

Introduction

Modern and advanced technology plays a vital role all around the world. Banking services can be classified as a primary user requirement. Hence, mobile banking is one of the most successful user-adapted online platforms that generates millions of transactions per day all around the world. It is one of the finest solutions that simplify banking services. Therefore, when implementing a mobile banking service, it is important to identify essential services & user perception to satisfy client requirements. It is important to analyse the user needs in order to improve the future work done in the field of mobile banking. Data has been collected from Sri Lankan people from different districts within the period of October 2020 - November 2020. The data gathered from this survey using Google form is related to user behavior, perception, security, safety and privacy. This data set consists of 19 columns with 108 sets of data.

Details of each column

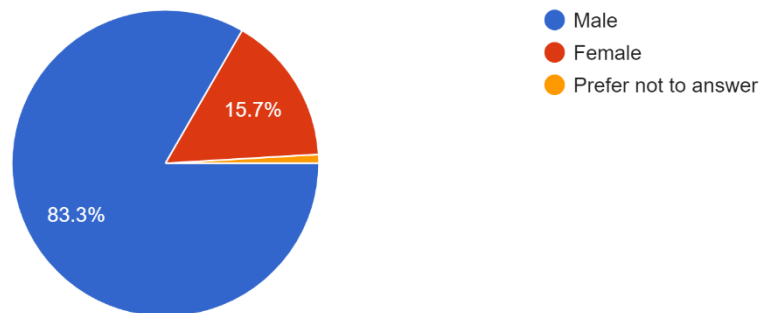
Gender

Description - Gender of the people who participated in this survey.

Values

1. Male
2. Female

Spread of data



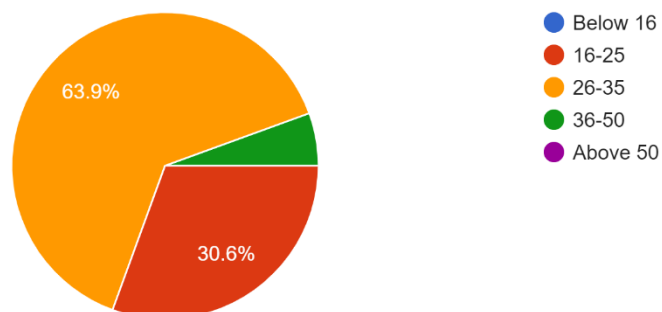
Age

Description - Age category of people who participate this survey

Values

1. Below 16
2. 16-25
3. 26-35
4. 36-50
5. Above 50

Spread of data



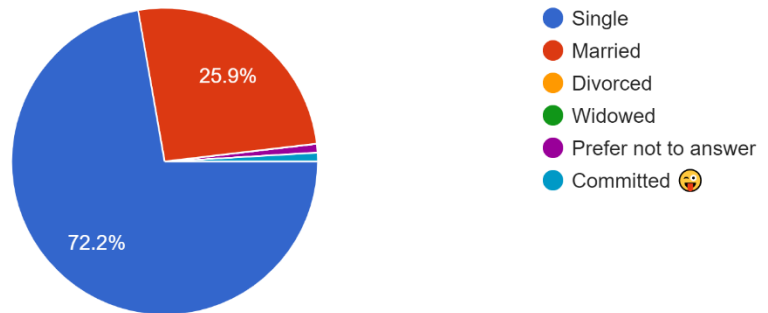
Marital Status

Description - Marital Status of the people who participated in this survey.

Values

1. Single
2. Married
3. Divorced
4. Widowed
5. Prefer not to answer

Spread of data



District

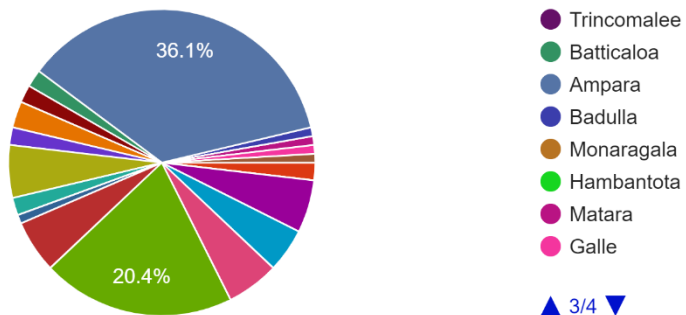
Description – Identify the amount of people from different districts from the people who participated in this survey.

Values

All 25 districts in Sri Lanka

Spread of data

Ampara 36.1 % and Colombo 20.4%



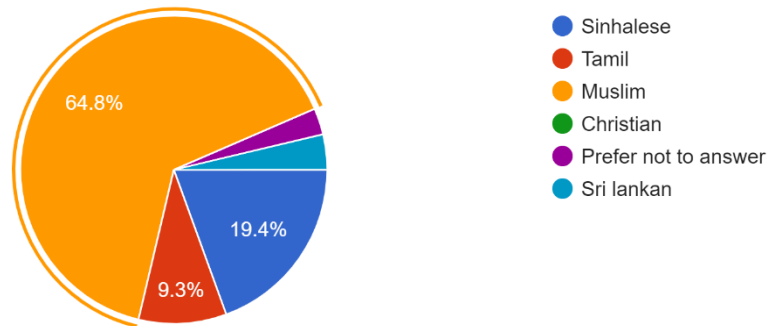
Ethnicity

Description – Ethnicity of the people who participated in this survey.

Values

1. Sinhalese
2. Tamil
3. Muslim
4. Christian
5. Prefer not to answer

Spread of data



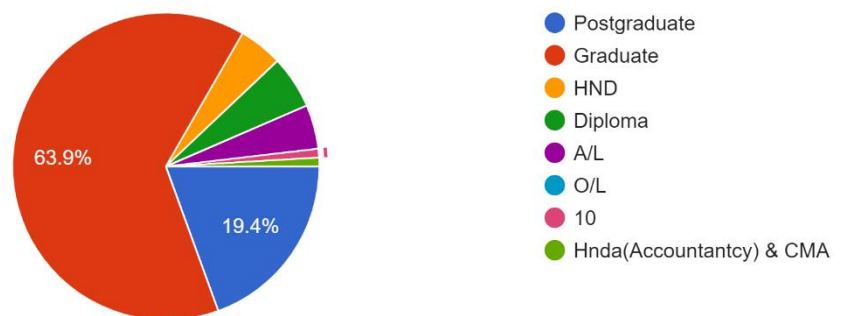
Educational level

Description – Education level of the people who participated in this survey.

Values

1. Postgraduate
2. Graduate
3. HND
4. Diploma
5. A/L
6. O/L
7. 10

Spread of data



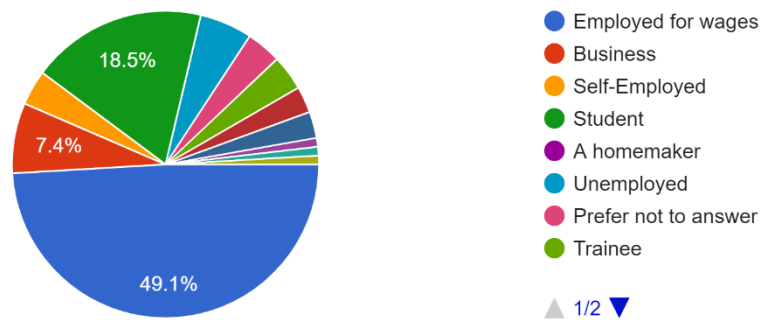
Occupation

Description – Occupation of the people who participated in this survey.

Values

1. Employed for wages
2. Business
3. Self-Employed
4. Student
5. A homemaker
6. Unemployed
7. Prefer not to answer

Spread of data



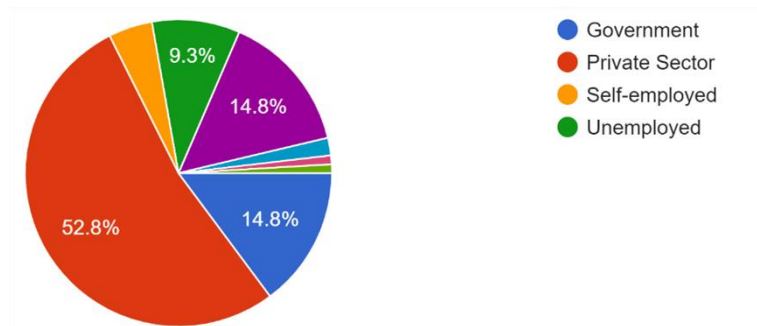
Employer

Description - Identification of Employer type from the people who participated in this survey.

Values

1. Government
2. Private Sector
3. Self-employed
4. Unemployed

Spread of data



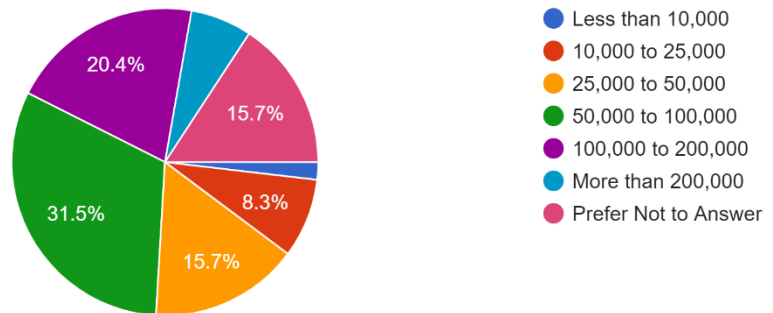
Monthly income (LKR)

Description – Monthly income (LKR) of the people who participated in this survey.

Values

1. Less than 10,000
2. 10,000 to 25,000
3. 25,000 to 50,000
4. 50,000 to 100,000
5. 100,000 to 200,000
6. More than 200,000
7. Prefer Not to Answer

Spread of data



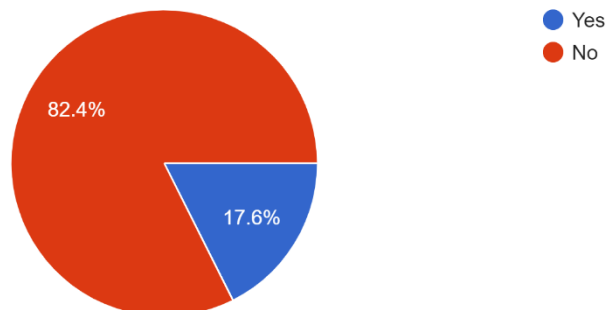
Owns car

Description - Identification of people who owns the car out of the people who participated in this survey.

Values

1. Yes
2. No

Spread of data



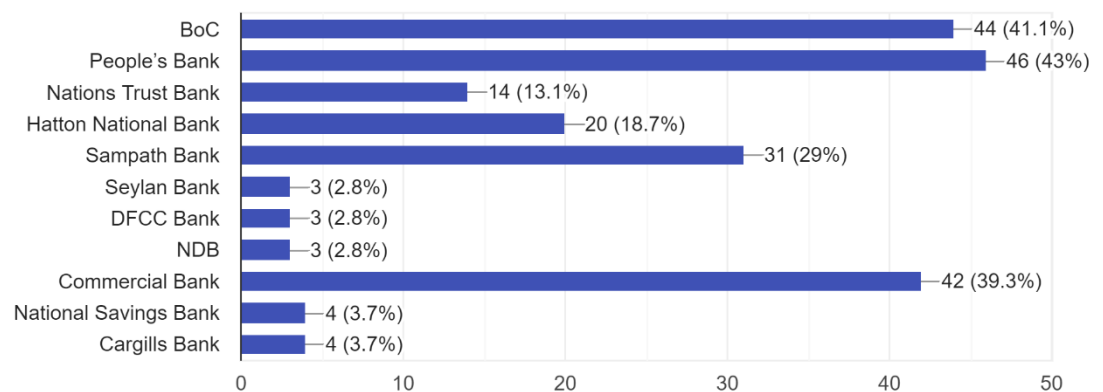
Banking Partner

Description - Identification of banking partners from the people who participated in this survey.

Values

1. BoC
2. People's Bank
3. Nations Trust Bank
4. Hatton National Bank
5. Sampath Bank
6. Seylan Bank
7. DFCC Bank
8. NDB
9. Commercial Bank
10. National Savings Bank
11. Cargills Bank

Spread of data



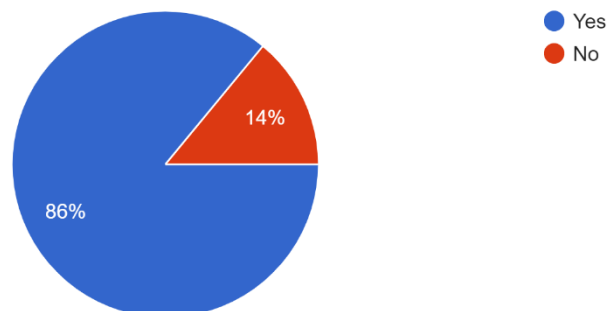
Use existing mobile banking app

Description - Identify whether people use existing mobile banking app from the people who participated in the survey

Values

1. Yes
2. No

Spread of data



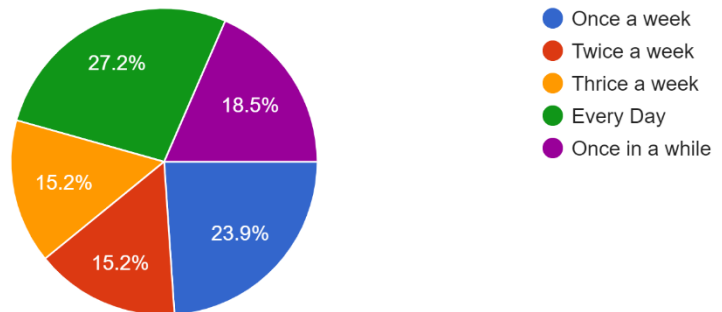
usage frequency

Description - Identification of usage frequency of existing banking mobile app from the people who participated in the survey

Values

1. Once a week
2. Twice a week
3. Thrice a week
4. Every Day
5. Once in a while

Spread of data



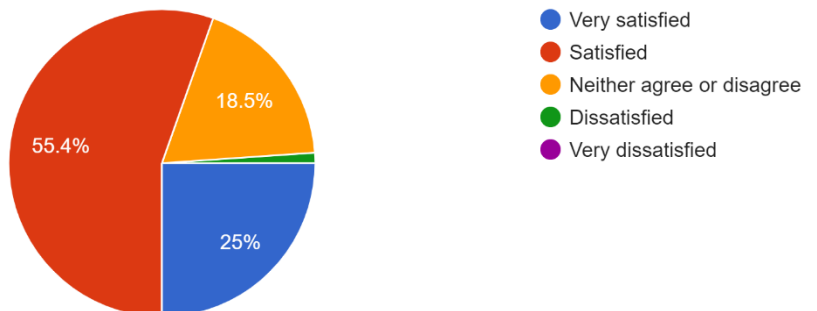
Satisfaction level

Description - Identification of satisfaction level of available banking app from the people who participated in the survey

Values

1. Very satisfied
2. Satisfied
3. Neither agree or disagree
4. Dissatisfied
5. Very dissatisfied

Spread of data



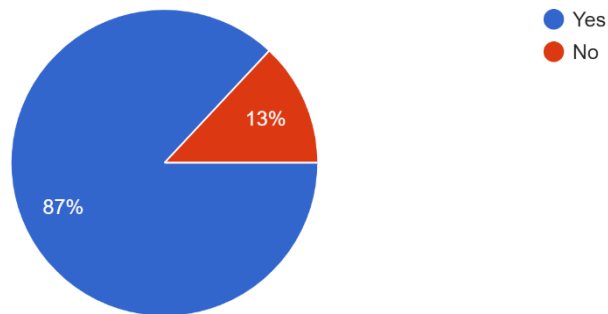
Feeling secured

Description - Identify the amount of people who feel the banking app is secured from the people who participated in the survey

Values

1. Yes
2. No

Spread of data



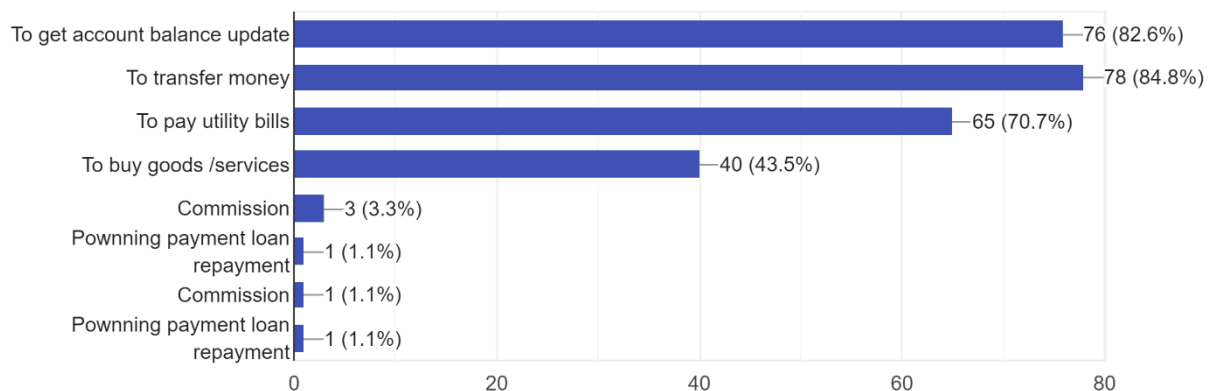
Services

Description - Identification of the banking app services from the people who participated the survey

Values

1. To get account balance update
2. To transfer money
3. To pay utility bills
4. To buy goods /services
5. Commission
6. Pawning payment loan
7. repayment
8. Commission
9. Pawning payment loan
10. repayment

Spread of data



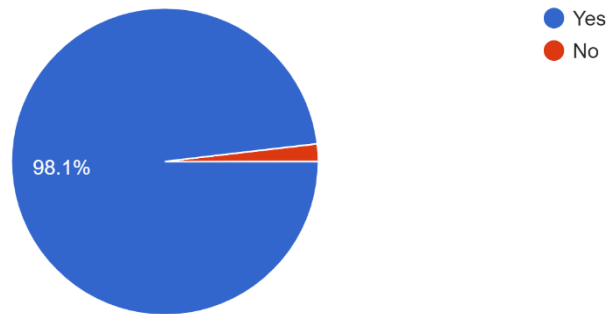
Save user time

Description - Identify whether mobile app save user time from the people who participated in the survey

Values

1. Yes
2. No

Spread of data



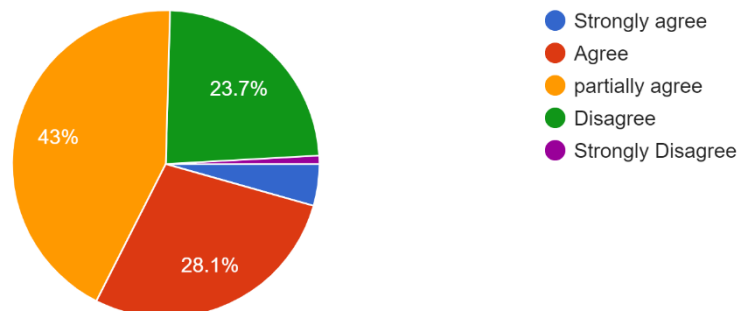
Security concerns level

Description - identify the thoughts of security concerns from the people who participated in the survey

Values

1. Strongly agree
2. Agree
3. partially agree
4. Disagree
5. Strongly Disagree

Spread of data



Recommendation

Description - Identify whether people willing to recommend the banking app from the people who participated in the survey

Values

1. Yes
2. No

Spread of data

