

APPENDIX-I
QUESTIONNAIRE

“Performance Appraisal Of Shikshan Sevak Sahakari Society Ltd., Sangli”.

Research Student:

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Research Guide:

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QUESTIONNAIRE

(For Top Level Management)

1. General Information

A. General Questions

1. Name of the Respondent:

2. Designation / Position in Credit Co-operative Society :

3. Experience:

4. Location of Head Office:

5. Year of its Establishment:

6. Number of Branches in Sangli District:

7. Please state the number of employees in your Credit Co-operative Society

Male Female Total

8. What is the staff strength of your Credit Co-operative Society?

Managers Officers Clerks Others

9. What is the frequency of meetings of Top Management conducted for the purpose of policy making and decision making? (please tick mark)

	Yes	No
Weekly	<input type="checkbox"/>	<input type="checkbox"/>
Monthly	<input type="checkbox"/>	<input type="checkbox"/>
Quarterly	<input type="checkbox"/>	<input type="checkbox"/>
Half Yearly	<input type="checkbox"/>	<input type="checkbox"/>
Annually	<input type="checkbox"/>	<input type="checkbox"/>
Depends upon urgency of the business	<input type="checkbox"/>	<input type="checkbox"/>

2. Performance Appraisal

1. Do you know the concept of performance appraisal?

Yes No

2. Do you agree that performance appraisal is necessary to judge the performance of the following?

	Yes	No
Management performance	<input type="checkbox"/>	<input type="checkbox"/>
Business efficiency	<input type="checkbox"/>	<input type="checkbox"/>
Financial strength	<input type="checkbox"/>	<input type="checkbox"/>
Credit worthiness	<input type="checkbox"/>	<input type="checkbox"/>

3. What are the areas of performance appraisal related to your Credit Co-operative Society? (Please tick mark)

Profit & profitability	<input type="checkbox"/>	Increase in Productivity	<input type="checkbox"/>
Increase in efficiency	<input type="checkbox"/>	Funds management	<input type="checkbox"/>
Financial strength	<input type="checkbox"/>	Value addition	<input type="checkbox"/>

3. Fund Management

1. What are the sources of funds in your Credit Co-operative Society?

Share Capital	<input type="checkbox"/>	Deposits	<input type="checkbox"/>
Borrowings	<input type="checkbox"/>	Loan from Banks	<input type="checkbox"/>

2. What are the different classes of deposits?

Monthly Contribution of members	<input type="checkbox"/>
Fixed deposits	<input type="checkbox"/>
Recurring deposits	<input type="checkbox"/>
Any other	<input type="checkbox"/>

3. What are the classes of loan disbursement of your Credit Co-operative Society?

Accidental loan	<input type="checkbox"/>	Housing loan	<input type="checkbox"/>
General	<input type="checkbox"/>	Hire purchase loan	<input type="checkbox"/>

4. **Financial Analysis**

1. Do you know the techniques of ratio analysis?

Yes No

2. Which ratios do you calculate for financial analysis?

Liquidity	<input type="checkbox"/>	Profitability	<input type="checkbox"/>
Leverage	<input type="checkbox"/>	Activity	<input type="checkbox"/>

3. Do you adopt the following financial techniques to maintain financial discipline?

Internal control system	<input type="checkbox"/>	internal audit	<input type="checkbox"/>
External audit	<input type="checkbox"/>	Budgeting	<input type="checkbox"/>

4. How do you judge the financial performance of your Credit Co-operative Society?

Profit & profitability	<input type="checkbox"/>	Efficiency of top management	<input type="checkbox"/>
High rate of dividend	<input type="checkbox"/>	efficient recovery policy	<input type="checkbox"/>

5. **Human Resource Management**

1. Is there training facility available in your Credit Co-operative Society?

Yes No

2. If yes, state the type of training?

On job training Off job training
Computer training Training according to nature of work

3. What is the recruitment procedure of your credit co-operative society?

Personal interview written examination
Direct appointment any other

4. Are your employees satisfied with present pay scale given by your credit co-operative society?

Yes No Dissatisfied

5. What is the promotion policy in your credit co-operative society?

Decision of the top management
Direct promotion
Promotion based on experience

6. How do you judge the performance of the employees in your credit co-operative society?

Knowledge of work Following rules & regulations
Devotion to the work Ability to work

6. Customer Service

1. Is there 'Enquiry Counter' at every branches of your credit co-operative society?

Yes No

2. Do you give all information regarding deposits schemes and facilities offered by your society to the members?

Yes No

3. How do the branch staffs respond to the queries of the members?

Quickly Rudely

Sympathetically In go slow manner

4. Are your members fully satisfied with the procedure of sanction of loan proposals?

Yes No

5. What is the time to complete the transaction regarding issue of cheques to the member?

5 minutes 10 minutes

15 minutes 20 minutes

6. Can you give training to the employees for prompt customer services?

Yes No

7. **Social Responsibility**

1. Do you know the concept of social responsibility of a business?

Yes No

2. What is the social contribution of your society?

Contribution towards draught prone areas

Contribution towards flood affected areas

Contribution towards earthquake affected area

Contribution towards social, educational, cultural, religious & sports activities	<input type="text"/>
Contribution towards poor & weaker sections of the society	<input type="text"/>
Contribution towards senior citizens of the society	<input type="text"/>
Financial assistance to the scholar students of the members	<input type="text"/>

8. SWOT Analysis

1. What are the strengths of your credit co-operative society?

Prime location	<input type="text"/>	Proper layout	<input type="text"/>
Prompt services	<input type="text"/>	dedicated staff	<input type="text"/>
Recovery through salary	<input type="text"/>	convenient classes of loan	<input type="text"/>
Personal relations	<input type="text"/>		

2. What are the weaknesses of your credit co-operative society?

Traditional management	<input type="text"/>
Faulty recruitment policy	<input type="text"/>
No proper customer service	<input type="text"/>
Employee's dissatisfaction with the salary	<input type="text"/>
Interference of political leader	<input type="text"/>

3. What are the opportunities before your credit co-operative society?

Increase in pay scale of the members	<input type="text"/>
Increase in demand for loans	<input type="text"/>
Increase in turnover	<input type="text"/>
100% recovery through salary	<input type="text"/>

4. What are the threats before your credit co-operative society?

Growing expectations of the members

Strict control of co-operative department

New standard for NPA

Lack of professionalism

9. **Management Information System**

1. Do you know the concept of management information?

Yes No

2. How the management decision is communicated to the branch?

In the meeting

Through telephone

By written circular

3. Is there human resources information system?

Yes No

4. Is there accounting information system?

Yes No