

**USAGE OF E-PAYMENT AND CUSTOMERS' SATISFACTION
IN THE POLONNARUWA DISTRICT**



BY

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ABSTRACT

This study investigated the Usage of E-payment and Customers' Satisfaction in Polonnaruwa district. There for the aim of this study was to analyze existing level of customers' satisfaction with usage of e-payment system, existing level of dimensions of e-payment usage, existing relationship among the dimensions of e-payment system usage and customers' satisfaction, existing e-payment usage dimensions best predict customers' satisfaction with e-payment system and existing joint contribution of each of the dimensions of e-payment usage to users' satisfaction with e-payment system

Structured questionnaire was used as the method of data collection and 150 Customers who use E-payment system in Plonnaruwa district selected as sample. Convenient sampling method sample method used to make the sampling frame of the study. Quantitative research approach used for this study. The data were analysed using descriptive statistics, correlation and regression analysis.

The result indicated that there is a high level of customers' satisfaction with usage of e-payment system. The result indicated that there are high level of speed, security, trust and ease of use of e-payment usage in Polonnaruwa district. Also result indicated significant positive relationship exist among the dimensions of e-payment system usage and customers' satisfaction, and also the result indicated that speed is the best predict customers' satisfaction with e-payment system and finally in was find out that all independent variables shows positive linear relationship with customers' satisfaction of e-payment usage.

As a result of this study researcher recommended, organizations must give their attention for improve E-payment system to sell their products. That may increase the customers' satisfaction.

Keywords: E-payment System, Customers' Satisfaction, Speed, Security, Trust and Ease of Use.

CONTENTS

ACKNOWLEDGEMENT	I
ABSTRACT	II
CONTENTS	III
LIST OF TABLES	VIII
LIST OF FIGURES	IX
CHAPTER ONE	- 1 -
INTRODUCTION	- 1 -
1.1 BACK GROUND OF THE STUDY	- 1 -
1.2 RESEARCH PROBLEM.....	- 2 -
1.3 RESEARCH QUESTIONS.....	- 4 -
1.4 RESEARCH OBJECTIVES	- 4 -
1.5 SIGNIFICANT OF THE STUDY	- 4 -
1.6 SCOPE OF THE STUDY	- 5 -
CHAPTER TWO	- 6 -
LITURATER REVIEW	- 6 -
2.1 INTRODUCTION.....	- 6 -
2.2 THEORETICAL REVIEW OF THE LITIRATURE	- 6 -
2.2.1 Innovation Diffusion Theory	- 6 -
2.3 EMPIRICAL REVIEW OF LITERATURE	- 8 -
2.3.1 Customer Satisfaction.....	- 8 -
2.3.2 E-Payment	- 9 -
2.3.2.1 Speed.....	- 13 -
2.3.2.2 Security	- 14 -
2.3.2.3 Trust	- 14 -
2.3.2.4 Ease of Use	- 15 -
2.9 CHAPTER SUMMARY	- 15 -
CHAPTER THREE	- 16 -
CONCEPTUALIZATION AND OPERATIONALIZATION	- 16 -
3.1 INTRODUCTION.....	- 16 -
3.2 CONCEPTUAL FRAMEWORK	- 16 -
3.2.1 E-payment.....	- 17 -

3.2.1.1 Speed.....	- 18 -
3.2.1.2 Ease of Use	- 18 -
3.2.1.3 Security	- 18 -
3.2.1.4 Trust.....	- 19 -
3.2.2 Customer Satisfaction.....	- 19 -
3.3 DEVELOPMENT OF HYPOTHESIS.....	- 19 -
3.3.1 Relationship between Speed and Customer Satisfaction.....	- 19 -
3.3.2 Relationship between Security and Customer Satisfaction	- 20 -
3.3.3 Relationship between Trust and Customer Satisfaction	- 21 -
3.3.4 Relationship between Ease of Use and Customer Satisfaction	- 22 -
3.4 OPERATIONALIZATION OF VARIABLES	- 22 -
3.5 CHAPTER SUMMARY	- 24 -
CHAPTER FOUR.....	- 25 -
RESEARCH METHODOLOGY	- 25 -
4.1 INTRODUCTION.....	- 25 -
4.2 RESEARCH DESIGN	- 26 -
4.2.1 Research Approach.....	- 26 -
4.2.2 Research Strategy	- 26 -
4.2.3 Methodological Choice.....	- 26 -
4.2.4 Time Horizon.....	- 27 -
4.3 POPULATION AND SAMPLING.....	- 27 -
4.3.1 Population of the Study	- 27 -
4.3.2 Sampling Technique / Method	- 27 -
4.4 METHOD OF DATA COLLECTION AND SOURCE.....	- 27 -
4.4.1 Primary Data.....	- 27 -
4.4.2 Secondary Data.....	- 28 -
4.4.3 Research Instrument	- 28 -
4.4.3.1 Questionnaire	- 28 -
4.4.4 Source of Measurement	- 29 -
4.4.4.1 Source of Measuring the General and Personal Information.....	- 29 -
4.4.4.2 Source of Measuring Research Information	- 29 -
4.5 METHOD OF DATA ANALYSIS.....	- 30 -
4.5.1 Validity and Reliability of Instruments	- 30 -
4.5.2 Unit of Data Analysis	- 31 -

4.5.3 Method of Data Evaluation.....	- 31 -
4.5.3.1 Univariate Analysis.....	- 31 -
4.5.3.2 Bivariate Analysis.....	- 31 -
4.5.3.2.1 Correlation Analysis.....	- 32 -
4.5.3.2.2 Testing Hypothesis of Correlation	- 33 -
4.5.3.3 Multiple Regression Analysis	- 33 -
4.6 CHAPTER SUMMARY	- 34 -
CHAPTER FIVE	- 35 -
DATA PRESENTATION AND ANALYSIS.....	- 35 -
5.1 INTRODUCTION.....	- 35 -
5.2 PRESENTATION OF DEMOGRAPHIC INFORMATION.....	- 35 -
5.2.1 Gender	- 35 -
5.2.2 Civil Status	- 36 -
5.2.3 Education Level.....	- 37 -
5.2.4 Age Group	- 38 -
5.3 RELIABILITY AND VALIDITY ANALYSIS	- 39 -
5.3.1 Analysis of Reliability for the Instruments.....	- 40 -
5.4 ANALYSIS OF THE REASEARCH INFORMATION	- 41 -
5.4.1 Univariate Analysis	- 41 -
5.4.1.1 The First Objective of the Study:.....	- 41 -
5.4.1.1.1 The level of customers' satisfaction with usage of e-payment system.....	- 41 -
5.4.1.2 The Second Objective of the Study:	- 42 -
5.4.1.2.1 The level of speed with usage of e-payment system.....	- 42 -
5.4.1.2.2 The level of security with usage of e-payment system	- 42 -
5.4.1.2.3 The level of trust with usage of e-payment system.....	- 42 -
5.4.1.2.4 The level of ease of use with usage of e-payment system	- 43 -
5.4.2 Bivariate Analysis.....	- 43 -
5.4.2.1 The Third Objective of the Study:	- 43 -
5.4.2.1.1 The significant relationship exist among the speed of e-payment system usage and customers' satisfaction.	- 43 -
5.4.2.1.2 The significant relationship exist among the security of e-payment system usage and customers' satisfaction.	- 44 -
5.4.2.1.3 The significant relationship exist among the trust of e-payment system usage and customers' satisfaction.	- 45 -

5.4.2.1.4 The significant relationship exist among the ease of use of e-payment system usage and customers' satisfaction.	45 -
5.4.3 Multiple Regression Analysis.....	46 -
5.4.3.1 The fourth Objective of the Study:	46 -
5.4.3.2 The fifth Objective of the Study:	47 -
5.5 TESTING OF RESEARCH HYPOTHESES.....	49 -
5.5.1 Testing Hypotheses 1.....	49 -
5.5.2 Testing Hypotheses 2.....	49 -
5.5.3 Testing Hypotheses 3.....	50 -
5.5.4 Testing Hypotheses 4.....	50 -
5.6 CHAPTER SUMMARY	50 -
CHAPTER SIX	52 -
DISCUSSION	52 -
6.1 INTRODUCTION.....	52 -
6.2 DISCUSSION OF RESEARCH FINDINGS.....	52 -
6.2.1 Discussion of Research Information.....	52 -
6.2.1.1 Discussion for Objective One	52 -
6.2.1.2 Discussion for Objective Two	52 -
6.2.1.3 Discussion for Objective Three	53 -
6.2.1.3.1 The relationship between the speed of e-payment system usage and customers' satisfaction.	53 -
6.2.1.3.2 The relationship between the security of e-payment system usage and customers' satisfaction.	53 -
6.2.1.3.3 The relationship between the trust of e-payment system usage and customers' satisfaction.	54 -
6.2.1.3.4 The significant relationship between the ease of use of e-payment system usage and customers' satisfaction.	54 -
6.2.1.4 Discussion for Objective Four	54 -
6.2.1.5 Discussion for Objective Five.....	55 -
6.3 FINDING FROM HYPOTHESES TESTING.....	56 -
6.3.1 The significant relationship exist among the speed of e-payment system usage and customers' satisfaction.....	56 -
6.3.2 The significant relationship exist among the security of e-payment system usage and customers' satisfaction.....	56 -
6.3.3 The significant relationship exist among the trust of e-payment system usage and customers' satisfaction.....	56 -

6.3.4 The significant relationship exist among the ease of use of e-payment system usage and customers' satisfaction.	- 56 -
6.4 CHAPTER SUMMARY	- 57 -
CHAPTER SEVEN.....	- 58 -
CONCLUSIONS AND RECOMMENDATIONS.....	- 58 -
7.1 INTRODUCTION.....	- 58 -
7.2 CONCLUSION	- 58 -
7.2.1 First Objective of the Study	- 58 -
7.2.2 Second Objective of the Study	- 59 -
7.2.3 Third Objective of the Study	- 59 -
7.2.3.1 The relationship between the speed of e-payment system usage and customers' satisfaction.....	- 59 -
7.2.3.2 The relationship between the security of e-payment system usage and customers' satisfaction.....	- 60 -
7.2.3.3 The relationship between the trust of e-payment system usage and customers' satisfaction.....	- 60 -
7.2.3.4 The relationship between the ease of use of e-payment system usage and customers' satisfaction.....	- 60 -
7.2.4 Fourth Objective of the Study	- 60 -
7.2.5 Fifth Objective of the Study	- 61 -
7.3 RECOMMENDATIONS	- 62 -
7.4 LIMITATIONS OF THE STUDY	- 62 -
7.5 SUGGESTION FOR FUTURE RESEARCH.....	- 63 -
References	- 64 -
Appendix 01	- 71 -
Appendix 02.....	- 76 -