

Questionnaire about system online bank

	Agree	Disagree	I'm not sure
1- Online banking makes banking cheaper?			
2-Online banking gives account access 24 hours every day?			
3-online banking saves time?			
4-online banking is secure way of dealing with bank?			
5-walk-in contact with bank (in branch) is essential?			
6-if you could do all you need online, you would never visit the bank?			
7-using online banking is good idea?			

In your opinion, what percentage fits the following questions?

1-Are you satisfied with the services provided by the online banking ?

20%	60%	100% (very good)
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2-Are you using online banking more time?

20%	60%	100% (very good)
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3-If you use this web more times ,you are getting benefit from the online banking ?

20%	60%	100% (very good)
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4-Quickness if the web page on bank's portal site loading ?

20%	60%	100% (very good)
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5-Ability to guide customer to resolve problems

20%	60%	100% (very good)
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6-Validity of the hyperlinks on the bank's portal?

20%	60%	100% (very good)
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7-Sufficient and real time financial information provided?

20%	60%	100% (very good)
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8-It is easy for you to become skillful at the use of the online banking services?

20%	60%	100% (very good)
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9-You find the use of online banking services easy ?

20%	60%	100% (very good)
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10-You feel secure sending sensitive information across the internet banking?

20%	60%	100% (very good)
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11-In your opinion,it would be desirable to use online banking?

20%	60%	100% (very good)
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