

- Gender: Female, Male, Prefer not to say
- Age: Less than 16, 16 to 25, 25 to 45, 45 to 60, More than 60
- District: Districts of Sri Lanka
- Occupation: Self-employed, Unemployed, Public Sector, Private Sector, Student, Other
- Educational background: Degree, Diploma, A/L, O/L, Grade 9, Grade 5, Other, None
- Marital status: Married, Single
- Monthly income: Less than 20000, Between 20000 to 50000, Between 50000 to 100000, More than 100000, Not applicable
- Type of bank you use for your mobile banking application: Private, Public, Both
- Source to know about the mobile banking application: From the bank, Advertisement, From a friend, Other
- Duration of using the mobile banking application: Less than 6 months, Between 6 months to 1 year, More than 1 year
- The preferred way to use the mobile banking application: Browser, Mobile app
- Use of mobile application: Pay bills, Transfer money to other accounts, Check bank balance, Apply for loans, Set up standing orders
- Average amount of money transfer during a month using the mobile banking application: Less than 1000, Between 1000 to 5000, Between 5000 to 10000, Between 10000 to 50000, More than 50000
- Average total amount of money transfer during a month by going to the bank or ATM: Less than 1000, Between 1000 to 5000, Between 5000 to 10000, Between 10000 to 50000, More than 50000
- Willing to use the mobile banking application to perform transactions with other banks: Yes, No
- Willing to use the mobile banking application to do large transactions: Yes, No
- Satisfied with the security measurements in your mobile banking application: Yes, No
- Satisfied with the service charges related to the mobile banking application: Yes, No
- Overall rating to your mobile banking application: 1,2,3,4,5 (1-worst, 5-best)
- Which banks have better mobile banking applications(Please put not applicable if you don't have any experience with other mobile banking applications): Private banks, Government banks, Not applicable