physical study is the physical study also revealed that all of the physical study is the physical study also revealed that all of the physical study is the p ^{phille} factors analyzed in his research paper titled "paper free payments. ^{phille} SUBRAMANIAN (2011) that electronic payment systems have been proving to be effective in India ^{phille} a vast growth compared to the physical paper based parts. ^{Marks} SUBAC study that be determine payment systems have been proving to be effective in India ^{Marks} SUBAC paper free payments. ^{Marks} SUBAC paper free payments systems have been proving to be effective in India ^{Marks} the period of study. Furthermore, this study also revealed that all electronic modes of payments and ^{Marks} the period a vast growth compared to the physical paper-based payments like cheques of payments and the physical paper based payments like cheques of the physical paper based payments like physical payments like physical payments like physical payments like phys ^{pr. dia-an arrive been proving to be effective in India study also revealed that all electronic modes of payments like cheques or drafts etc.}

MATEMENT OF THE PROBLEM

^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy is developing economy ^{ATEMENT OF THE second position in the world in population. Still Indian economy is developing economy is developing economy}}}}}}} statis in the second posternment of India taking some initiative to developing economy is developing economy is developing economy in the world. So the government of India taking some initiative to develop our economy, our the should be digital transactions in our country. the prime minute in a light and in the digital india for adopting the technology and maintains all provide to accelerate the execution of the technology and maintains all provide to f digital economy there are number of digital payment systems introduced The execution of the ^{the out country.} In order to accelerate the execution of the standard of living of people. In India ^{purcept} of digital cooline and the standard of living of people. In India, many cashless ^{wheth} systems were launched such as E-Payments, online payments IMPS, NEFT and mobile ^{wheth} This study will specifically help to understand the growing popularities and mobile ^{pi,ments} systems will specifically help to understand the growing popularities and problems of E-¹²SIGNIFICANCE OF THE STUDY

^{1/1} ^{1/2} SIGNIFICATION ^{1/2} SIGNIFICATION ^{1/2} of this study to find out the perception of users towards e-payment apps. This would help ^{1/2} hetter understanding of the various e-payment apps and analysis a the purpose of this standing of the various e-payment apps and analysis and observe the mind set of a shout while using e-payment apps. Transaction costs making in the standing of the various e-payment apps. ^{Ngain} better underset using e-payment apps. Transaction costs, making the payment and time people about will be reducing. Cashless transaction is convenient for shopping, payment of bills and time consumption with a smart phone. It is convenient for shopping, payment of bills and scheduling of financial transactions managed from home, office or wherever with a smart phone. It scheduling of where with a smart phone. It also reduces expenditure of printing of currency notes and its transportation. Hence there is a need to study the growing trends in E-Payment apps.

ISCOPE OF THE STUDY

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The study focuses on the 100 respondents who are using E-Payment apps for buying products and services in Trivandrum district. It attempts to analyse the problems and challenges faced by the consumers in using different E-payment apps.

OBJECTIVES OF THE STUDY

¹ To study the perception of users towards e-payment apps.

2 To evaluate the e-payment practices among users.

3 To understand the factors which influence the users for using various e-payment apps. HYPOTHESIS

10: There is no significant difference between Gender of the respondents and overall satisfaction of E-payment apps and services.

Il: There is significant difference between Gender of the respondents and overall satisfaction of Epayment apps and services.

Ho: There is no significant difference between income of respondents and the opinion about Applications using for online purchasing

Il: There is significant difference between income of respondents and the opinion about applications using for online purchasing.

Ho: There is no goodness of fit between respondent'spreference towards online payment APPS HI: There is no goodness of fit between respondent'spreference towards online payment APPS Il: There is goodness of fit between respondent's preference towards online payment APPS

Research Methodology

Primary data was collected from 100 respondents on the basis of purposive Snowball sampling technique by use ^{kchnique} by using structured questionnaire. The questionnaire was pre-tested by distributing it among ^{hcspondente} ² ^{respondents} and was accordingly modified before collecting the data. Secondary data required for ^{the study} was accordingly modified before collecting the data. Secondary data required for digital library, be study was collected from the following sources: -Books, Magazines, Journals from digital library,



JOURNAL OF THE ASIATIC SOCIETY OF MUMBAI, ISSN: 0972-0766, Vol. $\chi_{CV, N_0, S, \lambda_{N_0}}$ 109 JOURNAL OF THE Periodicals and Internet publications. The collected data was tabulated and analysed with the Periodicals and Internet publications. The collected data was tabulated and analysed with the Periodicals and Internet publications. The collected data was tabulated and analysed with the help to be the study. Periodicals and Internet publications. The collected data was tabulated and for presentation with the help statistical tools. For analysis mathematical tool, percentage was used and for presentation pie charts were used for the study.

Analysis and Interpretation HO: There is no significance difference between income of respondents and the opinion about

HO: There is no significance uncertained applications using for online purchasing H1: There is significance difference between income of respondents and the opinion about application H1: There is supplication purchasing.

Income UPTO RS.	PAYTM	GOOGLE PAY	PHONEPE	BHIM	OTHERS	
5000	10	8	5	2	1	Total
5000-10000	3	10	7	1	1	26
10000-15000 ABOVE	7	17	8	2	2	23
20000	2	9	3		2	36
Total	22	44	23	0	1	15

0.00	OBSERVATION TABI	LE 100
OBSERVED VALUE	EXPECTED VALUE	
10	5.72	CHI CONTRIBUTION
8	11.44	3.203
5	5.98	1.034
2	1.3	0.161
1		0.377
3	1.56	
10	5.06	0.201
7	10.12	0.839
1	5.29	0.001
2	1.15	0.533
7	1.38	0.029
17	7.92	0.279
8	15.84	0.107
2	8.28	0.085
2	1.8	0.009
2	2.16	0.022
9	3.3	0.012
3	6.6	0.512
0	3.45	0.873
1	0.75	0.073
TA /TYO	0.9	0.059
TATISTIC		0.75

TEST ST

Chisson		0.011
Chi-square Df	9.106	
Table value Significance	$\frac{12}{21.03}$	
Inference		
	Accept the	e Null hypothesis

JOURNAL OF THE ASIATIC SOCIETY OF MUMBAI, ISSN: 0972-0766, Vol. XCV, No.5, 2022

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Interence from the above table that the Pearson Chi Square value is 9.106 and the Table value $\| u_{1,03}^{\text{can}} \|_{1,03}^{\text{can}}$ are not statistically significant at 5% level. It indicates that there exists no significance difference between the table value is 0.106 and the Table value $\| u_{1,03}^{\text{can}} \|_{1,03}^{\text{can}}$ are not statistically significance difference between the table value is 0.106 and the Ta $\|f_{c,0}^{\text{eff}}\|_{b}$ seen from the above more that the Pearson Chi Square value is 9.106 and the Table value $\|f_{c,0}^{\text{eff}}\|_{b}$ are not statistically significant at 5% level. It indicates that there exists no significant difference [1,0,3) are not significance difference between income of respondents and the contract of the purchasing for online purchasing $||_{c^{(0)}}$ are not statistically significant at 5% level. It indicates that there exists no significant difference $||_{c^{(0)}}$ and the Table value $||_{c^{(0)}}$ and the Table value $||_{c^{(0)}}$ and $||_{c^{(0)}}$ benveen is using for online purchasing polications using significant difference pennications using for online parenasing applications is no significant difference between Gender of respondents and overall satisfaction of E-10: There apps and services.

^{payment} apps and set the set of Nument apps and services. MI: HAPP service.

CONTINGENCY TABLE

paying	Very satisfied	Satisfied	Neutral	Unsatisfied	total
Gender	16	12	8	7	43
Male	20	-18	10	9	57
Female		30	18	16	100
Total	36	OBSERVAT	ION TABLE		

OBSERVATION

Observed value	expected value	Chi contribution
16	15.48	0.017
	12.9	0.063
12	7.74	0.009
8	6.88	0.002
7	20.52	0.013
20	17.1	0.047
18	10.26	0.007
<u>10</u> 9	9.12	0.002

Test statistics

	0.16
Chi-square Df	3
Table value	7.81
Significance level	Accept the Null hypothesis
Inference	

Inference It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table that the Pearson Chi Square value is 7.81 and the Table value (7.8) It can be seen from the above table table table table value (7.8) Inference It can be seen from the above table that the Pearson Chi Square value to the Lable value (7.8) are not statistically significant at 5% level. It indicates that there exists no significant difference is no significance difference between Gender of respondents and overall satisfaction of the statisfaction of the second statistical statistical statisfaction of the second statistical statisfaction of the second statistical stat It can be seen from the above none time are not statistically significant at 5% level. It indicates that there will be and overall satisfaction of the second of the secon

HO: There is no goodness of fit between respondents preference towards online payment .H1: There is goodness of fit between respondents preference towards onli

Category TIME SAVING	Observed value	Test proportion	Expected value	Chi
EASY OF USE	15	0.2	20	contribution
SECURITY	25	0.2	20	1.25 Julion
CASH BACK AND	18	0.2	20	1.25
REWADRS	10	0.2		0.2
ALL OF THE ABOVE Total	32	0.2	20	the man
	100	1	<u>20</u> 7 100	2



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It can be seen from the above table that the Pearson Chi Square value is 14.9 and the Table value (9.49) It can be statistically significant at 5% level. It indicates that there exists no significant difference between (9A9)are statistical of fit between respondents preference towards online payment APPS

is goodines is based on the topic "growing popularity and problems of e- payment APPS The study is based on the topic "growing popularity and problems of e- payment apps among users .it The study is popularity and problems of while using c-payment apps during in this pandemic period. For shows the 100 respondent have been selected shows the respondent have been selected randomly. The study is to examine the growing the study is to examine the growing popularities and problems of e-payment apps among users in Trivandrum District. The findings, suggestions and conclusions are given below:

FINDINGS

Fifty four percent of the total respondents are most likely to use e payment apps under the age group 18-25. Of the total number of respondents, 57 percent are female. Out of the total respondent's 37 percent are graduate.

Thirty six percent of the respondents earns monthly income of RS.10000-RS.15000.

Among the total respondents, Eighty Three percent of them used e- payments apps while purchasing products and services.

Out of the total respondents forty four percent are using google pay application for making online payments.

Thirty percent of the total respondent uses the e-payment apps weekly.

Sixty eight percent of total respondents are fully aware about the functionality of e- payment apps. Thirty two percent of the respondents prefer the e-payment apps due to time savings, ease of use and

security and cash back and rewards.

Of the total respondents, 68 percent of them feel a sense of security towards e-payment apps. Fifty percent of the respondents frequently faces technical issues while making payments through epayment apps.

Among the total respondents, 55 percent had never lost money through the e-payment services. Of the total respondent 88 percentage received refund on lost money.

Sixty percent of the respondents had reduced traditional transaction payment system over e-payment apps.

Ninety percent of the respondents are satisfied with the speed of transaction of e- payment apps. Forty five percent of the total respondents are using e-payment apps as an alternative while comparing with other sort of physical payment method.

Out of the total respondent 29 percent are preferring the e-payment apps for online shopping. Out of the total respondents42 percent are faced security of payment as an obstacle.

Among the total respondents, 36 percent are very satisfied with the e-payment app and services. Out of the total respondents, 41 percent of them extremely likely recommends the e-payment apps to others.

Among the total respondents, 40 percent acquired information through social media.

Twenty seven percent of the respondents are highly convenient and safe in using e-payment apps.

Forty nine percent of the respondents have a positive view on modern technology.

SUGGESTIONS

The following suggestions are proposed based on the findings:

The e payment users would preferably like to stick with one or two apps only instead of sharing their bank details in various other platform.

It would be better to continuously updating e- payment apps and adding innovative solutions It would be made sure that all smartphone, tablet, laptop etc. are coming with pre-installed and secured payment application and biometric readers.

The e-payment users are trust the transfer process positively, so it is safer to carry all your cards with as it avoids the user to physically carry the credit card.

It is better to ensure more safety in e-payment apps.

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JOURNAL OF THE ASIATIC SOCIETY OF MUMBAI, ISSN: 0972-0766, Vol. XCV, No.3, 2001 CONCLUSION It has been concluded that half of users have moderate level of perception towards e payment it has been concluded that half of users have moderate level of perception towards e payment it have nositive and time savings, user friendly, easily thave positive and significant influence on the savings. CONCLUSION It has been concluded that half of users have moderate level of perception towards e payment The superiority, efficiency, safe and secured, convenient, cost and time savings, user friendly, easing The superiority of privacy of digital payment have positive and significant influence on the same digital navment system should be stream the rate It has been concluded that hall of users in The superiority, efficiency, safe and secured, convenient, cost and time suverings, user friendly, and and protection of privacy of digital payment have positive and significant influence on the factor and protection of privacy of digital payment have positive and system should be strengthered to the factor of users. Therefore, digital payment system should be strengthered to the factor of users and it must be simplified. The superiority, efficiency, sate and accurate have positive and significant influence on the sine and protection of privacy of digital payment have positive and system should be strengthened adoption of digital payment of users. Therefore, digital payment system should be strengthened adoption of digital payment of financial transactions of users and it must be simplified and material transactions of users and it must be simplified and material transactions. and protection of privacy or urgan pays adoption of digital payment of users. Therefore, digital payment system should be strengthened improve safety and security of financial transactions of users and it must be simplified and make the baddition digital payment system should minimize risk associated with transactions adoption of digital payment of users improve safety and security of financial transactions of users and in must be simplified and make user friendly. In addition, digital payment system should minimize risk associated with transactions user friendly. In addition, digital payment system should minimize risk associated with transactions in the formation of the fo improve safety and security of human system should minimize that databalled with transactions is user friendly. In addition, digital payment system should minimize that databalled with transactions is consumers and it must adopt appropriate measures to overcome undue delay in its processes. The sections of the balling online payments has made a huge growth in few years. The number of the balling online payments has made a huge growth in few years. The number of the balling on the balling on the balling of the b user friendly. In addition, digital propriate measures to overcome undue doing in its processes. The consumers and it must adopt appropriate measures to overcome undue doing in its processes. 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There are three most popular payment Apps used in India namely, Google Pay, Phonepe and the back of the ba of users. There are three most popular payment Apps used in india manery, Google ray, Phonepe and Paytm, Google Pay is highly preferred for making high value transactions as it makes payment directly Paytm, Google Pay is highly preferred to other apps. More security features need to be added to increase Paytm, Google Pay is highly preferred for making high value transactions as it makes payment directly from the bank account as compared to other apps. More security features need to be added to increase

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