

# Mobile Banking App User Survey

This survey will be conducted as an individual project to observe the users' behavior of mobile banking application usage of Sri Lankans. The responses will be treated with confidentiality and used for academic purposes only.

Thank you.

Gunarathna T.M.T.A (209327H),

MSc in Computer Science Specialising in Data Science Engineering and Analytics,  
University of Moratuwa.

**\* Required**

## 1. Select your gender. \*

*Mark only one oval.*

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other: \_\_\_\_\_

## 2. What is the age range that you are currently in? \*

*Mark only one oval.*

- ☐ Under 12 years old
- ☐ 12-17 years old
- ☐ 18-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ 55-64 years old
- ☐ 65-74 years old
- ☐ 75 years or older

3. What is the district that you are belongs to? \*

*Mark only one oval.*

- ☐ Jaffna
- ☐ Kilinochchi
- ☐ Mannar
- ☐ Mullaitivu
- ☐ Vavuniya
- ☐ Puttalam
- ☐ Kurunegala
- ☐ Gampaha
- ☐ Colombo
- ☐ Kalutara
- ☐ Anuradhapura
- ☐ Polonnaruwa
- ☐ Matale
- ☐ Kandy
- ☐ Nuwara Eliya
- ☐ Kegalle
- ☐ Ratnapura
- ☐ Trincomalee
- ☐ Batticaloa
- ☐ Ampara
- ☐ Badulla
- ☐ Monaragala
- ☐ Hambantota
- ☐ Matara
- ☐ Galle

4. What is your current place of residence? Example: Kalutara South

---

## 5. What is your status of employment? \*

*Mark only one oval.*

- ☐ Employed for wages
- ☐ Self-employed
- ☐ Out of work and looking for work
- ☐ Out of work but not currently looking for work
- ☐ A homemaker
- ☐ A student
- ☐ Military
- ☐ Retired
- ☐ Unable to work

## 6. What is your status in education? \*

*Mark only one oval.*

- ☐ No schooling
- ☐ 1st grade to 5th grade
- ☐ 6th grade to 10th grade
- ☐ Ordinary level
- ☐ Advanced level
- ☐ Trade/technical/vocational training
- ☐ Diploma level
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate degree

## 7. Are you currently using a mobile banking application or multiple mobile banking applications? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No

## Untitled Section

## 8. What is/are the mobile banking application/s you are using mostly? \*

*Check all that apply.*

- ☐ BOC Smart Passbook - Bank of Ceylon
- ☐ Bank of Ceylon Mobile Banking - Bank of Ceylon
- ☐ Combank Digital - Commercial Bank of Ceylon PLC
- ☐ People's Wave - People's Bank
- ☐ ComBank ePassbook - Commercial Bank of Ceylon PLC
- ☐ BOC SmartPay - Bank of Ceylon
- ☐ Sampath Bank Mobile App - Sampath Bank PLC
- ☐ DFCC Virtual Wallet - DFCC Bank PLC
- ☐ NDB Neos - National Development Bank PLC
- ☐ ComBank - Commercial Bank of Ceylon PLC
- ☐ HNB Digital Banking - Hatton National Bank
- ☐ FLASH Digital Banking - Commercial Bank of Ceylon PLC
- ☐ FriMi - Nations Trust Bank PLC
- ☐ Nations Mobile Banking - Nations Trust Bank PLC
- ☐ SEYLAN Mobile Banking App - Seylan Bank PLC
- ☐ HNB Mobile Banking - Hatton National Bank
- ☐ COMBANK Q Plus Consumer - Commercial Bank of Ceylon PLC
- ☐ People's Wyn - People's Bank
- ☐ Cargills Bank - Cargills Bank
- ☐ SDB Mobile - SDB Bank PLC
- ☐ Pan Asia Bank - Pan Asia Banking Corporation PLC
- ☐ HSBC Mobile Banking - HSBC Technology & Services USA
- ☐ BOC SmartPay Merchant - Bank of Ceylon
- ☐ Amana Bank - Amana Bank
- ☐ Sampath Slip-Less App - Sampath Bank PLC
- ☐ DFCC Pay - DFCC Bank PLC
- ☐ SC Mobile Sri Lanka - Standard Chartered Bank PLC

Other: ☐ \_\_\_\_\_

## 9. For what purposes do you use the banking mobile application/s mostly? \*

*Check all that apply.*

- ☐ For online money transfer to family and friends
- ☐ To pay bills/ reloads/ standing orders
- ☐ Loan payments
- ☐ To check balance and transaction history
- ☐ To submit online requests to banks
- ☐ Manage savings accounts/ current accounts/ fixed deposits
- ☐ To locate near by ATMs

Other: ☐ \_\_\_\_\_

## 10. Are you satisfied with the user interfaces and the user experiences that have been offered by your current mobile banking application/s? \*

*Mark only one oval.*

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither agree nor disagree
- ☐ Dissatisfied
- ☐ Very dissatisfied

## 11. Are you comfortable with mobile banking when comparing with traditional banking? \*

*Mark only one oval.*

- ☐ Very comfortable
- ☐ Comfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Uncomfortable
- ☐ Very uncomfortable

12. Are you confident enough to make transactions through your mobile banking applications while considering the security aspect of them? \*

*Mark only one oval.*

- ☐ Very confident
- ☐ Confident
- ☐ Neither confident nor unconfident
- ☐ Unconfident
- ☐ Very unconfident

13. How do you rank your mobile banking application usage? \*

*Mark only one oval.*

|             | 1                     | 2                     | 3                     | 4                     | 5                     |            |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------|
| very rarely | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | very often |

14. What are the aspects that can be improved in the mobile banking facility with your prior experiences? Give your comments.

---

---

---

---

---

This content is neither created nor endorsed by Google.

Google Forms