APPENDIX-A
QUESTIONNAIRE
(For Consumer)

Dear Respondent:

Please respond to all the questions in this questionnaire. Information provided by you will be kept strictly confidential; of course, the results of the study will be shown in statistical form only.

1. Personal Profile:
   
   Name: ____________________________
   
   Age & Birth year: ____________
   
   Gender: _________________________
   
   Educational Qualification: __________________________
   
   Occupation: __________________________
   
   Annual income: (i) Less than Rs. 50,000
   (ii) Rs. 50,000 - Rs 1,00,000
   (iii) Rs. 1,00,000 - Rs. 1,50,000
   (iv) Rs. 1,50,000 - Rs. 2,00,000
   (v) Rs. 2,00,000 - Rs. 2,50,000
   (vi) More than Rs. 2,50,000

2. (i) Have you purchase white goods on loan? (please $\checkmark$) Yes ( ) No ( )
   
   (ii) If Yes, which white goods purchased by you: __________________________

3. Which consumer finance sources used by you? (please $\checkmark$)
   
   (i) Banks __________________________
   
   (ii) NBFCs __________________________
   
   (iii) Moneylender __________________________
   
   (iv) Others __________________________

4. To what extent your requirement was fulfilled by the loan amount. (please $\checkmark$)
   
   __________________________

5. Why did you select the institution for consumer finance? (Give reasons)
   
   __________________________________________________________________________
   
   __________________________________________________________________________
   
   __________________________________________________________________________
6. Consumer finance easily provided by the financial institution. (please tick)

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

7. Consumer finance is available at affordable cost. (please tick)

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

8. Consumer finance improves your living standard. (please tick)

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

9. Which were the motivate factor to take the advantage of such facilities of loan/finance?
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10. Which purchasing time of white goods used by you? __ __ __ __ __ __ __ __

11. Does the loan system make the seller more consumer friendly or profit earning seller?
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12. Do you want to purchase of white goods on loan? (please √) Yes ( ) No ( )

13. Give some suggestions for the growth of consumer finance scheme.
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