

**A STUDY OF CYBER SECURITY AWARENESS LEVEL
AMONG E-BANKING CUSTOMERS IN THE
SELECTED DISTRICTS OF SRI LANKA**

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Degree of Master of Business Administration in Information Technology

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The dissertation was submitted to the Department of Computer Science and Engineering of the University of Moratuwa in partial fulfilment of the requirement for the Degree of Master of Business Administration in Information Technology.

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DECLARATION

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ABSTRACT

In Sri Lanka, the use of E-banking is increasing rapidly after Covid-19; however, with the increased use of E-banking, cyber security threats are also increasing. Although banks take efforts to mitigate cyber security threats related to E-banking, the rate of security threats are increasing gradually around the world. Therefore, there is a need to analyze whether E-banking customers have adequate cyber security awareness to protect them from cyber threats and vulnerabilities.

The purpose of this study is to discuss the level of cyber security awareness among E-banking customers in the selected districts of Sri Lanka while identifying the factors which affect the cyber security awareness of E-banking customers and find effective ways to raise awareness and literate the E-banking customers on cyber security. The research followed a questionnaire survey method, for quantitative data-gathering purposes. A survey of 390 responses was obtained from E-banking customers in selected districts (Colombo, Jaffna and Ampara) of Sri Lanka. The non-probability sampling approach was used to accomplish the purpose of the analysis. The Statistical Package for Social Sciences (SPSS) was used for the complete analysis of data.

The findings illustrate that only 45.6% of respondents have confidence in their cyber security awareness and the rest of the E-banking customers have a lack of confidence in their cyber security awareness level or complete distrust of their cyber security knowledge. To assess the factors impacting the cyber security awareness of E-banking customers, the Chi-squared test was used. The result showed that all independent variables such as Perceived risk of E-banking, IT Security literacy, Knowledge about E-banking features, Knowledge about impacts of E-banking fraud, Language Barriers and End-user Security Practices have an impact on cyber security awareness of E-banking customers. The researcher provides recommendations to the banks for educating E-banking customers on cyber security.

Keywords: E-banking, Cyber security awareness, Cyber security threats

ACKNOWLEDGEMENT

First and foremost, I would like to convey our gratitude to the University of Moratuwa for providing me with this opportunity by introducing the program MBA in IT at Sri Lanka's best university to which I could enroll.

Next, I would like to express our heartfelt appreciation and gratitude to our supervisor, Dr Kutila Gunasekara, for spending his time giving guidance, suggestions and encouragement from his busy schedule throughout this research. At the same time, my profound gratitude was extended towards the course coordinator of the MBA program 2021, Dr. Adeesha Wijayasiri for the continuous support and immense knowledge imparted during the research lectures. I would also like to make use of this chance to extend my whole-hearted gratitude towards my examiners in the panel for constantly providing me with constructive and invaluable feedback to build the research on throughout the research project.

Special thanks to all the respondents who took part in the survey without hesitations and helped me to carry out this research. I am also grateful to all our colleagues for their suggestions and support. Finally, special thanks to my family for their support, encouragement and prayers.

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LIST OF ABBREVIATIONS

ATM	Automated Teller Machine
CERT	Computer Emergency Readiness Team
CFA	Confirmatory factor analysis
E-banking	Electronic banking
G.C.E O/L	General Certificate of Education Ordinary Level
G.C.E A/L	General Certificate of Education Advance Level
OTP	One Time Password
PC	Personal Computer
SMS	Short Message Service
SPSS	Statistical Package for Social Sciences
TV	Television