

ANNEXURE

**IMPACT OF ON-LINE SREVICES ON CUSTOMER SATISFACTION WITH
SPECIAL REFERENCE TO BANK OF INDIA**

SCHEDULE

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Research Guide

1. Age
1. 18 to 30 2. 31 to 40 3. 41 to 50 4. 51 to 60 5. Above 61
2. Gender
1. Male 2. Female
3. Occupation
1. Student 2. Govt. Employee 3. Private Employee
4. Traders/ Businessman 5. Others
4. Education
1. Primary School 2. High School 3. Under graduate 4. Post graduate
5. Annual Income
1. Up to 50,000 2. 50001 to 100000 3. 100001 to 150000 4. 150001 to 200000 5. Above 200000
6. I am satisfied with my decision to operate on-line banking with BOI.
1. Quite Right 2. Right 3. Neutral 4. To some extent
5. Dissatisfied
7. My main purpose of opening online banking account is
1. Made Self Transaction 2. Time Saving 3. Access any where
4. User friendly
8. Online Banking is quite useful to me.
1. Rank First 2. Second Rank 3. Third Rank 4. Fourth rank
5. Fifth Rank
9. My main purpose of opening online banking account is being served.
1. Yes 2. No
10. Which on-line services are you using frequently?
1. Internet Banking 2. Mobile Banking 3. On-line Share Trading
4. Fund Transfer 5. Ticket booking 6. Bill Payment 7. Tax payment
8. RTGS 9. NEFT 10. Star e-remit
11. Give the ranks (1 to 10) to following services as per your best choice.
(1st for best in ascending order)
 Internet Banking Mobile Banking On-line Share Trading
 Fund Transfer Ticket booking Bill Payment Tax payment
 RTGS NEFT Star e-remit.
12. Which are the major problems you are facing in online banking services?
1. System use 2. System Design Quality 3. Bank Server Problem
4. Information System Difficult to understand Far Away 7. No

13. How many times you visited your Bank Branch per month?
 1). Ones 2). 2 to 4 times 3). 5 to 10 times 4). 9 to 12 times
 5. above 12 times
14. How many times do you made online banking transactions per month?
 1) Never 2) 1 to 4 times 3) 5 to 8 times 4. 9 to 12 times
 5) Above 12 times
15. Which instruments are you using for on-line banking?
 1) Phone Accessibility 2) Website accessibility 3) Telebanking
 4. Personal Computer 5. Lap top
16. Are you satisfied about On-line banking services provided by Bank of India?
 (Please tick \checkmark in appropriate Column)
 1. Strongly Dissatisfied 2. Moderate Dissatisfied 3. Neutral 4. Moderate Satisfied 5. Strongly satisfied

Sr. No	Name of services	1	2	3	4	5
1	Internet Banking					
2	Mobile banking					
3	Online share trading					
4	Pay Bills					
5	Book Ticket- Rail					
6	Book Ticket- Air					
7	Tax Payment					
8	Star e-remit					
9	RTGS					
10	NEFT					
11	Transaction history					
12	Balance enquiry					
13	Online transfer of funds					
14	Pre paid mobile recharge					
15	Buy and sell Mutual Fund					
16	Online shopping					
17	Loan Information					
18	Insurance policy management					
19	Pension plan management					
20	Recent transactions					
21	Recruitment Fees (Govt. and Pvt.)					

17. The factors giving more customer Satisfaction about Online banking services of BOI. 1. Strongly Disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly Agree

Sr. No.	Particular	1	2	3	4	5
1	Satisfied about On-line services					
2	Satisfied about website design					
3	Satisfied about Internet banking service					
4	Satisfied about information On-line services					
5	Satisfied about speed of transactions					
6	Satisfied about Security of Information of transactions					
7	Satisfied about Accessibility					
8	Satisfied about Flexibility					
9	Satisfied about Transference					
10	Satisfied about reliability					
11	Satisfied about Problem/ query solving					
12	Satisfied about User friendly					
13	Satisfied about ease to use					
14	Satisfied about Cost of Effectiveness					
15	Satisfied about advertisement on screen at the time transactions					
16	Satisfied about Charges levied					
17	Satisfied about home page					
18	Satisfied about feedback of transactions on screen					
19	Satisfied about feedback of transactions on as SMS					
20	Satisfied about login and log out process					
21	Satisfied about accuracy					
22	Satisfied about process					

18. It is right to say that your education and annual income affect use of online banking services?

1. Yes. 2. No. 3. Can't say

19. Online banking services are the cause of change in your life style.

1. Yes 2. No 3. Can't say

20. Which on-line services are more popular?

1. Internet Banking 2. Mobile Banking 3. Bill Payment 4. Fund Transfer

21. What impact should happened on your mind after opening and using of online banking services?

1. Positive Impact 2. Negative Impact 3. Can't say

Signature of Respondents

***** Thank Very Much for Your Valuable Response*****