Usability Evaluation of Digital Banking Services in Sri Lanka

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I certify that I have read this thesis and that in my opinion it is fully adequate, in scope and in quality, as a thesis for the degree of Master of Science.

6/11/2024

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DECLARATION

This is to certify that the work is entirely my own and not of any other person, unless explicitly acknowledged (including citation of published and unpublished sources). The work has not previously been submitted in any form to the Sri Lanka Institute of Information Technology or to any other institution for assessment for any other purpose.

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ABSTRACT

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In Sri Lanka, digital banking services are becoming more and more common, providing consumers with accessibility and convenience for a range of financial operations. However, these services' usability is crucial to their success because a bad user experience can cause irritation and abandonment.

A thorough usability assessment of well-known digital banking platforms in Sri Lanka is part of the research. The results of this research will offer significant perspectives on the strengths and weaknesses of the current digital banking services in Sri Lanka, identifying opportunities for enhancement to improve user satisfaction and experience. Banks may better serve their customers' requirements and expectations by addressing usability issues, which will ultimately lead to a larger acceptance and utilization of digital banking services throughout the country.

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