**Method of data collection:** [Google form](Google form)
**Target population**: All  the belongs to tamil ethnic group, who use mobile banking app.
**Collection date:  November 2020**
**Collected by: S. Purusanth (209367E)**

| Field | Description |
|---|---|
| Gender | Gender of the respondent. |
| Age group | Age group of the respondent. Can be one of the predefined age group |
| District | Where users live. the One of 25 districts |
| Occupation | Occupation of the  respondent. Can be one value from a predefined list |
| Education | Education of the respondent. Can be one of the predefined values(Grade 5, Grade 09, O/L, A/L, Diploma, Degree or above, other) |
| Income range | Monthly Income range of users. Can be one of predefined range |
| Langage | What language the users are fluent in. |
| Smartphone | Where users are having smart phone or not |
| Mobile banking user | This is to double check weather respondents are using Mobile backing or mistaking internet banking as mobile banking. |
| Number of apps | How many apps other than default apps are installed |
| First impression | How did the respondent got to know about the mobile banking |
| Years | Number of years that the  respondents are using  mobile banking |
| Accounts Type | Type of the account |
| Fund transfers | What type of fund transfer is usually undertaken by the respondent. |
| How often | How often respondent is using mobile banking |
| How far | How far is the bank branch from where respondents  do the business. |
| Advantage | Advantage of using mobile banking |

| Rate | Rate for the mobile banking app |
|---|---|
| drawbacks | Drawbacks of using mobile banking |
| Easy to learn | How easy for a new user to lean to use the app |
| Security | Is there fear of using mobile banking that other people may access my account through hacking or any other means |
| Suggestion | Suggestion to improve the mobile banking app |
| CounterVsMapp | Mobile banking is secure as going to the bank physically. |
| Recommend | Whether the respondent recommend M-banking app for others |
| Timestamp | Response received time |
| Extra feature | What other features the user want to have. This is not mandatory to have a value. |