

"CREDIT CARD UTILITY AMONG IT EMPLOYEES"

Dissertation submitted to

MAHATMA GANDHI UNIVERSITY, KOTTAYAM

In partial fulfillment of the requirement for the degree of

BACHELOR OF COMMERCE

2021-24

Submitted by

NANDANA UNNIKRISHNAN (210021069237)

SREEBALA UNNIKRISHNAN (210021069246)

MUHAMMED THAHIR E.N (210021069271)

Under the supervision of

CA (Dr). JOSEPH JOY PUTHUSSERY

Assistant Professor, Department of Commerce



SCHOOL OF COMMERCE AND MANAGEMENT STUDIES

BHARATA MATA COLLGE, THRIKKAKARA

MARCH 2024

BHARATA MATA COLLEGE, THRIKKAKARA
RESEARCH AND POSTGRADUATE DEPARTMENT OF COMMERCE

(Affiliated to Mahatma Gandhi University, Kottayam)

THRIKKAKARA P.O., COCHIN 682 021



CERTIFICATE

This is to certify that this Dissertation entitled “CREDIT CARD UTILITY AMONG IT EMPLOYEES” has been prepared by NANDANA UNNIKRISHNAN, SREEBALA UNNIKRISHNAN, MUHAMMED THAHIR E.N under my supervision and guidance in partial fulfillment of the requirements for the award of the Degree of Bachelor of Commerce of the Mahatma Gandhi University. It has not previously formed the basis for the award of any Degree, Fellowship, Associateship, etc.

They are allowed to submit this Project Report.

Dr. Ponny Joseph

Jose

Head of the Department
School of Commerce &
Management studies
Bharata Mata College
Thrikkakara, Kochi

CA (Dr). Joseph Joy

Puthussery

Assistant Professor
School of Commerce &
Management studies
Bharata Mata College,
Thrikkakara, Kochi

Place: Thrikkakara

Date: 27-03-2024

DECLARATION

We, **NANDANA UNNIKRISHNAN, SREEBALA UNNIKRISHNAN, MUHAMMED THAHIR E.N B.** Com Final year students, School of commerce and management studies Bharata Mata College Thrikkakara, hereby declare that the Dissertation submitted for the award of Bachelor's Degree is our original work. We further declare that the said work has not previously been submitted to any other University or Academic Body.

NANDANA UNNIKRISHNAN
(21021069237)

SREEBALA UNNIKRISHNAN
(210021069246)

MUHAMMED THAHIR E.N
(210021069271)

PLACE: THRIKKAKARA

DATE: 27-03-2024

ACKNOWLEDGEMENT

In preparation of this Dissertation “**CREDIT CARD UTILITY AMONG IT EMPLOYEES**”.

We received valuable guidance and encouragement from many quarters: we take this opportunity to thank them all. Firstly, we thank the God Almighty for showering his bountiful blessings without which we would not have completed this Dissertation successfully.

We express our deep sense of gratitude to, Dr Ponny Joseph, Head of the Department of School of commerce and management studies. In the task of preparing Dissertation report we have been assisted by respected teachers of Bharata Mata College, Thrikkakara.

We would like to express our gratitude to our Academic Guide, Assistant Professor, CA (Dr) Joseph Joy Puthussery, faculty of Commerce, for his meticulous guidance and constant encouragement throughout our Dissertation.

We are extremely indebted to our parents and friends for their encouragement given in our task of preparing the Dissertation report.

We again extend our whole sincere to all those who has directly and indirectly helped us during the course of our work.

**NANDANA UNNIKRISHNAN
SREEBALA UNNIKRISHNAN
MUHAMMED THAHIR E.N**

CONTENTS

SL. NO.	TITLE	PAGE.NO
1.	INTRODUCTION	1-6
2.	THEORETICAL FRAMEWOEK	7-11
3.	LITERATURE REVIEW	12-16
4.	DATA ANALYSIS & INTERPRETATION	17-34
5.	FINDINGS, SUGGESTIONS & CONCLUSION	35-39
6.	BIBLIOGRAPHY	
7.	APPENDIX	

LIST OF TABLES

TABLE NO.	TITLE	PAGE NO.
3.2	Age of employees in IT industry	18
3.3	Experience of employees in current company	19
3.4	Total experience of employees in IT industry	20
3.12	Management of credit card debt by IT employees	28
3.13	Primary reasons for the usage of credit card by IT employees	29
3.14	Preferred features of employees for using credit cards	30
3.15	Benefits of using credit cards for IT Employees	31
3.16	Challenges faced by IT industry while managing credit card debt	32
3.17	Security features to be considered while making credit card purchase	33
3.18	Technology and trends that effect the usage of credit card among IT employees	34

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE NO.
3.1	Gender wise distribution	17
3.5	Monthly income of employees	21
3.6	Number of credit cards used by employees	22
3.7	Name of banks which credit cards are used	23
3.8	Technology related purchases of employees using credit cards	24
3.9	Usage of credit card for normal transactions	25
3.10	Confidence of IT employees in the management of credit card bills	26
3.11	Management of credit card payments	27

CHAPTER 1
INTRODUCTION

1.1 INTRODUCTION

The IT industry is renowned for its fast-paced work environment and highly sought-after positions, which are frequently complemented by attractive compensation packages. Because of this, compared to professionals in other industries, IT workers are probably going to have different financial needs and spending habits. Legislators, businesses, and financial institutions all need to know how credit cards fit into their overall budgets.

In today's dynamic and technology-driven workforce, Information Technology (IT) professionals play a crucial role in shaping the global business landscape. With the rapid evolution of financial technologies and digital transactions, credit cards have become an integral part of individuals' financial portfolios. This study aims to explore and analyse the credit card utility among IT employees, delving into the factors influencing credit card usage patterns, benefits, challenges, of IT professionals.

The study's justification is the convergence of two important factors: the frequency of credit card usage and the financial practices of IT professionals. Examining the factors that led to credit card use, usage trends, and effects on money management can give important light on the state of the economy as a whole.

1.2 STATEMENT OF THE PROBLEM

Problem Description: Within the modern Information Technology (IT) landscape, credit card use has become a common financial practice among IT personnel. But even with credit cards' broad acceptance, there are still a number of relevant problems and difficulties related to their use in this particular professional group that need to be looked into and resolved.

Limited comprehension of usage trends: The usage of credit cards by IT workers and the reasons behind it are still not well understood. To better meet their demands, financial products and services must be customized by dissecting the variables that affect consumers' decisions to use credit cards.

Financial Stress and Well-being: The correlation between credit card usage and the overall financial well-being of IT professionals remains unclear. Understanding whether credit cards alleviate financial stress or contribute to it, is crucial for financial institutions and employers to design targeted support programs. **Potential Impact on Professional Productivity:** The potential impact of credit card-related financial concerns on the professional productivity of

IT employees has not been thoroughly explored. Issues such as mounting debt, high-interest rates, or inadequate financial literacy may adversely affect their work performance.

Risk of Indebtedness: There is a concern regarding the risk of IT employees falling into indebtedness due to credit card usage. Examining the extent of credit card debt, the factors contributing to it, and its implications on the long-term financial health of IT professionals is imperative.

Programs for Financial Literacy are insufficient: It is still debatable whether the IT industry's current financial literacy initiatives - which concentrate on credit card management in particular are sufficient. Finding the knowledge and comprehension gaps can help direct the creation of educational programs that are more successful.

Inadequate Financial Products Customized: When it comes to credit cards, financial institutions might not be completely aware of the special requirements and preferences of IT professionals. Employees in IT may find it more difficult to maximize their financial management tactics if customized financial products are not available.

1.3 SIGNIFICANCE OF THE STUDY

The importance of the "Credit Card Utility among IT Employees" study rests in its ability to benefit a wide range of stakeholders, including employers, financial institutions, legislators, and IT professionals themselves, by offering insightful information. The following main ideas emphasize the importance of this study:

Recognizing Financial Practices in the IT Industry:

The IT industry is renowned for its distinct workplace culture and enormous earning possibilities. Examining how IT workers use credit cards can reveal how their spending habits vary from those in other sectors of the economy. Financial organizations need this knowledge in order to properly customize their goods and services.

E Customizing Financial Products for IT Workers:

The results of the study can be used by financial institutions to tailor credit card offers to the unique requirements and preferences of IT professionals.

This can include options that are tailored to the priorities and spending patterns of IT staff members, such as credit limits, interest rates, and incentive schemes. The creation of focused financial wellness initiatives and benefits that cater to the particular financial difficulties faced by

IT workers can be guided by the data provided here. Higher employee satisfaction and retention rates may result from this.

E Customizing Financial Products for IT Workers:

Enlightening Financial Wellness Programs for Employers:

IT companies can gain from knowing how their staff members use credit cards.

The results of the study can be used by financial institutions to tailor credit card offers to the unique requirements and preferences of IT professionals.

This can include options that are tailored to the priorities and spending patterns of IT staff members, such as credit limits, interest rates, and incentive schemes.

Enlightening Financial Wellness Programs for Employers:

IT companies can gain from knowing how their staff members use credit cards.

The creation of focused financial wellness initiatives and benefits that cater to the particular financial difficulties faced by IT workers can be encouraging.

Conscientious Credit Card Use:

The study can be used by policymakers to create rules and regulations that encourage responsible credit card use in the IT industry. Initiatives aimed at promoting financial literacy and responsible money management can be developed with greater insight if the variables affecting credit card utility are recognized.

Improving Total Financial Health:

The study can offer practical insights by investigating how credit card usage affects the overall financial well-being of IT employees. Employers, legislators and financial institutions can collaborate to put policies into place that have a positive impact on the financial well-being of IT workers.

1.4 OBJECTIVES OF THE STUDY:

- To examine the factors influencing IT employees' decision to use credit cards.
- To analyse the spending patterns and financial behaviours related to credit card usage.
- To identify the perceived benefits and challenges of credit card usage among IT professionals.

By undertaking this research, we aim to contribute to the existing body of knowledge on the financial habits of IT professionals and provide practical insights for stakeholders to enhance the credit card experience for this demographic.

1.5 SCOPE OF THE STUDY

- **Managing Expenses:** Examine how credit cards are used by IT professionals to pay for things like online courses, software subscriptions, and professional certifications. Examine how credit cards are used to track and organise costs associated with conferences, business travel, and IT projects.
- **Purchasing Technology:** Examine how credit cards are used to buy hardware, software, and gadgets for personal and professional growth. Examine if IT staff members' decisions to buy technology are influenced by credit card rewards or cashback programmes.
- **Financial Planning and Budgeting:** Examine how IT professionals integrate credit cards into their overall financial planning and budgeting strategies. Explore whether credit card benefits, such as cashback or travel rewards, play a role in the financial decision-making process for IT employees.
- **Security Concerns:** Investigate the security measures taken by IT professionals when using credit cards for online transactions and payments. Explore the awareness and adoption of secure payment methods and technologies among IT employees.
- **Preferences for Credit Cards:** Examine the credit card categories that IT professionals like (such as cashback, travel incentives, and low interest rates) as well as the variables that affect their selections. Examine the extent of knowledge and use of credit card features tailored to IT requirements, such as technology-related benefits or heightened security features.
- **Programmes for Financial Well-Being:** Find out if IT businesses provide financial wellness programmes for their staff, which include advice on managing debt, using credit cards responsibly, and making financial plans.
- **Effects of Working from Home:** Examine how the IT industry's move to remote work has affected credit card usage trends, taking into account things like internet subscriptions, home office costs, and virtual collaboration tools.
- **Initiatives for Education:** Examine whether IT firms offer training or other resources to assist staff in using credit cards responsibly, avoiding debt traps, and optimising benefits.

- Debt Control: Examine whether there is any credit card debt among IT staff members and how it affects their ability to do their jobs and maintain their financial stability.
- Upcoming Patterns: Examine new patterns in the use of credit cards by IT workers, taking into account changes in work habits, financial legislation, and technology improvements.

To offer a thorough understanding of the credit card utilities among IT staff, it is crucial to collect insights from surveys, interviews, and pertinent data while doing research or having a discussion on this topic.

1.6 RESEARCH METHODOLOGY

The study is exploratory in nature and the quantitative data is collected through survey. The sample will include IT professionals across various roles and experience levels to ensure a comprehensive understanding of credit card utility in the industry.

Population

The study's population will be IT personnel employed by different companies. These people will hold professional credentials and work in information technology-related positions including IT project managers, system analysts, software developers, and administrators.

Sample size

The questionnaire was sent to approximately 120 respondents through friends and family. A response of 112 were received. Incomplete and responses with missing items were removed and finally 95 responses were used for the study.

Statistical tools

For the Purpose of analysis of the data collected through the questionnaires, various statistical measures were employed including mean and standard deviation. For presentation of data in a simple way, tables, pie diagrams and bar charts were used.

1.7 LIMITATIONS OF STUDY

- Restricted study scope- The project might simply concentrate on one area of credit card use, like spending patterns or financial effects. It's critical to recognize that credit card use can affect IT workers' life in a variety of ways, including psychological,

behavioural, and emotional ones. Increasing the study's breadth may yield more thorough insights.

- Temporal sensitivity- The results of the study may differ depending on the precise time frame in which the data was gathered. The usage of credit cards by IT workers can vary over time, therefore it's critical to take into account any changes to laws, regulations, technology, and socioeconomic conditions that might have an effect on this behaviour.
- Ethical considerations- Gathering and examining IT workers' personal financial information may give rise to privacy issues and ethical questions. Getting informed consent, protecting participant privacy, and safeguarding data are essential first steps in resolving these ethical issues.

1.8 CHAPTERISATION

CHAPTER 1 INTRODUCTION

CHAPTER 2 THEORETICAL FRAMEWORK AND REVIEW OF LITERATURE

CHAPTER 3 DATA ANALYSIS AND INTERPRETATIONS

CHAPTER 4 FINDINGS, SUGGESTIONS AND CONCLUSIONS

BIBLIOGRAPHY

APPENDIX

CHAPTER 2

THEORETICAL FRAMEWORK AND LITERATURE REVIEW

2.1 THEORETICAL FARMWORK

2.1.1 Credit card – Concept

The concept of credit cards revolves around a financial instrument that enables users to borrow funds up to a predetermined limit for making purchases, accessing cash, or transferring balances. Here are the key aspects:

- **Credit Limit:** Each credit card comes with a set credit limit, indicating the maximum amount a cardholder can borrow. This limit is determined based on factors like income, credit history, and the policies of the issuing bank.
- **Interest Rates:** Credit cards typically impose interest on outstanding balances that are not paid in full by the due date. The interest rate, often expressed as an annual percentage rate (APR), can vary based on factors such as the cardholder's creditworthiness and the type of transactions.
- **Minimum Payment:** Cardholders are obligated to make a minimum payment each month, usually a small percentage of the outstanding balance, to maintain the account in good standing. Failing to meet this minimum requirement can result in penalties and damage to the cardholder's credit score.
- **Grace Period:** Many credit cards offer a grace period, typically between 21 and 25 days, during which no interest is charged on new purchases if the balance is paid in full by the due date. This feature allows cardholders to avoid interest charges by paying off their balances entirely each month.
- **Fees:** Credit cards may entail various fees, such as annual fees, late payment fees, cash advance fees, and foreign transaction fees. It's important for cardholders to comprehend these fees and their potential impact on the cost of using the card.
- **Rewards and Benefits:** Certain credit cards provide rewards programs, such as cashback, points, or miles, for every dollar spent. Additionally, credit cards may offer benefits like travel insurance, purchase protection, extended warranties, and concierge services.
- **Credit Score Impact:** Responsible utilization of a credit card can help establish a positive credit history and enhance the cardholder's credit score. Conversely, missed payments, high balances, and other adverse behaviours can lower the credit score and hinder future credit opportunities.

In essence, credit cards serve as valuable financial tools when utilized responsibly, offering convenience, security, and potential rewards. However, it is imperative for cardholders to comprehend the terms and conditions of their cards, manage their balances prudently, and avoid overspending to prevent falling into debt.

2.1.2 Credit card – Operation

Credit cards offer convenience but require careful management to avoid debt and maintain a positive credit standing. The operation of a credit card involves several stages:

- **Application:** Consumers apply for a credit card through a bank or financial institution, providing personal details such as name, address, income, and employment information.
- **Approval:** The bank assesses the applicant's creditworthiness based on factors like credit history, income, and debt-to-income ratio. If approved, the bank issues the credit card with a predetermined credit limit.
- **Card Activation:** Upon receipt, the cardholder activates the credit card following the instructions provided by the issuing bank, typically through a toll-free number or the bank's website.
- **Card Usage:** Once activated, the cardholder can use the credit card to make purchases in-store, online, or over the phone, as well as to withdraw cash from ATMs, albeit with additional fees and higher interest rates for cash advances.
- **Credit Limit:** Each credit card has a set credit limit, representing the maximum amount the cardholder can borrow. Going beyond this limit may result in declined transactions or over-limit fees.
- **Billing Cycle:** Transactions made during a billing cycle are recorded on the cardholder's account, typically lasting about a month.
- **Statement Generation:** At the end of each billing cycle, the bank generates a statement detailing the cardholder's transactions, outstanding balance, minimum payment due, and payment deadline.
- **Payment:** To avoid late fees and penalties, the cardholder must make at least the minimum payment by the due date. Paying the full balance by the due date prevents interest charges on purchases.
- **Interest Charges:** If the cardholder carries a balance beyond the grace period (usually between 21 and 25 days), the bank applies interest charges based on factors like the cardholder's creditworthiness and the transaction type.

- **Credit Score Impact:** Payment history, credit utilization, credit history length, new credit accounts, and credit mix influence the cardholder's credit score. Responsible credit card use, including timely payments and maintaining low balances relative to the credit limit, can boost the credit score.

2.1.3 Credit card – Types

- **Standard Credit Cards:** These are fundamental credit cards with a fixed credit limit and standard features, potentially offering perks like rewards programs, purchase protection, and zero liability for unauthorized transactions.
- **Rewards Credit Cards:** These cards incentivize spending by offering rewards such as cashback, points, or airline miles. Rewards are often tied to specific spending categories like groceries, dining, or travel and can be redeemed for various benefits.
- **Travel Credit Cards:** Tailored for frequent travellers, these cards provide travel-related advantages like airline miles, hotel discounts, airport lounge access, and travel insurance coverage. They may also waive foreign transaction fees.
- **Cashback Credit Cards:** These cards provide cashback rewards based on spending, usually as a percentage of the purchase amount. Cashback can apply to all purchases or specific categories and can be redeemed as statement credits, deposited into a bank account, or used for other rewards.
- **Secured Credit Cards:** Intended for individuals with limited or poor credit history, these cards require a security deposit as collateral against the credit limit. Responsible use can help establish or rebuild credit over time.
- **Student Credit Cards:** Geared towards college students with limited credit history, these cards often offer lower credit limits and features like rewards for good academic performance or incentives for responsible credit behaviour.
- **Business Credit Cards:** Designed for small business owners, these cards provide perks and rewards tailored to business spending, such as cashback on office supplies, travel rewards, and accounting tools for expense management.
- **Balance Transfer Credit Cards:** These cards enable users to transfer balances from high-interest cards to a new card with a lower or zero introductory interest rate. They can assist in consolidating debt and saving on interest charges when used strategically.

- **Charge Cards:** Unlike traditional credit cards, charge cards necessitate full payment of the balance each month, with no option for carrying a balance over time. They often have no present spending limit but may require excellent credit and charge annual fees.
- **Prepaid Credit Cards:** While not technically credit cards, these function similarly by allowing users to load funds onto the card, which are then deducted from the balance upon purchases. Prepaid cards do not require a credit check and can be used wherever credit cards are accepted, but they do not contribute to building credit history.

Familiarizing oneself with these various credit card categories empowers consumers to select the card aligning best with their spending habits, financial objectives, and lifestyle preferences.

2.1.4 Credit card – Advantages

- **Easy credit access:** The ability to obtain credit easily is a credit card's greatest benefit. You can use your credit card now and pay for your purchases later thanks to the postponed payment feature of credit cards. Every time you swipe, the money is not deducted from your account, keeping your bank balance intact.
- **Establishing a credit line:** You have the opportunity to establish a credit line with credit cards. This is crucial since it gives banks access to your current credit history based on how you use and repay your cards. Credit card usage is a common metric used by banks and other financial institutions to determine a prospective loan applicant's creditworthiness, therefore having credit
- **EMI facility:** You can choose to charge a major purchase you want to make on your credit card in order to postpone payment if you don't want to use all of your funds on it. Furthermore, you have the option to settle your purchase in equivalent monthly instalments, which will prevent you from paying the entire amount at once and negatively impacting your bank account. When making a large purchase, like an expensive refrigerator or television, paying using EMIs is less expensive than getting a personal loan.
- **Offers and incentives:** The majority of credit cards are loaded with benefits and inducements to use the card. These include rewards points accumulation and cash back; which you can get each time you swipe your card.
- **Adaptable credit:** An interest-free period, or a time frame during which interest is not applied to your outstanding credit, is a feature of credit cards. You can get free short-term

credit, which lasts 45–60 days, provided you pay off the whole amount owed by the due date on your credit card account. As a result, you can take advantage of a credit advance without having to pay the fees related to having a balance on your credit card.

2.1.5 Credit card – Disadvantages

- **Minimum amount owed to the trap:** The minimum due amount that appears at the top of a credit card statement is its biggest drawback. Many credit card customers are tricked into believing that the minimal payment is all that they must pay, when in reality, it is the very minimum that the business requires of them in order for them to keep their credit facilities available.

Customers assume their bill is modest as a result, which leads them to spend even more and accrue interest on their outstanding balance, which over time could balloon to a sizable and unmanageable amount.

- **Unexpected expenses:** At first glance, credit cards seem easy to use and uncomplicated, but there are several unstated fees that may quickly add up.
- **Simple misuse:** Since your bank balance remains constant when using revolving credit, it could be alluring to charge everything you buy to the card, hiding your outstanding balance from you. This can cause you to overspend and accrue debt that you are unable to repay, starting a vicious cycle of debt and excessive interest rates on your subsequent payments.
- **High rate of interest:** Interest is applied to the amount carried forward if you fail to pay your bills by the billing due date. When purchases are made after the interest-free period, this interest is accumulated over time. The typical credit card interest rate is 3% per month, or 36% annually, which is a quite hefty rate.
- **Credit card fraud:** Technology breakthroughs that allow for the cloning of cards and the access of private information raise the possibility of credit card theft. Verify your statement for any unusual transactions, and report any concerns to the bank—they will typically waive fees if the allegations are confirmed.

2.2 LITERATURE REVIEW

- **Kübranur ÇEBİ KARAASLAN, Hasan Hüseyin Tekmanlı (2022)** conducted a study on credit card, where in light of hygienic regulations, it is crucial to implement contactless payment methods, particularly when buying according to the new normal. This is anticipated to lead to a rise in credit card usage. Based on this, the study's goal is to identify the environmental, economic, and demographic elements influencing credit card use.
- **D. P. S. De Zoysa and R. M. K. G. U. Rathnayaka (2022)** conducted a study on credit cards have become one of the most popular cashless payment methods used globally. The Central Bank of Sri Lanka (CBSL) records indicate that a variety of factors are driving up demand for credit cards and the quantity of them issued on a daily basis. Researchers have found that various credit cardholder types utilise their credit cards for diverse reasons, including credit card features, socioeconomic status, and demographics.
- **Mohd Hafiz Bakara , Siti Norbaya Yahayab, Chan Car Menb (2020)** conducted a study on the important elements affecting credit card spending by consumers. The elements that influence consumer credit card spending are classified as economic, social, and technological. Additionally, this study uses both explanatory and descriptive research methods. The quantitative method is being used to conduct this investigation.
- **Aung Htet Paing (2020)** conducted a study to analyse the factors influencing the usage of Credit Card of private bank staff. The study used both descriptive and analytical research methods. Primary data as well as secondary data are used in this study. Two stage simple random sampling method is used to get the primary data and primary data are collected from private bank staff by using structured questionnaire. Secondary data are obtained from previous studies, reports, related books, journals, literature review, and internet websites.

- **Y. L. Velananda (2020)** conducted a study focusing on the factors influencing the credit card usage which result in the intention to use credit cards. The paper examines the factors: Perceived Ease of Use, Perceived Usefulness, Age, Gender, Monthly Income, Personal Financial Knowledge, Personal Attitude and Educational Level. The factors were constructed in relation to the Technology Acceptance Model, the Theory of Planned Behaviour and several other factors from the literature.
- **Husna DOĞAN, Mesut DOĞAN , A. Selçuk KÖYLÜOĞLU, H. Serhat ÇERÇİ (2018)** conducted a study on the credit card, which has become more and more common in recent years and has begun to be utilised in all spheres of commerce, has established itself as one of the trade's indispensables. Determining the attitudes of employees towards credit cards is the goal of this study, which is predicated on the significance of credit cards in commerce. To this purpose, a cause-and-effect analysis of people's financial attitudes and credit card usage practices will be conducted. The study involved seven hundred Ankara residents. The analysis's findings indicate that there is parallelism between the employees' handling of cash and their handling of credit cards.
- **Maria Victoria S. Luzon (2018)** conducted a study The National Capital Region's millennial workforce, both public and private, will have their credit card management habits evaluated in this study. This study employed the descriptive-survey research methodology. The sample size was established by purposeful sampling, and data collection was accomplished through the use of a questionnaire created by the researcher.
- **Esmail Arabzadeh and Sara Aghaeian (2015)** conducted a study to investigate how cardholders' shopping and lifestyle choices are impacted by the use and management of their credit cards. The results showed that credit card use has an impact on cardholders' attitudes about debt as well as their lifestyles and shopping habits. Nevertheless, there is little evidence linking credit card management to particular lifestyles or shopping habits. Furthermore, sentiments toward the usual results of credit card usage were found to be significantly influenced by the socioeconomic and demographic features of credit cardholders.

- **Azman, Nurasyikin and Mohd Zaduin, Nur Hami Farika (2014)** conducted a study on The goal of this research is to identify the key variables that affect credit card usage among employees in the private sector of Sime Darby Plantation Sdn Bhd and Strateq Group. The study's dependent variable is credit card usage, whereas the independent factors are attitude, financial literacy, and financial management. 150 workers from the two companies were the responses. The results demonstrated that attitudes affect how private sector employees use credit cards. There is a favourable correlation between attitude and credit card usage. The other two variables—financial management and financial knowledge—have a favourable correlation with credit card usage as well. But compared to the other two factors, attitude is more important and has a greater beta. The findings showed that views have an impact on how credit cards are used by workers in the private sector. The use of credit cards and attitude are positively correlated. There is also a positive association between the use of credit cards and the other two variables: financial management and financial awareness. However, attitude has a higher beta and is more significant than the other two components.
- **Yushen Naidoo, Lee Ann – Inderpal and Anis Mahomed Karodia (PhD) (2014)** conducted a study on Businesses in South Africa face intense competition to draw in new business and hold onto existing clientele both locally and internationally. This competition involves more than just offering unmatched services, expanding market share, or creating a niche product. It also involves business-related activities like entertaining clients, conducting business travel both domestically and internationally, and having the capacity to handle sporadic business expenses as they arise.
- **Md Noor, Roslina and Ismail, Nur Ashikin (2013)** conducted a study to investigate the variables influencing Batu Pahat employees' use of credit cards. In order to finish and strengthen my thesis and make it more useful to others, I have gathered and examined a significant amount of prior research conducted by professionals in the field, along with a select few references from trade journals and websites. Data regarding workers at Batu Pahat was collected from 100 respondents via a questionnaire. When a researcher uses convenient sampling, they choose respondents at random. The Statistical Package for the Social Sciences (SPSS) will be used to analyse the data that has been collected. For this investigation, four independent

variables have been determined. Credit card attributes include income level, credit card knowledge, personal attitude and lifestyle, and credit card expertise. The elements seem to offer a thorough grasp of how these 54 variables affect how often people use credit cards. The results provide a number of explanations for what variables are the best indicators of what influences employees at Batu Pahat's credit card usage. Scholars have the option to carry out additional research in this field for a variety of reasons.

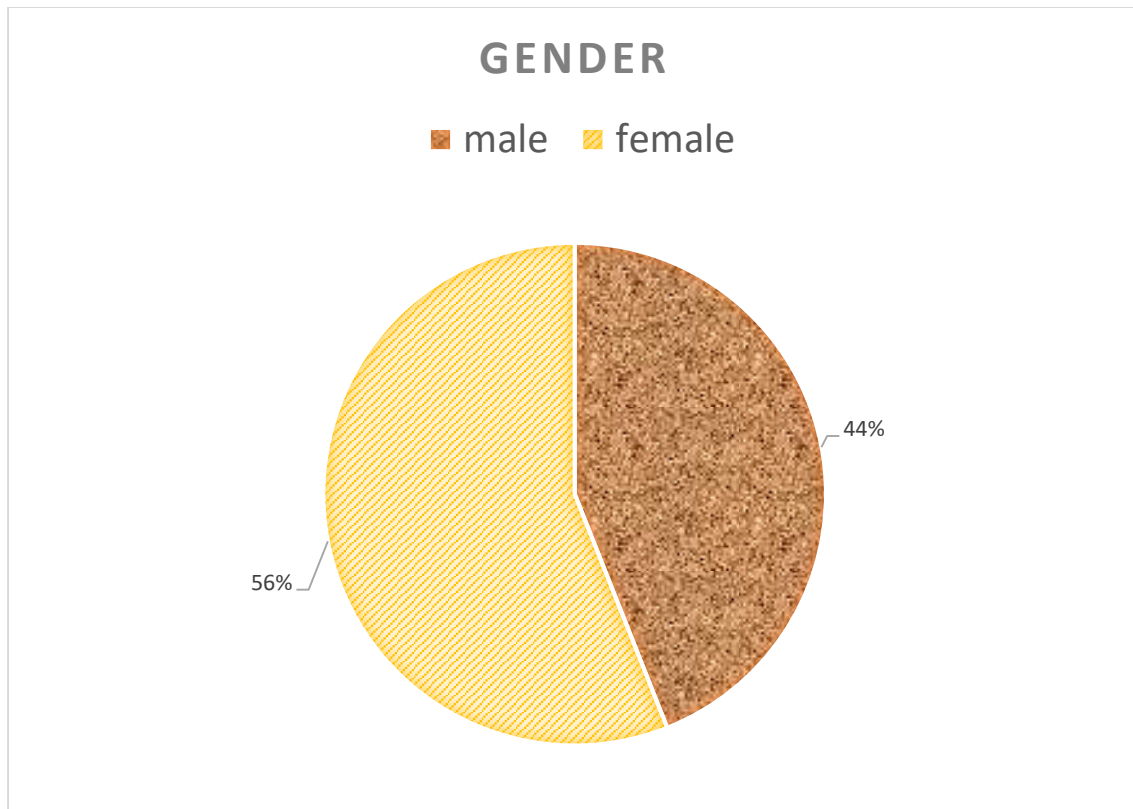
- **M.A.C.S.S. Fernando¹ C.W.C.Silva² U.L.D.S.De Silva (2009)** conducted a study on modern information economy, where requirements are very complex and consumers prioritise convenience and security when meeting them, the function of money as the primary medium of trade has been fast evolving over time. These days, plastic credit cards are commonly used as a convenient form of payment for restaurants, lodging, online shopping, petrol stations, grocery stores, dental and medical services and other establishments. .
- **Mwakidedi, Julie Makio (2009)** conducted a study on The purpose of this study was to evaluate the variables influencing Postbank employees' credit card usage. The goal of the study is to identify knowledge gaps by examining the limitations that prevent us from fully comprehending employee behaviour and motivation when using cards. Data was collected for a case study from 23 employees of Postbank Card Centre and other divisions. A questionnaire was used to collect data, and 48% of respondents were women and 52% of respondents were men. According to the report, the majority of middle management, lower management, and supervisory cadre do not possess credit cards, whereas top management does. Additionally, * it was discovered that variables influencing credit utilisation the bank's credit card programme, among numerous other things. The study found that staff product knowledge and card marketing efficacy, along with their responsiveness to card acceptance, were highly effective means of raising awareness. The difficulties in using credit card systems for credit card sales include the absence of laws in Kenya, card fraud, instant phone service competition, cardholders' frequent use of cash, a lack of local technical support, frequent fraud at merchant establishments, high technology costs, and the expense of importing technical support.

- **Kaynak, Erdener; Kucukemiroglu, Orsay; Ozmen, Ahmet** conducted a study on a nation's socioeconomic development level and the prevalence of credit card use within that nation are closely correlated. The use of credit cards rises with higher levels of socioeconomic and technological development, especially in emerging nations. This study examines the credit card usage patterns of Turkey, an advanced emerging nation. There seem to be some correlations between Turkish customers' socioeconomic and demographic traits and their credit card holding and usage habits.

CHAPTER 3
DATA ANALYSIS AND
INTERPRETATION

3.1 GENDER WISE DISTRIBUTION

Figure 3.1 Gender wise distribution



INTERPRETATION: Out of 95 responses 54 are female and 41 are male users. That is 56% of respondents are female and 44% of the users are male. Majority of the respondents are female.

3.2 AGE OF IT EMPLOYEES

Table 3.2 age of employees working in IT industry

Age	Frequency	Percent
<21	36	37.9
21-23	16	16.8
23-27	21	22.1
27 and above	22	23.2
Total	95	100.0

INTERPRETATION: Out of the 95 respondents 37.9% are below the age of 21 and 23.2% are between 23-27. So majority of the respondents are below the age of 21. Since the data collected mostly from freshers majority of the respondents are beginners in IT industry, so they comes under the age category below 21.

3.3 EXPERIENCES IN CURRENT COMPANY

Table 3.3 Experience of employees in current company

Experience	Frequency	Percent
Less than 2 years	60	63.2
2 - 5 year	24	25.3
5 - 10 year	5	5.3
More than 10 years	6	6.3
Total	95	100.0

INTERPRETATION: Out of the 95 respondents 63.2% have less than two years of experience in the current company. 25.3% respondents have two to five years of experience and 5.3% respondents have five to ten years of experience in the current company. Respondents who have more than ten years of experience in the current company is 6.3%. Since majority of the respondents are beginners in IT industry they have less than two years of experience in the current company.

3.4 TOTAL EXPERIENCE OF EMPLOYEES IN IT INDUSTRY

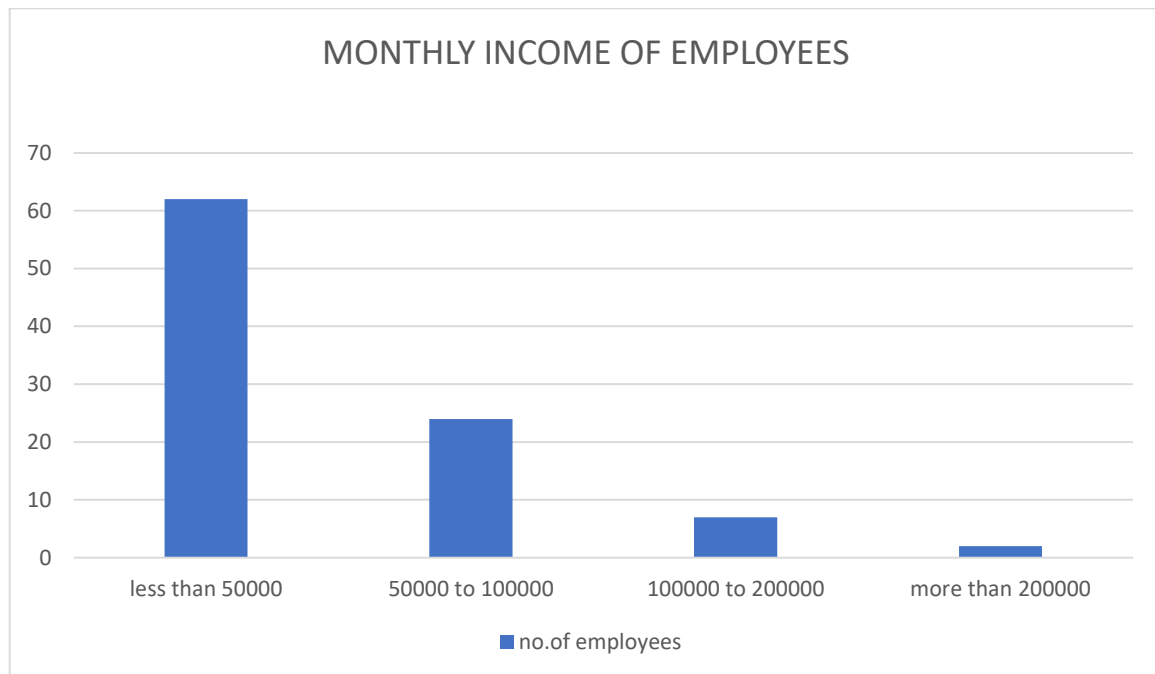
Table 3.4 total experience of employees in IT industry

Years of experience	Frequency	Percent
Less than 2 year	55	57.9
2 - 5 year	28	29.5
5 - 10 year	9	9.5
More than 10 year	3	3.2
Total	95	100.0

INTERPRETATION: Among 95 respondents 57.9% have less than 2 years of experience in IT industry. 29.5% respondents have 2-5 years of experience and 9.5% have 5-10 years of experience. Only 3.2% respondents have more than 10 years of experience in IT industry. So majority of respondents have less than two years of experience in IT industry.

3.5 MONTHLY INCOME OF EMPLOYEES

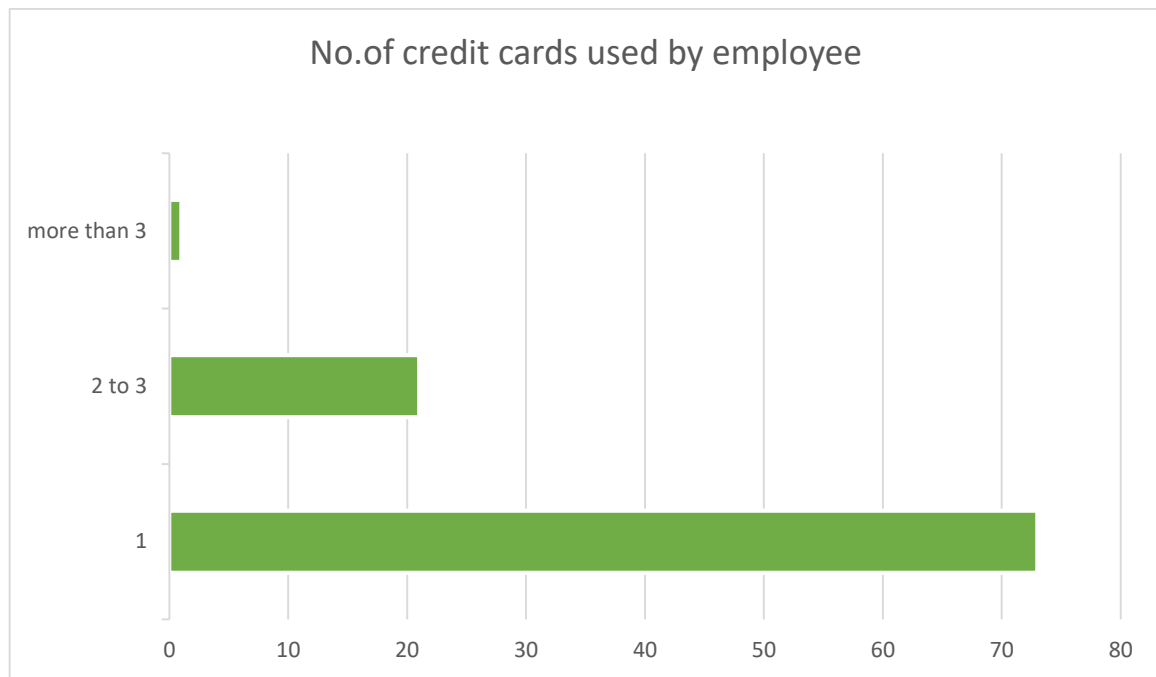
Figure 3.5 Monthly income of employees



INTERPRETATION: Out of the 95 responses 62 respondents have monthly income less than 50000. 24 respondents have their monthly income between 50000-100000. 7 respondents have income between 100000-200000 and 2 respondents have income above 200000. So out of the respondents 64.9% have income below 50000 and 25.5% respondents have income between 50000-100000. 7.4% of total respondents have income between 100000-200000 and 2.1% have income above 200000. Majority have monthly income below 50000.

3.6 NUMBER OF CREDIT CARDS USED BY EMPLOYEES

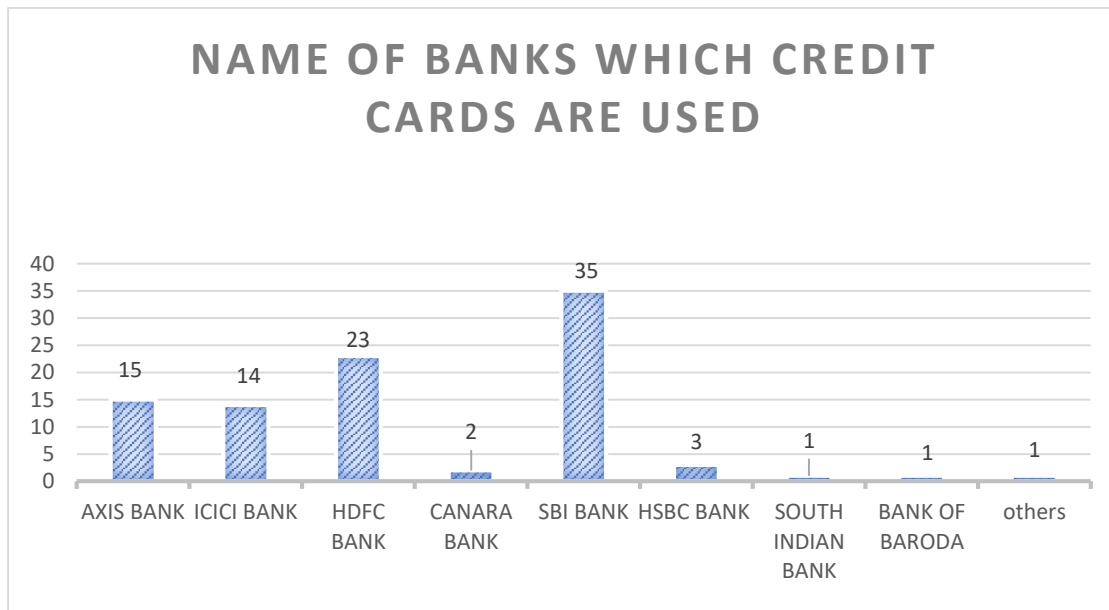
Figure 3.6 No. of credit cards used by employees



INTERPRETATION: Out of the 95 responses 73 respondents uses 1 credit card and 21 respondents uses 2 to 3 credit cards and 1 respondent use more than 3 credit cards. Majority of the respondents uses one credit card.

3.7 NAME OF BANKS WHICH CREDIT CARDS ARE USED

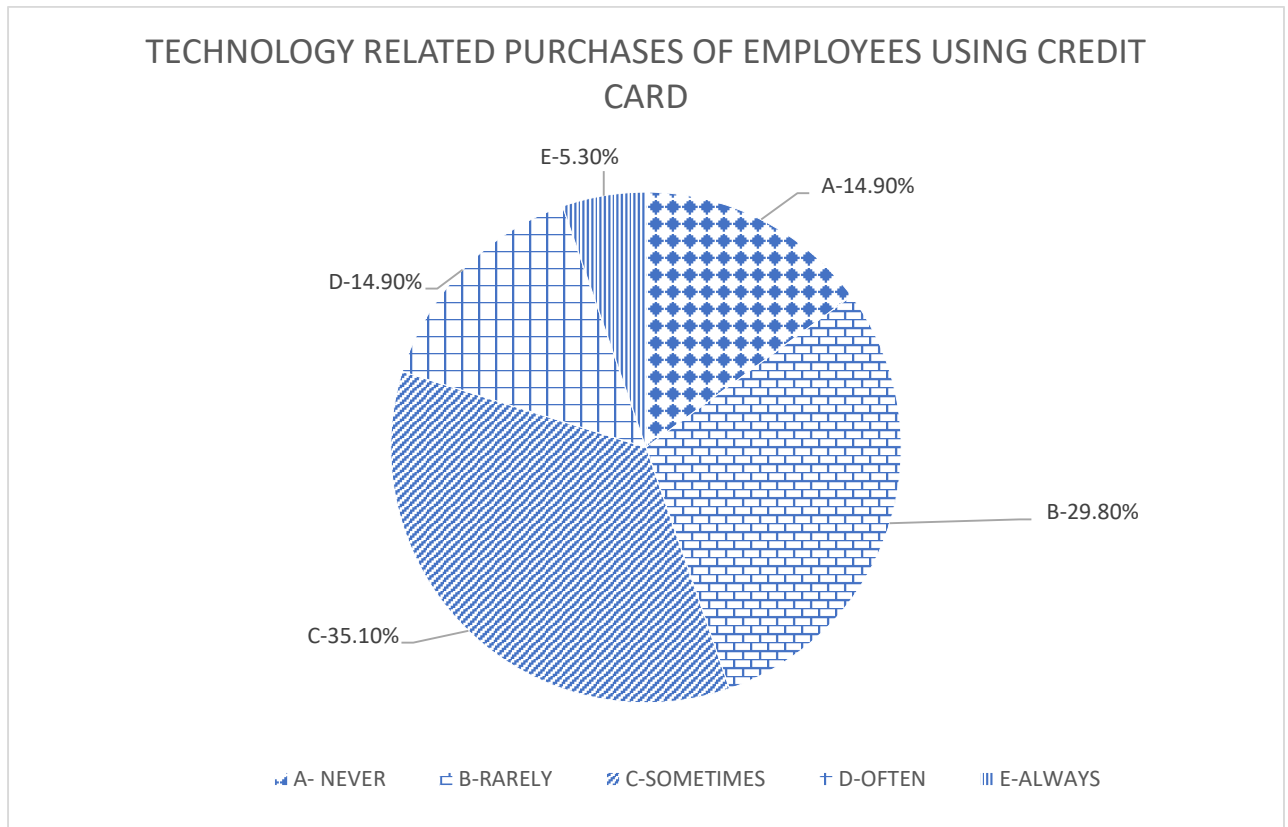
Figure 3.7 Name of the banks which credit cards are used



INTERPRETATION: Out of the 95 responses 35 employees use credit cards of SBI. Credit cards by HDFC bank are used by 23 respondents. 15 respondents are using credit cards issued by Axis bank. 14 respondents are using credit cards issued by ICICI bank and credit cards issued by HSBC bank are used by 3 respondents. 2 respondents are using credit cards of Canara bank and credit cards of South Indian bank and Bank of Baroda are used by 1 person. Majority of the respondents are using credit cards of SBI.

3.8 TECHNOLOGY RELATED PURCHASES OF EMPLOYEES USING CREDIT CARD

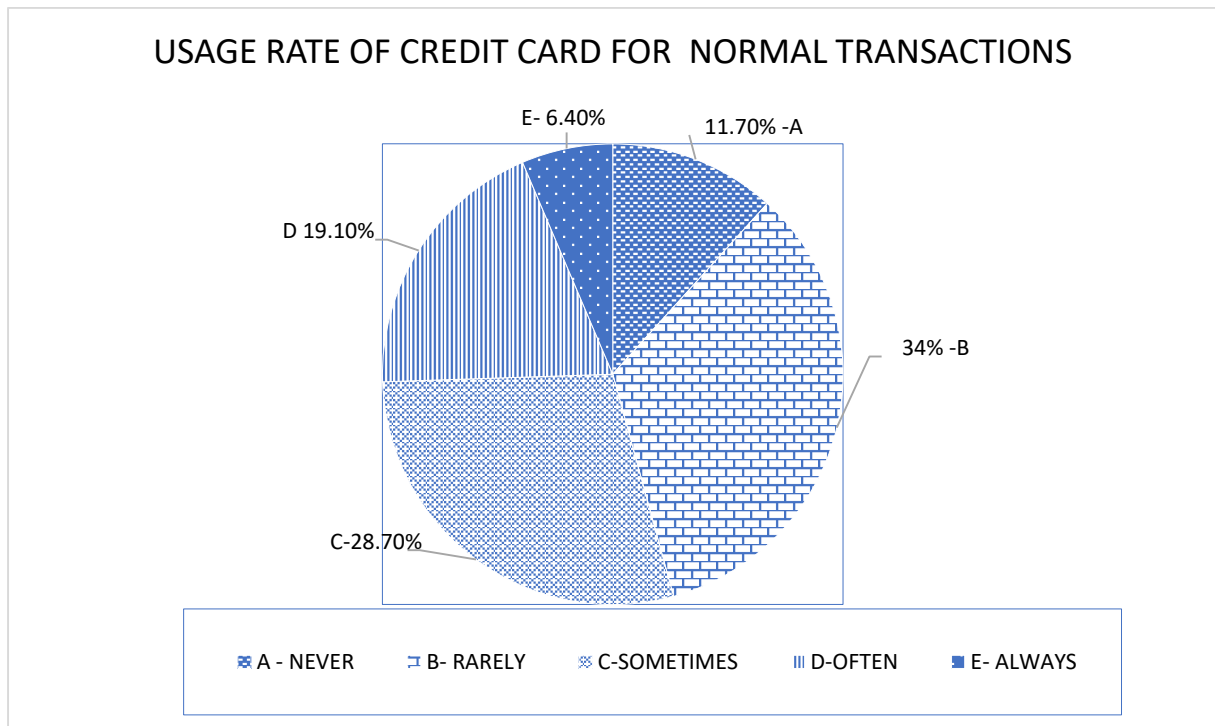
Figure 3.8 Technology related purchases of employees using credit card



INTERPRETATION: Among 95 responses 35.10% sometimes use credit cards for technology related purchases and 29.80% rarely use credit cards for technology related purchases. Credit cards are often used for technology related purchases by 14.90% respondents. The respondents who never uses credit cards for technology related purchases are also 14.90%. Only 5.30% always use credit card for technology related purchases. Majority respondents sometimes use credit cards for technology related purchases.

3.9 USAGE OF CREDIT CARD FOR NORMAL TRANSACTIONS

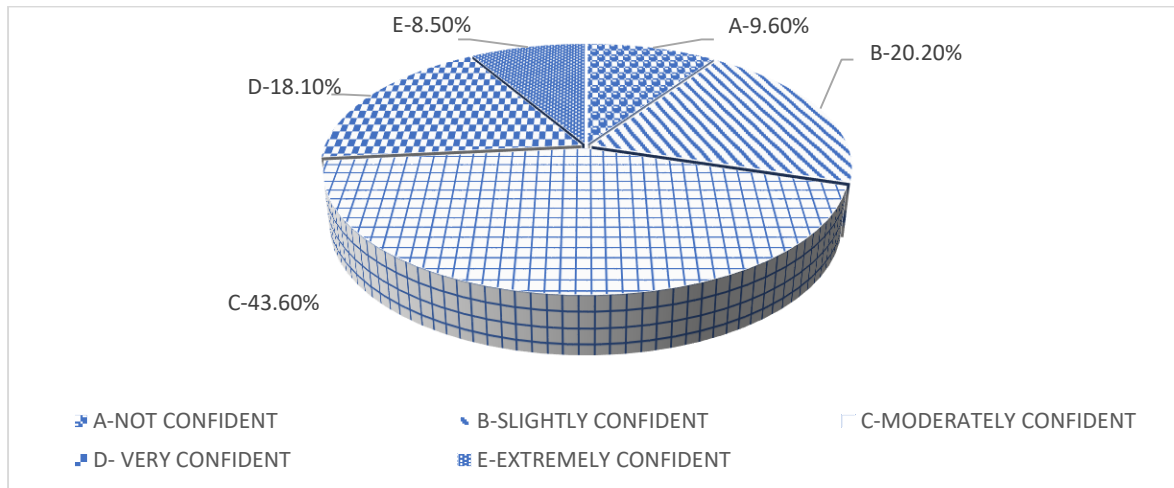
Figure 3.9 usage of credit card for normal transactions



INTERPRETATION: Out of the 95 respondents 34% employees rarely use credit card for normal transactions and 28.70% respondents sometimes use credit card for normal transactions. 19.10% respondents often use credit cards for normal transactions. Respondents who never use credit cards for normal transactions are 11.70% and 6.40% always use credit cards for normal transactions. Majority of the respondents rarely use credit cards for normal transactions.

3.10 CONFIDENCE OF IT EMPLOYEES IN THE MANAGEMENT OF CREDIT CARD BILLS

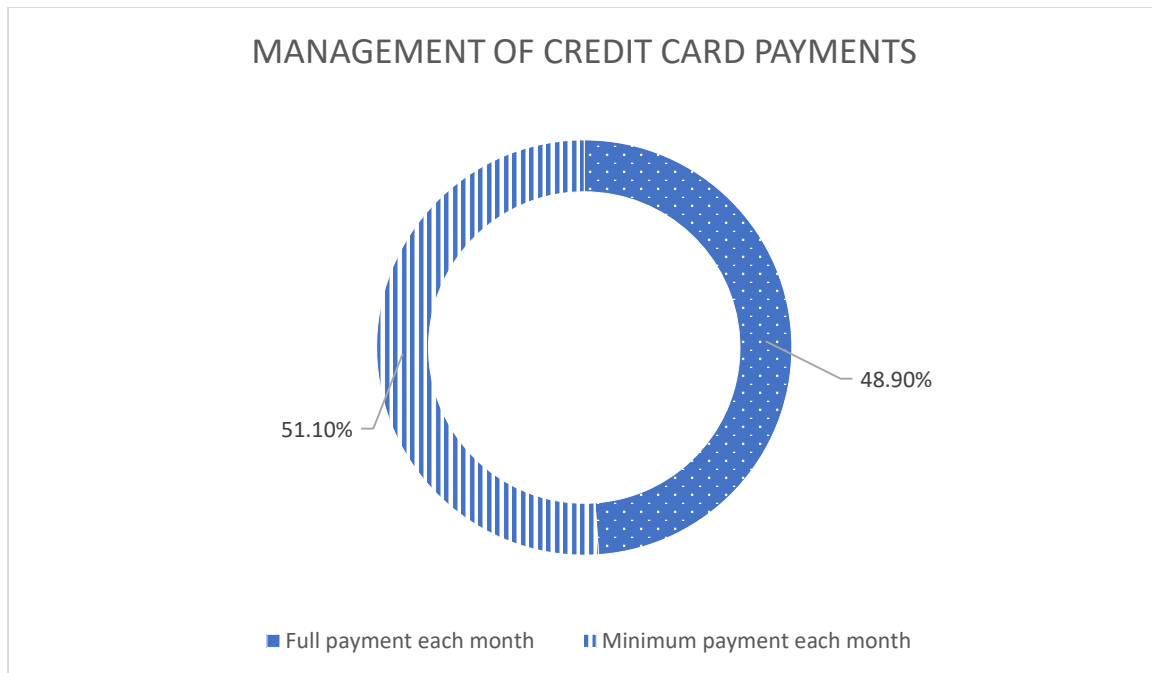
Figure 3.10 Confidence of IT employees in the management of credit card bills



INTERPRETATION: Among the respondents 43.60% are moderately confident in managing credit card bills and 20.20% respondents are slightly confident in managing credit card bills. 18.10% respondents are very confident in the management of credit card bills. The respondents who are not confident in managing credit card bills are 9.60%. Only 8.50% are extremely confident in managing credit card bills. Majority of respondents are moderately confident in managing credit card bills.

3.11 MANAGEMENT OF CREDIT CARD PAYMENTS

Figure 3.11 Management of credit card payments



INTERPRETATION: There are many ways for the management of credit cards like full payment each month, minimum payment each month. 51.10% respondents are managing credit card by minimum payment each month and 48.9% respondents manage by full payment each month. Majority of the respondents are managing credit card by full payment each month.

3.12 MANAGEMENT OF CREDIT CARD DEBT BY IT EMPLOYEES

Table 3.12 management of credit card debts by IT employees

Confidence of employees in managing credit card bills	Payments		Total
	Full payment	Minimum Payment	
Extremely confident	7	1	8
Very confident	10	7	17
Moderately confident	18	24	42
Slightly confident	10	9	19
Not confident	2	7	9
Total	47	48	95

INTERPRETATION: Among 95 respondents there are 47 employees who make full payment of credit card debt each month and 48 employees who make minimum payment of credit card debt each month. Among these 95 respondents 42 employees are moderately confident in managing their credit card debt and 19 employees are slightly confident. The employees who are very confident is 17 and who are not confident in managing their credit card debt is 9. Only 8 employees are extremely confident in managing their credit card debts. Majority of the respondents are moderately confident in managing credit cards debts even it is full payment or minimum payment each month.

3.13 PRIMARY REASONS FOR THE USAGE OF CREDIT CARD BY IT EMPLOYEES

Table 3.13 Primary reasons for usage of credit card

	Online shopping	Travel expenses	Dining out	Emergencies	Work-related
Strongly disagree	0	0	1	0	7
Disagree	1	2	7	3	3
Neither	12	19	30	20	34
Agree	35	47	31	26	32
Strongly agree	47	27	26	46	19
Total	95	95	95	95	95
Mean	4.34	4.03	3.77	4.21	3.59
Standard deviation	0.74	0.75	0.96	0.89	1.05

INTERPRETATION: Out of the 95 responses regarding four factors which are considered as the primary reasons for using credit card, online shopping has the highest mean (4.34) and lowest standard deviation (0.74). So, it is considered as the best factor which is the primary reason for the usage of credit card among employees.

3.14 PREFERRED FEATURES BY EMPLOYEES FOR USING CREDIT CARDS

Table 3.14 Preferred features by employees for using credit card

	Credit limit	Reward points	Convenience	Discount and allowances	Security measures
Not at all important	0	1	0	1	1
Slightly important	0	3	2	4	2
Neutral	10	9	15	6	14
Moderately important	28	34	28	43	27
Very important	57	48	50	41	51
Total	95	95	95	95	95
Mean	4.49	4.32	4.33	4.25	4.32
Standard deviation	0.682	0.854	0.818	0.838	0.878

INTERPRETATION: Out of the 95 responses employees prefer different features for using credit cards such as credit limit, reward points, convenience, discount and allowances and security measures. Here the feature credit limit has highest mean which is 4.49 and lowest standard deviation which is 0.682. Reward point is the second preferred features for using credit cards since the mean is 4.32 and standard deviation 0.854. So, the feature credit limit is considered as the most preferred features by IT employees for using credit cards.

3.15 BENEFITS OF USING CREDIT CARDS FOR IT EMPLOYEES

Table 3.15 Benefits of using credit cards for IT employees

	Cash back rewards	Travel rewards	Purchase protection	Extended warranty on tech products
Strongly disagree	1	1	1	1
Disagree	2	1	3	4
Neither	8	17	15	21
Agree	31	36	39	35
Strongly agree	53	40	37	34
Total	95	95	95	95
Mean	4.40	4.19	4.14	4.02
Standard deviation	0.817	0.842	0.870	0.922

INTERPRETATION: The various benefits of using credit cards include cash back rewards, travel rewards, purchase protection and extended warranty on tech products. Among these benefits cash back rewards have the highest mean (4.40) and lowest standard deviation (0.817). Travel rewards are second most important benefit considered by IT employees for using credit card, since it has the second highest mean which is 4.19 and second lowest standard deviation which is 0.842. So, cash back rewards are considered as the best benefits of using credit card by IT employees.

3.16 CHALLENGES FACED BY IT EMPLOYEES WHILE MANAGING CREDIT CARD DEBT

Table 3.16 Challenges faced by IT employees while managing credit card debt

	Increased interest rates	Late fee	Over spending	Hidden cost
Strongly disagree	2	2	0	0
Disagree	0	2	3	3
Neither	10	14	17	22
Agree	34	45	39	33
Strongly agree	49	32	36	37
Total	95	95	95	95
Mean	4.38	4.12	4.13	4.11
Standard deviation	0.76	0.81	0.82	0.86

INTERPRETATION: Various challenges faced by employees while managing credit card debt include increased interest rate, late fee, over spending and hidden cost. Among these, increased interest rate has the highest mean (4.38) and lowest standard deviation (0.76) which means it is the most commonly faced challenge by an employee. Over spending is the next commonly faced challenges by IT employees while using credit cards since it has mean 4.13 and standard deviation 0.82. Most commonly faced challenge is increased interest rates.

3.17 SECURITY FEATURES TO BE CONSIDERED WHILE MAKING CREDIT CARD PURCHASES

Table 3.17 Security features to be considered while making credit card purchases

	Safe and secure payments	EMI facility	Credit points	Discount offers
Not at all important	0	1	0	0
Slightly important	1	0	2	1
Neither	9	8	9	7
Moderately important	22	36	28	39
Very important	63	50	56	48
Total	95	95	95	95
Mean	4.55	4.41	4.45	4.41
Standard deviation	0.711	0.737	0.755	0.676

INTERPRETATION: There are many security features which should be considered while making credit card purchases such as safe and secure payments, EMI factor, Credit points, discount offers. Among these security features safe and secure payments have highest mean (4.55) and lowest standard deviation (0.711). So safe and secure payments are considered as the best security features while making credit card purchases.

3.18 TECHNOLOGY AND TRENDS THAT EFFECT THE USAGE OF CREDIT CARD AMONG IT EMPLOYEES

Table 3.18 Technology and trends that effect the usage of credit card among IT employees

	Radio frequency identification technology	Near field communication	Contactless payment	Cyber security
Strongly disagree	0	0	0	1
Disagree	3	1	1	0
Neither	14	15	12	10
Agree	41	55	41	42
Strongly agree	37	24	41	42
Total	95	95	95	95
Mean	4.18	4.07	4.31	4.31
Standard deviation	0.799	0.672	0.724	0.745

INTERPRETATION: Trends and technologies effect the usage of credit card among IT employees. Among the technologies and trends given above Contactless payment have the highest mean (4.31) and lowest standard deviation (0.724). This suggests that IT employees find this feature most effective.

CHAPTER 4

FINDINGS SUGGESTIONS AND CONCLUSION

4.1 INTRODUCTION

The worldwide corporate landscape is significantly shaped by Information Technology (IT) experts in today's dynamic and technology-driven workforce. Credit cards are now a necessary component of most people's financial portfolios due to the quick development of digital transactions and financial technologies. The purpose of this study is to investigate and evaluate the usefulness of credit cards among IT workers, exploring the variables that affect credit card usage trends, advantages, difficulties, of IT professionals.

Context: The IT sector is well known for its fast-paced work atmosphere and highly sought-after jobs, many of which come with competitive salary packages. Because of this, IT professionals are likely to have different financial demands and spending patterns than professionals in other industries. Businesses, financial institutions, and legislators all should be aware of how credit cards work with their overall spending plans. The study's rationale stems from the convergence of two significant variables: the frequency of credit card use and IT workers' financial behaviours.

4.2 STATEMENT OF THE PROBLEM

Even though credit card usage among IT employees have become a common financial practice, there are still a number of relevant problems and difficulties related to their use that need to be looked into and resolved. The usage of credit card by IT employees and the reasons behind it are still not well understood and the correlation between credit card usage and the overall financial well-being of IT employees remains unclear. There is also the concern regarding the employees falling into indebtedness due to its usage and the potential impacts of credit card related financial concerns on the professional productivity of IT employees. When it comes to credit cards, financial institutions might not be completely aware of the special requirements and preferences of IT professionals and the financial literacy initiatives of IT industry which concentrate on credit card management in particular are insufficient.

4.3 OBJECTIVES OF THE STUDY:

To examine the factors influencing IT employees' decision to use credit cards.

To analyse the spending patterns and financial behaviours related to credit card usage.

To identify the perceived benefits and challenges of credit card usage among IT professionals.

4.4 FINDINGS

About 95 sample responses were collected for conducting the study. Data collection involved the use of questionnaires. Measurement and evaluation of the collected data are done using tools such as tables, percentages, and pie charts. The outcomes of the analysis are as follows.

4.4.1 Demographic findings

- Majority of the respondents are female (56%).
- Majority of the respondents (37.9%) belongs to the age group of less than 20. This shows that majority of the users of credit card are young.
- Most of the respondents (63.2%) have work experience of less than 2 years in their current company.
- Most of the respondents (57.9%) have work experience of less than 2 years in the field of IT industry. This proves that employees with limited work experience might be subject to different financial pressures or goals than professionals with more experience, which might impact their reliance on credit cards.
- About 62 out of 95 responses collected belong to the income of less than 50000 monthly.
- Majority of the respondents (76.8%) uses 1 credit card. This may suggest the fact that most IT employees rely on just one credit card as they may have specific financial goals or spending habits that do not require multiple credit cards.
- Majority of the respondents (36.8%) uses credit cards of SBI Bank. This shows that IT employees may have a high level of trust in SBI Bank as a financial institution, leading them to choose SBI credit cards for their financial transactions.

4.4.2 Descriptive findings

1: Influencing Factors

- Majority of the respondents (Mean 4.51) chose Credit limit as their most preferred feature in using credit card among other features like Reward points, Convenience, Security features and Discount and allowances. This shows that employees may prioritize having a higher credit limit on their cards to have more flexibility and control over their spending, especially for larger purchases or unexpected expenses.

- Most of the respondents (Mean 4.57) chose Safe and secure payments as the security feature to be considered while making credit card purchases. This indicates that security is a key concern for IT professionals, which is very important considering the increasing prevalence of cyber threats and fraud in the digital age.
- Contact less payment (Mean 4.31) is considered as the most effective technology considered while using credit cards by the respondents. It shows that employees value efficiency and convenience when it comes to making transactions.

2: Spending Factors

- Majority of the respondents (Mean 4.34) chose online shopping as the primary reason for using credit cards. Emergencies, Travel expenses, work related expenses and dining out are other reasons. This shows that most of the IT employees use their credit cards for making online purchases.
- Majority of the respondents (35.10%) rarely makes technology related purchases using credit card and most of them (34%) rarely uses credit card for making other transactions. This shows that they may prefer using cash for their transactions instead of relying on credit cards, possibly due to personal financial habits or preferences.

3: Financial Behaviour

- Among the responses collected 50.5% employees make minimum payment of credit card debt each month and 49.5% employees make full payment each month.
- Majority of the respondents (44%) are moderately confident in managing credit cards debts even it is full payment or minimum payment each month. This suggests that IT employees may have a level of financial stability and confidence in managing their credit card obligations.

4: Perceived Benefits and Challenges

- Most of the respondents consider cash back rewards as the best benefit of using credit cards. This shows that IT employees may strategically use credit cards with cash back rewards to maximise their benefits, as to potentially save money on everyday expenses on eligible expenses. It also shows that according to IT employees, cash back rewards, travel rewards and purchase protection are the various perceived benefits of using credit cards.

- Majority of the respondents consider increased interest rate as the most commonly faced challenge of using credit card. This reveals that IT professionals are facing financial stress and pressure due to the high interest rates of using credit cards. There are also various other challenges faced by the employees like increased interest rate, late fee, overspending and hidden costs.

4.5 SUGGESTIONS

Credit cards can be incredibly useful tools for IT employees, providing convenience, security, and various perks. For IT workers, credit cards can be very helpful tools because they offer ease, security, and other benefits. Here are some suggestions on how IT employees can maximize the utility of credit cards:

Cash back rewards are considered as one of the best benefits of credit cards. Since technology expenditures are frequently major expenses for IT professionals, look for credit cards that provide benefits on these transactions.

Using a credit card sensibly can help you raise your credit score, which is crucial for future financial projects like purchasing a car or home. Maintain a low credit utilisation rate and pay your payments on time to increase your creditworthiness.

Safe and secure payment is one important security feature that credit cards have; A lot of credit cards come with features that prevent fraud, like virtual card numbers for online transactions, and enhance security. When you shop or pay bills online, make use of these features to protect your financial information.

Since majority of respondents are managing credit card payments by minimum payment each month to keep an eye on your spending, classify your expenses, and establish budgets, make use of the expense monitoring tools offered by your credit card issuer or independent applications. This can assist you in identifying places where you can optimise your spending or make financial savings.

IT workers may maximise the benefits of their credit cards and use them as useful financial instruments in both their personal and work life by implementing these tips.

4.6 CONCLUSION

The study on credit card utility among IT employees aimed to delve into the factors guiding their decision-making in credit card usage, scrutinize their spending behaviours, and uncover the perceived benefits and challenges linked with credit card usage.

Through these objectives, several significant insights emerged. Firstly, IT professionals are influenced by various factors when opting to use credit cards, including convenience, security, and tailored rewards programs. Additionally, while credit cards offer security features like fraud prevention, many IT employees encounter difficulties in managing their credit card payments efficiently, often resorting to minimum payments to monitor spending.

In response to these findings, practical recommendations were proposed to assist IT professionals in maximizing credit card utility. These suggestions encompass aligning rewards with their spending patterns, cultivating and sustaining a robust credit score, utilizing security features for protection, and vigilantly monitoring and managing expenses.

In summary, the study highlights the significance of comprehending the distinctive needs and inclinations of IT professionals in effectively utilizing credit cards. By implementing the recommended strategies, IT employees can harness credit cards as valuable financial instruments, enriching both their personal and professional spheres. Nevertheless, ongoing research and awareness efforts are imperative to address the challenges associated with credit card usage and foster responsible financial management among IT professionals.

BIBLIOGRAPHY

ARTICLES

- KARAASLAN, K. Ç., & Tekmanlı, H. H. (2022). Determinants of Credit Card Use: Evidence from Cross-Section Data in Turkey. *International Journal of Contemporary Economics and Administrative Sciences*, 12(1), 191-204.
<https://eric.ed.gov/?id=EJ965772>
- Aydin, A. E. (2022). Psychological and demographic factors influencing responsible credit card debt payment. *Journal of Financial Services Marketing*, 27(1), 17–26.
<https://doi.org/10.1057/s41264-021-00094-0> .
<https://link.springer.com/article/10.1057/s41264-021-00094-0>
- Yahaya, S. N., & Bakar, M. H. (2020). The critical factors influencing consumer spending by using credit card. *Journal of Technology Management and Technopreneurship (JTMT)*, 8(1), 117-128.
<https://jtmt.utm.edu.my/jtmt/article/view/6026>
- Paing, A. H. (2020). *Factors Influencing the Usage of Credit Card of Private Bank Staff* (Doctoral dissertation, MERAL Portal).
<https://meral.edu.mm/records/2859?community=yueco>
- Velananda, Y. L. (2020). Factors Influencing the Use of Credit Cards Usage among Sri Lankan Working Adults. *Asian Journal of Economics, Finance and Management*, 10-16
https://www.researchgate.net/profile/Yashoda-Velananda/publication/340535978_Factors_Influencing_the_Use_of_Credit_Cards_Usage_among_Sri_Lankan_Working_Adults/links/5e8f3d4b299b130798a2a9e/Factors-Influencing-the-Use-of-Credit-Cards-Usage-among-Sri-Lankan-Working-Adults.pdf
- DOĞAN, H., DOĞAN, M., KÖYLÜOĞLU, A. S., & ÇERÇİ, H. S. (2018). DETERMINING EMPLOYERS' ATTITUDES TOWARDS CREDIT CARD AND MONEY. *International Journal of eBusiness and eGovernment Studies*, 10(2), 14-29.
<https://dergipark.org.tr/en/pub/ijebeg/issue/43700/536107>
- Luzon, M. V. S. (2018). Credit Card Practices of Public and Private Employee Millennial in the National Capital Region. *Ascendens Asia Journal of Multidisciplinary Research Abstracts*, 2(4).
<https://ojs.aaresearchindex.com/index.php/AAJMRA/article/view/3601>

- Ali, M., Raza, S. A., & Puaah, C. H. (2017). Factors affecting to select Islamic credit cards in Pakistan: the TRA model. *Journal of Islamic Marketing*, 8(3), 330-344.
<https://www.emerald.com/insight/content/doi/10.1108/JIMA-06-2015-0043/full/html>
- Arabzadeh, E., & Aghaeian, S. (2015). The relationship of usages and Management of credit cards on lifestyles and purchasing behaviours of Cardholders. *International Journal of Management Research and Business Strategy*, 4(3), 245-256.
<https://citeseerx.ist.psu.edu/document?repid=rep1&type=pdf&doi=331e83bf18e7fe167713ea7ccbb023a528c12f44>
- Amine, L. S. (2015). A study of the diffusion, acceptance and marketing of credit cards in the Middle East. In *Proceedings of the 1989 Academy of Marketing Science (AMS) Annual Conference* (pp. 89-92). Springer International Publishing.
https://link.springer.com/chapter/10.1007/978-3-319-17055-8_18
- Azman, N., & Mohd Zaduin, N. H. F. (2014). Factor that influences credit card practices among private sector's workers.
<https://ir.uitm.edu.my/id/eprint/26238/>
- Md Noor, R., & Ismail, N. A. (2013). A study on the factor affecting towards credit card usage among workers at Batu Pahat
<https://ir.uitm.edu.my/id/eprint/30688/>
- Bai, F., & Chen, X. (2013). Analysis on the new types and countermeasures of credit card fraud in mainland China. *Journal of Financial Crime*, 20(3), 267-271.
<https://www.emerald.com/insight/content/doi/10.1108/JFC-03-2013-0022/full/html?queryID=18%2F5414593>
- Stillman, R., Bishop, W., Malcolm, K., & Hildebrandt, N. (2008). Regulatory intervention in the payment card industry by the Reserve Bank of Australia. Analysis of the evidence.
<https://www.rba.gov.au/payments-and-infrastructure/payments-system-regulation/past-regulatory-reviews/review-of-card-payment-systems-reforms/pdf/review-0708-pre-conclusions/cra-28042008-2.pdf>
- Agarwal and Wu, (2004). China's entry to WTO: global marketing issues, impact and implications for China, *International Marketing Review*, Vol. 21 No. 3, pp. 279- 300.
<https://www.emerald.com/insight/content/doi/10.1108/02651330410539620/full/html>

Mattson, L., Sahlhoff, K., Blackstone, J., Peden, B., & Nahm, A. Y. (2004). Variables Influencing Credit Card Balances of Students at a Midwestern University. *Journal of Student Financial Aid*, 34(2), 7-18

. <https://eric.ed.gov/?id=EJ965772>

APPENDIX

QUESTIONNAIRE

We Nandana Unnikrishnan, Sreebala Unnikrishnan, Muhammed Tahir E.N students of Bharata Mata College Thrikkakara doing a project on the topic “Credit Card Utility Among IT Employees”.

1. Age:

2. Gender:

Male

Female

3. What is your current job role in IT industry?

4. How long have you been working in your current company?

Less than 2year

2-5 year

5-10 year

More than 10year

5. What is your monthly income range?

Less than 50000

50000-100000

100000-200000

More than 200000

6. How many years of experience do you have in IT industry?

Less than 2year

2-5 year

5-10 year

More than 10year

7. How many credit cards do you own?

1

2-3

More than 3

8. Which bank credit card do you use?

HDFC Bank

SBI Bank

ICICI Bank

Axis Bank

Standard Chartered Bank

Other

9. How often do you use credit card for transactions?

Never

Rarely

Sometimes

Often

Always

10. How frequently do you make technology related purchases using your credit card?

Never

Rarely

Sometimes

Often

11. How much confident are you in managing your credit card bills?

Not confident

Slightly confident

Moderately confident

Very confident

Extremely confident

12. According to you what are the primary reasons for usage of credit card.

Reasons	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Online shopping					
Travel expense					
Dining out					
Emergencies					
Work related expenses					

13. According to you what are the preferred features for using credit card.

Features	Very important	Moderately important	Neutral	Slightly important	Not at all important
Credit limit					
Reward points					
Convenience					
Discounts and allowances					
Security Measures					

14. How do you manage your credit card payments?

Full payment each month

Minimum payment each month

15. Which credit card benefits are most important to you as an IT employee?

Benefits	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Cash back rewards					
Travel rewards					
Purchase protection					
Extended warranty on tech products					

16. Would you be interested in a credit card specifically tailored to IT professionals with industry specific benefits?

17. What are the challenges faced by you while managing credit card debt?

Challenges	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Increased interest rate					
Late fees					
Overspending					
Hidden cost					

18. What security features do you consider while using your credit card purchases?

Features	Very important	Moderately important	Neutral	Slightly important	Not at all important
Safe and secure payments					
EMI facility					
Credit points					
Discount offers					

19. What emerging technologies or trends do you think will impact credit card usage among IT employees?

Trends/ Technologies	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Radio frequency identification technology					
Near field communication					
Contactless payment					
Cyber security					

20. Is there anything you would like to share about credit card usage?