

By adhering to these recommendations and considering the potential benefit of expanding the dataset, the research's outcomes and insights could be even more valuable, ultimately contributing to a deeper comprehension of user satisfaction dynamics within Sri Lanka's mobile internet service landscape.

References

- [1] Hootsuite, “Digital 2021,” *Glob. Digit. Insights*, p. 103, 2021.
- [2] Hardik Khatri; Technical Analyst, “Sri Lanka, February 2021, Mobile Network Experience Report _ Opensignal.” Opensignal Limited, 2021. [Online]. Available: <https://www.opensignal.com/reports/2021/02/srilanka/mobile-network-experience>
- [3] Open Signal, “Understanding mobile network experience: What do Opensignal’s metrics mean? | Opensignal.” 2022. [Online]. Available: <https://www.opensignal.com/2022/03/24/understanding-mobile-network-experience-what-do-opensignals-metrics-mean>
- [4] Opensignal, “Methodology Overview : How Opensignal Measures Mobile Network Experience,” 2020, [Online]. Available: https://www.opensignal.com/sites/opensignal-com/files/opensignal_methodology_overview_june_2020.pdf
- [5] “NCI Manual _ M2Catalyst.” [Online]. Available: <https://www.m2catalyst.com/manual>
- [6] Neha J., Tim H., and Adam W., “Country overview: Sri Lanka Mobile for Development,” no. October, 2013.
- [7] World Economic Forum, “5G Outlook Series : The Impact of Mobile Technology on the Response to COVID-19,” 2020.
- [8] P. Fernando and F. Wpk, “Sri Lankan Mobile Broadband Future With 5G MINI-REVIEW Sri Lankan Mobile Broadband Future With 5G,” *J. Res. Technol. Eng.*, vol. 2, no. 4, pp. 18–24, 2021, [Online]. Available: <https://www.researchgate.net/publication/355182464>
- [9] P. B. C. P. Ltd, “Sri Lanka - Telecoms, Mobile and Broadband - Statistics and Analyses.”
- [10] Dialog Axiata PLC Annual Report, “Dialog Axiata PLC Annual Report ,” 2013.
- [11] S. Velnampy, T., & Sivesan, “Customer Relationship Marketing and Customer Satisfaction: A Study on Mobile Service Providing Companies in Sri Lanka. Global Journal of Management and Business Research,” *J. Double Blind Peer Rev. Int. Res.*, vol. 12, no. 18, pp. 1–45, 2012.

- [12] I. Haq *et al.*, “Impact of 3G and 4G Technology Performance on Customer Satisfaction in the Telecommunication Industry,” *Electron.*, vol. 12, no. 7, pp. 1–24, 2023, doi: 10.3390/electronics12071697.
- [13] M. Hanif, S. Hafeez, and A. Riaz, “Factors affecting customer satisfaction,” *Int. Res. J. Financ. Econ.*, vol. 60, no. December 2010, pp. 44–52, 2010.
- [14] A. Eshghi, D. Haughton, and H. Topi, “Determinants of customer loyalty in the wireless telecommunications industry,” *Telecomm. Policy*, vol. 31, no. 2, pp. 93–106, 2007, doi: 10.1016/j.telpol.2006.12.005.
- [15] T. A. Hardik, Khatri, “INDONESIA Mobile Network Experience Report December 2020,” *Opensignal Limited*, 2020. <https://www.opensignal.com/reports/2020/12/indonesia/mobile-network-experience>
- [16] G. M. Putra, E. Budiman, Y. Malewa, D. Cahyadi, M. Taruk, and U. Hairah, “4G LTE Experience: Reference Signal Received Power, Noise Ratio and Quality,” *3rd 2021 East Indones. Conf. Comput. Inf. Technol. EIConCIT 2021*, pp. 139–144, 2021, doi: 10.1109/EIConCIT50028.2021.9431853.
- [17] S. Pramono, L. Alvionita, M. D. Ariyanto, and M. E. Sulisty, “Optimization of 4G LTE (long term evolution) network coverage area in sub urban,” *AIP Conf. Proc.*, vol. 2217, no. April, 2020, doi: 10.1063/5.0000732.
- [18] H. Almohamedh, F. Al Qurashi, and I. Kostanic, “Mobile videos quality measurements for Long Term Evolution (LTE) network,” *Proc. 2014 Int. Conf. Image Process. Comput. Vision, Pattern Recognition, IPCV 2014*, pp. 505–509, 2014.
- [19] F. Afroz, R. Subramanian, R. Heidary, K. Sandrasegaran, and S. Ahmed, “SINR, RSRP, RSSI and RSRQ Measurements in Long Term Evolution Networks,” *Int. J. Wirel. Mob. Networks*, vol. 7, no. 4, pp. 113–123, 2015, doi: 10.5121/ijwmn.2015.7409.
- [20] IBM, “SPSS Software”, [Online]. Available: <https://www.ibm.com/products/spss-statistics>
- [21] R. A. Johnson and D. W. Wichern, “Applied Multivariate Statistical Analysis,” *Applied Multivariate Statistical Analysis*. pp. 671–757, 2007.
- [22] S. Sharma, “Applied Multivariate Techniques Subhash Sharma”.
- [23] Terry E. Dielman, *Applied Regression Analysis: A Second Course in Business and Economic Statistics*, Fourth Edi. Brooks/Cole Thomson Learning, 2005, 2005. doi: 10.1604.
- [24] M. D. Begg, *An introduction to categorical data analysis (2nd edn)*. Alan Agresti, John Wiley & Sons, Inc., Hoboken, New Jersey, 2007. No. of Pages: 400. Price: \$100.95. ISBN: 978-0-471-22618-5, vol. 28, no. 11. 2009. doi: 10.1002/sim.3564.