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The banking sector is one of the main economic contributing segment that dominates the financial system of Sri Lanka through the highest share of total financial assets. As a rapidly growing industry, both private and public-sector banks play a critical role to secure their financial assets. The banks engage in competition, seeking strategies to embrace more customers by providing diverse services and facilities in the term of accomplishing the transaction in an efficient way. The e-banking concept is one of the most successful concepts in economically well-established countries. Developing countries like Sri Lanka are still in discussions about the success rate of the adoption of E-Banking technology. The research intended to analyse the critical success factors that affect the growth of E-Banking services. The methodology used to conduct this research is a qualitative and quantitative-based survey. The online survey circulated through Email and the survey were completed by 250 samples of people covering both rural and urban areas. Among responses, more than 82% of the participants agreed on issues with user interfaces. The total 70% of the participants highlighted the fear of the security considerations on their banking credentials. It is very important to highlight the language barrier of the users and it was the highest percentage, more than 90%. According to the critical success factors analysis, enhancing user-friendliness of application, minimizing the language barrier providing the language selection and educating the security levels will increase the usability of e-banking in the Banking Industry.

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