

Covid-19's Impact on Online Banking and E-Payment Usage

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Abstract. With the development of technology, people are used take help from machines such as computers mobile phones, etc. when it comes to the banking sector sometimes people had to wait to take money until they count. For that reason, in 1969 ATM was founded. When time passes it developed as the user can do anything like pay bills, deposit money, and also withdraw money. In that situation, people need to wait till other one's requirements are satisfied. So, banks introduced mobile banking and E-payment. But at the very first it was not a very popular one.

With the pandemic, people need to quarantine at their houses. At such time people have to use mobile banking to fulfil their banking requirements. This research mainly focused on the growth of online banking and e payment during the pandemic situation and find how the users use it efficiently manner.

This paper primarily focuses on what online banking and E-payments are, what benefits online banking can provide, and what outcomes can be expected while using online banking. I have covered my research about the usage of online banking and E-payment usage in Sri Lanka. In Sri Lanka, most people are using this online banking and E-payment because of the pandemic situation. It's around 80% percent of all in the country. So, while conducting this research can observe main four issues like system lagging and downtime for maintenance, security issues, user interface issues, and self-registration issues. To avoid this type of issue, have to have a proper user interface, must be continued without lagging, concerned about more security, and must have a self-registration system with the banking applications. So, for that, I have given the recommendations in this paper to avoid the issues which are mostly highlighted during the research.

Keywords: *Online banking and E-payments, E-payment, Usage, Applications, Transaction, Lagging, Platform.*