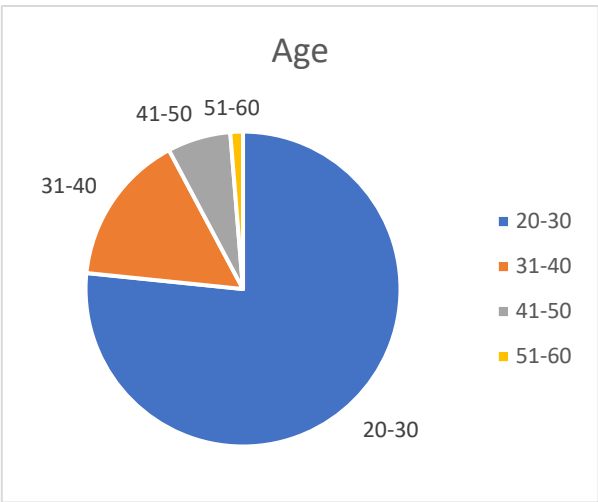
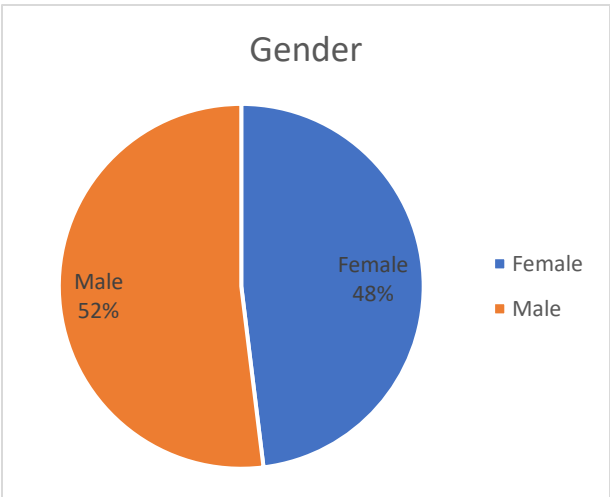


RESULTS

Age	Count of Age
20-30	59
31-40	12
41-50	5
51-60	1
Grand Total	77

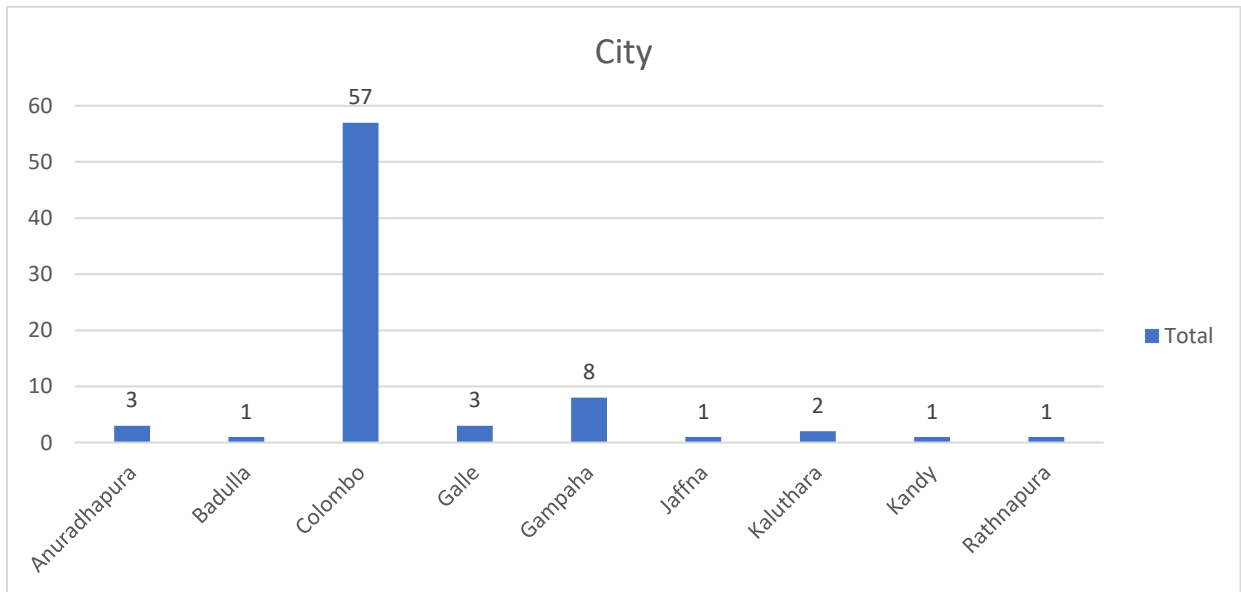
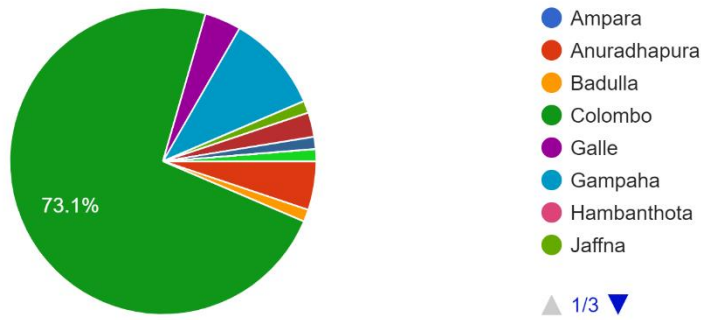


Gender	Count of Gender
Female	37
Male	40
Grand Total	77

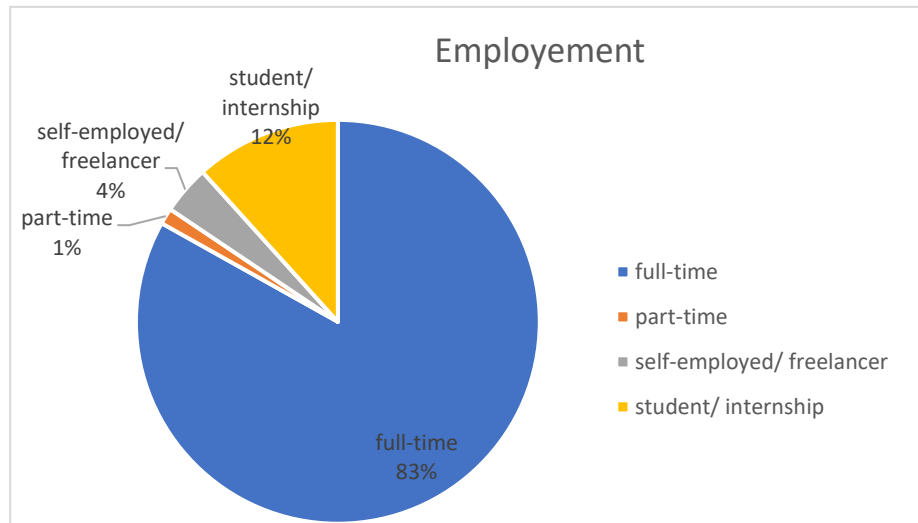


City	Count of City
Anuradhapura	3
Badulla	1
Colombo	57
Galle	3
Gampaha	8
Jaffna	1
Kaluthara	2
Kandy	1
Rathnapura	1
Grand Total	77

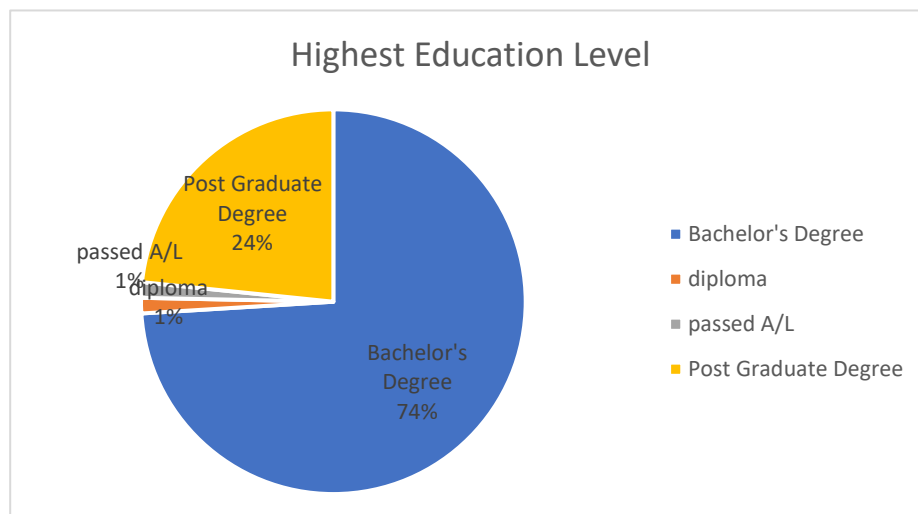
City
78 responses



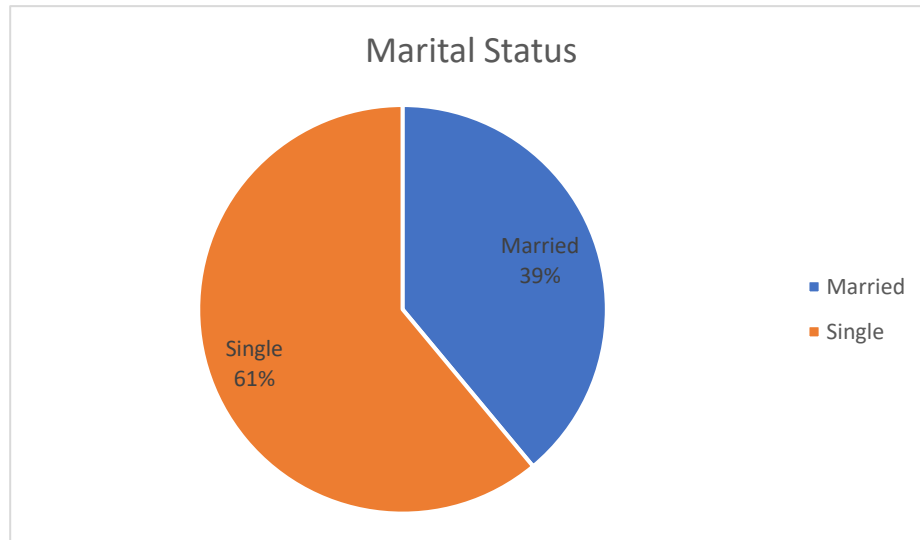
Employement	Count of Employment
full-time	64
part-time	1
self-employed/ freelancer	3
student/ internship	9
Grand Total	77



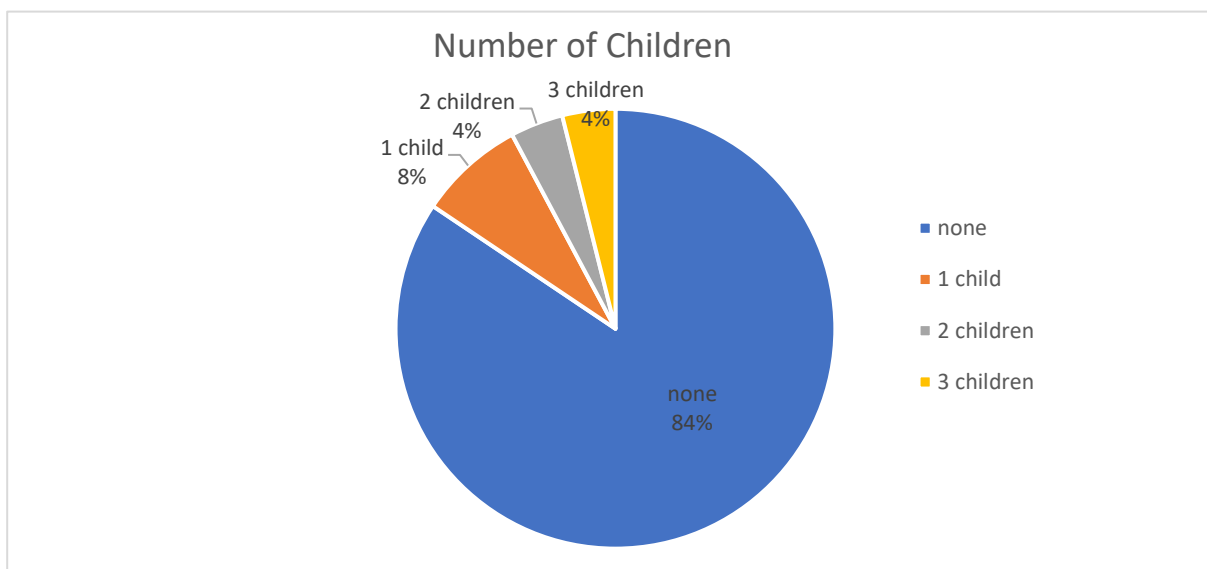
Highest education level	Count of Highest education level
Bachelor's Degree	57
diploma	1
passed A/L	1
Post Graduate Degree	18
Grand Total	77



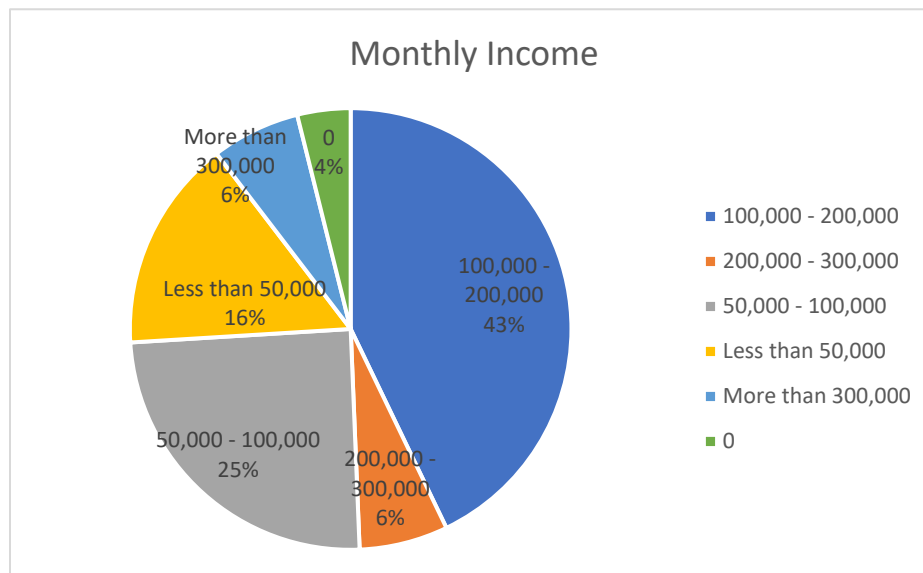
Marital status	Count of Marital status
Married	30
Single	47
Grand Total	77



Number of children	Count
none	65
1 child	6
2 children	3
3 children	3
Grand Total	12



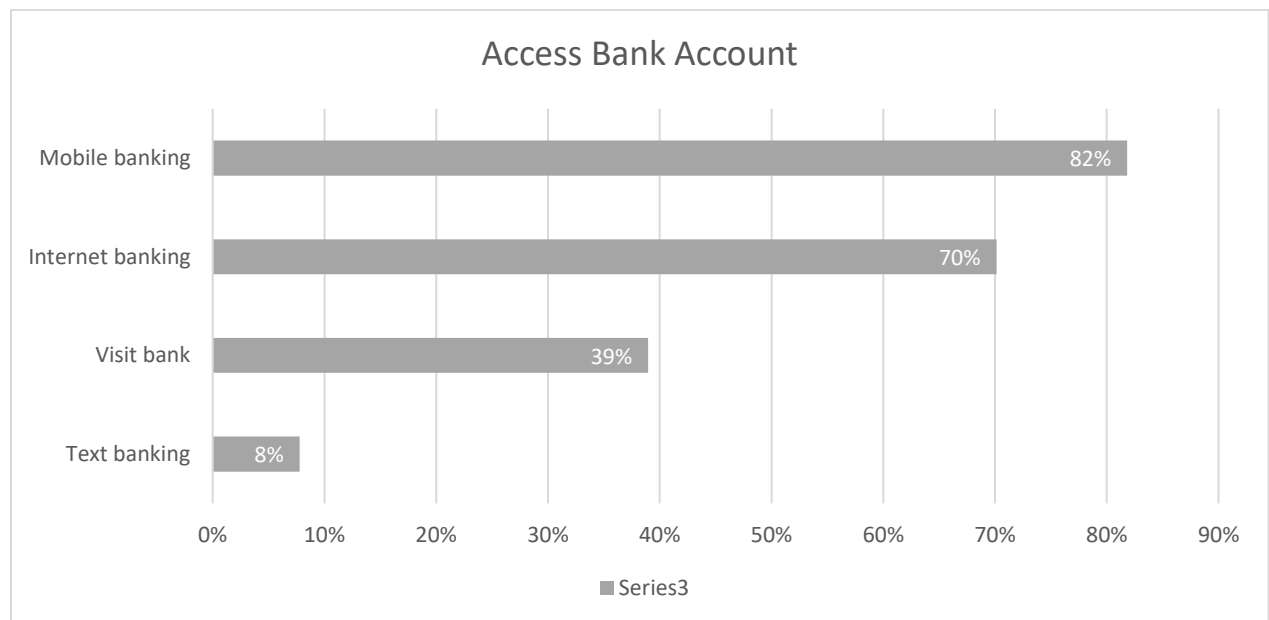
Monthly Income	Count of Monthly Income
100,000 - 200,000	33
200,000 - 300,000	5
50,000 - 100,000	19
Less than 50,000	12
More than 300,000	5
0	3
Grand Total	77



Mobile banking apps using a smart phone	Count of Mobile banking apps using a smart phone
0	14
1	63
Grand Total	77
Internet banking through websites	Count of Internet banking through websites
0	23
1	54
Grand Total	77
Text banking	Count of Text banking
0	71

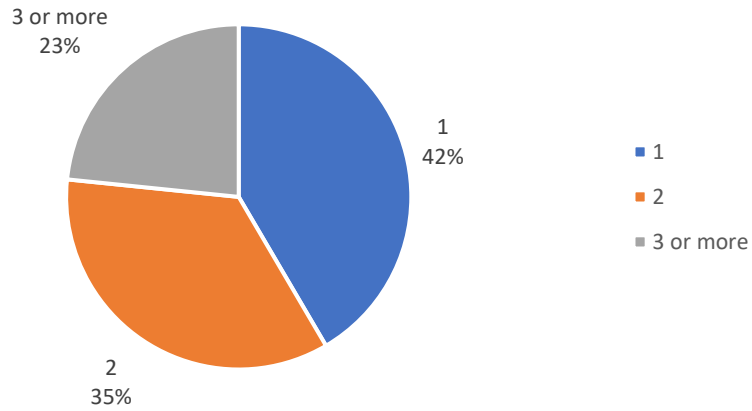
	1	6
Grand Total		77
Visit the bank	Count of Visit the bank	
	0	47
	1	30
Grand Total		77

Text banking	6	77	8%
Visit bank	30	77	39%
Internet banking	54	77	70%
Mobile banking	63	77	82%



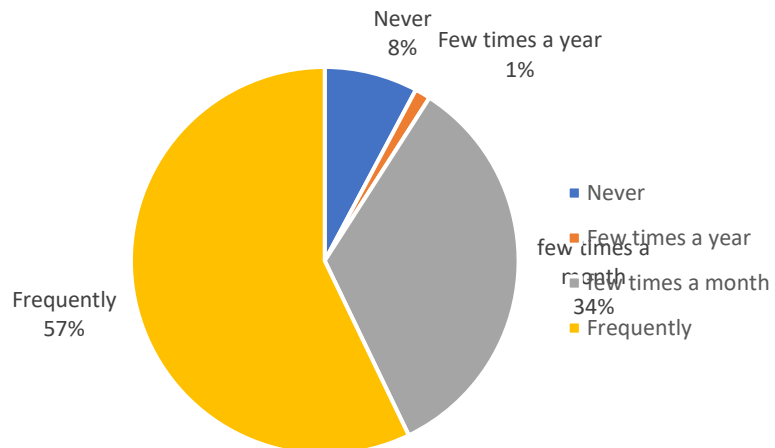
How many mobile banking applications do you use	Count
1	32
2	27
3 or more	18
Grand Total	77

How many mobile banking applications do you use

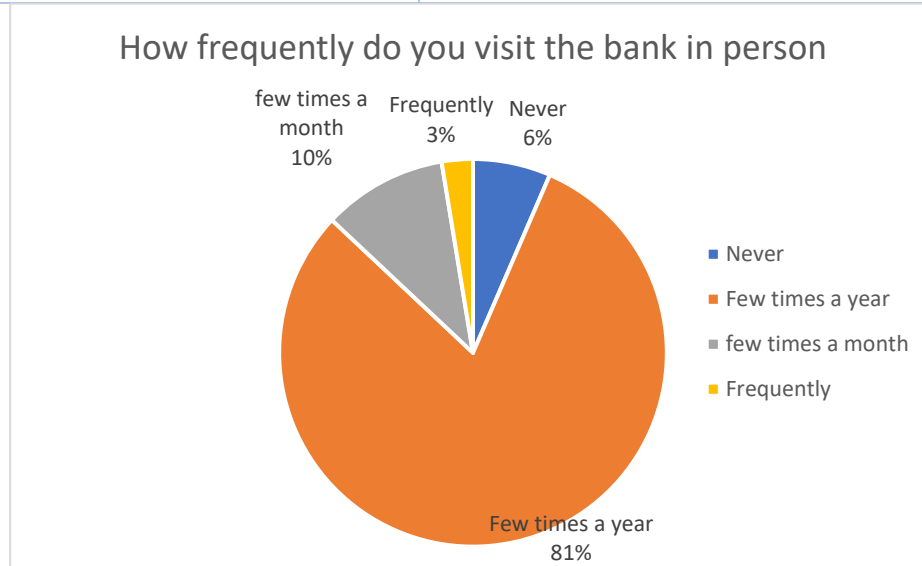


How frequently do you use mobile banking app(s) to access your accounts	Count
Never	6
Few times a year	1
few times a month	26
Frequently	44
Grand Total	77

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

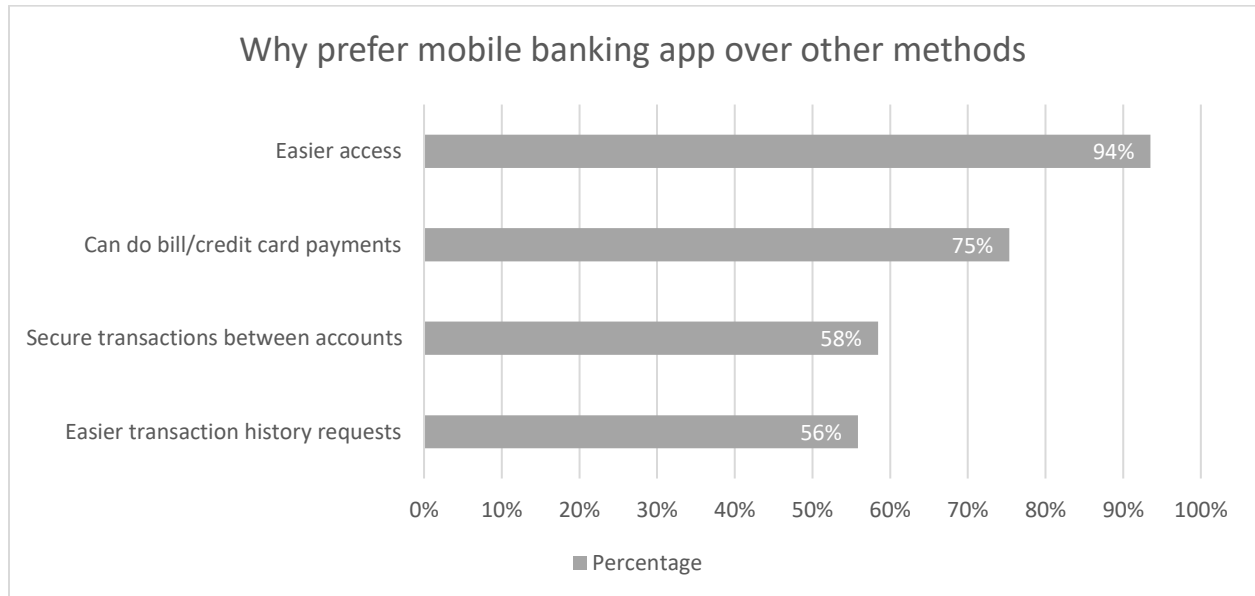


How frequently do you visit the bank in person	Count of How frequently do you visit the bank in person
Never	5
Few times a year	62
few times a month	8
Frequently	2
Grand Total	77



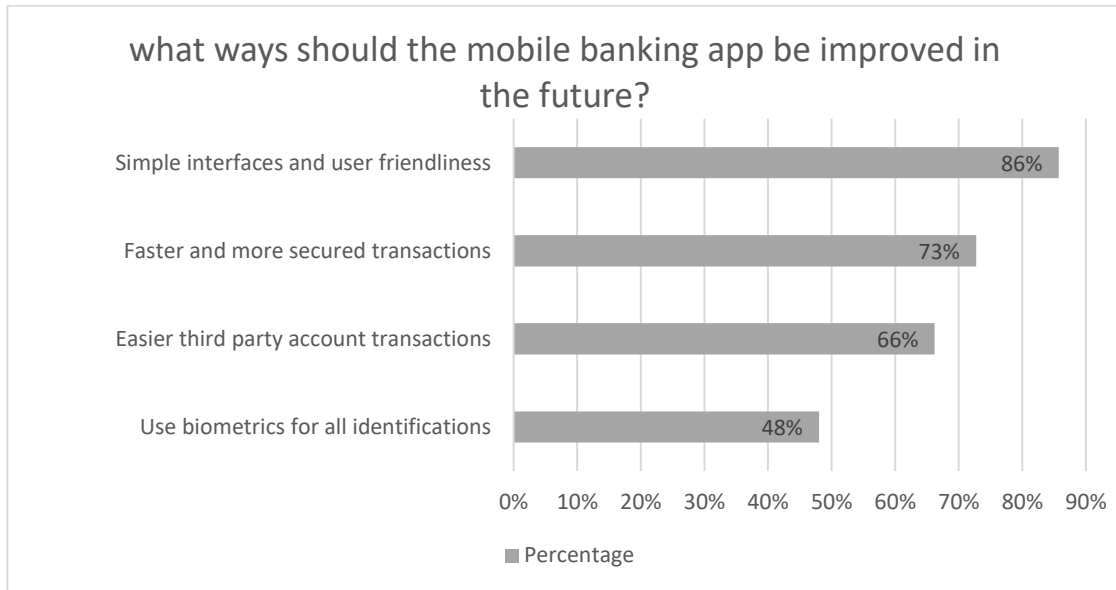
Easier access	Count of Easier access
0	5
1	72
Grand Total	77
Can do bill/credit card payments	Count of Can do bill/credit card payments
0	19
1	58
Grand Total	77
Secure transactions between accounts	Count of Secure transactions between accounts
0	32
1	45
Grand Total	77
Easier transaction history requests	Count of Easier transaction history requests
0	34
1	43
Grand Total	77

Why prefer mobile banking app over other methods			Percentage
Easier transaction history requests	43	77	56%
Secure transactions between accounts	45	77	58%
Can do bill/credit card payments	58	77	75%
Easier access	72	77	94%

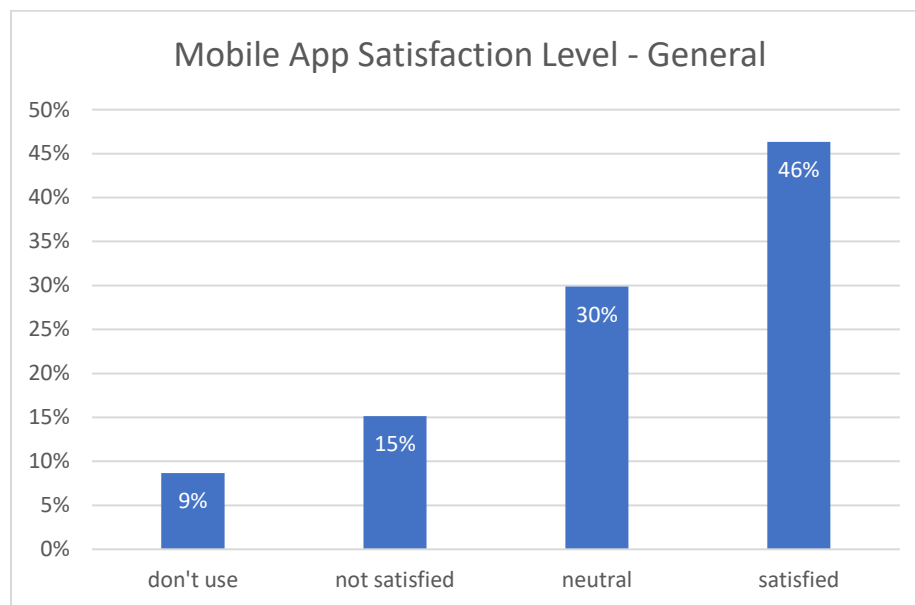
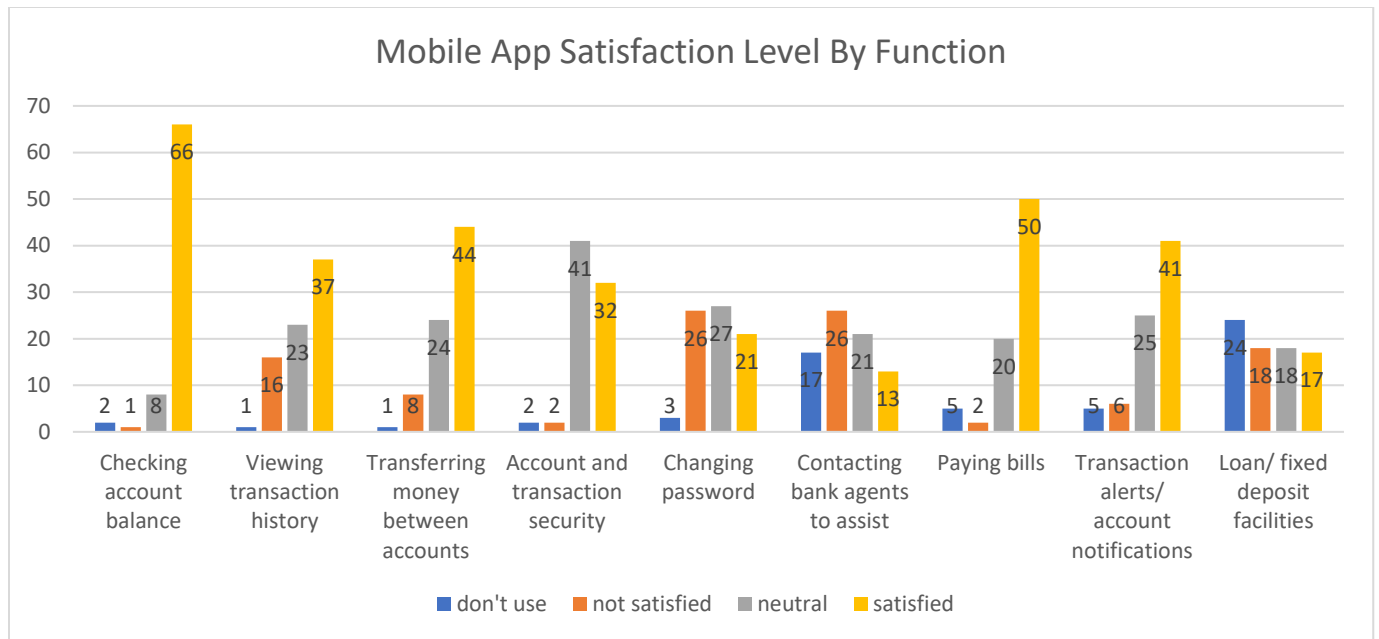


Simple interfaces and user friendliness	Count of Simple interfaces and user friendliness
0	11
1	66
Grand Total	77
Easier third party account transactions	Count of Easier third party account transactions
0	26
1	51
Grand Total	77
Faster and more secured transactions	Count of Faster and more secured transactions
0	21
1	56
Grand Total	77
Use biometrics for all identifications	Count of Use biometrics for all identifications
0	40
1	37
Grand Total	77

what ways should the mobile banking app be improved in the future?			Percentage
Use biometrics for all identifications	37	77	48%
Easier third party account transactions	51	77	66%
Faster and more secured transactions	56	77	73%
Simple interfaces and user friendliness	66	77	86%

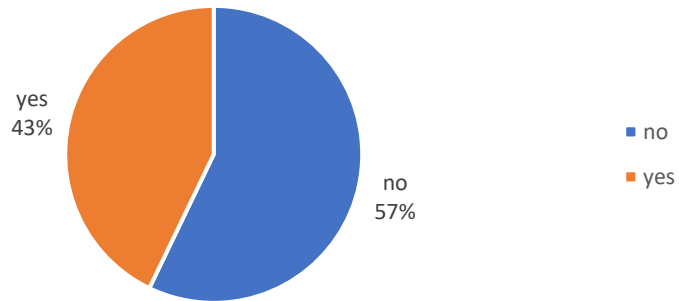


Satisfaction Level	don't use	not satisfied	neutral	satisfied	Total
Checking account balance	2	1	8	66	77
Viewing transaction history	1	16	23	37	77
Transferring money between accounts	1	8	24	44	77
Account and transaction security	2	2	41	32	77
Changing password	3	26	27	21	77
Contacting bank agents to assist	17	26	21	13	77
Paying bills	5	2	20	50	77
Transaction alerts/ account notifications	5	6	25	41	77
Loan/ fixed deposit facilities	24	18	18	17	77
	60	105	207	321	693
Percentage	9%	15%	30%	46%	



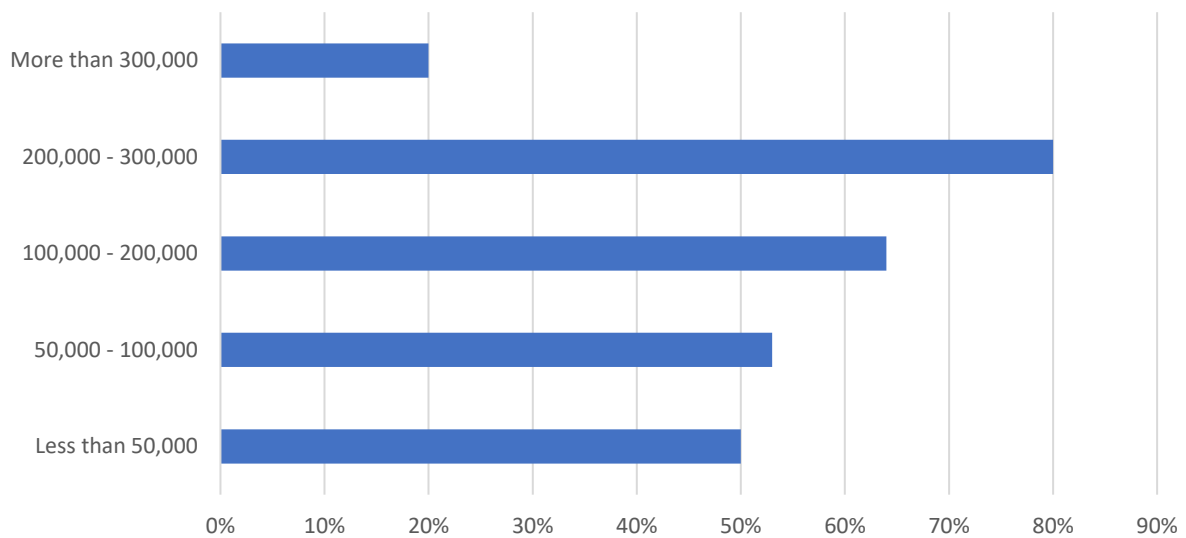
Did covid-19 pandemic affect how you used mobile backing app(s) before	Count of Did covid-19 pandemic affect how you used mobile backing app(s) before
no	44
yes	33
Grand Total	77

Did covid-19 pandemic affect how you used mobile banking app(s) before



Count of Secure transactions between accounts	Column Labels		
Row Labels	0	1	Grand Total
0		3	3
Less than 50,000	6	6	12
50,000 - 100,000	9	10	19
100,000 - 200,000	12	21	33
200,000 - 300,000	1	4	5
More than 300,000	4	1	5
Grand Total	32	45	77

Security Expectation by Income



Count of Easier third party account transactions	Column Labels			
Row Labels	0	1	(blank)	Grand Total
Married	9	21		30
Single	17	30		47
(blank)				
Grand Total	26	51		77

