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ANALYZING THE KEY DETERMINANTS OF PROPENSITY TO CREDIT CARD DEFAULT AMONG MOBILE BANKING APP USERS IN SRI LANKA

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ABSTRACT

Credit card default is a rapidly growing financial challenge in Sri Lanka that poses a risk to individuals, financial institutions, and the economy. Despite advancements in digital banking and access to real-time credit card information, default values continue to rise, indicating that economic explanations cannot fully account for credit card repayment behavior. Hence, this study focuses on exploring behavioral drivers for propensity to credit card default, guided by behavioral finance theories such as overconfidence bias and present bias, along with the Theory of Planned Behavior, and financial literacy. A quantitative survey was conducted among 100 credit card holders who use mobile banking applications to manage their credit cards in the Colombo district, and the respondents were selected using convenience sampling. The Multiple regression results indicate that present bias and subjective norms significantly increase the propensity to default on credit cards, while overconfidence bias, attitude towards behavior, perceived behavioral control, and financial literacy were not statistically significant predictors within the Sri Lankan context. Overall, short-term decision making and social influences are key drivers of propensity to credit card default, even when users have access to real-time financial information through mobile banking.

Keywords: Behavioral Finance, Financial Literacy, Mobile Banking Applications, Propensity to Credit Card Default, Theory of Planned Behavior

1. Introduction

Credit cards have become a driving force in Sri Lanka’s transition towards a cashless economy, offering convenience, purchasing flexibility, and lifestyle benefits to the customers. By the end of 2023, Sri Lanka recorded more than two million active credit cards in circulation, with total transactions exceeding Rs. 573. Billion (Payments bulletin report, 2024). However, this rapid growth has been accompanied by a rising trend of credit card default, which imposes severe consequences on both individuals and financial institutions (Morga Adriana, 2025). Defaults increase household financial stress, reduce disposable income, and damage creditworthiness through reporting to the credit information bureau (CRIB). For banks, defaults contribute to a higher share of non-performing loans, thereby weakening banks’ financial stability and overall economic performance (Rodrigo, 2021).

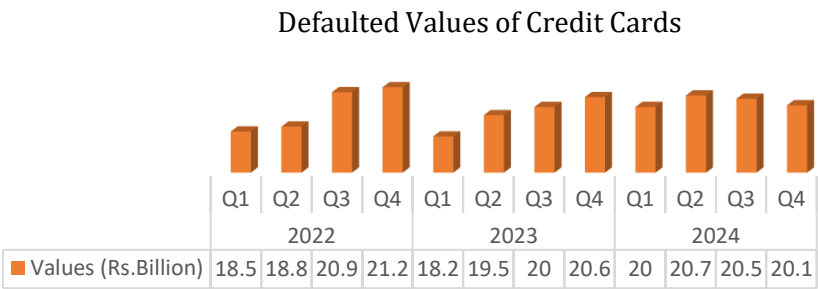


Figure 1: No Default Credit Cards and Default Values
(Source: Payment Bulletin Report Fourth Quarter, 2024)

As shown in Figure 1, the value of credit cards under the defaulted payment category in Sri Lanka has followed a consistent upward trend between the first quarter of 2022 and to fourth quarter of 2024. Beginning at Rs. 18.5 billion in Q1 2022, the value reached Rs. 20.1 billion by Q4 2024, with minor fluctuations (Payments bulletin report, 2024). This pattern highlights the growing repayment challenges faced by Sri Lankan credit card holders. Beyond being a financial issue, this trend also reflects a social problem for households, as default often results in indebtedness and reduces access to formal credit in the future. At the macroeconomic level, this pattern also weakens confidence in the financial system and creates potential risks to sustainable economic growth in Sri Lanka (Lanka News , 2024). The rise in credit card defaults creates the need to examine whether mobile banking might help reduce defaults.

In response to the repayment challenges, Sri Lankan banks have promoted mobile banking apps as a solution (Payment app, 2025). Such

applications provide cardholders with real-time account monitoring, repayment details, and easier payment options. According to the BCG (2022), mobile banking penetration in Sri Lanka is around 17% which is comparable to other developing countries, while more than 70% of Sri Lankans expect to use mobile banking more in the future. In theory, these features should encourage repayment discipline and reduce delinquency by empowering users with instant financial information (Paul, 2021). However, despite this expansion, default values remain high (Payments bulletin report, 2024). This contradiction suggests that digital tools alone are not sufficient on their own to ensure responsible repayment. Suggesting that non-technological factors such as behavioral and psychological influences may play a more dominant role.

When searching for drivers behind credit card default, traditional analysis often focuses on macroeconomic pressures, income volatility, and deficiencies in credit evaluation (Wang, 2019). Silva, (2021) focused on consumer usage behavior and impulsive buying, Kuruppuge (2017) explored credit cards as part of social and rational consumer behaviour, and Perera (2016) identified financial mismanagement and lifestyle factors as key drivers of credit card debt among executives. However, recent research emphasizes that behavioral and psychological factors are influential (Rozaimi, 2017; Goel, 2023). While these studies provide useful insights, they mainly examine usage behavior, rational decision making and debt accumulation but not on behavioral biases related to repayment nor how mobile banking access influences default behavior.

Therefore, a clear research gap exists in understanding why credit card holders continue to default despite having real-time information through mobile banking applications. There is limited empirical evidence in Sri Lanka that integrates behavioral finance, the Theory of Planned Behavior, and Financial Literacy to explain propensity to credit card default within the context of digital banking. Accordingly, the research objective of this study is to identify the driving reasons for the propensity to credit card default among Sri Lankans residing in the Colombo district who use mobile banking applications for their credit card management. The remains of the paper is organized as follows: first, it presents the literature review, which outlines previous studies on credit card default, behavioral finance theories, the theory of planned behavior, financial literacy, and the role of mobile banking apps. Second, it introduces the conceptual framework and hypotheses developed for this research. Third, the methodology section describes the research design, sampling, data collection procedures, and analytical techniques employed. Fourth, the results and discussion section provides the empirical findings and interprets them in light of existing literature.

Finally, the paper concludes with theoretical and practical implications, limitations, and recommendations for future research.

2. Literature Review

2.1. Background of Credit Card Default and Related Studies

Credit cards have advanced from simple instruments into complex financial tools that significantly influence the repayment and spending behaviors of consumers globally (Rodrigo, 2021). In Sri Lanka, the introduction of credit card usage in 1989 was a significant milestone, with the growing availability of digital banking infrastructures (Payments bulletin report, 2024). While credit cards provide liquidity and convenience, these tools increase the financial risks, especially in situations where income cycles do not move in line with consumption behavior (Rodrigo, 2021). Hence, this requires behavioral and technical viewpoints.

Besides the evidence provided globally, there are several empirical studies undertaken in Sri Lanka that help to highlight the behavioural and usage tendencies of credit card holders. According to Silva (2021), credit card usage is formed by consumer behavior, lifestyle factors and demographic factors. Kuruppuge, Gamage and Kuruppuge (2017) also argue that credit cards play a role in the building of social capital by allowing urban consumers to spend rationally while being influenced by social factors. Perera (2016) identified the behavior of spending money, convenience and poor financial planning encourages the development of credit card debts among Sri Lankan executives. Overall, all these studies show that behavioral motives have a significant effect on credit card usage. However, none of them investigate the behavioral drivers of credit card defaults, particularly among those users who actively use mobile banking applications. Therefore, this raises a clear research gap which the current study aims to address.

The behavior of credit cards is influenced by a set of psychological, demographic as well as socioeconomic factors. Compulsive and impulsive buying behaviors, that are reinforced by marketing incentives are frequently led to unsustainable debt acquisitions (Sathakathulla, 2025). Demographics such as age, gender, family size and income level have a substantial impact on credit card ownership repayment ability (Khan, 2023). (Silva, 2024) However, studies note that behavioral motives, such as optimism and overconfidence bias serve as stronger predictors of default compared to demographics alone (Sibanda, 2020). Higher rates of defaulting in Sri Lanka are mainly fueled by compulsive spending and lack of financial planning (Rodrigo, 2021). Because of an

unsecured liability on credit cards debt, which increases exposure to institutional losses, defaults are particularly concerning. However, Sri Lankan banks still focus heavily on the traditional CRIB -based evaluations (Samarasinghe, 2024). The popularity of minimum payment options makes borrowers psychologically trapped into long term indebtedness, exacerbating repayment challenges (Sakaguchi, 2022). This problem is important to address both behavioral and financial aspects. Considering these repayment problems, digital technology has been in the spotlight as one that can help to minimize defaults through mobile banking apps.

The integration of mobile banking apps offers unique options to improve repayment discipline via constant financial monitoring, reminders and the gradual optimization of user interfaces (Dandeniya, 2014). However, these platforms in Sri Lanka lack proper financial control services and interactive budgeting tools that limit their effectiveness in reducing the level of defaults (Tslw, 2020). While international studies suggest that default repayment settings and digital nudges can fine tune financial behaviors (Svardahl, 2020). In Sri Lanka, there is no empirical study that has yet been done to study the interaction of behavioral variables with the use of mobile banking in credit card default. This highlights the research gap since mobile banking is now the most widely used instrument which is used by credit card holders in Sri Lanka to monitor their spending, review transaction histories and handle payments.

To explain why borrowers are still defaulting despite access to mobile banking, this research applied three theories namely Behavioral Finance Theory, Theory of Planned Behavior, and Financial Literacy Theory to explain propensity to credit card default. Behavioral finance theory demonstrates how cognitive biases, including overconfidence and present bias can incorrectly position the repayment process and lead people to prioritize short-term spending, overestimate repayment ability, or undervalue risk, all of which raise the probability of default (Abdin, 2022; Sibanda, 2020). The theory of planned behavior explains the repayment explains the repayment measures of attitudes, subjective norms, and perceived behavioral control (Ajzen, 1991). Perceived control implies confidence in repayment, norms capture social influence, and attitudes reflect beliefs about credit. Financial literacy Theory places emphasis on knowledge and skills as impediments in the way of indebtedness since high financial literacy enhances the efficiency of managing the budget and interest levels more than low financial literacy can end up in credit management failures (Lusardi, 2020). Collectively, these theories give a theoretical representation of default in multidimensional ways by providing a cognitive, social and financial representation of default.

2.2. Conceptual Framework and Hypotheses

This study is based on three theories by putting out a framework that related the propensity to credit card default. (Sibanda, 2020Abdin, 2022)(Xiao, 2019)(Ajzen, 1991)(Ajzen, 1991)(Taylor, 1995;Ajzen, 1991)(Lusardi, 2011) This answers the question of whether mobile banking applications play a role to minimizing propensity to credit card default, that is a question that has not been adequately addressed in Sri Lanka.

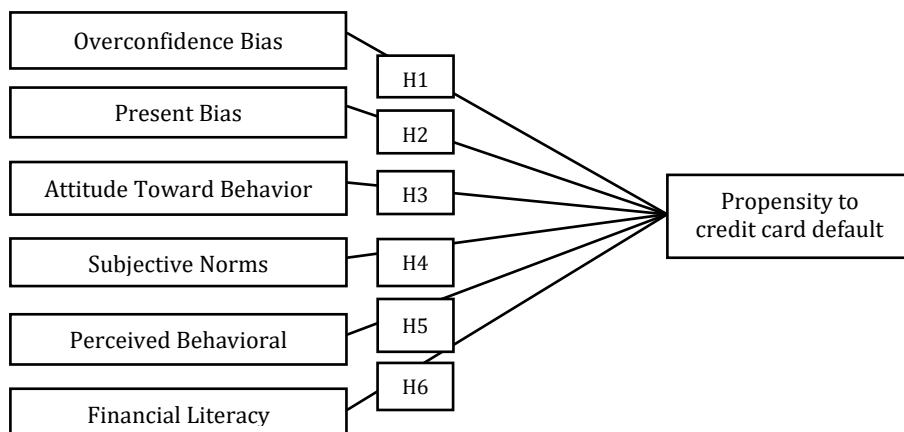


Figure 2: Conceptual Framework

(Source: Authors developed based on literature)

Based on the conceptual framework, the following hypotheses were developed,

H₁: Overconfidence biases have a significant impact on propensity to credit card default behavior

H₂: Present biases have a significant impact on propensity to credit card default behavior

H₃: Attitude towards behavior has a significant impact on propensity to credit card default behavior

H₄: Subjective norms have a significant impact on propensity to credit card default behavior

H₅: Perceived behavioral control has a significant impact on propensity to credit card default behavior

H₆: Financial literacy has a significant impact on propensity to credit card default behavior

3. Methodology

3.1. Research Strategy and Philosophy

This study employs a quantitative research strategy underpinned by a

positivism research philosophy, which assumes that social phenomena can be measured objectively through empirical observation. The approach is suitable for identifying and testing causal relationships among behavioral, demographic, and technological factors influencing propensity to credit card default. Recent Sri Lankan research studies have also demonstrated the efficacy of positivist, quantitative approaches in analyzing financial behavior. For example, Rodrigo (2021) utilized a quantitative, positivist research philosophy to explore how unrealistic optimism and compulsive buying contribute to debt stress among credit card users.

3.2. Population and Sample

The population consists of credit card holders residing in the Colombo District who use mobile banking apps for credit card management. Colombo was selected due to its high penetration of digital banking services and significant share of credit card transactions and defaults (Statistics, 2023).

A sample of 100 respondents was determined using convenience sampling, targeting individuals aged 18 years and above who actively use mobile banking apps for credit card transactions. In the Sri Lankan context, similar sample sizes have been used effectively for exploring financial behaviors. For example, Jayasundara (2024) conducted a quantitative study on Sri Lankan bank credit card usage determinants among 100 credit card users. Convenience sampling was used because this study mainly reflects Colombo-based propensity to credit card defaulters who use mobile banking apps and may not represent credit card defaulters in rural or semi-urban areas.

3.3. Data Collection

Data was collected using a systematic questionnaire survey among credit card holders using mobile banking apps in the Colombo district of Sri Lanka. The survey questionnaire was designed to provide both demographic information and construct-level scales of behavioral and financial factors influencing the tendency to default on credit cards. Section A contained demographic and screening questions (e.g., having a credit card, use of mobile banking application, residence in Colombo, age, gender, education, employment status, number of cards, payment history, and reasons for having a card). These tools had the effects of ensuring that only the desired population was covered as well as collecting contextual variables such as sources of payment, percentage of salary dedicated to payment of cards, and pattern of settlement.

The instruments that were measured were Overconfidence Bias, Present Bias, Attitude Toward Behavior, Subjective Norms, Perceived Behavioral Control, Financial Literacy, and the dependent variable, Propensity to Credit Card Default. Each instrument was operationalized by more than a single variable and indicator. For example, overconfidence bias was measured with indicators such as confidence to manage many credit cards, low need to monitor spending, and having assumed ability to pay without budgeting (Abdin, 2022; Sibanda, 2020). Present bias was established from respondent's tendencies towards maximizing current consumption, spending cards when running out of money, and pursuing short-term requirements at the cost of long-term security (Xiao, 2019). Attitude to behavior assessed beliefs on the economic advantage and quality-of-life gains of employing credit cards (Ajzen, 1991). Subjective norms included peer and family influence, and measures captured encouragement for proper use, disapproval of defaulting, and social acceptance of repayment behavior (Ajzen, 1991). Perceived behavioral control was measured by items that measure repayment capacity, ability to make minimum payments, and control over use even during emergencies (Taylor, 1995).

Financial literacy was also measured using three dimensions. They are knowledge (i.e., calculation of interest rates, compound interest, consequences of non-payment), financial behavior (i.e., budgeting, repayment, and control over expenditures), and financial attitudes (i.e., spending discipline, orientation towards short-term use of credit) (Lusardi, 2015). The propensity to credit card default, which was the dependent variable, was measured using three indicators. The indicators are a history of missed payments beyond 90 days, carrying forward unpaid balances, and difficulty paying the full monthly amount (Lusardi, 2015).

All the questions of the above construct were measured on a five-point Likert scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree, ensuring comparability across constructs. An online survey method was utilized because it allows for providing convenience and ease of access for the respondents who come from different socioeconomic profiles to enable bigger sample sizes as well as enhance the validity and generalizability of findings (Rodrigo, 2021).

3.4. Pilot Survey

A pilot survey with eight (08) participants comprising academics, undergraduates, and active credit card users was conducted to ensure clarity, logical flow, and construct validity. Feedback led to the refinement of terminology, the addition of screening questions, and the

inclusion of explicit references to credit card-specific mobile app features.

3.5. Data Analysis Method

The data analysis was carried out using R software. To ensure the robustness of the measurement model, both reliability and validity tests were performed before hypothesis testing. Following the reliability and validity assessment, multiple regression analysis was applied to examine the relationships among the constructs and to test the proposed hypotheses.

4. Results/Analysis and Discussion

4.1. Descriptive Analysis

Table 1: Descriptive Analysis

Demographic Characteristic	Category	Percentage
Gender	Male	41%
	Female	59%
Age	18 – 25 years	49%
	26 – 33 years	32%
	34 – 41 years	7%
	42 – 49 years	3%
	50 years or more	9%
Education	Up to school	15%
	Undergraduate	39%
	Graduate	30%
	Postgraduate	16%
Designation	Employed – Government	15%
	Employed - Private	54%
	Self-employed	7%
	Unemployed	6%
	Student	15%

Table 1 represents the demographic breakdown of the respondents. the results emphasize that a majority of respondents were female (59%) and within younger age categories, particularly 18 – 25 years (49%) and 26 – 33 years (32%). Most of the respondents were educated at an undergraduate or graduate level, while the highest proportion were employed in the private sector (54%). This suggests that younger, educated, and privately employed individuals from the main demographic of credit card users in Colombo, highlighting the relevance of behavioral and financial drivers in understanding credit card default risk.

Table 2: Descriptive Statistics of the Variables

Variable	Mean	SD
OB	3.1600	0.8768
PB	2.9550	1.0128
ATB	3.6150	0.8222
SN	3.0800	0.7444
PBC	3.6150	0.7491
FL	3.4573	0.7255
PTD	2.6500	0.9598

Table 2 presents descriptive statistics, and the results show that the mean scores of the variables range between 2.95 and 3.61, while the dependent variable, which is propensity to credit card default (PTD), records a mean of 2.65.

4.2. Reliability Analysis

All constructs in this study were measured using multi-item scales adapted from prior validated research and contextualized to the Sri Lankan credit card industry. This scale ranged from value 1, meaning "Strongly Disagree," up to 5, which represented "Strongly Agree" and encompassed the perceptions and behavioral tendencies of respondents. To test the internal consistency of all constructs, Cronbach's alpha was applied.

Overconfidence bias was measured using a four-item scale from (Barber, 2001), which measures the extent of respondents' overestimation of their repayment ability. This construct recorded a Cronbach's alpha of 0.697, which is marginally below the conventional 0.70 cut-off but still considered acceptable for exploratory research. Present bias was measured by four items taken from (Donoghue, 1999) that assess short-run spending preferences. The scale had a good internal consistency ($\alpha = 0.793$).

The Theory of Planned Behavior (Ajzen, 1991) guided the measurement of attitude toward behavior ($\alpha = 0.698$), subjective norms ($\alpha = 0.696$), and perceived behavioral control ($\alpha = 0.844$). Although attitude and subjective norms recorded alphas slightly below recommended 0.70 threshold, which is considered "Questionable" according to (Malley, 2003). However, Malley (2003) also notes that in behavioral research, reliability values close to 0.70 can still be accepted, as they indicate moderate internal consistency that does not severely compromise construct validity.

Financial literacy was measured with five items adapted from (Lusardi, 2024), assessing knowledge of interest rates, repayment structures, and money management. This construction displayed excellent reliability ($\alpha = 0.882$). The dependent variable, propensity to default, was measured with five items adapted from (Gross, 2002), reflecting repayment delays and likelihood of default, and also demonstrated strong reliability ($\alpha = 0.851$).

Overall, the reliability assessment confirms that the instrument used in this study is internally consistent. The average Cronbach's alpha across all constructs was approximately 0.78, indicating satisfactory internal consistency of the measurement model.

Descriptive statistics were first examined to outline the demographic characteristics of the respondents. These details provided important context for understanding the sample composition and emphasize factors such as gender, age, education and occupation that may shape credit card default behavior among mobile banking users.

4.3. Validity Analysis

Convergent validity was examined through confirmatory factor analysis that ensures the indicators measuring the same constructs are strongly correlated (Field, 2018). According to the results, Factor loadings were generally above 0.70, indicating solid item convergence, especially for perceived behavioral control, attitude towards behavior, subjective norms, and other behavioral constructs. Composite Reliability (CR) values further confirmed by strong internal consistency, with all constructions surpassing the 0.70 benchmark. AVE values were acceptable for the constructions, demonstrating good convergent validity, particularly for behavioral determinants such as attitude and perceived behavioral control.

4.4. Linearity

Linearity testing was performed to check if the assumption of regression analysis was met by finding out if there was a linear relationship among variables that are independent and dependent (Field, 2018). The raw data reported the presence of a linear connection between the dependent variable and all the independent variables as indicated by the "Yes" entries in the column for linearity. All the p-values of the predictors turned out to be more than 0.05, implying that the extent of linearity was not considerably different from the assumed one.

4.5. Correlation Analysis



Figure 3: Correlation Analysis of Variables

Figure 3 presents the correlation analysis of this study, and all correlation coefficients are less than 0.9, indicating that there are no multicollinearity issues. Several variables, such as perceived behavioral control, attitude towards behavior, and subjective norms, show a relatively strong positive correlation with PTD. But the predictors, such as overconfidence bias and financial literacy, show lighter color gradients, indicating relatively weaker associations. This heat map confirms that behavioral and social influences have a stronger directional relationship with credit card default compared to cognitive biases or literacy level.

4.6. Hypothesis Testing

Table 3. Multiple Regression Results of Model

Variable	Estimate	Std_Error	t_value	p_value
(Intercept)	0.77034	0.4437	1.736	0.0858
Overconfidence_Bias	0.10237	0.10733	0.954	0.3427
Present_Bias	0.22701	0.08828	2.572	0.0117
Attitude_Toward_Behavior	0.09339	0.12132	0.77	0.4434
Subjective_Norms	0.62976	0.13531	4.654	1.08E-05
Perceived_Behavioral_Control	-0.31899	0.17323	-1.841	0.0687
Financial_Literacy	-0.06913	0.16831	-0.411	0.6822

Table 3 shows the model summary for the regression analysis examining the reasons for credit card defaults among Sri Lankan credit card holders. The R-squared value indicates that 41.7% of the variability in the propensity to default is explained by the predictors. The overall model is statistically significant ($F = 11.08$, $p < 0.001$). Among the independent variables, present bias ($\beta = 0.277$, $p < 0.05$) and subjective norms ($\beta = 0.629$, $p < 0.001$) emerged as significant positive drivers that influence credit card default behavior. This emphasizes that individuals with higher tendencies towards present-biased decision making and stronger social pressures are more likely to default on credit cards. Perceived behavioral control ($\beta = -0.318$, $p = 0.068$) shows a negative but marginally significant effect, indicating that greater perceived behavioral control may reduce credit card default likelihood. Other variables, that are overconfident bias, attitude toward behavior, and financial literacy, did not indicate a statistically significant effect in this model.

According to the tested hypotheses, only H2 And H4 were supported, indicating that present bias and subjective norms have a significant impact on propensity to credit card default. Consistent with Sibanda (2020) the findings confirm that present bias and subjective norms significantly influence repayment behavior, strengthening the view that impulsive spending tendencies and socially driven pressures outweigh rational decision-making even among mobile banking users. This concurrency underlines that real-time financial information does not weaken behavioral impulses. Perceived behavioral control was found to have only a marginal effect, thus supporting Wang (2019) who posited that access to financial tools does not necessarily translate into effective repayment behavior. Putting this into perspective, it suggests that digital platforms in and of themselves will not strengthen self-control in the absence of attendant behavioral discipline. The nonsignificant findings for overconfidence bias and attitude toward behavior run counter to (Rodrigo, 2021) who found such factors to enhance repayment risk, possibly because the current study focused strictly on mobile banking users who may depend more on app-based tracking and thus exhibit less misjudgment of repayment ability. Financial literacy similarly turned out nonsignificant, consistent with (Lusardi, 2023) this comparison, however, suggests that financial knowledge by itself is inadequate in the presence of dominant psychological and social forces. Overall, these contrasts and alignments would tend to indicate that although Sri Lanka is experiencing increased adoption of mobile banking, default rates remain high due to the stronger and more immediate effects of behavioral and social influences than those of financial knowledge or technological access and explain why rational literacy-based interventions are limited in their effect.

5. Conclusion and Implications

This study examines the behavioral and financial factors that determine the probability of default on credit cards among Sri Lankan credit card holders in the Colombo district who use mobile banking applications to manage their credit cards. The findings, grounded in behavioral finance theory, the theory of planned behavior, and financial literacy perspectives, provide a better understanding of how individual decision-making patterns shape the repayment outcome. Results show that present bias and subjective norms are the most influential factors that raise default probabilities, suggesting that short-term consumption preference and social pressures may override rational intentions to repay. Perceived behavioral control shows marginal protection, while neither overconfidence bias, attitude toward behavior, nor financial literacy significantly predicts default in this sample. This indicates that merely increasing financial knowledge may be ineffective unless deeper-seated behavioral tendencies and social influences are changed.

These findings point to the broader insight that credit card defaults in Sri Lanka are a product more of behavioral and social dynamics than financial knowledge gaps. Rather than couching default in purely financial management terms, default has to be understood in terms of how individuals balance immediate needs, social expectations, and perceived control over spending. This offers a nuanced view of the repayment culture in the Sri Lankan context, where societal pressures, lifestyle expectations, and the appeal of short-term consumption tend to weaken disciplined repayment behavior.

The results, from the practical point of view, demonstrate the necessity of changing consumers' credit behavior and encouraging them to use credit wisely through the adoption of behavioral interventions. With this in mind, banks and policymakers might look at tactics such as personalized reminders of repayment, digital nudges in mobile banking, setting payment defaults, budgeting tools, and social norm-based messaging to neutrality present bias and peer influence in spending. The discipline of repayment may then endure strengthening through such interventions, thus leading to the establishment of a more sustainable repayment culture. These findings are also applicable to financial regulation, especially in the area of consumer credit regulation, and in the promotion of responsible lending practices that would mitigate the behavioral vulnerability rather than just the financial capability of a consumer.

One limitation of this research is the modest sample size (100 respondents), which restricts the generalizability of results. Increasing

the sample in future studies will help capture broader behavioral patterns. Another limitation of this study is the use of convenience sampling, so the results may not represent all Sri Lankan credit card defaulters who use mobile banking apps. Another challenge was the difficulty of accessing individuals with a history of defaults, limiting the ability to compare defaulting vs non-defaulting. Future research should address this gap by incorporating larger and more diverse samples, including verified default cases, to strengthen predictive insights. Furthermore, while this research focused on behavioral drivers, subsequent work should examine how mobile banking features can be tailored to mitigate these behavioral drivers and reduce default risk.

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