APPENDIX

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"A STUDY OF BANKING SERVICES & CUSTOMER SATISFACTION WITH SPECIAL REFERENCE TO BANK OF INDIA, SANGLI BRANCH"

QUESTIONNAIRE FOR BANK CUSTOMERS

(I)	Personal information of Respondent:						
a)	Name:						
b)	Age: < 20						
c)	Gender: Male Female						
d)	Education: SSC HSC Graduation						
	Post Graduation Doctorate						
e)	Occupation: Salaried Student Business firm Pensioner Pensioner Housewives						
J)	Annual Income:						
(ii)	General question for bank customer:						
1)	What is the main reason for opening the account in this bank?						
	Near to house Convenient Personal contact						
	Easy availability of loan any other						
2)	What is your perception of behavior of bank staff? Polite Indifferent but helpful Rudely						
3)	Do bank transaction start at the time mentioned (i.e. opening time).						
	Never Sometime Always Often						
4)	Are you satisfied with the working hour of banks? Yes No						

Do you feel b	jank is w	orming as t	ici the ruies,	Guiuciiii	es of ficau office.
•		Yes		No	
					
Your suggest	tions are	appreciate	d for up gra	dation of	banking services.
		Yes	٦	No	J
			<u></u>		
What you th	ink bank	authoritie	s are workin	g giving t	op priority to
•				00 0	
		Yes		No	
You feel price	le in bein	g a custom	er of this ba	nk.	
•		Yes		No	
Bank is givin	ig best ba	anking serv	ices to the c	ustomer.	
S1	rongly A	gree	Agree	Г	Uncertain
\Box D	isagree		Strongly Disa	agree 🗀	
لــــا	_	L			
Do you feel l	nappy aft	er a visit to	your bank?	•	
-		Yes		No	Neutral
Would you l	ike to cha	ange your l	oanker?		
		Yes		No	
Question f	or saving	g account	<u>holders</u> :		
Why did you	open a b	ank accou	ıt?		
	Salary thro	ough bank	L Lo	an purpose	
E	Encourage	ement by sta	off Saf	ety	
L			Latermond		
How much ti	me for ca	rrying out	transaction	by bank?	
i)	Cash dep	osit:	5-1:	5 min. 🗀	15-30 min.
			30-60	0 [> 60 min.
			30-60	0 [> 60 min.
ii)	Cash wit	hdrawal:		0	> 60 min.
ii)	Cash wit	hdrawal:	5-15	L	
ii)	Cash wit	hdrawal:	5-15	min.	
ii) Do you have			5-15	5 min. [
,			5-15	min.	
Do you have	ATM car	d of the ba	5-15 30-6	5 min. [0 min. [15-30 min. > 60 min.
Do you have	ATM car	d of the ba	5-15 30-6	5 min. [0 min. [
Do you have	ATM car	d of the ba Yes	5-15 30-6	5 min. [0 min. [15-30 min. > 60 min.
Do you have Which factor	ATM car influence	d of the ba	5-15 30-6	5 min. [0 min. [15-30 min. > 60 min.
Do you have which factor Round to Prestige	ATM car influence	d of the ba Yes	5-15 30-6	5 min. [0 min. [15-30 min. > 60 min.
Do you have Which factor	ATM car influence	d of the ba Yes	5-15 30-6	5 min. [0 min. [15-30 min. > 60 min.
	Your sugges: What you th Customer sa You feel price Bank is giving So Do you feel I Would you I Question f Why did you So How much times	Your suggestions are What you think bank Customer satisfaction You feel pride in bein Bank is giving best ba Strongly A Disagree Do you feel happy aft Would you like to cha Question for saving Why did you open a balary thro Encourage How much time for ca	Yes Your suggestions are appreciate Yes What you think bank authoritie Customer satisfaction? Yes You feel pride in being a custom Yes Bank is giving best banking serv Strongly Agree Disagree Do you feel happy after a visit to Yes Would you like to change your less Yes Question for saving account Why did you open a bank account Salary through bank Encouragement by sta	Your suggestions are appreciated for up gra Yes What you think bank authorities are workin Customer satisfaction? Yes You feel pride in being a customer of this ba Yes Bank is giving best banking services to the complete strongly Agree Strongly Agree Strongly Dis Do you feel happy after a visit to your bank? Yes Would you like to change your banker? Yes Question for saving account holders: Why did you open a bank account? Salary through bank Encouragement by staff Saf	Yes No Your suggestions are appreciated for up gradation of Yes No What you think bank authorities are working giving to Customer satisfaction? Yes No You feel pride in being a customer of this bank. Yes No Bank is giving best banking services to the customer. Strongly Agree Agree Disagree Strongly Disagree Do you feel happy after a visit to your bank? Yes No Would you like to change your banker? Yes No Question for saving account holders: Why did you open a bank account? Salary through bank Loan purpose Encouragement by staff Safety How much time for carrying out transaction by bank?