

Appendix

4. If 'Yes', nature of difficulty -----
5. Do you feel that it is difficult to convince the Bank employees, about any changes that are introduced in their work ?
- a) Yes b) No
- c) No opinion
6. Do you feel that your subordinates are indisciplined ?
- a) Yes b) No
- c) Not applicable
7. Do you have any difficulty in motivating your subordinates ?
- a) Yes b) No
- c) No remarks
8. Do you feel that always you fall short of time for completing the task on hand ?
- a) Yes b) No
- c) No opinion
9. Do you satisfied about your organisational set-up of your bank ?
- a) Yes b) No
- c) No remarks
10. If 'No' state the reason -----
11. Do you think that the employees in your bank are not discharging their responsibilities in proper way ?
- a) Yes b) No
- c) No opinion

12. Any other remarks you feel necessary to quote -----

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Place :

Date :

Signature.

QUESTIONNAIRE - II

(To be filled in by deposit holders and customers of Vikas Co-operative Bank Ltd., Solapur)

I PERSONAL DATA -

1. Name :
2. Address :
3. Age :
4. Occupation :
5. Designation :
6. Educational Qualification : (Write the choice of alphabet in the square)
 - a) Below 10th Std.
 - b) S.S.C. :
 - c) Graduate
 - d) Post Graduate
7. Monthly Income
 - a) Less than Rs.500/-
 - b) Rs.501/- to 1000/- :
 - c) Rs.1001/- to 3000/-
 - d) Rs.3001/- to 5000/-
 - e) More than Rs.5001/-

II GENERAL INFORMATION -

1. What is the procedure of selecting the members in the Board of Directors ?
 - a) By voting
 - b) Nomination by management :
 - c) Any other, please specify :

2. Are you satisfied with the procedure of selecting the Board of Directors ?

a) Highly satisfied

b) Moderately satisfied

c) Not satisfied

3. If not satisfied, what should be the procedure ?

4. How the different meetings are held ?

a) Regularly

b) Irregularly

c) No opinion

5. What is your opinion about the banking services you are receiving ?

a) Prompt service

b) Delay in service

c) No regularity in service

6. Whether you are satisfied with the management practices adopted by the bank ?

a) Yes

b) No

c) Not known

7. Do you feel that the method of sanctioning the loans and advances is proper ?

a) Most proper

b) Proper

c) Improper

8. Whether the Bank observes the directorates of the Reserve Bank of India, in charging interests on loans and advances ?

a) Yes

b) No

_____ : _____ :

c) Not known

9. Are you satisfied about the services receiving from bank employees ?

a) Highly satisfied

b) Moderately satisfied

_____ : _____ :

c) Dissatisfied

10. Whether you are receiving dividends regularly ?

a) Yes

b) No

_____ : _____ :

c) Not applicable

11. Whether the Bank has sufficient number of employees for different sections ?

a) Yes

b) No

_____ : _____ :

c) No opinion

12. Whether the staff of the bank is trained properly in their field of work ?

a) Yes

b) No

_____ : _____ :

c) No remarks

13. Whether you are satisfied about the internal working of bank ?

- a) Highly satisfied
- b) Moderately satisfied
- c) Dissatisfied.

14. What is your opinion about loan recovery procedure adopted by bank ?

- a) The best
- b) proper
- c) Not satisfactory

15. Any other suggestions would you like to give, for better performance of bank operations -----

Place :

Date :

Signature.