

The Factors Affecting on Usage of Cash Deposit Machines: With Special Reference to Elpitiya Area

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ABSTRACT

Introduction: More recently, E-Banking or financial services via electronic systems spreaded more among customers due to information technology improvement & through competition between banks. This study aims to investigate the factors affecting on usage of cash deposit machines in Elpitiya area in Sri Lanka. The Technology Acceptance Model (TAM) was used to fulfill the intention of the research.

Design/Methodology/Approach: The study used simple random sampling as the sampling technique and related data were collected using a questionnaire. A random sample of 250 respondents were selected and distributed the questionnaire both as hard copies and Google forms where yielded a 100 percent response rate. Dependent variable for the study was usage of cash deposit machines & there were three independent variables as perceived ease of use, perceived usefulness, security & privacy and Reliability. This study used correlation test, multicollinearity test, regression test, and descriptive statics for analysis.

Findings: The findings show that all the independent variables; Perceived ease of use, perceived usefulness, security & privacy and reliability have a significant effect on usage of cash deposit machines. At the same time, perceived usefulness is the most influencing factor for the Cash Deposit Machine usage in Elpitiya city.

Conclusion: The study findings make a guidance to future researchers to find out other variables that are related to Cash Deposit Machine usage. Thus, this study contributes both to the practice and knowledge domain.

Keywords: *Cash Deposit Machines, Technology Accepting Model, CDM Users, Self-Service Technology Adoption*