Sri Lanka Institute of Information Technology

Visual Analytics and User Experience Design

(IT4031)

Assignment 01

Survey Questions with the Answers

2023-VAUED-2023_A1_G19

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User Experience of Bank Apps in Sri Lanka

We are a group of final year Data Science undergraduates at SLIIT, conducting a survey on "User Experience Using Online Banking Apps". The purpose of this survey is to gather information on the usage of online banking apps and the user experience of such apps. Your participation in this survey is entirely voluntary and your responses will be kept confidential.

The survey will take approximately 4-7 minutes to complete and consists of questions related to your experience with online banking apps. Your participation in this survey will help us to gain valuable insights into the user experience of online banking apps and will contribute to our research.

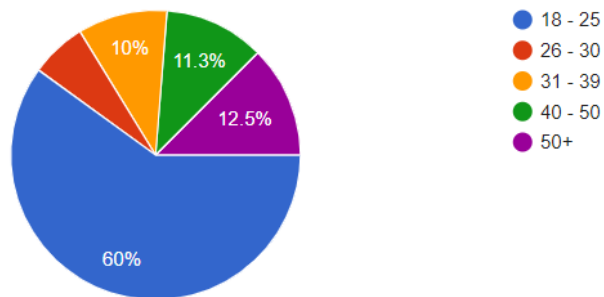Thank you for your time and participation in this survey.

Your Age Range *

○ 18 - 25

○ 26 - 30

○ 31 - 39
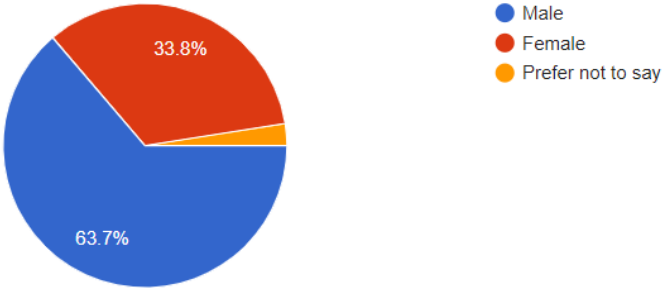
○ 40 - 50

○ 50+

Your Age Range

80 responses

Copy

- ● 18 - 25
- ● 26 - 30
- ● 31 - 39
- ● 40 - 50
- ● 50+

Your Gender *

◯ Male

◯ Female

◯ Prefer not to say

Your Gender   ⧉ Copy

80 responses
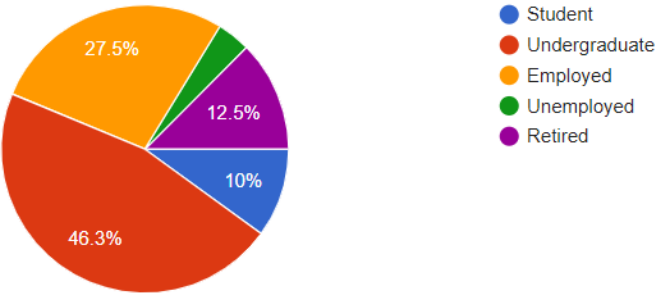

● Male
● Female
● Prefer not to say

33.8%

63.7%

Current Employment Status *

○ Student

○ Undergraduate

○ Employed

○ Unemployed

○ Retired

Current Employment Status

Copy

80 responses

- Student
- Undergraduate
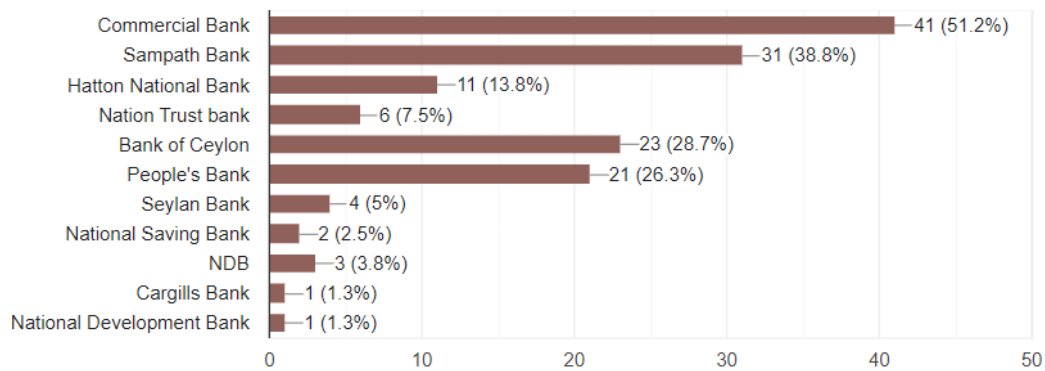- Employed
- Unemployed
- Retired

27.5%

12.5%

10%

46.3%

Which Banking Apps You Are Currently Using? *

- ☐ Commercial Bank
- ☐ Sampath Bank
- ☐ Hatton National Bank
- ☐ Nation Trust bank
- ☐ Bank of Ceylon
- ☐ People's Bank
- ☐ Seylan Bank
- ☐ National Saving Bank
- ☐ Other…

Which Banking Apps You Are Currently Using?
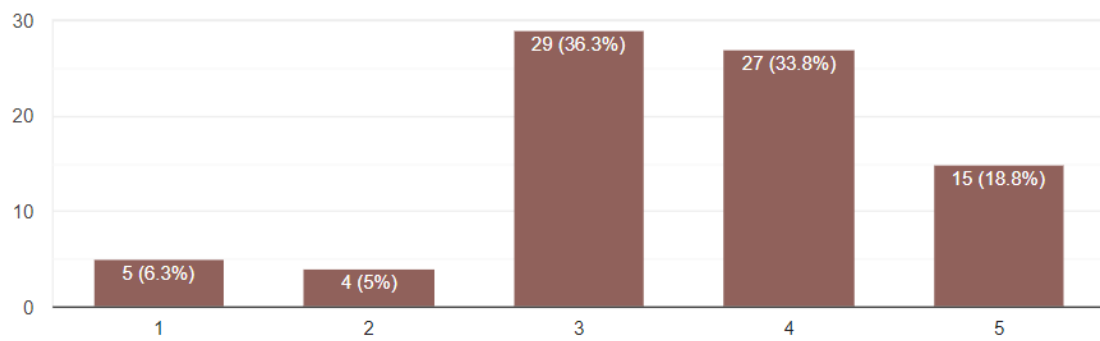
Copy

80 responses

Bank	Count (Percentage)
Commercial Bank	41 (51.2%)
Sampath Bank	31 (38.8%)
Hatton National Bank	11 (13.8%)
Nation Trust bank	6 (7.5%)
Bank of Ceylon	23 (28.7%)
People's Bank	21 (26.3%)
Seylan Bank	4 (5%)
National Saving Bank	2 (2.5%)
NDB	3 (3.8%)
Cargills Bank	1 (1.3%)
National Development Bank	1 (1.3%)

Rate Your Level of IT Literacy *

	1	2	3	4	5	
Basic IT Knowledge	○	○	○	○	○	Advanced IT Knowledge

Rate Your Level of IT Literacy   Copy

80 responses

30 —

29 (36.3%)
27 (33.8%)

20 —

15 (18.8%)

10 —

5 (6.3%)   4 (5%)

0 —

    1   2   3   4   5

Rate Your Experience Level of Using Banking Applications *

	1	2	3	4	5	
Very Low	○	○	○	○	○	Very High

Rate Your Experience Level of Using Banking Applications   Copy

80 responses

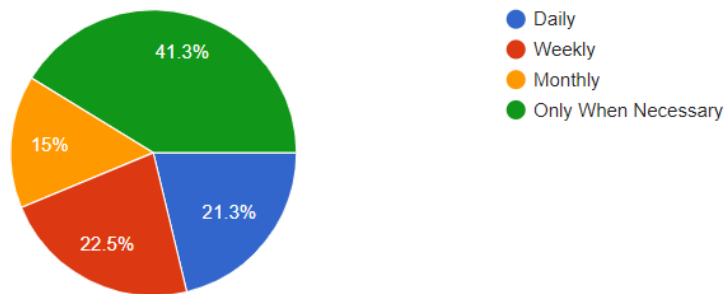| Rating	Count (Percentage)
1	2 (2.5%)
2	5 (6.3%)
3	37 (46.3%)
4	25 (31.3%)
5	11 (13.8%)
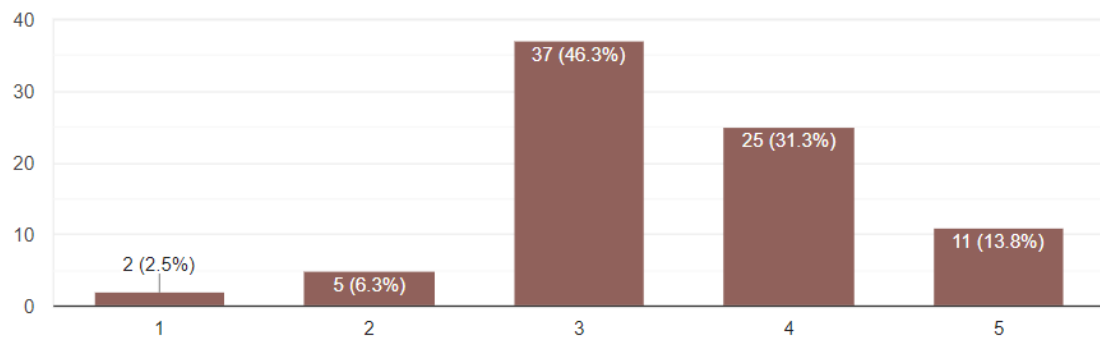
How Often Do You Use Banking Applications? *

◯ Daily

◯ Weekly

◯ Monthly

◯ Only When Necessary

How Often Do You Use Banking Applications?　　　　　　　　　⧉ Copy

80 responses

- ● Daily
- ● Weekly
- ● Monthly
- ● Only When Necessary

41.3%

15%

21.3%

22.5%

How visually appealing is the user interface of the app? *

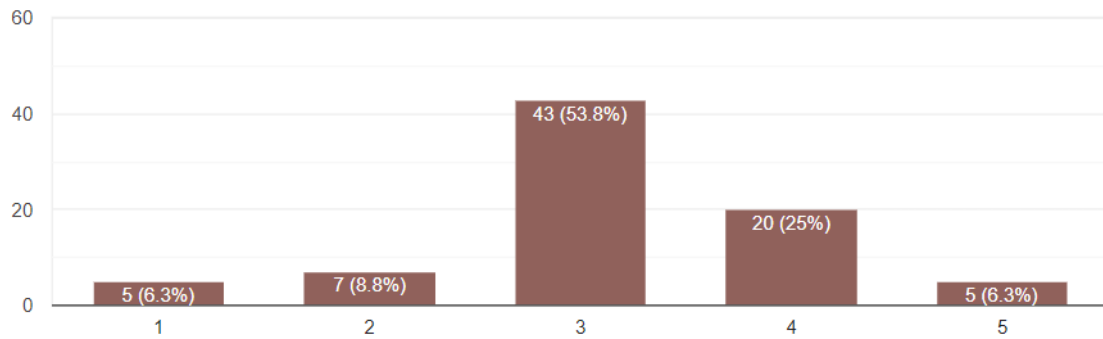|	1	2	3	4	5
	○	○	○	○	○

How visually appealing is the user interface of the app?   ⎘ Copy

80 responses

What is the primary purpose for which you use the banking app?

80 responses

Category	Value
Checking Bank Balances	71 (88.8%)
Making Deposits	33 (41.3%)
Transferring Money	62 (77.5%)
Bill Payments	56 (70%)
Generating Transfer Slips	15 (18.8%)
Contacting Customer Support	4 (5%)
Applying For Loans and Credit...	2 (2.5%)
Share for the others	1 (1.3%)
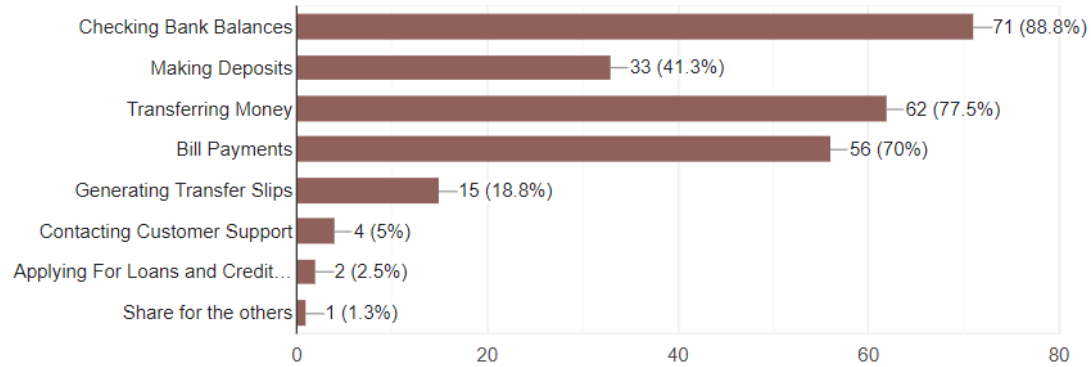
What is the primary purpose for which you use the banking app? *

☐ Checking Bank Balances

☐ Making Deposits

☐ Transferring Money

☐ Bill Payments

☐ Generating Transfer Slips

☐ Contacting Customer Support
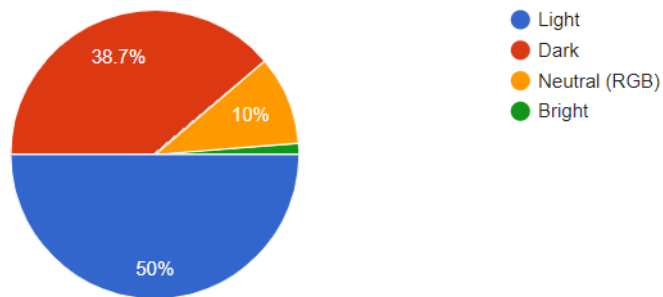
☐ Applying For Loans and Credit Cards

☐ Other...

Which color scheme do you prefer for the user interface? *

◯ Light

◯ Dark

◯ Neutral (RGB)

◯ Bright

Which color scheme do you prefer for the user interface?   ⧉ Copy

80 responses

- Light
- Dark
- Neutral (RGB)
- Bright

38.7%

10%

50%

How clear is the information presented on the user interface, such as account balances and *
transaction details?

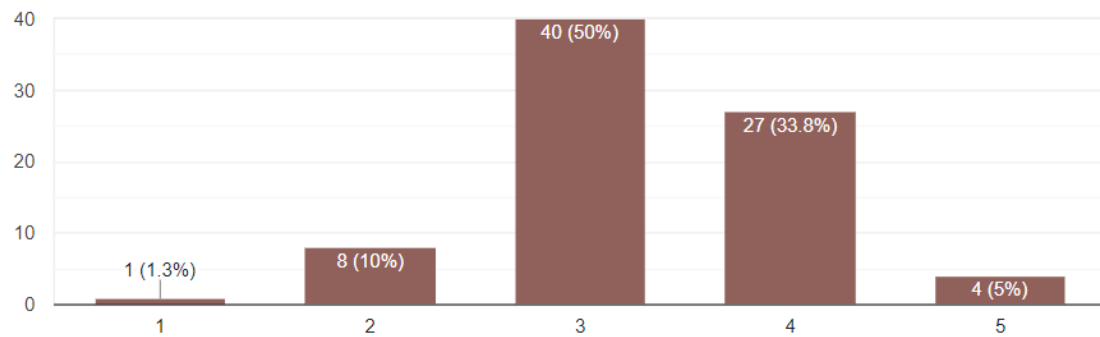|	1	2	3	4	5
	○	○	○	○	○

How clear is the information presented on the user interface, such as account balances and transaction details?   Copy

80 responses

How responsive is the user interface of the app, in terms of the speed at which it loads and processes requests? *
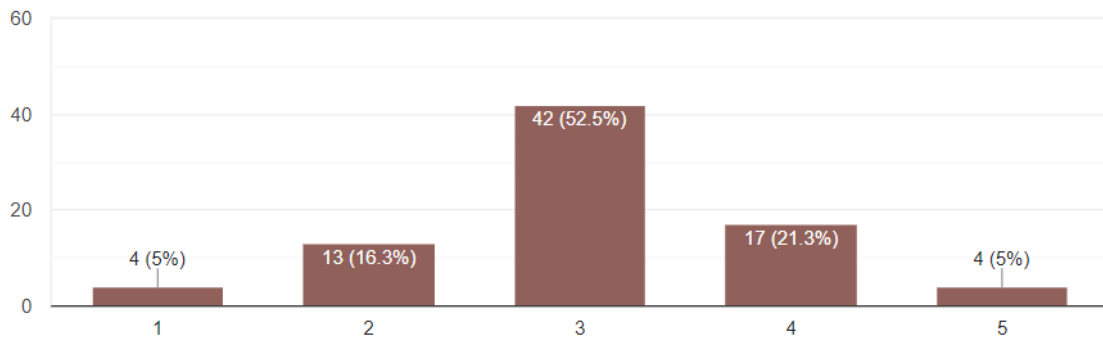
	1	2	3	4	5
	○	○	○	○	○

How responsive is the user interface of the app, in terms of the speed at which it loads and processes requests?

☐ Copy

80 responses

- 1: 4 (5%)
- 2: 13 (16.3%)
- 3: 42 (52.5%)
- 4: 17 (21.3%)
- 5: 4 (5%)

How easy is it to switch between different sections or functions of the app, such as moving from account information to transaction history? *
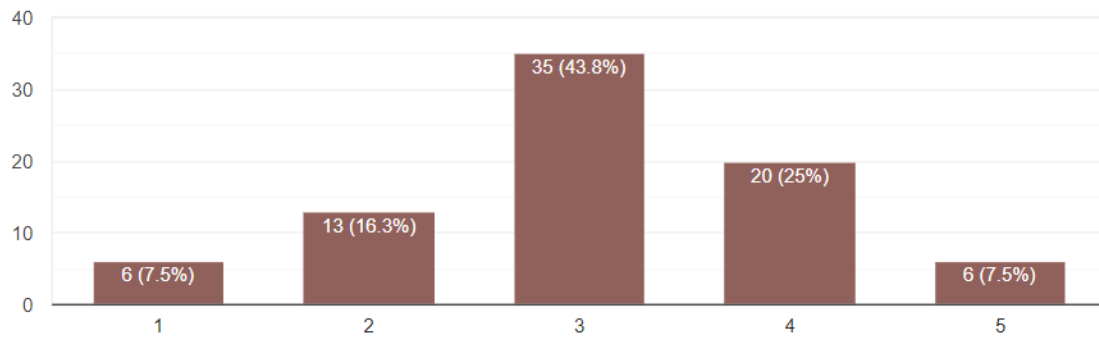
	1	2	3	4	5
	○	○	○	○	○

How easy is it to switch between different sections or functions of the app, such as moving from account information to transaction history?　　Copy
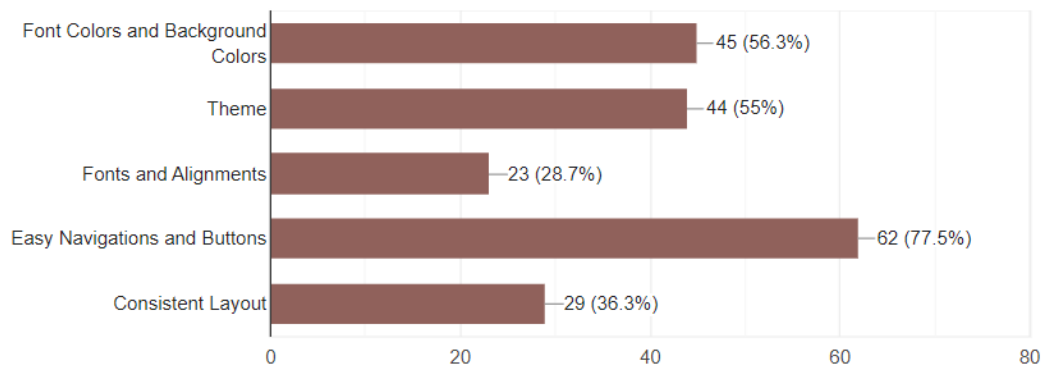
80 responses

Select the most important UI features you expect to see in a banking application? *

☐ Font Colors and Background Colors

☐ Theme

☐ Fonts and Alignments

☐ Easy Navigations and Buttons

☐ Consistent Layout

☐ Other…

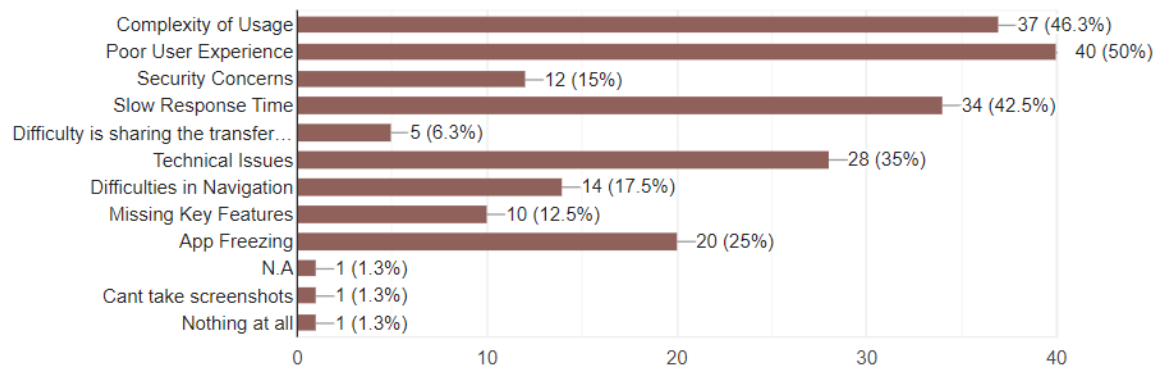**Select the most important UI features you expect to see in a banking application?**   ⧉ Copy

80 responses

What are the pain points you face when using banking applications? *

☐ Complexity of Usage

☐ Poor User Experience

☐ Security Concerns

☐ Slow Response Time

☐ Difficulty is sharing the transfer receipts

☐ Technical Issues

☐ Difficulties in Navigation

☐ Missing Key Features

☐ App Freezing

☐ Other…

What are the pain points you face when using banking applications? ⧉ Copy

80 responses

Category	Value
Complexity of Usage	37 (46.3%)
Poor User Experience	40 (50%)
Security Concerns	12 (15%)
Slow Response Time	34 (42.5%)
Difficulty is sharing the transfer…	5 (6.3%)
Technical Issues	28 (35%)
Difficulties in Navigation	14 (17.5%)
Missing Key Features	10 (12.5%)
App Freezing	20 (25%)
N.A	1 (1.3%)
Cant take screenshots	1 (1.3%)
Nothing at all	1 (1.3%)

Would you recommend your bank application to others? *

◯ Yes

◯ No

Would you recommend your bank application to others?

[□] Copy

80 responses

● Yes
● No

90%

10%
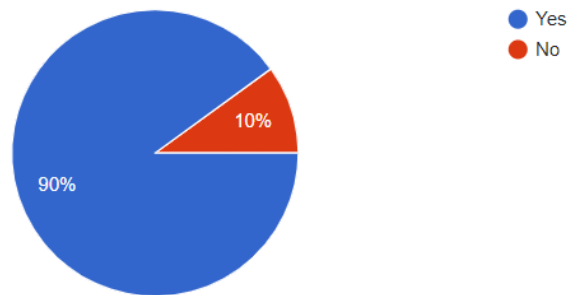
If No, what was the reason?

Long answer text

If No, what was the reason?

8 responses

Bad user experience

Commercial bank app is better than the other apps.Can recommend the commercial bank app.Boc app takes lots of time to load.

When we lost the mobile number or password, they do not update their systems though we go and tell them but they do not respond to customers.

Easier to transact and save time

Slow OTP generation in most occasions

Bank application should be convenient for customers. Not too difficult.

Poor UI design and slow response time

Complexity of the application

What features are missing from your current banking application that you would like to add?

Long answer text

What features are missing from your current banking application that you would like to add?

13 responses

AI Chatbots

There is no option to download receipt in after a deposit.

a home button to navigate back quickly to do other tasks.

In BOC app need a solution for slow responsive time and poor user experience

In BOC application - less responsiveness and slowness

ability to take Screenshots

Easy transaction system

Foreign payment facilities

Language Translation

Would you be willing to participate in user testing for future bank application improvements? *
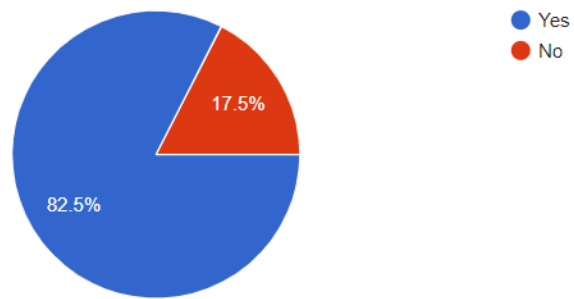
○ Yes

○ No

Would you be willing to participate in user testing for future bank application improvements?

Copy

80 responses

● Yes
● No

17.5%

82.5%

Feel free to include any additional comments or feedback

Long answer text

Feel free to include any additional comments or feedback

5 responses

Great Survey

Need to reduce/ cancel fees in using mobile apps

Wish u good luck for your project.

Good survey, was able to perform a full review of using banking apps myself

Good survey which provided a revision of my banking usage itself

Survey Link - https://forms.gle/VpECmujG5MFCoiNd8

Note – The survey results excel sheet is available in the drive as appendixes.

https://docs.google.com/spreadsheets/d/1ZB0Z5SM7XoJs8hgBW-SmMuxtcmL8hCIqZj6wNNZVlh8/edit?usp=sharing