

E-Wallet Usage in Nepal: Understanding User Experiences and Preferences

118

Responses

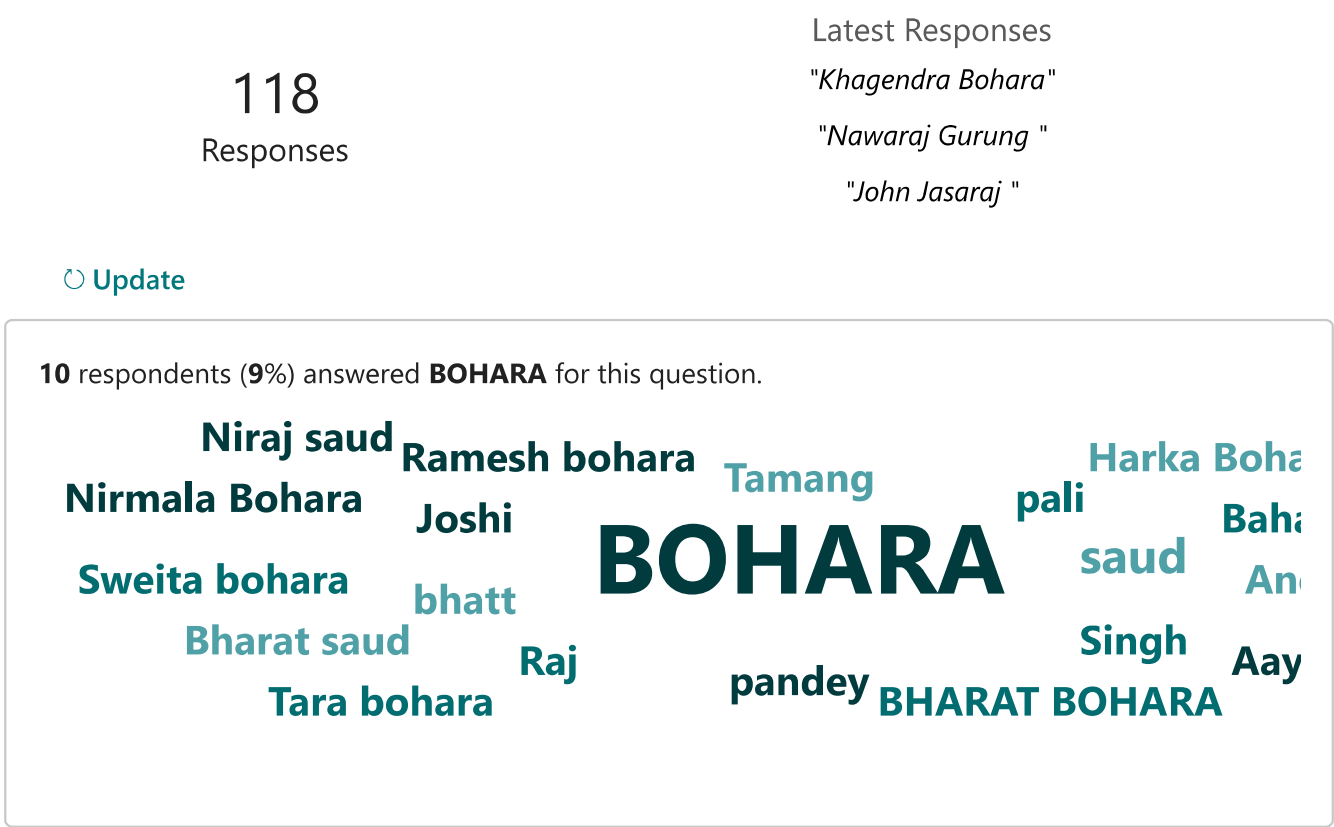
02:40

Average time to complete

Active

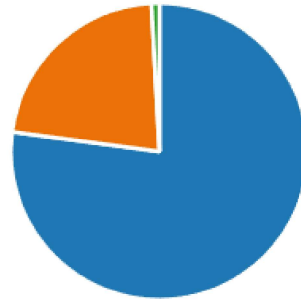
Status

1. Name



2. Gender

Male	91
Female	26
Others	1



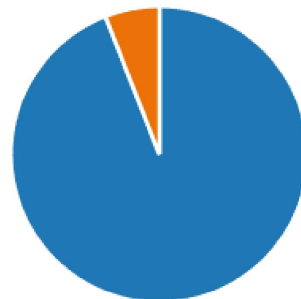
3. Education

SEE	10
+2	43
Bachelor	53
Master	11
Uneducated	1



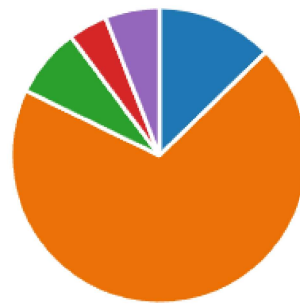
4. Do you use an e-wallet for financial transactions?

Yes	111
No	7



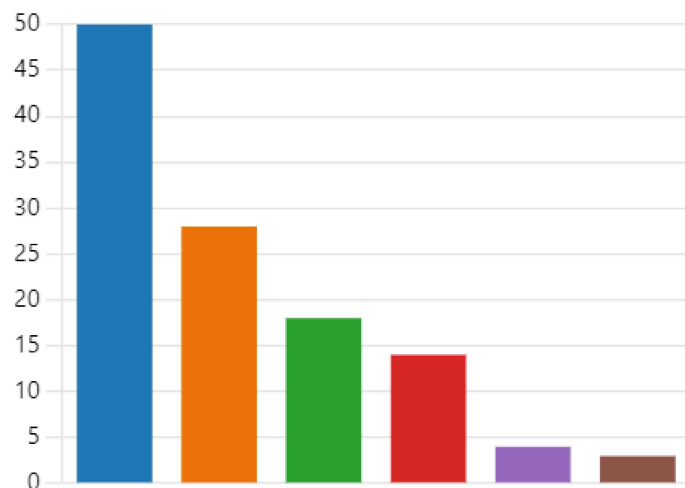
5. Which e-wallet do you use the most?

● Khalti	15
● eSewa	82
● IME Pay	9
● Prabhu Pay	5
● Other(please specify)	7



6. How often do you use e-wallets for transactions?

● Daily	50
● Weekly	28
● Monthly	18
● Seasonal	14
● Yearly	4
● Never	3

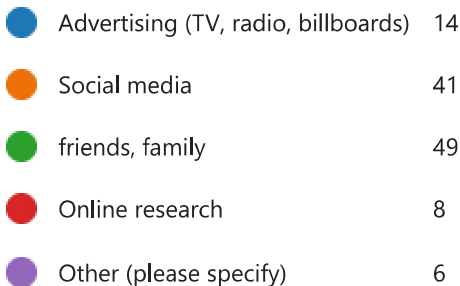


7. What type of transactions do you usually make with e-wallets?

● Utility Bill Payment	50
● Mobile Top-up	79
● Online Shopping	36
● Money Transfer	65
● Other	15

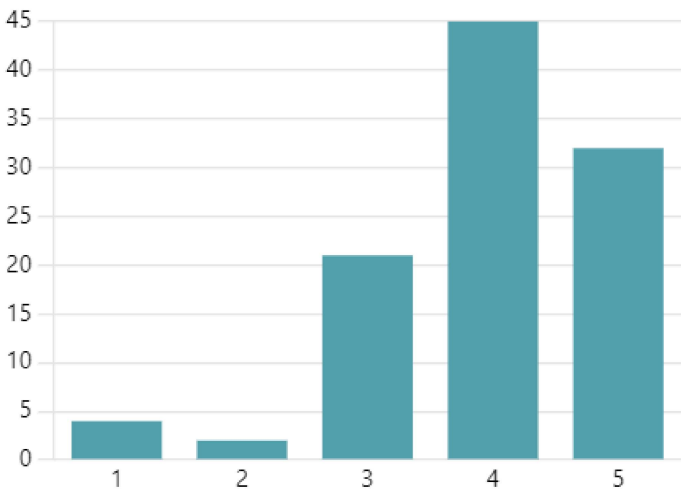


8. How did you first learn about e-wallets?



9. On a scale of 1-5, how satisfied are you with the user interface and user experience of e-wallet apps?

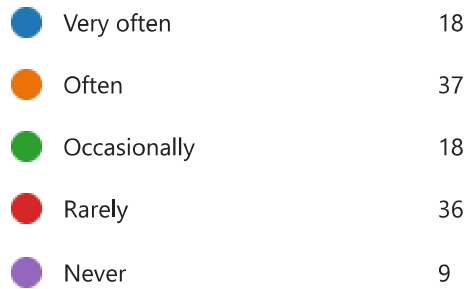
3.95
Average Rating



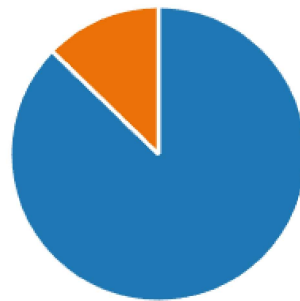
10. Have you ever faced any issues while using e-wallets?



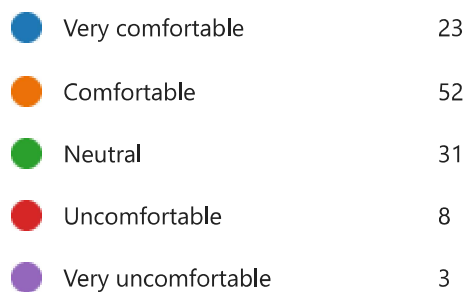
11. How often do you encounter technical issues (e.g., app crashes, slow response) while using e-wallets?



12. Do you think e-wallets have made financial transactions easier in Nepal?

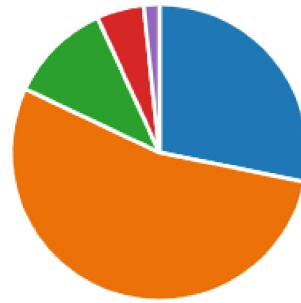


13. How comfortable are you in using e-wallets for large financial transactions?



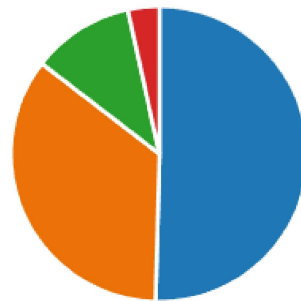
14. What are the main factors that influence your choice of e-wallet?

Security	33
Ease of use	63
Range of services offered	13
Customer support	6
Other (please specify)	2



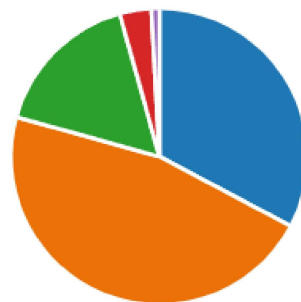
15. Do you believe e-wallets have helped in reducing cash transactions and promoting a cashless economy in Nepal?

Yes, significantly	59
Yes, to some extent	41
Not sure	13
No, not at all	4

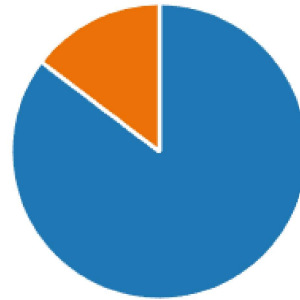


16. How likely are you to recommend e-wallets to others?

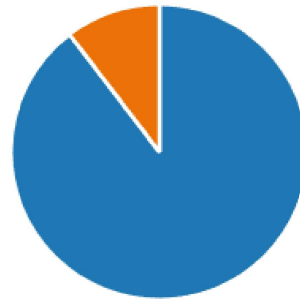
Very likely	38
Likely	54
Neutral	19
Unlikely	4
Very unlikely	1



17. Do you think the use of e-wallets will increase in Nepal in the future?



18. Do you think e-wallets should be promoted more in Nepal?



19. If yes, how do you think e-wallets can be promoted more effectively. Write your opinion?

75

Responses

Latest Responses

"Promotion cash less country "

"world is more globalizing and all the things are coming upto l...

[Update](#)

12 respondents (16%) answered **Good** for this question.

Word cloud content:

- Good transaction
- good but can be better
- mbi transaction
- use of e
- easily transaction
- awareness
- wallet
- social media
- e-wallets
- friend
- knowledge about E
- sabai
- uses
- xa
- easier
- lai
- sharing
- online transaction
- safier