

## 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