IJCRT.ORG

ISSN: 2320-2882



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

Factory Affecting for Acceptance of Cryptocurrencies as a Financial Tool

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Abstract:

Cryptocurrencies are a new form of digital asset that operate through blockchain technology and whose purpose is to be used as a means of exchange. Some, such as bitcoin, have become globally recognized in recent years, but the uncertainty surrounding cryptocurrencies raises questions about their intended use. this study aims to investigate the level of awareness, trust, and adoption and over all accepting factors of cryptocurrency as a financial tool among the community in Surat city This study has the task of investigating the different factors that affect the intention behind the use of cryptocurrencies by developing a new research model and using SPSS to assess it. The results show that all the constructs proposed have significative influence, either directly or indirectly, on the intention behind the use of cryptocurrencies. The findings provide value and utility for companies' and cryptocurrencies' intermediaries to formulate their business strategies.

Keywords: cryptocurrencies; Awareness level of cryptocurrency & blockchain, intention to use; e-Wom; trust; web quality; perceived risk.

1) Introduction

Virtual money has become popular at different times in the history of contemporary human beings. The number of people using cryptocurrencies today has experienced significant growth and is comparable to the populations of some small countries. In its simplest form, a cryptocurrency can be considered as a digital asset built to function as a medium of exchange based on cryptographic technology to ensure the transactional flow, as well as to control the creation of additional monetary units.

Blockchain technology and cryptocurrency are attracting increasing attention from consumers, investors, investment industry and regulators. Cryptocurrency has great potential to be used for transaction or investment in the future. However, level of awareness of the blockchain technology and

cryptocurrency is still at infant stage, specifically in developing countries. Thus, this study aims to investigate the level of awareness, trust, and adoption and over all accepting factors of cryptocurrency as a financial tool among the community in Surat city. Quantitative approach was adopted in this study where a new questionnaire was developed in the first phase to measure the level of awareness, adoption, and trust of cryptocurrency applications among Surat blockchain communities and the people who have heard about cryptocurrency. The questionnaire consists of items on respondents' demographic, the various factors of acceptance are like, performance expectancy, behavioural intentions, E-Wom, trust, web quality, perceived risk

their awareness, trust, and adoption of FinTech particularly on blockchain technology and cryptocurrency.

2) Scope of study

This study aims to investigate the level of awareness, trust and adoption of cryptocurrency as digital currency use community in Surat. Quantitative approach was adopted in this study where a new questionnaire was developed in the first phase to measure the level of awareness, and different factors like perceived risk, behavioural intentions, trust, E-Wom, web quality, and importantly to know about their opinions for using cryptocurrency as cashless payment method. This is working on blockchain technology applications among Surat communities. The resulting questionnaire consists of items on respondents' demographic, their awareness, and different acceptance factors of cryptocurrency. In the second phase, a pilot study was conducted to validate the new questionnaire from 100 respondents. A real survey was also conducted in this phase using the validated questionnaire and data were obtained from 100 respondents. Descriptive statistics were used in the analysis during the third phase of the study, and results demonstrate that the awareness level of blockchain technology. And importantly in this research we have set as our main objective the empirical study of the Behavioural Intention of crypto currencies. So once the study model has been established, and after the analysis of the results, we observe that the variable that has the greatest influence on consumer Behavioural Intention is Trust, above Performance Expectancy. We, therefore, recommend that companies and organizations that issue and intermediate cryptocurrencies place special emphasis on generating Trust in the consumer. So Due, in our study we have included a series of variables that, once our results are obtained, effectively influence this trust. These variables are e-Wom, Perceived Risk and Web Quality, in this sense; e-Wom is the construct that has more weight on trust.

3) Significant of study

Inspite number of studies available in the new financial technologies and also about digital assets. even do study done on awareness ,trust and adoption of cryptocurrency and blockchain technology community of Malaysia and some other as a references thesis for same topic for country like Spain is done ,but here is the study on community of Surat .as metropolitan city like Surat , with more business

minded people, industry player, or other end users, and even small speculator are there who are interested in investment in crypto currency and as crypto market is hovering so high that even community who are not in crypto trading but are still, getting aware and involving in cryptocurrency market mostly for GEN-Z (10-25 years) in this internet world its being trendy alternatives investment like NFTS, METAVERSE.etc and more about as a future virtual money, so this research mainly focus on to know the different accepting factors that people kept in mind while acceptance of cryptocurrency and by taking opinions of all type community from age group from 18 to 60 who have heard years people about cryptocurrency.

4) Literature Review

➤ A.,Rejeb, K., & J. G. (2021).Keogh, 'Cryptocurrencies in Modern Finance': a Literature Review. focus on cryptocurrencies in the finance and banking sectors is gaining momentum. In this paper, we investigate the role of cryptocurrencies in modern finance. We apply a narrative literature review method to synthesize prior research and draw insights into the opportunities and challenges of leveraging cryptocurrencies. The results indicate cryptocurrencies offer that businesses and individuals' lower transaction costs, higher efficiencies, increased security and privacy, meaningful diversification benefits, alternative financing solutions, and financial inclusion. These include the lack of regulatory standards, the risk of criminal activity, high energy and environmental costs, regulatory bans and usage restrictions, security and privacy concerns, and the high volatility of cryptocurrencies Dr.Mohammed Mubarak feb-2021 'A study on cryptocurrencies in India ' - International Journal of Research and Analytical Reviews (I2021 IJRAR February 2021, Volume 8, Issue 1 (E-ISSN 2348-1269, P- ISSN 2349-5138). To understand the concept of Bitcoin and it's functioning in regular trading. To know

- legality and trading of Bitcoin in India and even we get to know about the comparison study on investment risk in between Bitcoin and gold from this research paper.
- Rahman and Dawood (2019) in their 'Bitcoin and Future of Cryptocurrency 'focused on cryptocurrency as an imaginative and technically advanced alternative for globalization. It examined the possibility of an alternative for processing payments across geographical boundaries and if regulated effectively cryptocurrency could remove a lot financial challenges faced in the present.
- ShailakJaini (2018) in his 'The Growth of Cryptocurrency in India' focuses on aspects such as the impact of cryptocurrencies in India and the opportunities that come along with it. It also talks about the various aspects of other countries and their rules and legislature revolving around the Introduction of cryptocurrencies.
- ➤ Rahul J. Nikam (2018) in his Model draft 'regulation on Cryptocurrencies In India' focuses on aspects of India to start taking a rm decision on cryptocurrency trading and regulate it and also speaks about how the RBI should be more open to the idea of cryptocurrencies and understand the value and opportunities that come with it.
- ➤ Gunjan Jindal and ShezaAzeen (2018) in their 'Legal acceptance of bitcoin in India 'discuss how bitcoin plays a pivotal role in aggregating the growth percentage of the nation and how it would not be possible unless the government pushes towards making the transactions legal and implies its regulations on it.
- Frospects in India study focuses on the remarkable growth in the acceptance of cryptocurrencies but does not see it replacing paper currencies anytime soon. The problem is to structure it for the law

- enforcement agencies and users to ensure safety in transactions and the problems to determine a way to charge cryptocurrency tax. The high growth on bitcoins has attracted a lot of interest but the high amount of risk involved in keeping the investors hesitant to invest. Though the study shows belief in virtual currencies, a good legal and regulatory framework is required for investors to trust this form of currency in India.
- > Dr. Vijeta Banwari (2017) 'CRYPTOCURRENCY-SCOPE IN INDIA' discusses the change in finance and the world of money. Cryptocurrencies have a huge risk factor but are increasingly popular cult for the government to control the transaction. □and it will be dif According to the Blockchain Foundation of India, (lobby of around 45 crypto dealers,) claimed that more than 30 new exchanges have applied for membership in the recent two months. (The Print, 2018). Blockchain has huge potential to improve the way data is stored. Despite the ban on cryptocurrency, the blockchain is adopted in various organizations (Andhra Pradesh, government Maharashtra, and so on). Over the counter, markets could come up in the future instead of routing transactions through banks.
- ShaikShakeelAhamad,(2013), 'A Survey on Crypto Currencies 'From this survey on crypto currencies, merits of crypto currencies compared to fiat currencies and then compare different crypto currencies that are proposed in the literature. Finally, its propose different requirements that should be satisfied by crypto currencies to replace Fiat Currencies.
- Dingli xi, Timothy Ian O'Brien, Elnaz Irannezhad, Dec -2019,' investigating the Investment Behaviors in Cryptocurrency', this study investigates the socio-demographic characteristics that individual cryptocurrency investors exhibit and the factors

which go into their investment decisions in different Initial Coin Offerings. A web based revealed preference survey was conducted among Australian and Chinese blockchain and cryptocurrency followers, and a Multinomial Logit model was applied to inferentially analyze the characteristics of cryptocurrency investors and the determinants of the choice of investment in cryptocurrency coins versus other types of ICO tokens.

▶ Dr. Neha Parashar, Ms. Farida Rasiwala, "A study on investor's awareness and perception regarding investment in Crypto currency with special reference to Bitcoin '.This research focus on to study the level of awareness among investors regarding bitcoin as a virtual currency ,to study the perception of investors. In this paper they examine which factors drive individual in adoption intention and actual acceptance of crypto payments . As Bitcoin is a fully decentralized currency, the value is appreciating in the financial economy because its supply is limited and there is hugedemand for it. The demand is mainly because of its low transaction costs, anonymity, investment possibilities and possibilities for use in illegal activities.

5) Objective of study

- **1**. To study the level of awareness among public regarding cryptocurrency and blockchain technology.
- **2.** To study the trust of people regarding acceptance of cryptocurrency as mode of cash less transaction.
- **3.** To know people's opinion about trust and secure investment regarding cryptocurrency using blockchain technology.
- **4.** To know which factor more influence the trust and behavioural intention of individual towards cryptocurrency.
- **5.** To understand the people's opinion regarding government intervention and involvement to develop cryptocurrency as legal mode for cash less transactions.

6. To identify the key factors which are indispensable for the adoption of cryptocurrency.

6) Measurement Scales

The scale for this research study was adapted after an extensive literature review. The total numbers of items in the scale were 33. The items were measured on a 5 point Likert scale

Performance Expectancy (PE)

- I find the use of cryptocurrencies useful in my daily life.
- 2) The use of cryptocurrencies increases my chances of achieving tasks that are important to me.
- The use of cryptocurrencies and related services (wallets, exchanges) helps me accomplish tasks more quickly.
- 4) The use of cryptocurrencies increases my productivity.

Mahomed, (2018) Behavioural Intention

- 5) I intend to use cryptocurrencies instead of traditional money.
- 6) I plan to use cryptocurrencies in the next 6-12 months.
- 7) I prefer to use cryptocurrencies in payment.
- 8) If payment with cryptocurrencies is not available as a payment method in a purchase, I would request it.

Ross (2016) Trust (T)

- 9) I believe that cryptocurrencies are trustworthy.
- 10) I have confidence in cryptocurrencies.
- 11) I do not doubt the veracity of cryptocurrencies, their systems, and related services.
- 12) I am confident that the legal and technological structures protect me from problems with cryptocurrencies.
- 13) Even if they were not regulated, I would still trust cryptocurrencies.

14) Cryptocurrencies are capable of doing their job.

Mahomed, (2018) e-Wom (EW)

- 15) I would recommend the use of cryptocurrencies to other potential consumers.
- 16) I will point out the positive aspects of cryptocurrencies if someone exposes them to criticism.
- 17) I share the positive aspects of cryptocurrencies.
- 18) I recommend the use of cryptocurrencies to people who ask my advice on such matters.
- 19) I encourage family and friends to use cryptocurrencies.

Shaikh and Karjaluoto (2016) Web Quality (WQ)

- 20) The Web of the cryptocurrencies is of high quality.
- 21) The expected quality of the cryptocurrency's website is extremely high. CW3. The Web of Cryptocurrencies seems to be of very poor quality.

Everard and Galletta (2006) Perceived Risk (PR)

- 22) I think that the use of cryptocurrencies puts my privacy at risk.
- 23) .The mere use of cryptocurrencies exposes me to a general risk.
- 24) Using cryptocurrencies puts my financial activities at risk
- 25) I think hackers can control my transaction history if I use cryptocurrencies.

Easy adaptation of Cryptocurrency as a method of cashless payment

- 26) If there is more advertising/education about cryptocurrency.
- 27) If there is more advertising/education about cryptocurrency.
- 28) If there is more advertising/education about cryptocurrency.
- 29) If Major retail websites start accepting cryptocurrencies. If Major retail websites start accepting cryptocurrencies.
- 30) If there is more secure storage methods for cryptocurrency.
- 31) If Governments stamps of approval.
- 32) If the Transaction savings on cryptocurrency is passed on to consumers.
- 33) If Existing monetary transactions are changed to accept cryptocurrency.

8) Data Collection:

Method of data collection the present study is based on both primary data and secondary data. The primary data was collected from 100 respondents through the Google form questionnaire and secondary data was collected from magazines, online journals and internet. A real survey was also conducted in this phase using the validated questionnaire and data were obtained online from 100 respondents from which we have got 75 responses and rest 25 responses were collected by physical survey. Also respondents were categorized on the basis of their gender, age, occupation and qualification For this study, Judgemental sampling method is adopted as it emphasis on specific features of a population that are of interest, which help to get the appropriate answers of the questionnaire.

Sample Design

1) Sampling Methods

Researcher was used non – probability Judgmental sampling method so select the sample size because

researcher have collected data on the convenience of researcher

2) Sampling Unit

Here, target population is decided .the respondents were drawn from blockchain and cryptocurrency user and industry practitioner communities in Surat, non-investors who are aware about cryptocurrency.

9) Tools and Technique for Data Analysis

1)Tools:

- Chart
- Table

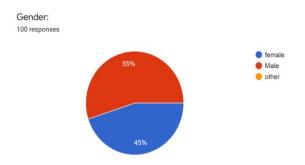
2) Technique:

- Reliability test using Cronbach's alpha
- Chi Square
- Kruskal Wallis H Test
- Man Whitney test
- Regression and correlation

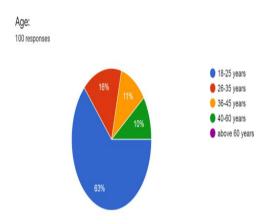
Descriptive statistics and firstly the reliability test is done to check the reliability of data by using Cronbach's composite and alpha reliability indicators, we proceeded to analyze the reliability of the construction. And by opting to chic square analysis for different variable group with factors with the help of bar diagram and by proofing the different hypothesis which we have consider in this study. Even using test like man Whitney, kruskal Wallis test for two or more independent variable, and to know the relationship between the different factors and their association by using Pearson's correlation. All through using SPSS software.

10) Graphical Methods

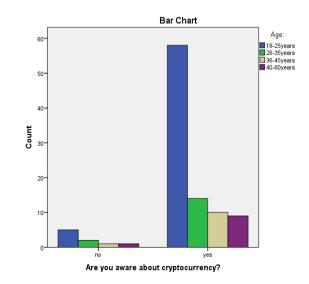
Demographic Information analysis:



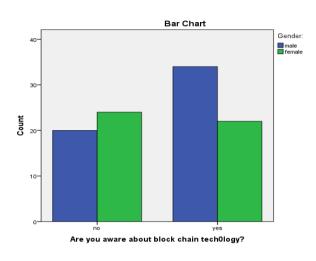
From total number of responses there are 46 female which is 45% of total population and remaining 55% which 54 male responses are of male.



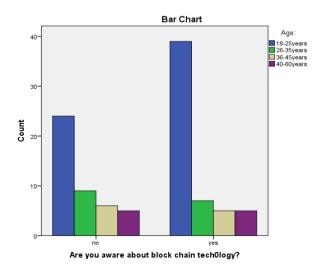
From the table and chart about different number different age group, where highest response of number of response are 63% from 18-25 years group then 16% of 26-35 years group, 11% of 36-45 years people, and lowest response from 46-60 years which is 10%.



Even if we compare by age group we find that awareness level of gen-z which 18-25 years group people is high, compare to other age groups, after that 26-35 years follows as high awareness level then the other age groups.



From bar chart is about the aware level of blockchain technology, so we can conclude that about 44% people are unaware about the blockchain, if we compare gender wise likely show in bar chart that female are highly unaware about blockchain than male.



we find that awareness level of gen-z which 18-25 years group people is high regarding blockchain technology, compare to other age groups, after that 26-35 years follows as high awareness level then the other age groups. From 36-60 years group people having low awareness level of blockchain technology.

11) Reliability test of measurement scales of primary data:

Reliability statistics:

	Cronbach's Alpha Based
Cronbach's Alpha	on Standardized Items
.81	.83

Interpretation:

Alpha Cronbach's value	Interpretation	
0.91-1.00	Excellent	
0.81-0.90	Good	
0.71-0.81	Good and	
	acceptable	
0.61-0.70	Acceptable	
0.01-0.60	Non-acceptable	

Here, we can see the overall value of all variables Cronbach's alpha shows the 0.811 which the higher than 0.7.which shows the good measure of internal consistency, that is, how closely related a set of items are as a group.

Composite reliability:

In statistics, a variable is some characteristic shared by people in the population. Age, height, eye colour, and number of hours of television watched in a week are all examples of variables. These examples, however, are of characteristics that can be counted or measured and are observable. Sometimes it is necessary to make observations of attributes that are not easily observed, such as intelligence or health. Here, we have performance expectancy, trust, risk, web quality, behavioural intentions etc. These are multidimensional concepts that can be measured using composite variables.

A composite variable is a variable created by combining two or more individual variables, called indicators, into a single variable. Each indicator alone doesn't provide sufficient information, but altogether they can represent the

more complex concept. Think of the indicators as pieces of a puzzle that must be fit together to see the big picture.

So, after we find the Cronbach's alpha of all variable together, now we are using composite alpha to know the internal consistency in scale item individually

	Cronbach's Alpha	
performance		
expectancy	0.848	
behavioural		
intentions	0.883	
4.44	0.000	
trust(t)	0.888	
E-Wom(ew)	0.901	
web quality	0.701	
perceived risk	0.823	
_		
cryptocurrency as		
cashless payment	0.883	

	Composite Reliability	Average variance extracted(AV E)
performance expectancy	0.898	0.689
behavioural intentions	0.919	0.741
trust(t)	0.916	0.646
E-Wom(ew)	0.928	0.722
web quality	0.842	0.649
perceived risk	0.887	0.662
cryptocurrency as cashless payment	0.892	0.544

Interpretation:

Then, using Cronbach's composite and alpha reliability indicators, we proceeded to analyze the reliability of the constructions. In all the cases, our indicators were higher than the 0.7 suggested by

Nunnally. Furthermore, by analyzing the average variance extracted (AVE), convergent validity has been guaranteed. In our case, all the indicators offered levels higher than the 0.5 these indicators appear, in which we can check that all the constructions meet all the requirements.

H4(a): E-Wom positively influences the trust in cryptocurrencies.

H4(b): E-Wom positively influences the Behavioural Intention to use cryptocurrencies.

H5(a): The quality of the website has a positive influence on trust in cryptocurrencies.

H5(b). The quality of the website influences the Behavioural Intention to use cryptocurrencies.

H6(a) Perceived risk adversely affects trust in cryptocurrencies.

H6(b). Perceived risk adversely influences the Behavioural Intention to use cryptocurrencies.

H7: Trust positively influences the intention to use cryptocurrencies.

H 8: trust regarding the cryptocurrency as a cashless transaction.

H9: Performance Expectancy positively influences the intention of use of cryptocurrencies

9) Regression and Pearson's correlation value:

Tregression and T	R-	p-value
	square	P
E-Wom→ trust	0.623	0.000
E-Wom_	0.464	0.000
Behavioural		
intentions		
web-quality →	0.34	0.000
trust		
web-quality →	0.219	0.000
Behavioural		
intentions		
perceived risk →	0.520	0.002
trust		
Perceived risk →	0.460	0.003
Behavioural		
intentions		
Trust →	0.524	0.000
behavioural		
intentions		
Trust →	0.115	0.01
cryptocurrency as a		
cashless		
Performance	0.339	0.000
expectancy →		

behaviuoral		
intentions		
Behaviuor	0.035	0.000
intentions -		
Cryptocurrency as		
a cashless		

Interpretation:

So, to check the relationship between the various dependent and independent variables .we checked the R-square of the different acceptance factors in Table. As we can observe, our model has an average explanatory power of the r-square value shows the different percentage of effect on other factors, like E-Wom have 62.3% effect on trust, and 46.4% on behavioural intentions of people. Web-quality has 34% effect on trust and 21.9% on behavioural intentions. Perceived risk having the 52.0% effect on trust and 46% on behavioural intentions. Trust 52.4% affects the behavioural intentions of individual and 11.5% on accepting cryptocurrency as a cashless payment. Performance expectancy affects 33.9% to behavioural intentions. the cryptocurrency as a cashless payment affects 3.5 % on behavioural intentions of individual.

Second, column shows Pearson's correlation significant p-value. If the $p \le 0.01$ the test is significant (shows the significant relationship between the independent and dependent variable). So here all variables having the value $p \le 0.01$, so there is positive relationship between the different values

10) CONCLUSION

The main novelties of this research we find level of awareness and most important the factors which are indispensable when it comes to accept the cryptocurrency. And after the analysis of the results, we conclude,

- ➤ There difference in opinions of male and female regarding to accept the cryptocurrency.
- ➤ When it comes to age group people from 18-25 years and 26-35 years having high awareness level and behavioural intentions to use it in future.

- ➤ Our population mostly includes high ratio of under graduate and graduate people, as young people having huge craze to use it as they more gets attracts from social media as part of E-Wom.
- ➤ With highly employed, and self-employed people shows more interest in cryptocurrency they find it as part time income for them and small ratio of unemployed people too as they find main source of earning as a speculator or being small investor.
- After the we find specially in surat ,people are more following E-Wom as when it comes to trust any new financial tool.
- More of we observe that most people opinions is that, they can only accept cryptocurrency, if government authorised and regulated or government stamp approval financial assets. Otherwise most of them find it risky and less trustful.

11) Suggestions for future research:

- ❖ Despite the fact that in this study has covered variables that, after analysing the results, do indeed influence cryptocurrencies, it would be interesting to check whether this same fact is true of a sample at an international level, since the sample studied is at a national level and mostly of people between the ages of 18 and 44. Likewise, it would be interesting to include other relevant variables to study the way in which they affect cryptocurrencies, such as volatility, ease of use or facilitating conditions.
- ❖ Probably, the greatest limitation of this research has been to obtain a socio demographic unbalanced sample, and it would be interesting to obtain a larger sample that is as balanced as possible and carry out multi-group analyses to see if the behaviour is homogeneous or if, on the contrary, there are heterogeneities and different behaviours.

12) Suggestions and recommendations to for non-investors and investors of cryptocurrency:

Cryptocurrencies can become a world currency, since factors such as their globality and immediacy

- favour them in this aspect. It is going to be best future, if people take it as a investment, not as a trading.
- Future trading or insider trading cannot be consider as fruitful use of blockchain technology or, by hacking, making high volatile and unstable market, but it is more about the innovative digital investment
- ❖ If people know the true importance of use of cryptocurrency as what satoshi Nakamoto motive, to use when there is recession or any financial crisis, it can be used as alternative financial tool.

13) Suggestions to companies:

- ❖ Here for, recommend that companies and organizations that issue and intermediate cryptocurrencies place special emphasis on generating Trust in the consumer. Due to the above, in our study we have included a series of variables that, once our results are obtained, effectively influence this trust These variables are e-Wom, Perceived Risk and Web Quality, in this sense, e-Wom is the construct that has more weight on trust.
- ❖ We recommend that intermediaries and creators of cryptocurrencies take into consideration the importance of consumer satisfaction to increase Trust. Hence, it is necessary to know the criticisms in the online world and to pay attention to negative comments, since these opinions of consumers are perceived as a more reliable source of information about brands than the content generated by the seller.
- ❖ It is recommended that companies offer users the possibility of having all their transactions under control, and that these are clear and secure, even with perfect traceability: if customers do not trust that their personal data will be kept with the maximum confidentiality and that the payment is secure, the purchase will not be carried out This series of measures will lead to a reduction in the consumer's Perceived Risk and therefore an increase in his/her Trust, according to the indirect relationship between these two variables that our study has shown.

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