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. |

**Demogrophical Details:**

Female

Male

1. Gender :
2. Age :
   1. 20-30
   2. 31-40
   3. 41-50
   4. 51-60
   5. 61-70
3. Location :

Residence:

* 1. City : ……………………………
  2. Province : …………………………………

1. Job:
   1. Designation : …………………………………………………………
   2. Experience in profession: ……………………………… years
2. Education: (Select 1 or many from below)

PhD

MBA

MSc

BSc

Diploma

A/L

Other

Single

Married

1. Marital Status :

Other

Lease

Rent

Own

1. Living Status:
2. What is your salary range(Rupees) :

Less than or Equal 15000

15001-75000

* 1. S

75001-200000

* 1. S

200001-500000

* 1. S
  2. S

Greater than 500000

**Mobile Banking application Usage:**

Yes

No

1. Do you have a smart phone:

Yes

No

1. Do you use mobile bank application:

**[If Yes please answer the following questions]**

Please put a cross in the appropriate box from below given Scales:

1. Frequently
2. Few times a month
3. Few times a year
4. Never

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question Number** | **Question** | **a** | **b** | **c** | **d** |
| 3 | How often do you visit the bank for your transactions |  |  |  |  |
| 4 | How often do you use bank website for your transactions |  |  |  |  |
| 5 | How often do you use mobile banking application for your transactions |  |  |  |  |

1. Following table contains a list of functions you can do in a bank. Please place a cross in the correct column indicating your satisfaction rating on using a **Mobile banking application**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Functionality** | **Satisfied** | **Neutral** | **Unsatisfied** | **N/A** |
| Manage savings accounts |  |  |  |  |
| Mange current accounts |  |  |  |  |
| Manage fixed deposits |  |  |  |  |
| Request loans |  |  |  |  |
| Loan settlement |  |  |  |  |
| Check account balance |  |  |  |  |
| Transfer money for Official 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 |  |  |  |  |