1. **Customer Support Feature:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question Number | Strongly Agree  (5) | Agree  (4) | Neutral  (3) | Disagree  (2) | Strongly Disagree  (1) | Mean |
| 1. | 10\*5 = 50 | 11\*4 = 44 | 5\*3 = 15 | 3\*2 = 6 | 1\*1 = 1 | 116/30 = 3.86 |
| 2. | 10\*5 = 50 | 11\*4 = 44 | 5\*3 = 15 | 2\*2 = 4 | 2\*1 = 2 | 115/30 = 3.83 |
| 3. | 12\*5 = 60 | 8\*4 = 32 | 7\*3 = 21 | 3\*2 = 6 | 0\*1 =0 | 119/30 = 3.96 |
| 4. | 12\*5 = 60 | 7\*4 = 28 | 5\*3 = 15 | 6\*2 = 12 | 0\*1 = 0 | 115/30 = 3.83 |
| 5. | 10\*5 = 50 | 5\*4 = 20 | 11\*3 = 33 | 2\*2 = 4 | 2\*1 = 2 | 109/30 = 3.63 |
|  | | | | | | 19.11/5 = 3.82 |

1. **Security and Trustworthiness:**

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| Question Number | Strongly Agree  (5) | Agree  (4) | Neutral  (3) | Disagree  (2) | Strongly Disagree  (1) | Mean |
| 1. | 10\*5 = 50 | 8\*4 = 32 | 5\*3 = 15 | 5\*2 = 10 | 2\*1 = 2 | 109/30 = 3.63 |
| 2. | 10\*5 = 50 | 10\*4 = 40 | 6\*3 = 18 | 3\*2 = 6 | 1\*1 = 1 | 115/30 = 3.83 |
| 3. | 7\*5 = 35 | 9\*4 = 36 | 7\*3 = 21 | 5\*2 = 10 | 2\*1 = 2 | 104/30 = 3.46 |
| 4. | 6\*5 = 30 | 11\*4 = 44 | 8\*3 = 24 | 3\*2 = 6 | 2\*1 = 2 | 106/30 = 3.53 |
| 5. | 8\*5 = 40 | 12\*4 = 48 | 5\*3 = 15 | 3\*2 = 6 | 2\*1 = 4 | 113/30 = 3.76 |
|  | | | | | | 18.21/5 = 3.64 |

1. **Visual Content Quality:**

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| Question Number | Strongly Agree  (5) | Agree  (4) | Neutral  (3) | Disagree  (2) | Strongly Disagree  (1) | Mean |
| 1. | 10\*5 = 50 | 9\*4 = 36 | 8\*3 = 24 | 2\*2 = 4 | 1\*1 = 1 | 115/30 = 3.83 |
| 2. | 7\*5 = 35 | 14\*4 = 56 | 4\*3 = 12 | 3\*2 = 6 | 2\*1 = 2 | 111/30 = 3.7 |
| 3. | 7\*5 = 35 | 8\*4 = 32 | 8\*3 = 24 | 5\*2 = 10 | 2\*1 = 2 | 103/30 = 3.43 |
| 4. | 9\*5 = 45 | 8\*4 = 32 | 8\*3 = 24 | 2\*2 = 4 | 3\*1 = 3 | 108/30 = 3.6 |
| 5. | 10\*5 = 50 | 6\*4 = 24 | 9\*3 = 27 | 2\*2 = 4 | 3\*1 = 3 | 108/30 = 3.6 |
|  | | | | | | 18.16/5 = 3.63 |

1. **Payment Gateway Integration:**

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| --- | --- | --- | --- | --- | --- | --- |
| Question Number | Strongly Agree  (5) | Agree  (4) | Neutral  (3) | Disagree  (2) | Strongly Disagree  (1) | Mean |
| 1. | 9\*5 = 45 | 11\*4 = 44 | 7\*3 = 21 | 2\*2 = 4 | 1\*1 = 1 | 115/30 = 3.83 |
| 2. | 6\*5 = 30 | 8\*4 = 32 | 9\*3 = 27 | 3\*2 = 6 | 4\*1 = 4 | 99/30 = 3.3 |
| 3. | 7\*5 = 35 | 12\*4 = 48 | 6\*3 = 18 | 3\*2 = 6 | 2\*1 = 2 | 109/30 = 3.63 |
| 4. | 9\*5 = 45 | 10\*4 = 40 | 4\*3 = 12 | 5\*2 = 10 | 2\*1 = 2 | 109/30 = 3.63 |
| 5. | 11\*5 = 55 | 8\*4 = 32 | 5\*3 = 15 | 4\*2 = 8 | 2\*1 = 2 | 112/30 = 3.73 |
|  | | | | | | 18.12/5 = 3.62 |

**Bar Graph:**

