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Financial Inclusion: Impact Of Digitalisation On Banking Services With Special Reference To Prayagraj

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Abstract

Digitalisation is the process by which businesses leverage various new and current technologies in response to adjustments in both internal and external interactions to provide better customer services and experiences quickly and effectively. The terms "Make in India" and "Digital India" are being used to describe the larger and more sustainable industrial and financial growth of our nation. The government is encouraging the use and updating of technology while also providing high-speed broadband connectivity to every part of the nation. India's enormous untapped market for internet connections has now been opened up by this. A financial revolution has begun in India thanks to the digital payment systems developed by banks, such as the Unified Payments Infrastructure (UPI), the Bharat Interface for Money (BHIM), mobile money, and e-wallets. It is essential to adapt and implement very capital-intensive global technologies, infrastructure, and procedures if you want to stay ahead of the curve. As a means of safeguarding customers, data integrity, authentication (including third-party authentication), and trust factors in financial transactions are becoming more crucial. By utilising digital technologies, which include unified client experiences, speedier output, infinite banking volumes, financial inclusion, operational efficiency, economic scale, and more, improved customer satisfaction and value are sought for. In many areas, including financial transactions, digitalization has improved efficiency and customer happiness. This article's goal is to look at how India's financial transactions have been affected by digitization.

Keywords: digital banking, Digitalisation, Payment, Banking, Technology

Introduction

Currently, one of the most well-known areas of international development is digital financial inclusion. Recently, it has caught the attention of organisations and governments all around the world. In order to lower poverty rates, the G-20 and the World Bank have spearheaded efforts to enhance financial inclusion in emerging and developing nations since 2010. The majority of people who are financially excluded own a mobile phone, even though over two billion people lack access to decent finance and credit. Being poor is expensive, hence people in poverty rely nearly entirely on money. People who make less than $2 a day find it challenging to save money; cash transfers are expensive; securing credit is challenging; and natural disasters or illnesses can further impoverish those without savings or insurance. Technology adoption in the form of smartphones and internet connectivity is essential to promote secure and affordable financial services such as payments, money transfers, local and international transfers, insurance, credit, and savings, among others. The CGAP defines digital financial inclusion as "access to technology and use of critical financial institutions by the excluded and disadvantaged populations." On July 1, 2015, Indian Prime Minister Narendra Modi fervently introduced the country's digitization programme. The primary goal of the digital India effort is to give rural areas digital access by utilising high-speed Internet networks. By implementing a uniform payment system, the Ministry of Finance is actively trying to enhance the payment procedures for participants in various government programmes.

Objectives

1. To study digitalisation of banking services.
2. To study the impact of digital services in banking services.
3. To study the challenges faced digital banking services.

Review of Literature

1. **Ozili, Peterson. (2022).** Studied "Digital Financial Inclusion" and concluded that Much progress must be made, and this will necessitate the use of existing and new creative digital technologies to adapt financial services to suit the requirements of everyone on the path to financial inclusion. Policymakers should exercise caution when developing a national plan for digital financial inclusion. Following the selection of a plan, the efficacy of the approach should be continuously evaluated. Furthermore, given that digital financial inclusion is not without hurdles, policymakers must recognise the constraints of digital financial inclusion as well as the limitations of digital technology in promoting financial inclusion.

2. **Nautiyal, T. & Ismail, S. (2022).** Studied "Financial Inclusion in India: A Regional and District Level Analysis" and concluded that There is a considerable and positive relationship between financial inclusion and other social development indices like urbanisation and literacy rates. While the population is shown to be small, literacy rate and urbanisation strongly predict or explore financial inclusion. In other words, areas with high rates of urbanisation and literacy are more likely to be economically developed. The first step towards financially integrating the majority of people is to introduce them to fundamental financial products. The government must prioritise opening more bank branches first. The incorporation of branchless banking through user-friendly technology may increase financial services' accessibility with less expense, but this can only be successful if the bulk of the population has access to both basic education and the internet.

3. **Gharbi, Inès & Kammoun, Aida. (2022).** Studied "Relationship Between Digital Banking and Financial Inclusion: Evidence from Tunisia" and concluded that Policymakers should implement such measures to encourage digital finance, which would contribute to financial inclusion and inclusive growth in the country. Again, the growth of digitization and technology connected to artificial intelligence and Blockchain has presented the Central Bank with new hurdles. These include advancing the digitization of the banking system transformation in order to be even closer to consumers while minimising operational expenses.

4. **Ozili, Peterson. (2022).** Studied "The future of financial inclusion" and concluded that the government will become more involved directly in providing basic financial services to the poor. New financial technologies that consistently lower transaction costs will emerge. There will be issues with consumer protection, data privacy, and immoral technologies. These forecasts highlight the themes to look out for in the future of financial inclusion.

5. **Parvin, S. & Panakaje, Dr. (2022).** Studied "A Study on the Prospects and Challenges of Digital Financial Inclusion" and concluded that DFI is critical for rural residents to experience sustainable and inclusive financial growth in order to enhance their level of living. As a result, it is critical to provide basic digital financial services in rural regions by investing in adequate infrastructure. This study also considered the active involvement of service providers in encouraging DFI. This research is a real guide for financial institutions to grasp the many difficulties and possibilities related DFI for the financially inclusive growth of all segments of society.

6. **Benny, A. (2022).** Studied “Financial Inclusion and Digitalization in India: Promises and Pitfalls” and concluded that financial inclusion should always be accompanied with good financial education as well as financial stability; otherwise, we will have a nation that simply spends too much and will eventually become crippled in debt, both in terms of the public economy and personal finances. Financial inclusion attracts more individuals, whereas financial education educates them. There is a noticeable lack of understanding among customers, with an increasing number of individuals falling behind on their payments and loans. The recent situation with Buy-Now-Pay-Later (BNPL) cards and their subsequent suspension by the RBI serves as a reminder as well.

7. **Saxsena, S. et al., (2021).** Studied “The impact of financial inclusion on the growth of bank in India” and concluded that Banks play a crucial role in emerging nations like India by acting as savers' mobilizers and credit allocators for investment and output. By selecting the business owners with the highest odds of starting new commercial operations and granting loans to them, banks operate as a financial middleman and promote economic growth in the nation. The country's impoverished and disadvantaged population's financial situation and level of living can be significantly improved via financial access. India has long struggled with a lack of suitable, cheap, and accessible financial services, and a strong, inclusive financial system is essential to the nation's economic development. In order to boost banking penetration, install new ATMs, and execute other initiatives, the Reserve Bank of India (RBI) and the government play a significant role in promoting financial inclusion. To evaluate the success of banks under its financial inclusion programme, the Reserve Bank has employed FIPs.

8. **Khanduri, S. (2021).** Studied “Service Quality Analysis of Banks in Rajasthan Post Financial Inclusion Program” and concluded that Because banking operations and related processes might not be well recognised and the accompanying language may scare a new client, the task for bank employees becomes more difficult. Therefore, it would be crucial for any bank to have a team of knowledgeable employees with a likeable and understanding disposition. If a bank regularly monitors consumer expectations and responds to any problems as they arise, it will be able to maintain both its growth and its clientele. According to the current analysis, Indian urban banks may be checking off every box in that format and may even have an exciting and hopeful future.

9. **Mykhailiuk, G. & Rustamzade, A. & Bakhishov, A. (2021).** Studied “Digitalization of financial services and challenges of adaptation of control” and concluded that All facets of our life have been significantly impacted by the advancement of information technology. Over time, we became more aware of its influence. Financial services is one industry where the innovation provided by new technical solutions is most noticeable. Digitalization has increased because to the worldwide COVID-

19 pandemic, which started in the first part of March 2020. Under the right management and regulation, digitalization as an ongoing process may offer several benefits.

10. **Ozili, P. (2020).** Studied "Financial Inclusion Research Around the World: A Review" and concluded that financial inclusion and poverty levels, financial innovation, financial stability, the state of the economy, financial literacy, and regulatory frameworks should all be taken into consideration by policymakers. In order to address regulators' concerns about financial system stability and increased financial inclusion, policymakers should discover creative ways to provide financial services to the public through non-bank channels.

11. **Barajas, A. et al., (2020).** Studied "Financial Inclusion: What Have We Learned So Far? What Do We Have to Learn?" and concluded that In the past two decades, as politicians and researchers have looked into the possible economic advantages of increasing the population's access to financial services, interest in financial inclusion has risen dramatically. Based on a straightforward definition of financial inclusion—the degree of access to and usage of financial services—this research reviewed the key conclusions that have emerged thus far from the empirical and theoretical literature. It used a range of data sources to show that, over the past 10 years, there has been a rise in the number of people who bank, but that there are still inequalities between regions, income levels, and gender, among other things.

12. **Amin, U. (2020).** Studied "In depth study on financial inclusion services in Indian banking sector" and concluded that services for banking correspondents from the ground up, alter the financial service situation. These services do not lower living standards; rather, they raise them and continuously raise levels. Villagers would learn more thanks to financial literacy campaigns and awareness programmes that would make the most recent information available to them. Financial inclusion would make it feasible to create these dynamics and create a better financial framework that benefits everyone. Assistance from the unorganised sector is transferred to the organised sector, creating several chances for official funding for those in need.

13. **Talreja, J. (2020).** Studied "Banking Sector and financial inclusion in India" and concluded that Banks serve as a financial middleman and aid in the expansion of the economy by injecting capital into the market and encouraging entrepreneurship and investment. A key component of inclusive growth is financial inclusion, which is impossible to accomplish without the support of the banking industry. Therefore, this study made an effort to demonstrate the banking determinants that have an influence on the financial inclusion agenda and, in turn, have an impact on the nation's economic growth. "Financial access may significantly improve the financial situation and quality of life of the nation's impoverished

and disadvantaged citizens. India has long struggled with a lack of suitable, cheap, and accessible financial services, and the development of a strong, inclusive financial system is essential.

14. **Alexander, Kern & Karametaxas, Xenia. (2020).** Reviewed "Digital Transformation and Financial Inclusion" and concluded that Regulators in developing and emerging markets must strike a balance between allowing technological advances to create more options for consumers and businesses for data-based financial services and regulating such services to achieve regulatory goals such as financial stability, consumer protection, and privacy rights. The principle of proportionality is critical for policymakers in striking the right balance between the extent and scope of regulation to achieve these goals, while also acknowledging that such measures may result in increased costs in the provision of finance, supposed to lead to further financial exclusion.

15. **Banna, Hasanul. (2020).** Studied "The role of digital financial inclusion on promoting sustainable economic growth through banking stability: Evidence from Bangladesh" and concluded that Individuals and companies benefit economically from digital financial inclusion. Using a sample of 43 Bangladeshi banks, this study provides empirical evidence that greater DFI is positively associated with individual bank stability, implying that DFI leads to economic growth and that an integrated DFI by banks is not only a phenomenon for achieving the SDGs, but also something that must be carefully implemented for the bank's own economic stability.

16. **Vincent, G. & Sivakumar, S. (2019).** Studied "Financial Inclusion in India -A progress and Challenges" and concluded that The Indian government is dedicated to enhancing financial inclusion throughout the nation. The government's and the RBI's actions are having a positive impact on how easily ordinary people can access financial services. According to the study, attempts have been made to reach the aim, but for a diverse nation like India, it is vital to introduce the fundamentals first and then tailor the models to meet the country's needs. This will result in financial development in the nation and speed up economic progress.

17. **Barik, R. & Sharma, P. (2019).** Studied "Analysing the progress and prospects of financial inclusion in India" and concluded that the fundamental objective of financial inclusion is now using bank accounts for saving and credit purposes rather than simply creating an account. When examining several national and international datasets related to the usability and accessibility of financial services, it becomes clear that India has made significant strides in comparison to earlier times in terms of creating bank accounts. The recent introduction of PMJDY has made it easier for the underprivileged and marginalised to register a bank account with no or little money in it. 80% of Indian people have bank accounts in their names as a result of this. Even if there are many differences in financial inclusion

between the various population groups, there is no denying that PMJDY has made it possible to substantially close the financial inclusion gaps between the various groups.

18. **Agrawal, Gaurav & Jain, Pooja. (2019).** Studied "Digital Financial Inclusion in India" and concluded that Adoption of mobile banking is limited by the perceived difficulty of technology adoption, and it has a significant potential to affect people's behaviour, particularly in rural areas, if they think that mobile banking is simple to use, clear, and valuable to them. Furthermore, the study proposes that banks create a website with features or provide information about new value-added services to encourage customers to utilise mobile banking, hence reducing perceived risk and increasing perceived ease of use of banking services.

19. **Sujlana, P. & Kiran, C. (2018).** Studied "A Study on Status of Financial Inclusion in India" and concluded that the provision of high-quality financial services in rural regions is essential for economic development as it will enable rural families to finance the expansion of their means of subsistence. The Indian government has made sincere attempts to include its citizens in the scope of financial services. Nevertheless, despite the fact that efforts to promote financial inclusion are progressing, some areas of the country continue to fall behind. Rapid technological advancement has also been essential in bridging the country's financial gap. Mobile banking, Immediate Payment Service (IMPS), and ATMs are now being used by more individuals. In a summary, it may be claimed that India is moving quickly towards financial inclusion, and that this can be accelerated by collaborative efforts of Government, Reserve Bank of India and Citizens of the country.

20. **Varghese, G. & Viswanathan, L. (2018).** Studied "Financial Inclusion: Opportunities, Issues and Challenges" and concluded that financial inclusion is a long-term objective. It is a forward-thinking programme that will develop over time. To speed up the inclusion process, it is important to seize the momentary chances and properly address any flaws. The opportunities and constraints offer helpful insights into creative approaches to economic value addition that aid the nation in achieving a sustainable growth trajectory. Therefore, policymakers should concentrate on creating laws that take into account a sustainable model for delivering banking services as well as need-based products for consumers in both rural and urban areas.

21. **Sarkar, Dr-Raja & Das, Sabyasachi. (2018).** Studied "Digitalization and its impact on financial transactions in India" and concluded that Digital payment growth is expected to continue in the future. The next push for digital payment acceptance might come from relatively slow adopters such as the rural economy and the small and medium-sized companies (SME) sector. Government incentives, such as reductions on digital GST payments and the establishment of accelerator programmes, will offer an additional push. A few particular situations may develop in the realm of business-to-business (B2B)

payments, Electronic Clearance Service (ECS) obligations, equated monthly instalments (EMIs), person-to-government (P2G) payments in smart cities, and so on. These are anticipated to have a favourable influence on future transaction volume size.

22. **Demirguc-K. et al., (2017).** Studied "Financial Inclusion and Inclusive Growth: A Review of Recent Empirical Evidence" and concluded that one significant obstacle to financial inclusion in Mexico is a lack of confidence in financial institutions. In Latin America, where persistent financial and economic crises have had little impact on the faith in the financial institutions, this barrier is one of the most often mentioned reasons for not saving in the formal sector. With the digitalization of financial services, the lack of trust becomes a more complicated problem due to the rise in cyber frauds, as well as technical malfunctions and a lack of digital financial literacy.

23. **Iqbal, B. & Sami, S. (2017).** Studied "Role of banks in financial inclusion in India" and concluded that the current analysis discovered a substantial positive relationship between the number of bank branches and the banks' credit deposit ratio (both indicators of financial inclusion) and the national GDP. The growth rate of ATMs has been demonstrated to have a statistically little influence on Indian GDP, despite being a measure of financial inclusion. Thus, the study found that the growth and development of the economy are closely related to financial inclusion. Despite this, the government should have effective financial inclusion regulations to ensure customer knowledge and access to financial services. Programs for financial literacy and e-banking training should be created. Therefore, financial inclusion is a significant step that India must take in order to achieve full prosperity.

24. **Patil, P. (2016).** Studied "Financial Inclusion in India- An Overview" and concluded that The Government, RBI, and the implementing agencies must work together to devise strategies and tactics to advance financial inclusion in order to realise the goal of inclusive growth. Ample infrastructure (technology, internet access, ATMs, etc.) needs to be made available in remote and rural locations for the programme to be implemented successfully. In addition, there is a need to raise financial awareness among the socially disadvantaged. Due to the limited accessibility of financial services, the BC model plays a significant role in the early stages. Additionally, as post offices (POs) are closer to rural residents than bank branches, more POs may be hired to serve as BCs.

25. **Jagtap, M. (2016).** Studied "Financial Inclusion and Growth of Banking Sector in India" and concluded that financial inclusion is the process of ensuring that vulnerable groups, such as weaker parts and low-income groups, have access to the financial goods and services they need at an accessible price in a fair and transparent way from mainstream institutional actors. The banks must act as a resource for the underprivileged and the destitute because sound counsel given during trying times may make all the difference. From the aforementioned study, it can be inferred that public sector banks are

increasingly contributing to financial inclusion, with a focus on encouraging people in rural and semi-urban areas to use the formal financial system's services. According to the report, there are more new branches opening up in rural regions than in other places, and existing branches are growing.

26. **Sethy, S. (2016).** Studied "Towards Financial Inclusion in India: Progress so far, Issues and Challenges" and concluded that it is clear from the trend study that schedule commercial banks' (SCBs') number of offices in rural regions has grown more rapidly than in semi-urban, urban, and metropolitan areas. Looking at the trajectory of SCBs in semi-urban regions, it first rose more quickly but began to decline in 2008. However, it continues to rise and remains above urban and metropolitan areas. The number of SCB ATMs in India expanded quickly between 2005 and 2015, notably after 2013. The urban cooperative banks' deposit and advance trend has risen from 2001 to 2011 in an upward manner. However, the increase in deposits is higher than the trend line for urban cooperative banks' advances.

27. **Singh, R. & Roy, S. (2015).** Studied "Financial Inclusion: A Critical Assessment of its Concepts and Measurement" and concluded that the importance of having an inclusive financial system for the social and economic development of a nation is considered in the critical evaluation of the notion of financial inclusion. The majority of the definitional elements of financial exclusion centre on consumers' inability to access appropriate, low-cost, safe, and fair financial products. These products may act as a catalyst for economic growth by bringing financial stability to the population segment that is excluded from the formal financial system. Exclusion can happen for a variety of reasons, including unsatisfactory and expensive products, client ignorance, a lack of financial literacy, high transaction costs, and banks' limited reach, among others. Financial inclusion requires overcoming these obstacles.

28. **Palit, S. & Das, N. (2015).** Studied "Evaluating the Efficiency of Financial Inclusion (Special reference to Jharkhand, India)" and concluded that the geographic focus, frequency, and customer types that MFIs target have a good effect on client outreach, which in turn has a favourable impact on the amount of financial inclusion activity in any region. These institutions' training services, both in terms of quality and kind, are extremely helpful in building a solid customer base and accomplishing the goal of financial inclusion. Financial inclusion is significantly impacted by the MFIs' level of involvement in both government and non-governmental operations. According to our hypothesis, the financial inclusion determinants have a favourable effect on customer satisfaction levels and are highly important for the financial inclusion project in Jharkhand.

29. **Arun, T. & Kamath, R. (2015).** Studied "Financial inclusion: Policies and practices" and concluded that financial institutions should make a stronger case for the benefits of having a bank account since the underbanked frequently view non-bank financial services as more convenient, quicker, less expensive, and posing fewer eligibility requirements. In order to increase convenience, speed up the

availability of deposited cash, and increase access to affordable small-dollar loans with streamlined but reliable underwriting, banks could push mobile technologies.

30. **Nandru, P. et al., (2015).** Studied 'Factors influencing financial inclusion using banking services" and concluded that the data collection method employed was convenience sampling. The goal of creating a bank account and the accessibility of obtaining bank products have a considerable impact on how frequently banking services are used, according to factor analysis and regression analysis that were used to make this observation. The survey also revealed that people often visit bank branches to deposit money. The study's findings also suggest that the majority of respondents expressed interest in using a few banking products, including an education loan and a home loan facility through a bank, both of which were thought to be practical to use.

31. **Garg, S. & Agarwal, P. (2014).** Studied "Financial Inclusion in India – a Review of Initiatives and Achievements" and concluded that All parties involved, including the regulator, the government, financial institutions, and others, are exerting sufficient effort, but the results are not as anticipated. The regulator must establish an effective regulatory framework that will maintain the interests of all stakeholders. The regulator must address the banks' concerns regarding profitability because, in the initial years, the entire process of financial inclusion will resemble social work. The government's worries regarding the reach, viability, and application of its policies all the way to the end need to be addressed. It is necessary to address the simple accessibility of financial services to the entire tier 3 to tier 6 population, known as the last mile user.

32. **Damodaran, A. (2013).** Studied "Financial Inclusion: Issues and Challenges" and concluded that for banking services in rural areas, there should be specific discounted rates, similar to those for phone calls made from rural telephones. For instance, interest rates in rural areas ought to be lower than those in urban areas. Similar to how savings accounts can earn greater interest in rural areas than urban areas. The increased burden resulting from this should be covered by a separate fund, similar to the USO Telecom fund. Finance for all benefits the economy. Both its growth and stability will increase. It will improve the standard of living for the nation's citizens and guarantee steady economic development. The gap between the rich and the poor will also narrow as a result. This is how Mahatma Gandhi envisioned our country.

33. **Kablana, A. & Singh C. (2013).** Studied "A Theoretical and Quantitative Analysis of Financial Inclusion and Economic Growth" and concluded that Economic growth means a sizable and long-term rise in per capita income, whether or not population expansion is present. Another need for economic growth or development is that the nation's production be made up of products and services that meet the needs of the greatest number of people possible. In addition, the rise in output needs to continue for

a considerable amount of time in order for economic growth to be real. Economic growth is not indicated by a brief increase followed by a corresponding drop in production. Additionally, cyclical, seasonal, and infrequent increases in output do not meet the criteria for long-term economic growth. The deployment of creative technologies to create new goods is a function of an economy's financial structure.

34. **Kumbhar, V. (2013).** Studied "Financial Inclusion Through M-Banking Services: Scope and Problems in India" and concluded that The Indian banking landscape demonstrates the necessity of m-banking for the financial inclusion of the urban poor. Since the past five years, mobile phone service has grown significantly in India, creating excellent potential to expand m-banking in that country. However, due to numerous issues with the m-banking infrastructure, Indian bank clients do not generally accept this. As a result, m-banking services, such as network coverage and security, need to be improved.

35. **Pal, R. & Pal, R. (2012).** Studied "Income related inequality in financial inclusion and role of banks: Evidence on financial exclusion in India" and concluded that A bigger percentage of impoverished households do not utilise formal financial services than affluent households simply because they are poor, according to the econometric analysis of this study. A household's willingness to use formal financial services is positively correlated with the availability of banking services, and this correlation is stronger for poor and slightly non-poor families. It suggests that increased access to banking services, particularly among low-income households, can promote financial inclusion. Additionally, the availability of banking services in a State is more strongly connected with the likelihood that a household would be financially included than are the availability of infrastructure facilities and the degree of urbanisation in a State.

36. **Singh, A. et al., (2012).** Studied "Financial inclusion in india an analysis" and concluded that Access to financial services including savings, insurance, and remittances is crucial for the development and reduction of poverty. The goal of complete financial inclusion requires collaboration between governments, banks, MFIs, NGOs, and regulators. Policymakers that think microfinance might aid them should speed up financial education programmes that enable their citizens to realise the economic possibilities of microfinance in addition to working with other stakeholders. Programs that promote basic financial literacy can help reduce poverty more effectively.

37. **Bagli, S. & Dutta, P. (2012).** Studied "A Study of Financial Inclusion in India" and concluded that in the foreseeable future, increasing financial inclusion would be beneficial for governments, financial regulators, and other entities that create policy. The disadvantaged groups of our society are typically disenfranchised financially. Most of the time, their means of subsistence are not monetized, and they are excluded from the financial system. Additionally, they lack a thorough understanding of the banking

services that are offered; on the other hand, banking officials lack a thorough understanding of the requirements and capabilities of the people covered by this section. Banks are unable to include them under the concept of financial inclusion as a result. Therefore, in order to achieve financial inclusion, there must be widespread financial literacy and awareness among the disadvantaged groups of people.

38. **Serrao, M. et al., (2012).** Studied "Designing a Methodology to Investigate Accessibility and Impact of Financial Inclusion" and concluded that We draw the conclusion from our study that the accessibility and impact of financial inclusion provide the researcher with a wide range of methodological inquiry options. The crucial conceptual and practical considerations must be made while choosing variables, data gathering methods, and survey procedures. Financial inclusion cannot be attained by a single path. In addition, the study discovers that methodological approaches are continually altering to reflect the shifting functional, technical, and human views of inclusive growth in general and financial inclusion in particular. As a result, we recommend combining technology and human approaches to improve the processes that support and assess financial inclusion.

39. **Swamy, B. et al., (2009).** Studied "Financial Inclusion in India" and concluded that There is a need for the process to be more broadly based since regional inequalities in the financial inclusion process are a cause for concern. The successful implementation of financial inclusion projects would require a flexible approach from banks, the creation of suitable products, straightforward lending procedures, especially for small loans, increasing financial literacy, and the use of suitable technology, so that the financially included segment of the population is discouraged from using informal and expensive sources for their financial needs. The of these call for coordinated actions from all relevant entities.

Research Methodology

The preparation of a well-structured questionnaire for the gathering of primary data was meticulous. In order to explore how digital finance affects financial inclusion, multiple choice and Likert scale questions were carefully crafted. Cronbach's alpha, which measures reliability and validity, is 0.976. The Statistical Package for Social Sciences (SPSS) version 20.0 was used to analyse the data. One-way ANOVA and the reliability test are the statistical methods used to analyse the data. Similar to a test, a one-way ANOVA is used to compare the mean scores on a continuous variable between two or more groups. One way analysis refers to the process of examining the effects of just one independent variable on one dependent variable. A post hoc analysis was done in the study to determine whether group differed substantially from the others.

One way ANOVA Test

Internet Banking

Particular	ANOVA
Internet Banking is very convenient	2.23
Internet Banking is easy to adapt	2.24
Internet Banking is highly secure	2.34
Internet Banking is user friendly	2.57
Internet Banking have low service charge	2.26
Internet Banking have accurate timing	2.16

(Source: Primary Data)

Mobile Banking

Particular	ANOVA
Internet Banking is very convenient	2.12
Internet Banking is easy to adapt	2.24
Internet Banking is highly secure	2.48
Internet Banking is user friendly	2.32
Internet Banking have low service charge	2.18
Internet Banking have accurate timing	2.24

(Source: Primary Data)

Mobile Wallets

Particular	ANOVA
Internet Banking is very convenient	3.14
Internet Banking is easy to adapt	2.84
Internet Banking is highly secure	3.16
Internet Banking is user friendly	3.14
Internet Banking have low service charge	3.24
Internet Banking have accurate timing	3.26

(Source: Primary Data)

Credit Card

Particular	ANOVA
Internet Banking is very convenient	3.01
Internet Banking is easy to adapt	3.02
Internet Banking is highly secure	3.02
Internet Banking is user friendly	3.24
Internet Banking have low service charge	3.44

Internet Banking have accurate timing	3.00

(Source: Primary Data)

Debit Card

Particular	ANOVA
Internet Banking is very convenient	2.82
Internet Banking is easy to adapt	2.14
Internet Banking is highly secure	2.83
Internet Banking is user friendly	2.83
Internet Banking have low service charge	3.14
Internet Banking have accurate timing	3.22

(Source: Primary Data)

One way ANOVA – F Value and P value

Particular	F Value	P Value
Internet Banking is very convenient	1.544	0.026*
Internet Banking is easy to adapt	1.237	0.044
Internet Banking is highly secure	1.144	0.122
Internet Banking is user friendly	1.307	0.043

Internet Banking have low service charge	1.528	0.028*
Internet Banking have accurate timing	0.317	0.126

(Source: Primary Data) *Significant

The null hypothesis is rejected at the 1% level of significance since the p-value is less than 0.01. According to the Duncan Multiple Range Test (DMRT), when utilising mobile wallets (apps), credit cards, and debit cards, Internet and mobile banking differ by 5%. As a result, there is little to no difference in usability between Internet banking, mobile banking, mobile wallets (apps), credit cards, and debit cards.

The null hypothesis is rejected at a 5% level with regard to convenience, low service fees, precise timeliness, and simple interbank account facilities since the p-value is less than 0.05. According to Duncan multiple range tests, there is a 5% difference between online banking, mobile wallets (apps), credit cards, and debit cards. Mobile banking's use of digital finance, however, is identical to that of the other groups. With the debit card at 5%, low service charge, internet banking, and mobile banking are notably different. Yet, mobile wallets and credit cards do not vary from any other category in terms of digital money. With precise scheduling, there has been a 5% difference between Internet banking and using a credit card or debit card. But, in terms of digital money, mobile banking and mobile wallets (apps) are no different from any other category. Internet banking differs significantly from handy interbank account services, which charge 5% for mobile wallets, credit cards, and debit cards. Yet, Internet banking and mobile banking are not distinguishable from other types of digital money.

In terms of adaptability, affordability, security, user-friendliness, online monthly statement, and swift financial decision making, there is no substantial difference between digital finance (Internet banking, mobile banking, mobile wallets (APPS), credit card, and debit card. When the p-value exceeds 0.05. As a result, the null hypothesis is accepted at 5% for adaptability, affordability, security, usability, online monthly statement, and swift financial decision making.

Conclusion

The influence of digital finance on financial inclusion is discussed in this article. In the daily lives of the populace, digital finance is essential. According to the study's findings, usability, convenience, exact timing, and simple interbank account facilities have favourable effects on mobile banking. Cheap service fees, correct timing, and convenience also have a big beneficial influence on mobile wallets (apps). Thus, the study draws the conclusion that digital finance, including Internet and mobile banking, mobile wallets (apps), credit and debit cards, has a big influence on financial inclusion. Although there are several drawbacks to digital marriage, including costs, security, flexibility, etc. Every human being wants to use digital finance in their daily life.

Reference

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