

A Research Questionnaire on Mobile Banking App Usage in Sri Lanka

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1 Questions

Mark ☒ where applicable, and specify where necessary.

1. What type of smartphone you use?
 - ☐ Android
 - ☐ Apple
2. What type of bank accounts and services you currently engage with? Select all that applies.
 - ☐ Savings accounts
 - ☐ Current Accounts
 - ☐ Fixed Deposits
 - ☐ Credit Cards
 - ☐ Loans
3. How many Mobile Banking Apps currently setup in your smartphone?
..... apps
4. How long have you been using Mobile Banking Apps in your smartphone?
..... years months
5. On average, how often do you use Mobile Banking Apps in your smartphone?
 - ☐ Daily
 - ☐ Weekly
 - ☐ Several Times a month
 - ☐ Once a month
 - ☐ Hardly
6. What are the tasks that you do using Mobile Banking Apps setup in your smartphone?
 - ☐ Checking savings account balance
 - ☐ Checking credit card statement
 - ☐ Transferring money to other accounts
 - ☐ Paying bills (Eg. Mobile reload, Phone, Electricity, Water bills etc)
 - ☐ Managing Fixed Deposits
 - ☐ Checking loan balance

7. What are the types of bills you pay with your Mobile Banking Apps? Select all that applies.
- ☐ I don't pay my bills using Mobile Banking Apps
 - ☐ Mobile/Telephone bills
 - ☐ Internet bills
 - ☐ Electricity bills
 - ☐ Water bills
 - ☐ Other, Specify:
8. What tasks you do with your Mobile Banking Apps related to credit cards? Select all that applies.
- ☐ I don't engage in credit card related tasks using Mobile Banking Apps
 - ☐ To check my credit card balance
 - ☐ To settle my credit card balance
 - ☐ To check for credit card promotions
 - ☐ Other, Specify:
9. What tasks you do with your Mobile Banking Apps related to fixed deposits? Select all that applies.
- ☐ I don't engage in fixed deposit related tasks using Mobile Banking Apps
 - ☐ To view my existing fixed deposits
 - ☐ To open new fixed deposits
 - ☐ To settle matured fixed deposits
 - ☐ Other, Specify:

Please indicate the extent to which you agree with the following statements.

1. What is your experience on the extent of the ease of use of Mobile Banking Apps?
- ☐ Very easy ☐ Easy ☐ Moderate ☐ Hard ☐ Very Hard
2. How do you feel about the security of using Mobile Banking Apps?
- ☐ Highly Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Highly Unsatisfied
3. How satisfied are you with your overall usage of Mobile Banking Apps?
- ☐ Highly Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Highly Unsatisfied
4. How likely is to recommend the usage of Mobile Banking Apps to your friends and colleagues?
- ☐ Highly Likely ☐ Likely ☐ Neutral ☐ Unlikely ☐ Highly Unlikely

2 Demographics

Mark ☒ where applicable and specify where necessary.

1. Gender: ☐ Male ☐ Female
2. Age: years
3. Closest city: District:
4. Current Job:
5. How long have you been working? (including the time for previous jobs, if any)
..... years months
6. Education up to:
 - ☐ None
 - ☐ Less than Grade 5
 - ☐ Less than Grade 11
 - ☐ G.C.E. (O/L)
 - ☐ After O/L Diploma (Field:)
 - ☐ G.C.E. (A/L)
 - ☐ After A/L Diploma (Field:)
 - ☐ Bachelor's Degree (Field:)
 - ☐ Master's Degree (Field:)
 - ☐ Doctor's Degree (Field:)
 - ☐ Other, Specify: (Field:)
7. Which of the following social media sites that you visit most?
 - ☐ LinkedIn ☐ Facebook ☐ YouTube ☐ Instagram
 - ☐ Twitter ☐ Whatsapp ☐ Viber ☐ Other, Specify:
8. On average how, much time do you spend on social media daily?
 - ☐ Less than 1 hour ☐ 1 hour ☐ 2 hours ☐ 3 hours ☐ 4 hours or more