

QUESTIONNAIRE FOR BANK CUSTOMERS

A. 1) Personal Information:

- a) Name
- b) Age
- c) Sex - Male/Female
- d) Education
- e) Occupation/Profession/Service
- f) Monthly Income

2) Name of the Branch:

- a) Khanbhag b) Chandani Chowk c) Vishrambag

3) Please rank the following factors of your branch in the order of importance starting with No.1 for the most important factor.

- a) Nearness
- b) Prompt Service
- c) Reputation
- d) Convenient Working Hours
- e) Personal attention
- f) Recommendations from friends and relatives
- g) Financial/Technical advice.

4) Nearness:

I prefer the bank because of nearness

- a) strongly agree b) Agree c) Uncertain
- d) Disagree e) Strongly disagree

5) Prompt Service:

The bank offers efficient and prompt service

- a) Strongly agree b) Agree c) Uncertain
d) Disagree e) Strongly disagree

6) Reputation:

The bank has good reputation in Sangli city

- a) Strongly agree b) Agree c) Uncertation
d) Disagree e) Strongly disagree

7) Convenient Working Hours:

The working hours of the bank are very convenient.

- a) Strongly agree b) Agree c) Uncertain
d) Disagree e) Strongly disagree

8) Personal Attention:

The pays personal attention to the customers.

- a) Strongly agree b) Agree c) Uncertain
d) Disagree e) Strongly disagree

9) Recommendations from friends and relatives:

I prefer this bank due to the recommendations from friends and relatives.

- a) Strongly agree b) Agree c) Uncertain
d) Disagree e) Strongly disagree

10) Technical/Financial Advice:

The bank employees offer technical advice.

- a) Strongly agree b) Agree c) Uncertain
d) Disagree e) Strongly disagree

B. GENERAL QUESTIONS FOR BANK CUSTOMERS:

1) Do the bank employees enter the bank 15 minutes before the business hours ?

a) Yes b) No c) No idea

2) Do they attend to all the customers who enter the bank before the close of the business hours ?

a) Yes b) No c) No idea

3) Is there "Enquiry Counter" at your branch ?

a) Yes b) No c) No idea

4) If not, is there a need for an enquiry counter ?

a) Yes b) No c) No idea

5) Do you easily get all information regarding the deposit schemes and facilities offered by the bank ?

a) Yes b) No

6) Do you get answers to your queries at the bank ?

a) Yes b) No

7) Is there suggestion box in your bank ?

a) Yes b) No c) No idea

8) Does the bank accept soiled and mutilated currency notes ?

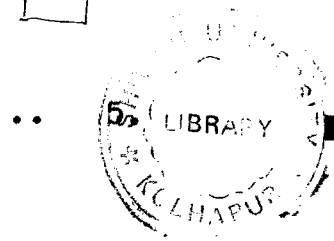
a) Yes b) No c) No idea

9) Does the bank make sufficient correspondence ?

a) Yes b) No

C. QUESTIONNAIRE FOR DEPOSITORS OF SAVING A/Cs.

- 1) Why did you open a bank account ?
 - a) Necessity
 - b) Loan purpose
 - c) Salary through bank
 - d) Safety
 - e) Encouragement by staff
- 2) State the time required for cash deposits and cash withdrawals.
 - a) 5 to 10 minutes
 - b) 10 to 15 minutes
 - c) 15 to 20 minutes
 - d) More than 20 minutes
- 3) Do you think that there is a difficulty in filling the withdrawal slip ?
 - a) Yes
 - b) No
- 4) Is the pass-book promptly up-dated ?
 - a) Yes
 - b) No
- 5) Do you understand easily the entries made in the pass-book ?
 - a) Yes
 - b) No
- 6) How do the bank staff respond to your demands/needs/queries ?
 - a) Amiably
 - b) Rudely
 - c) Symphathetically
 - d) Quickly
 - e) In go slow manner



D. QUESTIONS FOR CURRENT ACCOUNT HOLDERS:

- 1) What is the nature of your business ?
a) Trading b) Manufacturing c) Other
- 2) What is your annual turnover ?
- 3) How much amount of loan you take from the bank per year ?
- 4) State the nature of loan you have taken ?
a) Cash credit b) Clean loan
- 5) Is your pass-book updated ?
a) Yes b) No
- 6) Do you think that, there is a difficulty in filling the cheque ?
a) Yes b) No

E. Questions for Borrowers:

- 1) What is the time gap between loan application and loan sanction ?
a) Within a month b) 1 to 2 months
c) 2 to 3 months d) 3 months and above.
- 2) Do you think that, there are too many formalities in getting the loan ?
a) Yes b) No
- 3) Is the amount of loan sanctioned sufficient to meet your needs ?
a) Yes b) No

E. Contd..

4) While repayment of loan is arranged, do you think that instalment fixed by the bank are convenient ?

a) Yes b) No

5) For what purpose you have taken the loan ?

a) Housing b) Business d) Domestic
e) Others

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