ANNEXURE II
QUESTIONNAIRE ADDRESSED TO THE BENEFICIARIES OF CENTRAL
COOPERATIVE BANKS

Sir/Madam,

Please tick (✓) the answer (or answers) for each question in the appropriate place or write in the space provided for your opinion. A little information from your side would go a long way in improving the study of performance of Cooperative Banks in Haryana. All information received would be kept confidential.

Name
Age
Occupation
Income
Name of bank

1) When you visit the bank, you feel that you are being welcome at the bank
2) The staff is always available at the counter
3) The timings of the bank are convenient to you
4) The products and services offered are adequate
5) When you have a problem the bank shows a sincere interest in solving it
6) The bank performs the service right the first time

Strongly disagree can’t decide agree strongly agree
7) When the bank promises to do something by a certain time, it does so
8) The bank staff are always willing to help you
9) The behavior of the staff instills confidence in you
10) Staff at this bank has the requisite knowledge/information to answer your questions
11) The staff in the bank give you prompt service
12) The infrastructure of the bank is good and convenient to the customer

- How do you rate the overall service of this bank?
  i. Excellent
  ii. Good
  iii. Above average
  iv. Unsatisfactory

- What are the difficulties that you usually encounter?
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What more services would you like to have at this bank?

What more products would you like this bank to introduce?