

Question For General Users:

Q1: Do you use internet for paying your payments?

☐ Yes

☒ No

Q2: How often do you use cash to pay any type of bill?

☐ Everyday

☐ Three to six times in a week

☒ One to two times a week

☐ Very few times

☐ Never

☐ Don't know

Q3: Do you often use debit card or mobile banking to pay the bill?

☐ Most of the time

☐ Sometimes

☐ Very few times

☒ Never

Q4: What is your favorite option for paying bill?

☒ Cash

☐ Cards

☐ bCash

Q5: How much online payment system of electricity,water and gas bill will help you?

☒ Very much

☐ A bit

☐ Not at all

☐ I don't know

Q6: Do you agree or disagree with the statement

→I would consider making **electricity,water and gas bill** payments using my mobile phone/computer in future

- ☐ Strongly Disagree
- ☐ Disagree
- ☒ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

Q7: What are the reasons you think for not using online payment system?

- ☒ Seems difficult to use
- ☐ Don't know how to use internet
- ☐ I don't think they are secure
- ☐ I think someone can access my personal data
- ☐ It will be costly

Q8: Do you think it will be helpful for the user?

- ☐ Yes
- ☒ No

Q9: Do you think it will decrease the waste of money and time to pay the bill by standing on the line of a bank?

- ☐ Yes
- ☒ No

Q10: Do you agree or disagree with the statement

→ Online payments are growing, and are expected to continue

- ☐ Strongly Disagree
- ☐ Disagree
- ☒ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

→ In a few years, people will hardly use cash to pay a bill

- ☐ Strongly Disagree
- ☐ Disagree

☐ Neither agree nor disagree

☒ Agree

☐ Strongly agree

→ Web application can help you in this work

☐ Strongly Disagree

☒ Disagree

☐ Neither agree nor disagree

☐ Agree

☐ Strongly agree