Questionnaire
Mobile Banking App Usage

This survey is to identify banking app usage patterns among mobile users. Please check (√) the checkbox(es) of your choice for multiple answer questions.

1. Gender : ☐ Male ☐ Female

2. Age : _____ years

3. City : _____

4. Employment :
   ☐ Employed full-time
   ☐ Employed part-time
   ☐ Self-employed
   ☐ Unemployed
   ☐ Student
   ☐ Retired

5. Profession (*if applicable*) : _____

6. Highest education level :
   ☐ None
   ☐ Grade 5
   ☐ Grade 8
   ☐ Passed O/L
   ☐ Passed A/L
   ☐ Diploma
   ☐ Bachelor's Degree
   ☐ Post Graduate Degree
   ☐ Other (*please specify*) _____

7. Marital status : ☐ Married ☐ Single

8. Number of children : _____

9. Monthly Income :
   ☐ Less than 50,000
   ☐ 50,000 - 100,000
   ☐ 100,000 - 200,000
   ☐ 200,000 - 500,000
   ☐ More than 500,000

10. Which method(s) do you use to access your bank account

☐ Mobile banking apps using a smart phone

☐ Internet banking through websites

☐ Text banking

☐ Visit the bank

11. How many mobile banking applications do you use: _____

12. How frequently do you use mobile banking app(s) to access your accounts

☐ More than once a week

☐ Once a week

☐ Once a month

☐ Once every three months

☐ Once a year

☐ Never

13. How frequently do you visit the bank in person

☐ More than once a week

☐ Once a week

☐ Once a month

☐ Once every three months

☐ Once a year

☐ Never

14. Why do you prefer mobile banking app over other methods

☐ Easier access

☐ Can do bill/credit card payments

☐ Secure transactions between accounts

☐ Easier transaction history requests

☐ Other (*please specify*) _____

15. In what ways should the mobile banking app be improved in the future?

☐ Simple interfaces and user friendliness

☐ Easier third party account transactions

☐ Faster and more secured transactions

☐ Use biometrics for all identifications

☐ Other (*please specify*) _____

16. If you use mobile banking app(s), please check your satisfaction level regarding the following functionalities

Checking account balance	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Viewing transaction history	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Transferring money between accounts	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Account and transaction security	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Changing password	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Contacting bank agents to assist	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Paying bills	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Transaction alerts/ account notifications	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A
Loan/ fixed deposit facilities	☐ highly Satisfied	☐ satisfied	☐ neutral	☐ dissatisfied	☐ highly dissatisfied	☐ N/A