

# \_\_Mobile Banking Usage\_\_

Please answer the following questions.!

Note: This survey is conducted for an assignment in MSc.

\* Required answers

\* Required

## 1. Gender \*

*Mark only one oval.*

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

## 2. Age? (Years) \*

*Mark only one oval.*

- ☐ Less than or equal 18
- ☐ 19 -30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ Above 50

## 3. Where do you live? (District) \*

*Mark only one oval.*

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

4. What is your highest educational level? \*

*Mark only one oval.*

- ☐ Postgraduate
- ☐ Graduate
- ☐ Degree
- ☐ Diploma
- ☐ A/L
- ☐ O/L
- ☐ Grade 9
- ☐ Grade 5
- ☐ Other
- ☐ None

5. What is your occupation? \*

*Mark only one oval.*

- ☐ Public Sector
- ☐ Private Sector
- ☐ Self-employed
- ☐ Housewife
- ☐ Student
- ☐ Other

## 6. Monthly income (in thousands) \*

*Mark only one oval.*

- ☐ Less than or equal 25,000
- ☐ 26,000 - 50,000
- ☐ 51,000 - 100,000
- ☐ 101,000 - 150,000
- ☐ More than 150,000
- ☐ Not applicable

## 7. What type of bank account do you have? \*

*Mark only one oval.*

- ☐ Savings account
- ☐ Current account
- ☐ Both

## 8. What is the type of bank you use for mobile banking application \*

*Mark only one oval.*

- ☐ Private
- ☐ Government
- ☐ Both

9. How long have you been using the mobile banking application? \*

*Mark only one oval.*

- ☐ Less than 5 months
- ☐ Between 5 months to one year
- ☐ More than one year

10. What are the purposes that you use the mobile banking app? (Select one or many)

\*

*Check all that apply.*

- ☐ To Transfer money
- ☐ To pay bills
- ☐ To buy goods or services
- ☐ To get account balance update
- ☐ other

11. How did you get to know about mobile banking? \*

*Mark only one oval.*

- ☐ From Internet
- ☐ From News paper
- ☐ From Bank
- ☐ From a Friend
- ☐ Other

12. Do you think a mobile banking app would help you for day to day life? \*

*Mark only one oval.*

- ☐ Strongly useful
- ☐ Useful
- ☐ Neutral
- ☐ Not useful

13. Do you think mobile banking is safe? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ Neutral

14. What do you think about the bill payment service offered by mobile banking? \*

*Mark only one oval.*

- ☐ Good
- ☐ Average
- ☐ Poor

15. What do you think about the Money transfer facility offered by the Mobile Banking system at any bank? \*

*Mark only one oval.*

- ☐ Good
- ☐ Average
- ☐ Poor

16. Can you satisfy with the service charges related to mobile banking application? \*

*Mark only one oval.*

- ☐ yes
- ☐ No
- ☐ Neutral

17. According to your knowledge, which banks offer better mobile banking applications? \*

*Mark only one oval.*

- ☐ Government Banks
- ☐ Private Banks
- ☐ No idea

18. Would you like to recommend mobile banking to others? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No

Thank You!

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