

# Mobile banking questionnaire dataset

*Column:* Gender

*Question:* What is your gender?

*Values:*

1 – Male

2 – Female

*Column:* Age

*Question:* How old are you (years)?

*Values:*

1 - Less than 18

2 - 18 - 30

3 - 30 - 40

4 - 40 - 50

5 - Over 50

*Column:* Location

*Question:* Where do you live? (District)

*Values:*

1 - Ampara

2 - Anuradhapura

3 - Badulla

4 - Batticaloa

5 - Colombo

6 - Galle

7 - Gampaha

8 - Hambantota

9 - Jaffna

10 - Kalutara

11 - Kandy

12 - Kegalle

13 - Kilinochchi

14 - Kurunegala

15 - Mannar

16 - Matale

17 - Matara

18 - Moneragala

19 - Mullaitivu

- 20 - Nuwara Eliya
- 21 - Polonnaruwa
- 22 - Puttalam
- 23 - Ratnapura
- 24 - Trincomalee
- 25 - Vavuniya

*Column:* Occupation

*Question:* What is your occupation?

*Values:*

- 1 - Government / Public sector
- 2 - Private sector (Executive)
- 3 - Private sector (Employee)
- 4 - Self-employed
- 5 - Student
- 6 – Unemployed

*Column:* Education

*Question:* What is the highest education level you have completed?

*Values:*

- 1 - Degree
- 2 - Diploma
- 3 - GCE A/L
- 4 - GCE O/L
- 5 - Grade 9
- 6 - Grade 5

*Column:* Income

*Question:* What is your average monthly income (Rupee)?

*Values:*

- 1 - 0 - 30,000
- 2 - 30,000-60,000
- 3 - 60,000-100,000
- 4 - 100,000-150,000
- 5 - 150,000-250,000
- 6 - 250,000+

*Column:* Smartphone

*Question:* Do you own a smartphone?

*Values:*

- 1 - Yes
- 2 - No

*Column:* Bank Account

*Question:* What type of bank account do you have?

*Values:*

- 1 - Savings Account
- 2 - Current Account
- 3 - Both
- 4 - None

*Column:* Mobile Banking

*Question:* Do you use mobile banking?

*Values:*

- 1 - Yes
- 2 - No

*Column:* Mobile Banking Services

*Question:* What type of services do you use through mobile banking?

*Values:*

- 1 - Check account balance
- 2 - Transfer money
- 3 - Pay utility bills
- 4 - Purchase items
- 5 - Other

*Column:* Save Time

*Question:* Do you believe that mobile banking saves your time?

*Values:*

- 1 - Strongly Agree
- 2 - Agree
- 3 - Neutral
- 4 - Disagree
- 5 - Strongly Disagree

*Column:* Happy with Facilities

*Question:* Are you happy with the mobile banking facilities provided by your bank? (GUI and other operations)

*Values:*

- 1 - Strongly Agree
- 2 - Agree
- 3 - Neutral
- 4 - Disagree
- 5 - Strongly Disagree

*Column:* Safe

*Question:* Do you believe it's safe to perform mobile banking functionalities?

*Values:*

- 1 - Strongly Agree
- 2 - Agree
- 3 - Neutral
- 4 - Disagree
- 5 - Strongly Disagree

*Column:* Comfortable

*Question:* Do you feel comfortable to perform mobile banking functionalities?

*Values:*

- 1 - Strongly Agree
- 2 - Agree
- 3 - Neutral
- 4 - Disagree
- 5 - Strongly Disagree