Survey Summary

To ensure the swiftpay mobile application we are developing meets real user needs, we conducted a user survey as part of our requirements engineering process. The goal of this survey was to gather insights from potential users about their current experiences with mobile banking applications, identify common pain points, and understand their expectations for future improvements.

The survey was completed by 11 respondents, most of whom identified as regular users of mobile banking platforms. Notably, 81.8% (approximately 9 out of 11) confirmed that they use such apps frequently for daily financial tasks. This high percentage suggests that there is a strong user base already familiar with FinTech tools, which helps guide our focus during development.

When asked about their most-used features, the majority of users indicated that money transfer functionality is the feature they rely on most. This was followed by occasional use of balance inquiries and transaction history, although these were less emphasized.

Several participants shared their frustrations with current mobile banking apps. Common issues included delays in transaction processing, particularly during fund transfers, security vulnerabilities, and slow loading times. These issues underline the importance of building a highly responsive, reliable, and secure application.

On the question of performance expectations, users consistently rated speed as extremely important, with the average rating being 5 out of 5. This means that app responsiveness must be a top priority in our non-functional requirements. Users expect seamless and fast performance, especially when dealing with sensitive financial operations.

In terms of desired features, users proposed several valuable additions. These include multi-currency support to handle both local and international transactions, convenient and flexible payment options such as QR codes and mobile money integrations, and financial literacy resources such as in-app tips and educational videos. Another useful suggestion was the ability to quickly access both debit and Visa accounts within one platform for more integrated banking.

These insights are crucial as they reflect real user needs. The findings will be used to define both the functional and non-functional requirements of the application and will directly influence design decisions in the upcoming phases of the project.