



Adoption of Mobile Banking In Sri Lanka

C.H.M. Wathsala*, S.D. Erangani, P.A.N. Tharangani, C.I. Kanakarathne,
and W.D.Y. Madhusanka

Department of Marketing, Faculty of Management and Finance, University of Ruhuna

Abstract

In this research paper adoption of mobile banking are outlined. A survey on 100 mobile banking users Kalutara district was selected to conduct what are the specific factors that motivate to adopt mobile banking in Sri Lanka context and how those particular factors differentiate from other country.

Today, the advancement of mobile technologies has provided an opportunity for financial providers in introducing new financial innovations. One of the emerging financial innovations introduced by financial providers is mobile banking. With the improvement of mobile technologies and devices, banking users are able to conduct banking services at anyplace and at any time. Recently, many banks in the world have provided mobile access to financial information. This study addresses antecedents of adoption of mobile banking in Sri Lankan context. Six theories driven hypothesis are derived and tested.

This paper develops a research model to examine the relationship among attributes of innovation dimensions and overall adoption of mobile banking. As the attributes of innovations relative advantage, compatibility, complexity, perceived risk, self-efficacy and frequency are taken. The frequency is a dimension that introduce for this research paper as a new one. Measurement model and structural model were used to test the reliability, validity and research model.

The results indicated that relative advantage and mobile banking has negative relationship. Compatibility has a statistically positive relationship on mobile banking. Complexity has a negative impact to the mobile banking and perceived risk also has a negative effect to the mobile banking. Self-efficacy has a positive relationship with mobile banking and finally the new introduced variable as frequency has a positive relationship with mobile banking. Ultimately this overall research paper goes to emphasize about discussion, how findings vital to managerial implications and future recommendations.

Keywords: *Adoption of mobile banking, Attributes of innovation*

* chmwathsala@gmail.com



Author Index

A

Aasath, M.A.M.	129
Abesiri, A.N.M.C.N.	25
Abeygunawardana, K.S.S.	64
Abeywickrama, H.V.D.I.	65
Alagiyawanna, A.M.N.	52
Alawathugoda, C.J.	116
Amarasinghe, Jayantha	14, 36, 75, 76
Amarasinghe, S.R.	152
Amarasinghe, S.W.	82
Amarasinghe, U.G.S.	91, 144
Amarasinghe, W.S.	83
Appuhamy, J.M.R.S.	51
Arachchige, U.S.K.	121
Asanthi, H.B.	23, 93
Atapattu, N.S.B.M.	69, 70, 72, 125, 126
Attanayake, A.P.	95

B

Bandara, K.R.M.M.B.R.	25
Banduthilake, B.M.S.	52
Basnayaka, C.D.L.M.	167
Buddika, H.A.A.Y.	125
Bulugahapitiya, V.P.	139

C

Chai, Zhuo.	127
Chaminda, G.G. Tushara	47
Chathuranga, M.M.K.D.	25
Colombage, N.S.	54

D

Dahanayake, N.	92, 116, 128, 132, 135
Dalpitiya, D.M. Nilusha	86
Darshani, Wala Kapu Godage Ayoma	15
Dasanayaka, G.D. Imesha Upekshi	19
Dassanayake, D.M.W.A.	54
Dassanayake, K.B.	50
Dhanasekara, D.M.D.D.	161
Dharmarathna, W.G.D.	24
Dilhani, M.A.	96
Dilhani, M.H.M.R. Shyamali	46
Dilshika, W.W.G.P.	166
Dissanayake, D.M.P.	135
Dolamulla, K. Champika	37

E

Edirisinghe, G.	32
Edussuriya, M.	121
Ellawala, Champika	47
Erangani, S.D.	170

F

Fernando, G.S.N.	127
Fernando, H.H.L.K.	88
Fernando, K.R.	119
Fernando, N.S.	88
Fonseka, P.	136

G

Gamage, D.M.	108
Gammanpila, S.L.	156
Ganewatta, G.K.H.	61
Garsha, W.G.N.	63
Gayani, K.D.	84
Gunarathne, W.H.D.P.U.	166
Gunawardana, H.G.T.N.	71, 126
Gunawardana, T.S.L.W. .	103, 113, 160, 161, 162, 165, 169
Gunawardena, S.	94
Gunawardena, W.W.D.A.	69, 71
Gunawardhana, A. Dinuka	37
Gunawardhana, H.G.T.N.	125
Gunawickrama, K.B. Suneetha.	96
Gunawickrama, S.H.K.K.	53
Gupta, V.K.	68
Gurusinghe, D.C.L.	102

H

Hansagith, N.G.L.S.	124
Hansika, M.A.L.	162
Hemamali, D.D.S.	153
Hettiarachchi, Manjula	45
Hettiarachchi, N.K.	25, 26
Hettihewa, L.M.	94
Hewage, C.G.	136
Hewage, Dammika	36
Hewage, M.J.	91, 145
Hirimuthugoda, N.Y.	124



I		Liyanage, P.D.H.....	65
Inoka, K.P.I.....	128	Liyanage, S.K.T.....	83
J		Liyanage, T.....	94
Jayamanne, V.S.....	127	Liyanage, T.D.P.....	118
Jayampathi, E.K.....	104, 105	M	
Jayasekara, A.M.....	166	Madarasinghe, D.A.....	24
Jayasinghe, Kanthi.....	34	Madhumani, A.M.....	64
Jayasundara, K.W.R.S.....	61	Madhusanka, W.D.Y.....	170
Jayathilake, R.M.....	26	Madhushani, J. Aruni.....	79
Jayatilaka, K.A.P.W.....	95	Madumali, S.I.....	38
Jayatunga, E.H.....	27	Madusanka, A.A.P.....	69
Jayawardhana, D.N.W.....	167	Madushani, M.A.K.A.N.....	166
K		Madushani, P.G.H. Tharanga.....	154
Kalansooriya, N.....	151	Mahanama, G.D.K.....	24
Kalpage, C.S.....	56	Maithreepala, R.A.....	23, 93
Kanakarathne, C.I.....	170	Manawadu, I.P.....	92, 132
Kankanam, Piyumi Madhushani.....	85	Mapapathirana, M.P.C.S.....	18
Kariyakarawana, M. Saman.....	75	Mudduwa, L.K.B.....	95
Kariyawasam, C.....	46, 52	Munasinghe, D.H.N.....	97
Karube, J.....	117	Munasinghe, M.M.A.B.....	139
Karunamuni, V.V.....	90	N	
Karunarathna, A.C.....	111	Narayana, N.M.N.K.....	68
Karunaratne, H.D.....	1	Nishadi, G.P.K.....	158, 164
Katukurunda, K.G.S.C.....	125, 126	Niwanthika, M.....	164
Kaushalya, J.A. Dulari.....	42	O	
Kithsiri, K.H.S.K.....	150	Ohga, M.....	51
Konara, K.M.S.Y.....	54	P	
Kulathunga, S.P.S.P.....	55	Pahalawattaarachchi, V.....	124
Kumarasinghe, H.K.M.S.....	143	Pannilage, Upali.....	82, 101
Kumarasinghe, S.....	116	Pathirana, C.....	95
Kumara, Terney Pradeep.....	100	Pathmasiri, Kalpani.....	56
Kumara, W.G.C.....	137	Perera, B.....	88
Kumari, W.A.D.T.....	78	Perera, Bilesha.....	45
Kumari, W.G.N.P.....	62	Perera, H.S.C.....	103
Kumari, W.G.U.....	127	Perera, P.W.A.....	72
L		Perera, R.L.....	46, 57
Lakmali, U.G.S.....	60, 66	Perera, S.D.....	138
Lakma, W.K.K.S.....	102	Pethiyagoda, N.A.....	70, 125
Lakmini, L.H. Jineska.....	17	Pilapitiya, H.M.C.G.....	150
L.C.A.Pushpakumara.....	113	Pirapaharan, K.....	53
Leelamanie, D.A.L.....	117, 118	Pradeepika, N.G.J.....	145, 146
Liyanage, A.....	50	Premakumara, P.....	66
Liyanage, D.M.....	64	Premathilake, U.G.A.T.....	148
Liyanage, J.U.....	160		



Presantha, B.H.V.	155	Silva, M.T.T. De	155, 168
Priyadarshana, T.....	93	Silva, P.M.C.S. De	7
Priyadarshani, U.S.....	158	Silva, Shashika Madhuwanthi.....	16
Priyantha, I. Renuka.....	39, 106	Silva, Sudhira De	28, 29
Priyashantha, K.G.....	60, 155, 168	Sirimanna, P.D.S.	102
Pushpakumara, B.H.J.	28	Sirisena, Amila Buddika	112
Pushpakumara, L.C.A.....	113	Soysa, E.C.D.....	167
R		Subasinghe, H.W.A.S.....	94
Rajapaksha, R.M.K.C.....	122	Subodinee, A.A.M.....	127
Rajiharan, P.	23	T	
Raj, Nilima	101	Tharangani, P.A.N.	170
Ramawickrama, J.	63	Tharusha, A.B.D.	167
Ranagalage, A.S.	143	Thenabadu, S.S.....	33
Ranawakage, Viraj.....	47	Thenuwara, Thilini Ayesha	43
Ranawake, A.L.	90, 91, 116, 144, 145, 146	Thilakarathne, E.P.D.N.	100
Ransara, N.D.P.	55, 122	Thilakarathne, R.M.G.N.....	100
Rathnasekara, W.A.D.P.R.	127	Thimendra, H.H.T.	165
Rathnayaka, R.M.	64	U	
Rathnayake, R.M.	66	Udayakanthi, K.V.M.....	119
Rathnayake, R.M.D.D.....	62	Uluwaduge, Pradeep.....	106
Ratnasekera, D.	133, 134	Unuwathura Bubule Mahinda Thero	44
Ratnasekera, Disna.....	142, 147	V	
Rupamala, D.G.I.S.....	169	Vijesiri, R.A.D.M.....	54
Rupasingha, K.M.A.S.K.....	142, 147	Vitharana, V.H.P.....	29
S		W	
Samankumari, U.K.T.....	109	Wanniarachchige, M.K.....	109
Samarakoon, Aruni.....	106	Wanniarachchi, S.D.....	146
Samarakoon, T.S.....	71	Wanninayaka, W.M.A.K.W.	22
Samarappuli, L.	108	Wathsala, C.H.M.	170
Samarawickrama, D.	104, 105	Wathugala, D.L.....	143, 148
Samarawickrama, M.B.	137	Weerasinghe, W.T. Hasitha.....	87
Sanath, J.A.....	26	Weerasinghe, W.G.D.S.	167
Sandaruvini, P.L.P.S.....	133, 134	Wickramarachchi, Bimba	45
Sandaruan, I.M.I.....	72	Wickramasinghe, K.P.	70
Sandika, A.L.....	151	Wijepala, N.G.U.S.....	82
Sanjeewa, A.H. Indika	35	Wijepala, Upul Sanjeewa.....	39
Seelawansha, S.H. Nuwan Isuru	76	Wijesinghe, C.J.	129, 136
Senadeera, L.M.Y.....	159	Wijesinghe, Wimal	13
Senanayake, S.G.J.N....	66, 90, 92, 127, 132	Wijesundara, T.R.....	110
Senaratna, D.	69, 125	Wijethunga, S.	22
Seuwandi, B.W.S.T.	166	Wijewardana, S.R.	111
Silva, B.C.J. De.....	97		
Silva, D.S. De	53		
Silva, G.H.A.C.	55, 122		
Silva, G.H.M.J. Subashi De	28, 29		
Silva, H.C.C. De	93		
Silva, M.D.	138		

Y

Yapa, P.M.S.P.	66
Yaparathna, Y.M.C.K.	77

Z

Zoysa, Indraje De.....	39, 74
Zoysa, M. De	108, 150

National Digitization Project

National Science Foundation

Institute : University of Ruhuna

1. Place of Scanning : University of Ruhuna, Wellamadama, Matara

2. Date Scanned : 2017/12/19

3. Name of Digitizing Company : Sanje (Private) Ltd, No 435/16, Kottawa Rd,
Hokandara North, Arangala, Hokandara

4. Scanning Officer

Name : Chamara Kanishk

Signature : 

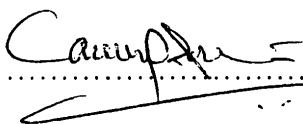
Certification of Scanning

I hereby certify that the scanning of this document was carried out under my supervision, according to the norms and standards of digital scanning accurately, also keeping with the originality of the original document to be accepted in a court of law.

Certifying Officer

Designation : Senior Assistant Librarian

Name : Kusala Fernando

Signature : 

Date : 2017/12/19

"This document/publication was digitized under National Digitization Project of the National Science Foundation, Sri Lanka"