

# Banking Mobile App Users Survey

Hello,

This survey is conducted as a part of an individual project for my MSc program, under the module Statistical Inferences. The objective is to analyze the banking mobile application users and their main purpose to use, in Sri Lanka.

The response will be treated with confidentiality and used for academic purpose only.

Thank you.

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**\* Required**

1. Please enter your gender \*

*Mark only one oval.*

- ☐ Female
- ☐ Male
- ☐ Prefer not to disclose
- ☐ Other: \_\_\_\_\_

2. Please select your age group \*

*Mark only one oval.*

- ☐ Below 18
- ☐ 18 - 25
- ☐ 26 - 35
- ☐ 36 - 55
- ☐ Above 55

## 3. Please select your district of residence \*

*Mark only one oval.*

- ☐ Jaffna
- ☐ Kilinochchi
- ☐ Mannar
- ☐ Mullaitivu
- ☐ Vavuniya
- ☐ Puttalam
- ☐ Kurunegala
- ☐ Gampaha
- ☐ Colombo
- ☐ Kalutara
- ☐ Anuradhapura
- ☐ Polonnaruwa
- ☐ Matale
- ☐ Kandy
- ☐ Nuwara Eliya
- ☐ Kegalle
- ☐ Ratnapura
- ☐ Trincomalee
- ☐ Batticaloa
- ☐ Ampara
- ☐ Badulla
- ☐ Monaragala
- ☐ Hambantota
- ☐ Matara
- ☐ Galle

4. Enter your city

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5. Marital status \*

*Mark only one oval.*

☐ Married

☐ Single

☐ Other: 

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6. Your level of education \*

*Mark only one oval.*

☐ Bachelor's Degree or equivalent

☐ Diploma or equivalent

☐ Advanced Level or equivalent

☐ Ordinary Level or equivalent

☐ None

☐ Other: 

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7. Are you employed? \*

*Mark only one oval.*

☐ Yes

☐ No

8. If yes, enter your field of work.

Please specify if other.

*Mark only one oval.*

- ☐ Architecture and engineering
- ☐ Arts, culture and entertainment
- ☐ Business, management and administration
- ☐ Communications
- ☐ Community and social services
- ☐ Education
- ☐ Science and technology
- ☐ Installation, repair, and maintenance
- ☐ Farming, fishing, and forestry
- ☐ Government
- ☐ Health and medicine
- ☐ Law and public policy
- ☐ Sales
- ☐ Other: \_\_\_\_\_

9. Please specify your monthly income

*Mark only one oval.*

- ☐ Less than 50,000
- ☐ 50,000 - 100,000
- ☐ 101,000 - 150,000
- ☐ 151,000 - 200,000
- ☐ Above 200,000

10. Are you a banking mobile application user? \*

*Mark only one oval.*

☐ Yes      *Skip to question 11*

☐ No

11. How often do you use mobile banking apps? \*

*Mark only one oval.*

☐ 1 - 5 times per day

☐ Less than 5 times per week

☐ 1 - 10 times per month

☐ Less than once a month

☐ Less than once a year

☐ Other: \_\_\_\_\_

12. For what purposes do you use the banking mobile application mostly? \*

Select all that apply and specify if other

*Check all that apply.*

☐ For online money transfer to family and friends

☐ To pay bills / reloads / standing orders

☐ Loan payments

☐ To check balance and transaction history

☐ To submit online requests to banks

☐ Manage savings accounts

☐ Manage current accounts

☐ Manage fixed deposits

☐ Top up mobile credits

☐ Communicate with bank

Other: ☐ \_\_\_\_\_

## 13. What are the banking mobile applications you use mostly? \*

Select all that apply and specify if other

*Check all that apply.*

- ☐ BApp – Bank of Ceylon
- ☐ BOC Smart Pay - Bank of Ceylon
- ☐ People's Wave – People's Bank
- ☐ SOLO – Hatton National Bank
- ☐ Sampath Bank Mobile App - Sampath Bank
- ☐ Combank Digital – Commercial Bank
- ☐ Flash - Commercial Bank
- ☐ SC Mobile Sri Lanka – Standard Chartered
- ☐ Nations Mobile Banking – Nations Trust Bank
- ☐ Frimi - Nations Trust Bank
- ☐ HNB Mobile Banking - Hatton National Bank
- ☐ HNB Digital Banking - Hatton National Bank
- ☐ Virtual Wallet - DFCC

Other: ☐ \_\_\_\_\_

## 14. How satisfied are you with the banking mobile application experience? \*

*Mark only one oval per row.*

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Application interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time saving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. How do you think mobile banking apps can be improved to provide more services, features? Give your comments.

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