

Questionnaire: Bank mobile application usage

Survey: Usage of Banking mobile applications

Description: This survey is to measure level of mobile application usage among staff in IFS R&D.
This survey is conducted by Nicum Wijesuriya for University of Moratuwa.

Demographical Details:

1. Gender : ☐ Male ☐ Female

2. Age : years

3. Location :

Residence:

a) City :

b) Province :

4. Job:

a) Designation :

b) Experience in profession: years

c) Employer:.....

5. Education: (Select 1 or many from below)

☐ Degree

☐ Diploma

☐ A/L

☐ O/L

☐ Grade 9

☐ Grade 5

☐ None

☐ Other

6. Marital Status : ☐ Married ☐ Single

7. Living Status: ☐ Own ☐ Rent ☐ Lease ☐ Other

8. What is your salary range(Rupees) :

- a) ☐ Less than 15000
- b) ☐ 15001-30000
- c) ☐ 30001-75000
- d) ☐ 75000-150000
- e) ☐ Greater than 150001

Mobile Banking application Usage:

1. Do you have a smart phone: ☐ Yes ☐ No

2. Do you use mobile bank application: ☐ Yes ☐ No

[If Yes please answer the following questions]

3. How often do you make a transaction in your bank account:(Online/Mobile or by visiting bank)

- a) ☐ 1 to 5 times per day
- b) ☐ 6 or more times per day
- c) ☐ 1 to 5 times per week
- d) ☐ 6 or more times per week
- e) ☐ 1 to 5 times per month
- f) ☐ 6 or more times per month
- g) ☐ 1 to 5 times per year
- h) ☐ 6 to more times per year

[Questions 4,5 and 6 are based on above number of transactions]

4. How often do you visit the bank for your transactions:

- a) ☐ 1 to 5 times per day
- b) ☐ 6 or more times per day
- c) ☐ 1 to 5 times per week
- d) ☐ 6 or more times per week
- e) ☐ 1 to 5 times per month
- f) ☐ 6 or more times per month
- g) ☐ 1 to 5 times per year
- h) ☐ 6 to more times per year

5. How often do you use bank website for your transactions:

- a) ☐ 1 to 5 times per day
- b) ☐ 6 or more times per day
- c) ☐ 1 to 5 times per week
- d) ☐ 6 or more times per week
- e) ☐ 1 to 5 times per month
- f) ☐ 6 or more times per month
- g) ☐ 1 to 5 times per year
- h) ☐ 6 to more times per year

6. How often do you use mobile banking application for your transactions:

- a) ☐ 1 to 5 times per day
- b) ☐ 6 or more times per day
- c) ☐ 1 to 5 times per week
- d) ☐ 6 or more times per week
- e) ☐ 1 to 5 times per month
- f) ☐ 6 or more times per month
- g) ☐ 1 to 5 times per year
- h) ☐ 6 to more times per year

7. Following table contains a list of functions you can do in a bank. Please place a cross in the correct column indicating whether you use mobile application to achieve it or not. First row is done as an example

Functionality	I use it	I do not use it
Manage Accounts [Example]	X	
Manage savings accounts		
Manage current accounts		
Manage fixed deposits		
Request loans		
Check account balance		
Transfer money for Official/Professional/Business Related purposes		
Transfer money for educational purposes		
Transfer money for personal purposes		
Check credit card balance/statements		
Settle credit card statements		
Pay for utility bills or other bills		
Top up mobile credits		
Communicate with bank		