

APPENDIX

QUESTIONNAIRE

Key Word	Questionnaire Item	Variable
Number of buttons	I think the number of buttons are enough.	efficiency
Related screen accessibility	I think related screen accessibility is possible.	
Speed	I think It is enough speedy for transaction.	functionality
No extra tool needed while transaction	I don't need extra tool (such as excel, calculator...) while transaction.	
Suitability of button locations	I think the location of buttons is suitable.	intuitiveness
Simplicity of user interface panels	I think user interface panels are simply for easy transaction.	
Clarity of guiding messages	I think the guiding messages I encountered while transaction are understandable.	learnability
Single screen ease of operation	I can easily perform authentication procedures such as customer search and authorized call on the screen.	
Placement of buttons	I think It is easy to find buttons.	usability
clarity of user interface panels	I think the field names on the user interface panels are understandable.	
Ease of use	I think the colors, simplicity and ease of use of interface of the banking, enable me to make more error-free transactions.	