PROFILE OF BRANCH MANAGER'S PERFORMANCE

Dear sir,

The researcher is making a study on the Branch Managers working in nationalised commercial banks. This study might help the banking organisations in finding more suitable officers to be placed as branch managers. Stated below are some of the qualities which are generally observed in personnel holding the positions of branch managers. But different personnel have different qualities and also to varying extent. You are, therefore, requested to express your opinion about the extent to which the branch manager, with whom you are presently working/who is working in branch at_______ presently under you, possesses these qualities. The researcher shall feel highly obliged if you very kindly give your opinion by putting a tick (✓) in the appropriate column against each quality.

The following example is given to explain the procedure of filling this form.

If in your opinion the quality of taking initiative is "Maximum" in the concerned branch manager, put a tick (✓) in the first column against the said quality and if it is minimum, put the tick (✓) in the fifth column and so on.

Please give your concentrated opinion. The researcher undertakes to keep all information strictly confidential and to use the same only for research purpose in which he is currently engaged and for no other purpose.
Thanking you for your kind co-operation,

Yours sincerely,

Sohan Lal Gupta
T.F.
Department of Commerce and Business Management,
Panjab University, Chandigarh

| Highly Satis- | Satis- | Ave- | Satis- | Highly |
| factory |
|-------|-------|------|-------|-------|
| 1.    | 2.    | 3.   | 4.    | 5.    |

1. Dealing with customers
2. Handling of complaints
3. Health
4. Deposits collected
5. Quality of advances made
6. Submitting returns to Head Office
7. Effective communication
8. Developing subordinates
<table>
<thead>
<tr>
<th></th>
<th>Maximum</th>
<th>Above Average</th>
<th>Average</th>
<th>Below Average</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Ability to create confidence in subordinates
10. Capacity to take decisions
11. Administrative qualities
12. Ability to lead people
13. Knowledge of national plans and banking policies
14. Goal oriented
15. Ability to act in crises
16. Clarity in thinking
17. Accuracy in working
18. Loyalty to institution
19. Impartiality
20. Promptness in disposal of work
21. Honest
22. Self-control
23. Initiative
24. Intelligence
25. Tactfulness
26. Grasping power
27. Understanding of role
28. Firmness
29. Energetic
30. Receptive to ideas and suggestions from juniors

Kindly fill in the following regarding yourself:

Your age:
Your experience in banking:
    a) as a member of awards staff:
    b) On the present assignment:

How long have you/has this branch manager worked with this branch manager/under you:

Thanking you,