

A Study on Perception Towards Online Payment Among Customers with Special Reference to Tirunelveli City

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Abstract: *The study is about Google Pay and Paytm users. To know satisfaction level of the customers, the developers introduced new features to attract the users. The record of online payment can also be maintained easily. online transactions also help to government for reduce black money issues and help in growth of economy. In this study I gathered the data from 50 respondents in Tirunelveli city through the users of Google pay and Paytm. Users have giving feedbacks in gateway failure, Problem with acceptance of debit/credit card, Delay in confirmation of money transaction. Therefore, in this study is to identify the problem and preference among Google Pay and Paytm users.*

Keywords: Government, Growth of economy, Debit/ credit card, online transaction