Chapter 7: Annexure

1: Questionnaire

Part 1: For Bankers

Part II: For Customers
Chapter 7: Annexure

1: Questionnaire

Objective: Data are collected for research work and other than this has no other purpose. The information collected from respondents would be kept confidential.

Part 1—For Bankers

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**Personal Particulars**

Name:
Designation:
Experience:
Sex:

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Note: Tick (✓) the option of your choice.

1. How do you find the business environment for banking sector?
   (a) Highly Competitive
   (b) Competitive
   (c) Low Competitive
   (d) No Competition

2. Who are mainly your Competitors in banking sector?
   (a) International Banks
   (b) Public Banks
   (c) Private Banks
   (d) All the above
3. Does your bank find difficult to survive, grow, stabilize and excel in business?

(a) Most difficult  
(b) Very difficult  
(c) Difficult  
(d) Not Difficult  

4. What strategy your bank has adopted to do banking business effectively in competitive situation in market?

(a) Use of advance technology  
(b) Reducing manpower  
(c) Change in working process  
(d) Improving bank performance  

5. According to importance, rank the resources being used in your bank for business activities.

(a) Manpower  
(b) Machines  
(c) Money  
(d) Materials  

6. What are the advantages of higher employee’s performance to the bank?

(a) Quality and quantity improve  
(b) Higher employees productivity  
(c) Employee’s Satisfaction  
(d) Higher profitability  
(e) All the above  

7. Does your management is interested to manage performance of employees consistently?
   (a) Highly interested
   (b) Interested
   (c) Not Interested
   (d) Cannot say

8. What are the functions being performed by performance management in your bank?
   (a) Setting Goals and performance standards
   (b) Communication, Coaching, feedback
   (c) Performance appraisal
   (d) Development planning for future
   (e) All the above

9. What are the benefits from performance management to your bank?
   (a) Financial gains
   (b) Non-financial gains
   (c) Effective Management Control
   (d) All the above

10. Who does play important role in performance management process in your bank?
    (a) Managers
    (b) Supervisors
    (c) Reviewers or experts
    (d) All the above
11. Is management interested to improve productivity of every employee in your organization?

(a) Highly interested
(b) Interested
(c) Not Interested
(d) No idea

12. Does the performance appraisal is regularly carried by the responsible manager or supervisor?

(a) Yes
(b) No
(c) Sometimes
(d) No idea

13. Which method is being used for performance appraisal?

(a) Traditional methods
(b) Modern methods
(c) Both (a) and (b)
(d) No idea

14. Do you feel performance appraisal is beneficial for whole organisation?

(a) Yes
(b) No
(c) Sometimes
(d) No Idea

15. What are the objectives of measuring productivity of employees?

(a) Search of suitable technology
(b) Improve working efficiency
16. Which factors do affect the employee’s productivity in your bank?

(a) Physical working conditions
(b) Use of technology
(c) Training and Development opportunity
(d) Adequate Compensation
(e) Favorable Management attitude
(f) All the above

17. How is productivity improved in your bank?

(a) Setting missions, goals and performance standards
(b) Motivating Employees
(c) Training and development
(d) Performance appraisal
(e) Future performance development plan
(f) All the above

18. Do employees play a very crucial role in getting competitive edge over competitors in banking?

(a) Very Crucial
(b) Crucial
(c) Moderate effect
(d) Does not affect
(e) Cannot say
19. Do you agree the employees providing banking service to customers are the service providers, organisation for customers, brand and marketers?

(a) Strongly agree

(b) Agree

(c) Does not agree

(d) No idea

20. The future of bank with higher productivity and performance of employees would be bright in highly competitive situation in future.

(a) Very bright

(b) Bright

(c) Average

(d) Poor

(e) No idea

21 Which sector in banking is more conscious about higher productivity and performance of employees?

(a) Public sector Banks

(b) Private sector Banks

(c) Foreign Banks

(d) Cooperative sector Banks

(e) All the above
Part II: For Customers

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Personal Particulars
Name :  
Age :  
Sex :  
Name of Bank holding account :  

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Note: Tick ( √ ) the option of your choice.

22. Which type of bank account do you hold?
   (a) Saving  
   (b) Recurring deposit  
   (c) Fixed deposit  
   (d) Current account  
   (e) Others  

23. How frequently do you visit to your bank?
   (a) Bi-weekly  
   (b) Weekly  
   (c) Fortnightly  
   (d) Monthly  
   (e) As and when required.
24. How do you feel when you visit to your bank?
   (a) Very happy
   (b) Happy
   (c) Normal
   (d) Not happy
   (e) Cannot say

25. Who have convinced you to open an account or avail banking services from your bank?
   (a) Branch manager
   (b) Advertising
   (c) Goodwill of bank
   (d) Employees of bank
   (e) Others

26. How much time do you stand in queue for operating your account?
   (a) Up to 10 minutes
   (b) 11 - 20 minutes
   (c) 21 - 30 minutes
   (d) Above 30 minutes

27. Do the employees pay proper attention towards customers?
   (a) Utmost attention
   (b) High attention
   (c) Average attention
   (d) Less attention
   (e) No attention
28. What level of interest employees have shown in their job?
   (a) Most interested
   (b) Highly interested
   (c) Interested
   (d) Less interested
   (e) Not interested

29. Do you find the employees have required level of competencies for performing jobs?
   (a) Highest level
   (b) Higher level
   (c) High level
   (d) Average level
   (e) Low level

30. While performing the job did you find the employees face difficulties?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never

31. Did employees get involved in arguments with you while dealing?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never
32. Did you find willingness among employees to shoulder responsibility to handle customers?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never

33. Did you find the employees motivated while performing their jobs?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never

34. How did you find the employees’ behavior while attending customers?
   (a) Most cooperative
   (b) Very cooperative
   (c) Cooperative
   (d) Non cooperative
   (e) Highly non cooperative

35. Did employees try to convince the customers whenever they faced difficulties in dealing?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never
36. Did they take initiatives to solve the problems faced while dealing customers?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never

37. Did you find the employees satisfied as satisfied persons during your meeting in bank?
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rarely
   (e) Never

38. What is level of satisfaction from services delivered by bank employees in last one year?
   (a) Highest
   (b) Higher
   (c) High
   (d) Average
   (e) Low

39. Employees are products, brand, organisation for customers, and marketers for customers:
   (a) Always
   (b) Often
   (c) Sometimes
   (d) Rare
   (e) Never
40. Do employees contribute in achieving the following?

(a) Higher performance and productivity

(b) Higher profits and business

(c) Competitive advantage over competitors

(d) Goodwill of the bank

(e) All the above

41. How do you evaluate the role of employees in banking service in present competitive scenario?

(a) Most Crucial

(b) Very Crucial

(c) Crucial

(d) Average

(e) Poor

42. What is the level of impact of employees’ productivity on performance of bank, its profitability, progress and goodwill in the market?

(a) Highest.

(b) Higher

(c) High

(d) Average

(e) Poor