ANNEXURE
QUESTIONNAIRE

Employees Satisfaction in Public Sector Banks

Designation:
Bank and Branch Address:

Q1. Since how many years you have been working with the bank?
   a) Less than 5 year
   b) 5 years and less than 15 years
   c) 15 years and above 15 years

Q2. In which department do you work?
   a) Finance
   b) Marketing
   c) Operations

Q3. Do you feel there is change required in your department to improve working conditions?
   a) Yes
   b) No

Q4. How is the working Environment in your bank?
   a) Participative
   b) Self centred type/Non friendly
   c) Red Tapism

Q5. Do you think Your work is according to your qualification and skills?
   a) Yes
   b) No

Q6. Are you satisfied with the top Management?
   a) Yes
   b) No
Q7. Are you satisfied with the working hours in the bank?

   a) Yes  
   b) No

Q8. Do you have necessary authority to perform your duties effectively?

   a) Yes  
   b) No

Q9. Does your bank organize any counseling programs for the employees?

   a) Yes  
   b) No

Q10. Does the employees share experience to help each other?

   a) Yes  
   b) No

Q11. Do you get appreciation if the desired work / targets are accomplished?

   a) Yes  
   b) No

Q12. Do you think there are good career prospects in your bank?

   a) Yes  
   b) No

Q13. Does the top management involve employees in the management decisions?

   a) Yes  
   b) No

Q14. Rate the following services being provided by bank?

   1= Satisfied, 2=Average, 3=Dissatisfied

   a) Medical facility  
   b) Welfare facility
Q15. Which of the following factors motivates you most?

   a) Salary Increase  
   b) Promotion  
   c) Leave  
   d) Motivational talks  
   e) Recognition

Q16. Does the bank provide satisfactory Salary according to your Work?

   a) Yes  
   b) No

Q17. Your Overall Satisfaction as an employee of a public sector bank?

   a) Highly Satisfied  
   b) Satisfied  
   c) Average  
   d) Dissatisfied  
   e) Highly Dissatisfied

Q18. Do you have adequate retirement plan devised for yourself after your job?

   a) Yes  
   b) No

Q19. Being an employee of public sector bank in which aspects you feel highly satisfied?

Q20. Being an employee of public sector bank in which aspects you feel highly dissatisfied?

Q21. In future do you want to keep your association with bank?

   a) Yes  
   b) No
QUESTIONNAIRE

CUSTOMERS PREFERENCE FOR PUBLIC AND PRIVATE SECTOR BANK

Sex ( M/F):

Area ( Rural/Urban):

Age:

- 15-30 years:
- 30-45 years:
- 45-60 years:
- Above 65 years:

Income (Monthly in Rs.):

- Less than 15000:
- 15000 and less than 30000:
- 30000 and less than 45000:
- 45000 and above:

Q1. Do you use the services of bank?
   a) Yes
   b) No

Q2. If no, then what is reason behind this behaviour?
   a) Lack of awareness
   b) Low income
   c) Any other

Q3. How often do you visit your bank?
   a) Weekly
   b) 2-3 times in a week
   c) Monthly
   d) Any other
Q4. Which banking sector services do you avail?
   a) Public sector
   b) Private sector
   c) Both

Q5. Which type of account do you have in public and private sector banks?
   a) Savings account
   b) Current account
   c) Fixed deposits
   d) Any other

Q6. Have you ever availed loan facility from your bank?
   a) Yes
   b) No

   If Yes, then answer following questions:

Q7. From which bank you have availed loan?
   a) Public Bank
   b) Private Bank
   c) Both

Q8. Rate the loan service facility availed from your respective bank according to given scale:
   1= excellent, 2= good, 3= average, 4=poor, 5= very poor

Q9. Do you agree that minimum account limit is not high and it is easy to maintain?
   a) Strongly agree
   b) Agree
   c) Somewhat agree
   d) Disagree
   e) Strongly disagree
Q10. Which bank do you prefer the most?

a) Punjab National Bank  
b) Punjab and Sind Bank  
c) ICICI Bank  
d) HDFC Bank  
e) SBI  
f) Any other

Q11. What is the reason for account in your bank?

a) Friendly behaviour of staff  
b) Trust  
c) Quick and fast service  
d) Location  
e) Any other

Q12. What is level of satisfaction from your bank?

a) Excellent  
b) Good  
c) Satisfactory

Q13. If you have services in both the banks then which bank appeal you the most?

a) Public bank  
b) Private bank

Q14. Rate the following services being provided by your bank:

1 = excellent, 2= good, 3=average, 4=poor, 5=very poor

a) ATM Services  
b) Information and customer query services  
c) Cash withdrawal services
Q15. Are you aware of the term recession?

   a) Yes
   b) No

Q16. How has recession affected the banking sector?

   a) Badly
   b) Very badly
   c) Not affected

Q17. Has recession changed your preference for private and public sector banks?

   a) Yes
   b) No

Q18. What is the level of comfort related to opening of a/c in your bank?

   a) High
   b) Medium
   c) Low

Q19. What problems do you face at your current preferred banks?

   a) Time consuming
   b) Introduction
   c) Too many formalities
   d) No facility of photograph instantly
   e) No problem

Q20. If you are given an option then would you like to shift from your current preferred bank?

   a) Yes
   b) No
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