

INDEX

SKR GOVTNMENT DEGREE COLLEGE GUDUR

S.NO	DESERIPTION	PG.NO
1.	Introduction	
	a) Scope of study	
	b) Objectives of the study	
	c) Methodology	
	d) Data collection in the prescribed format	
2.	Project specifications	
3.	Problems indentified	
4.	Analyses of the problems	
5.	Community awareness programme conducted w.r.t the problems and their outcomes	
6.	Recommendations and conclusions	
7.	References	
8.	Annexures	

DECLARATION

I Hereby declare that the project work entitled 'DIGITAL TRANSACTIONS' submitted **MADHURANTHAKAM.HARI** B.Com II Year/ IV Semester is a project report of the work done by me under the guidance of **LAKSHMI BHEEMAVARAPU, Lecturer in Computer Applications.** This project work is submitted in partial fulfillment for CBCS (4 years degree).The result embodied this thesis have not been submitted to any other college/Institute.

MADHURANTHAKAM.HARI
B.Com II Year/ IV Semester
SKR GDC, Gudur.

Certificate

SKR GOVERNMENT DEGREE COLLEGE, GUDUR
DEPARTMENT OF COMPUTER APPLICATIONS

Class: II B.Com (CA)

Register No:202129018

Certified that this is the bonafide record of Community Service Project (CSP) work done in Digital Transactions at Gandhinagar, Gudur Mandal, Tirupati District by the candidate MADHURANTHAKAM.HARI B.Com II Year/ IV Semester, SKR GDC, Gudur during the year 2021-2022

Mentor

Head of the Institutions

Submitted for the Community Service Project in Digital Transactions at Gandhinagar, Gudur Mandal, Tirupati Dist.

Valued by

1.

2.

ACKNOWLEDGEMENT

I would like to express my special thanks of gratitude to my **College Principal Sri Paleti Venkateswarlu** as well as our mentor **Lakshmi Bheemavarapu, Lecturer in Computer Applications** who gave me the golden opportunity to do this wonderful Community Service Project (CSP) on the topic **Digital Transactions** which also helped me in doing a lot of research and I come to know about so many new things, I really thankful to them.

Secondly, I would also like to thank my **Team Lead Smt. Varidireddy Sumalatha and my dear friends** who helped me a lot in finishing this project within the limited period and it helped me to increase my knowledge and skills.

THANKS AGAIN TO ALL WHO SUPPORTED ME

List of Abbreviations

1. CSP - Community Service Project
2. USSD - Unstructured Supplementary Service Data
3. UPI - United Payment Interface
4. AEPS - Aadhaar enabled Payment System
5. PoS - Point of Sale Machines

INTRODUCTION

DIGITAL TRANSACTIONS

➤ **Definition:**

Digital transactions can be broadly defined as online or automated transactions that take place between people and organizations—without the use of paper.

A digital transaction is a process by which transactions take place without the use of cash. A digital transaction involves the collaboration of several parties including large financial firms and a number of sectors within the economy.

Examples include swiping a debit card at a store, paying for a purchase online, or transferring money from an app to your bank account. These kinds of transactions have become increasingly prevalent and necessary as consumers move from a cash-powered economy to a digital one.

➤ **Different terms:**

- Electronic payment.
- Digital payment.
- E-commerce payment system.
- Online transaction.

Electronic
payment.

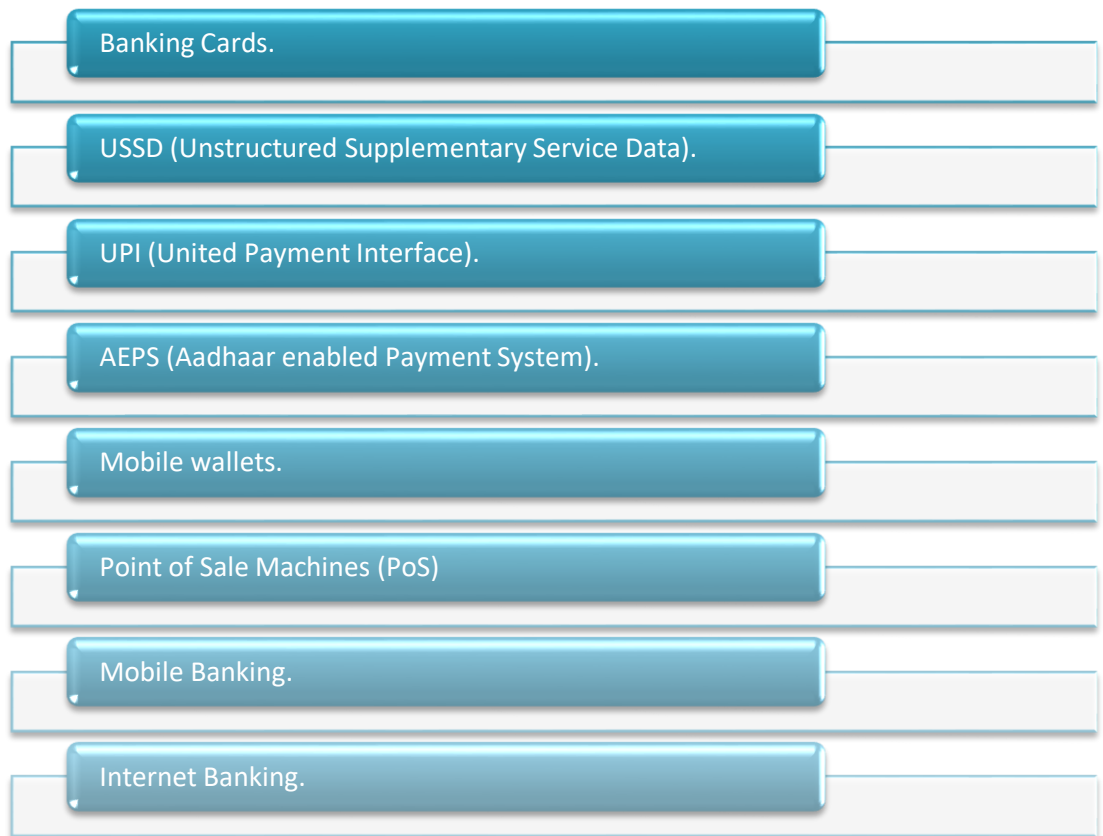
Digital
payment.

E-commerce
payment
system.

Online
transaction.

➤ **Different methods of digital transactions:**

- Banking Cards.
- USSD (Unstructured Supplementary Service Data).
- UPI (United Payment Interface).
- AEPS (Aadhaar Enabled Payment System).
- Mobile wallets.
- Point of Sale Machines (PoS)
- Mobile Banking.
- Internet Banking.



➤ **Advantages:**

- Instant Payment. Electronic payments are much faster than the traditional methods of payments such as cash or cheques.
- Higher payment security.
- Better customer convenience.
- Saves processing costs.
- Low risk of theft.
- Transparent.
- Contactless.

➤ **Disadvantages:**

- Not Traceable: The digital cash uses the internet, which makes traceability difficult. Hence, the system provides anonymity. ...
- Forgery: Digital cash systems pose some unique risks. Since cash is digital, it is likely that hackers might break into the system.
- Risk on identity theft is one of the major disadvantages of the cashless economy in India.
- Exposes your personal information to a possible data breach.
- No alternative source of money in the case of technical issues or hacker activity.

DIGITAL TRANSACTIONS-FRAUDS

These are the some of the following frauds:

- Frauds using online sales platforms. ...
- Frauds due to the use of unknown/unverified mobile apps. ...
- ATM card skimming. ...
- Frauds using screen sharing app / Remote access. ...
- SIM swap or SIM cloning. ...
- Frauds by compromising credentials on results through search engines.



- **Phishing scam** - Fraudulent e-mail pretending to be from a bank (or other legitimate business) and asking for you to log in or give your bank account details or security questions.
- **Bank account/Credit-card fraud** - Your credit card number has been stolen or money has been transferred or used without your permission.

- **Ransomware** - malware which typically locks you out of your computer until you give financial payment (or credit card details) to regain control of your computer.
- **Fake website** - Fraudulent website that may look like the legitimate bank, asking to click the link and provide information.
- **Financial scam (usually by email)** - e.g. winning a lottery or being told you have inherited money and asked to provide financial information.

A) Scope of the study :

- ❖ We conducted the survey on 2 clusters in Gandhinagar area of Gudur mandal at Tirupati district.
- ❖ In our team we have a total of 6 members . Each member in our team collected the data from 25 households.
- ❖ Finally we conducted the survey on the total 150 households in Gandhinagar area of Gudur mandal at Tirupati district

B) Objectives of the study :

- ❖ To study the awareness on digital transactions among the people of Gandhinagar.
- ❖ To understand the issues with digital transactions faced by the people in Gandhinagar area of Gudur mandal at Tirupati district.
- ❖ To create an awareness among the people in Gandhinagar area about digital transactions.
- ❖ To increase the number of digital transactions by the people as a part of digital India.
- ❖ To create awareness on today's technology.
- ❖ To alert the people regarding online fraud.

C) Methodology:

To collect the data by preparing a questionnaire with 10 queries along with subqueries and household details.

QUESTIONNAIRE

Below is the questionnaire format :

	SKR Government Degree College, Gudur COMMUNITY SERVICE PROJECT <u>A Survey on Digital Transactions</u>				
Registration No:		S.No.			
Group:					
Semester:					
Date:					
Household Details:					
House No.		Habitat/Ward No.			
Post office		Mandal			
		Panchayat			
		District			
Family Member Details:					
SLNo	Name of the person	Gender	Age	Education	Profession
Digital Transactions:					
Q1. How many of you use mobiles only for telephonic services?					
Q2. How many of you are having featured mobile phones with mobile banking?					
Q3. How many of you are having smart phones/tabs?					
Q4. How many of you are able to use computer/laptop?					
Q5. How many of you know about internet?					
Q6. Do you have desktop/laptop in your home?		☐ Yes ☐ No			
Q7. Are you having bank account?		☐ Yes ☐ No			
Q8. Did you perform digital transactions/ online payments?		☐ Yes ☐ No			
(If Yes, ask the following otherwise move to Q9)					
8a. Which of the following methods did you use?					
☐ Telephone Banking ☐ Online Banking ☐ Mobile Banking (Using app)					
8b. Do you think that using Internet banking makes your life easier?					
☐ Yes ☐ No					
8c. Have you read the banks online security procedures? (This would have been sent to you in the post or shown to you electronically when you signed up for your account or it's available online.)					
☐ Yes ☐ No					
Signature of the Mentor			Signature of the Student		
House Holder Signature and Name with date					



SKR Government Degree College, Gudur
COMMUNITY SERVICE PROJECT
A Survey on Digital Transactions



8d. Have you ever lost money due to digital fraud (e.g. Credit card stolen, online bank account hacked)?

☐ Yes ☐ No

8e. Have you ever had cash lost or stolen?

☐ Yes ☐ No

8f. Identify the threats relating to digital transactions (Tick the required)

- ☐ Phishing scam - Fraudulent e-mail pretending to be from a bank (or other legitimate business) and asking for you to log in or give your bank account details or security questions
- ☐ Bank account/Credit-card fraud - Your credit card number has been stolen or money has been transferred or used without your permission
- ☐ Ransomware - malware which typically locks you out of your computer until you give financial payment (or credit card details) to regain control of your computer
- ☐ Fake website - Fraudulent website that may look like the legitimate bank, asking to click the link and provide information
- ☐ Financial scam (usually by email) - e.g. winning a lottery or being told you have inherited money and asked to provide financial information
- ☐ I have never been a victim of electronic/digital fraud.
- ☐ Other (please specify) _____

8g. Overall analysis of e-Payment (digital and online payment) systems.

	Strongly Disagree	Disagree	Agree	Strongly Agree
e-Payment systems save you time and money.				
e-Payment systems are better than cash				
A digital customer has to be alert to security issues when using e-Payment systems.				
e-Payment offers a greater choice for consumer and merchant in the way they send and receive payment.				
e-Payment transaction costs are hidden from users.				
Problems will not arise if your debit card is lost or stolen				
e-Payment systems can be easily understood and readily adopted.				

Q9. If you have never used internet banking, what are the main reasons? (Check all that apply)

- ☐ Never heard of Internet banking
- ☐ Concerned about security (don't trust online banking)
- ☐ Don't get on with the technology
- ☐ Don't see any real value in having this type of account
- ☐ Too new. I would like to see how it works, then I may open an account
- ☐ Not available through my bank
- ☐ Other (please specify) _____

Q10. Did you hear about digital currency/ bit coins? ☐ Yes ☐ No

Signature of the Mentor

Signature of the Student

House Holder Signature and Name with date

1. PROJECT SPECIFICATIONS

DATA ANALYSIS

Total number of households-25

Q1. Number of people use mobiles only for telephonic services?

YES -15

NO -10

Q2.Number of people are having featured mobile phones with mobile banking?

YES -10

NO -15

Q3. Number of people are having smart phones/tabs?

YES -10

NO -15

Q4.Number of people are able to use computers/laptops?

YES -5

NO -20

Q5.Number of people know about the internet?

YES -4

NO -21

Q6. Is the household have a desktop/laptop?

Yes - 0

No - 25

Q7.Number of people having bank accounts?

Yes - 24

No - 1

Q8.Number of people perform digital transactions/ online payment?

Yes - 14

No - 11

8a.Number of people using

Telephone Banking -0

Online Banking-0

Mobile Banking-9

Telephone and online banking-0

Online and mobile Banking-9

Telephone and mobile Banking-0

All-9

8b.Number of people think that using Internet banking makes your life easier?

Yes	-	9
No	-	0

8c.Number of people read the bank's online security procedures.

Yes	-	0
No	-	9

8d. Number of people lost money due to digital fraud.

Yes	-	2
No	-	7

8e.Number of people ever had cash lost or stolen.

Yes	-	8
No	-	1

8f.Number of people having awareness about the below threats.

Phishing scam – 3

Bank account/Credit-card fraud – 3

Ransomware – 0

Fake website – 9

Financial scam (usually by email) – 0

● Number of people have never been a victim of electronic/digital fraud. **3**

8g. Overall analysis of e-Payment (digital and online payment) systems.

1.e-payment systems save you time and money.

Strongly Disagree- 0

Disagree – 0

Agree – 7

Strongly Agree- 2

2.e-payment systems are better than cash

Strongly Disagree- 0

Disagree – 0

Agree – 5

Strongly Agree- 4

3.A digital customer has to be alert to security issues when using e-Payment systems.

Strongly Disagree- 0

Disagree – 4

Agree – 4

Strongly Agree- 1

4.e-Payment offers a greater choice for consumer and merchant in the way they send and receive payment.

Strongly – 2

Disagree- 1

Disagree Agree – 5

Strongly Agree- 1

5.e- payment transaction costs are hidden from users.

Strongly Disagree- 0

Disagree – 2

Agree – 4

Strongly Agree- 3

6.Problems will not arise if your debit card is lost or stolen.

Strongly Disagree- 0

Disagree- 3

Agree – 2

Strongly Agree- 3

7.e-payment systems can be easily understood and readily adopted.

Strongly Disagree- 0

Disagree – 0

Agree – 8

Strongly Agree- 1

Q9.Number of people have never used internet banking, what are the main reasons.

Never heard – 3

Don't trust – 9

Technology fear- 1

No value – 1

Too new – 0

Not available – 0

Other – 0

Q10. Number of people hear about digital currency/ bitcoins.

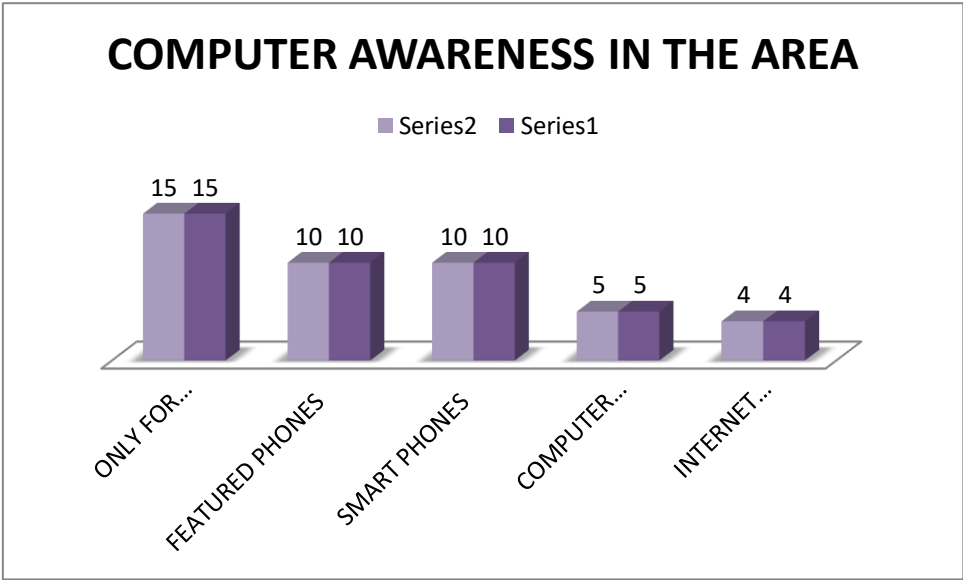
Yes - 8

No - 17

DATA ANALYSIS - TABLES AND CHARTS

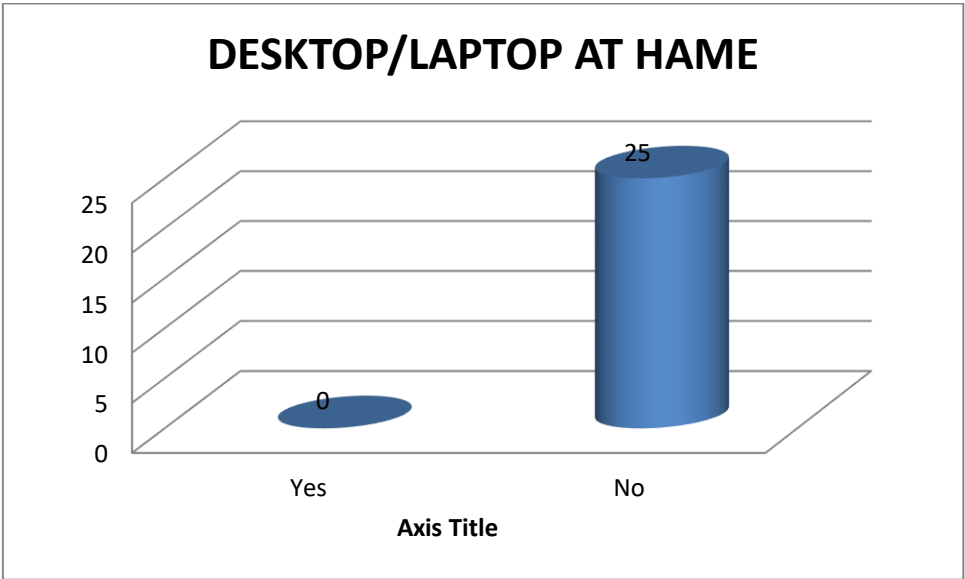
COMPUTER AWARENESS IN THE AREA

ONLY FOR TELEPHONE	FEATURED PHONES	SMART PHONES	COMPUTER KNOWLEDGE	INTERNET AWARENESS
15	10	10	5	4



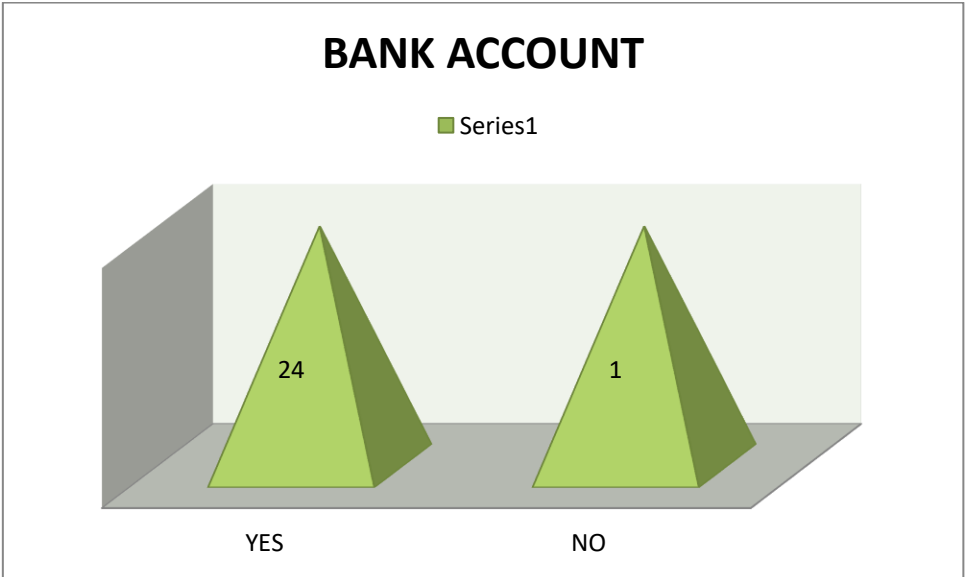
DESKTOP/LAPTOP AT HOME

Yes	No
0	25



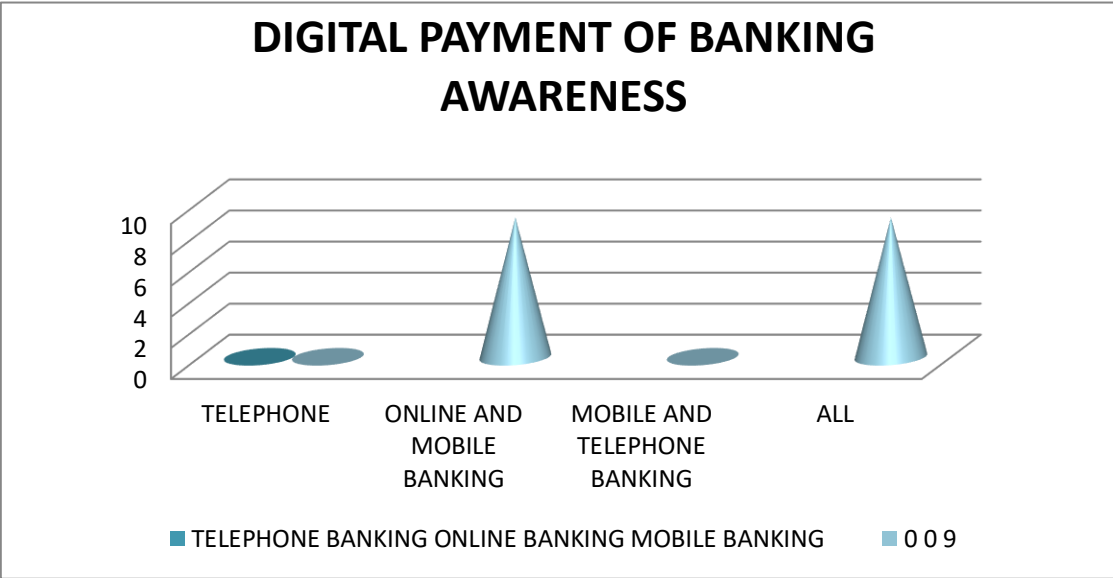
BANK ACCOUNT

YES	NO
24	1



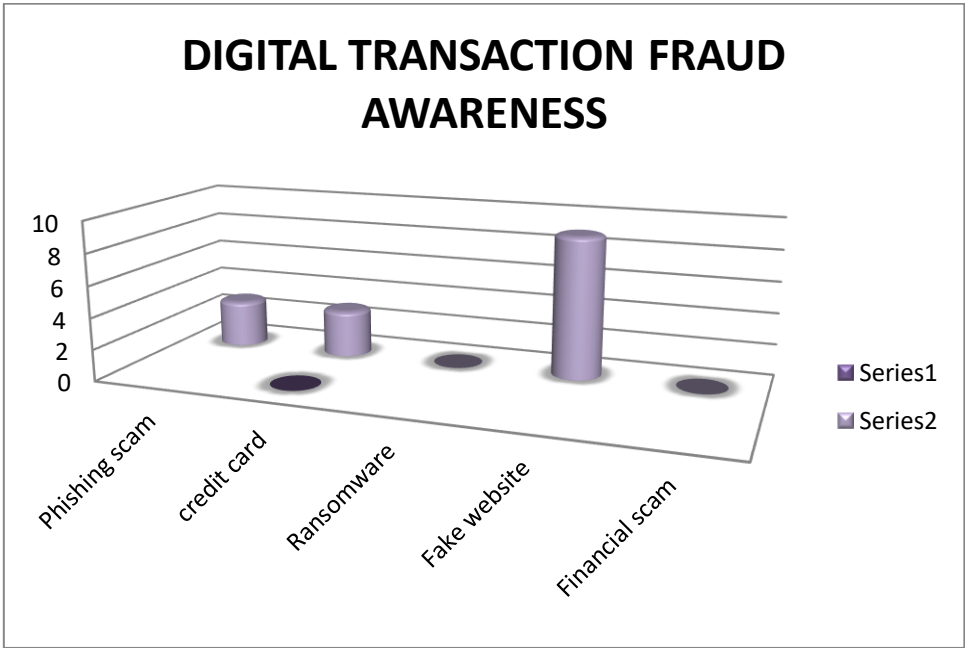
DIGITAL PAYMENT OF BANKING AWARENESS

TELEPHONE E BANKING	ONLINE BANKIN G	MOBILE BANKIN G	TELEPHON E AND ONLINE BANKING	ONLINE AND MOBILE BANKIN G	MOBILE AND TELEPHON E BANKING	AL L
0	0	9	0	9	0	9



DIGITAL TRANSACTION FRAUD AWARENESS

Phishing scam	credit card fraud	Ransomware	Fake website	Financial scam
3	3	0	9	0



E-PAYMENT SYSTEM AWARENESS

QUESTION	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
IMPORTANCE	2	7	0	0
CASH	4	5	0	0
SECURITY	1	4	4	0
EASY	1	5	1	2
0SAFE	0	4	2	0
PROBLEM	0	2	3	0
ADOPTED	0	8	0	0

E-PAYMENT SYSTEM AWARENESS

