

Questionnaire

POPULARITY OF MICROPAYMENT SYSTEMS IN SUDAN

Dear Ladies and gentlemen,

This questionnaire is proposed to evaluate the existing systems of micropayment to know the desirable and un desirable features according to users point of view, so I can use all the gathered data to came up with a new framework and new system to encourage users to Embrace this technique, make users experience with micropayment system very satisfied and make it wide spread in Sudan. So would you please help me filling this questionnaire to help me in my research to get my master degree.

Thank you ,,,

General information :

1. Gender:

1. Male ()

2. Female ()

2. Age:

3. Educational Level:

1. Illiterate ()

2. Elementary school ()

3. High school ()

4. University ()

5. Post graduate studies ()

4. Frequency of internet use:

1. Every day ()

2. Every week ()

3. When I need ()

5. The purpose of using the Internet:

1. Social ()

2. Academic ()

3. Commercial ()

4. All of that ()

6. You mostly use micropayment systems to :

1. Download books and articles ()

2. Download music ()

3. Download games ()

4. Download an app ()

5. All of that ()

6. Others: _____

Factors that doesn't encourage users to use micropayment systems In Sudan:

	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Costumers doesn't have enough aware about micropayment system technique.					
2.	Users prefer free product and services on that one need to be pay for even if the quality is different.					
3.	Fear of use such new systems.					
4.	Users fears to use the Internet in the purchasing process					
5.	Non-availability of Internet services by the provider					
6.	Users have no-trust in micropayment systems.					
7.	There is no enough companies that provide micropayment systems services in Sudan.					
8.	The purchasing value of intangible good such as information is hard to be estimated.					
9.	Informational Prohibition in Sudan limiting the spread of micro-payment technology.					

Factors that encourage users to adopt micropayment system technique and help it to be popular:

	statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Customer support supplied by the companies provide micropayment services					
2.	The possibility of using micropayment systems at anywhere and at any time.					
3.	The product and services provided by micropayment systems distinguished by its high quality.					

4.	No Expiration date encourage the use of micropayment systems.					
5.	Micropayment systems shouldn't require from the user to re-login each time he/she make a purchase.					
6.	Users can check how much money they have spent in micropayment purchasing processes.					
7.	The ability of having your information and articles offline after you have paid for it (you can download it and save it to your device).					
8.	What you want is what you pay for and what you get.					
9.	Product and services provided by micropayment system's companies distinguished by its low prices.					

Efficiency:

	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	High quality of Product and services provided by micropayment system					
2.	Save time and afford					
3.	Subscription procedures in micropayment system are simple and easy to understand					
4.	User only pay for what he/she want					
5.	Micropayment systems are easy to use					
6.	micropayment system should prevent double spending in the case of hardware failure					
7.	different micropayment models can be used concurrently					

Dependence:

	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Micropayment systems can be rely on to provide product and services with high quality					
2.	Micropayment system companies provide customer support services					
3.	Replacement of free goods and services to goods and services provided by micropayment systems					
4.	Currencies used by different micropayment systems must be exchangeable					
5.	Ease of dealing with micropayment systems by different kind of users					
6.	Micropayment process doesn't effected by hardware , software or network failure					

Responsibility:

	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Speed of performance					
2.	Micropayment systems can be used at any place					
3.	Micropayment systems can be used at any time					
4.	Micropayment systems allow the undoing of any payment process if something went wrong					

Security and privacy:

	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Guarantee the confidentiality of users data					
2.	Ensure the safety and security of banking transactions					
3.	users accept the degradation of the security level to be able to purchase goods easily					