Annexure-II

Questionnaire for beneficiaries

Dear respondents,
This survey is being conducted to know your level of awareness, expectations and satisfaction regarding the micro finance services provided by banks. The information provided by you will be kept confidential and will be used for academic purpose only.

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Research Scholar
Deptt. of Commerce and Business Management
Guru Nanak Dev University
Amritsar

A. General Information:

1. Name: ________________________
2. Sex:  
   a. Male ☐  
   b. female ☐
3. Age: 
   a. 20-24 ☐  
   b. 25-29 ☐  
   c. 30-34 ☐  
   d. 35 and above ☐
4. Marital status: 
   a. Single ☐  
   b. Married ☐  
   c. Widowed ☐  
   d. Divorcee ☐
5. Type of family: 
   a. Joint ☐  
   b. Nuclear ☐
6. Education: 
   a. Illiterate ☐  
   b. Matric ☐  
   c. Senior secondary ☐  
   d. Graduation ☐  
   e. Post graduation ☐  
   f. Vocational ☐
   I. Any other_________
7. Occupation:
   a. Agriculture/ Poultry □  b. Labor/Helpers □  c. Petty ventures □
   d. Employed □  f. Unemployed □

8. Do you have multiple sources of income? a. Yes □  b. No □

9. If yes, what are the other sources of income?
   a. Family owned business □  b. Farming □  c. Live stock production □
   d. Fishing □  e. Any other __________

10. Monthly Income:
    (a) Less than 4,000 □  (b) 4,000-8,000 □
    (c) 8,000-12,000 □  (d) 12,000 -16,000 □

11. Do you know that banks are providing microfinance services?
    a. Yes □  b. No □

12. If yes, then mark (√) the following microfinance services which you are aware of?
    (1.) Micro credit
       (i) Agricultural loan □
       (ii) Consumption loan □
       (iii) Education loan □
       (iv) Loan to take up small economic activities □
       (v) Loan to buy any Machinery/Equipments □
       (vi) Auto loans □
       (vii) Medical loan □
    (2.) Micro savings
       (i) Fixed deposit □
       (ii) Current account □
       (iii) Saving account □
       (iv) Zero minimum balance saving bank account □
(v) SHGs saving bank account

(3.) Micro insurance
   (i) Life insurance
   (ii) Health insurance
   (iii) Crop insurance
   (iv) Cattle insurance
   (v) Asset insurance

(4.) Housing microfinance
   (i) For construction/purchase of house
   (ii) For repair and renewal of house

(5.) Finance to SHGs

(6.) Finance to NGOs

(7.) Finance to MFIs

(8.) Finance for MSME

(9.) Finance for Women
   (i) Women entrepreneurs
   (ii) Salaried women
   (iii) Women labour
   (iv) Housewives

(10.) Differential Interest Rate (DIR) scheme

(11.) Money transfer facility

(12) Payment/collection services

(13) Debit/Credit cards

(14.) Advisory services to NGOs/SHGs to identify viable projects

(15.) Training programs for NGOs/SHGs/entrepreneurs

13. What is the source of information and awareness of such services?
   (i) Advertisement in TV/radio/newspapers
   (ii) Posters/Banners/Hoardings
   (iii) Friends/Relatives/Neighbors
   (iv) Bank representatives
(v) SHG members/ Group leaders
(vi) Village panchayat members
(vii) Awareness campaigns organized by the institutions
(viii) NGOs representatives

B. Saving Behavior:

14. How regularly do you save?

15. Why do you save? Rank the following in increasing order of your preference by assigning
1 to the most preferred purpose.
   a. To face uncertainties relating to health and employment ☐
   b. For children’s education ☐
   c. For daughter/ son’s marriage ☐
   d. For old age security ☐
   e. To repay loan amount ☐
   f. To maintain social status ☐
   g. Others ______

16. What type of savings do you have?
   a. Bank account ☐ b. Post office saving account ☐
   c. Savings with SHG ☐ d. Neighborhood groups’ savings ☐
   e. Chit funds ☐ f. Gold/Silver ☐
   h. Cash at home ☐

17. Do you have a bank account? a. Yes ☐ b. No ☐

18. If yes, what type of bank account do you have?
   a. Saving bank A/C ☐ b. Fixed deposit A/C ☐
   c. Recurring deposit A/C ☐ d. Current A/C ☐

19. What is the rate of interest on such account? (Please specify %) ________________
20. Did someone help you to open this account?  
   a. Yes ☐  b. No ☐

21. Who helped you to open the account?  
   a. Bank Officials ☐  b. Village panchayat official ☐
   c. Friends/relatives ☐  d. SHG member ☐

22. Did any bank official speak to you regarding the benefits of such account?  
   a. Yes ☐  b. No ☐

23. If no, why didn’t you open any bank account?  
   a. Insufficient income for savings ☐
   b. Did not know about banks opening such account ☐
   c. Was never approached to open the account ☐
   d. Bank branches are not easily accessible because of distant location ☐

C. Credit utilization:

24. Have you ever taken loan from any type of source before?  
   a. Yes ☐  b. No ☐

25. If yes, from where you got the loan?  
   a. Relatives/friends ☐  b. Private moneylenders ☐
   c. Employer ☐  d. Colleagues ☐
   e. NGOs ☐  f. MFIs ☐
   g. SHGs ☐  h. Co-operative societies ☐
   i. Commercial banks ☐  j. Landlords ☐
   k. Pawnshops ☐  l. others (specify) ☐

Note: If availed micro credit from formal sources (Commercial banks, SHGs, NGOs, MFIs and Cooperative societies), then answer the question no. 26 to 32. If availed from informal sources (Relatives/friends, private moneylenders, employers, colleagues, landlords, pawnshops etc.), then answer the question no. 33 to 39.
26. What is the purpose of loan? Rank the following in increasing order of their use by assigning 1 to the most commonly used purpose.
   a. Consumption                   b. Emergencies
   c. Education                     d. Marriages
   e. Housing/housing repairs       f. Tools/Equipments/Machines
   f. others _________

27. What is the amount of loan?
   a. 0 – 10000                      b. 10000 – 30000                      c. 30000-50000
   d. 50000 and above

28. What is the duration of the loan?
   a. 0 – 1 year                      b. 1 – 3 year                                   c. 3 -5 year
   d. More than 5 year

29. What is the rate of interest charged on your loan? (Please specify %)___________

30. How much loan you have repaid till now?
   a. Starting                            b. Partly repaid                           c. Fully repaid

31. What will be the consequences in case of non- repayment?
   a. Assets given as security will be confiscated
   b. Legal action will be taken
   c. Someone else would pay like the guarantor/ SHG’s members
   d. Other __________

32. How would you rate the following factors relating to the microfinance services availed by you from the formal sources of finance? Rate the following factors on five point scale, ranging from 5 to 1:
**Note:** - **HS** – Highly Satisfied, **S** - Satisfied, **N** – Neutral, **D** – Dissatisfied, **HD** – Highly Dissatisfied.

<table>
<thead>
<tr>
<th>Factors</th>
<th>HS</th>
<th>S</th>
<th>N</th>
<th>D</th>
<th>HD</th>
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<td>a. Loan amount</td>
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<td>b. Loan duration</td>
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<td>c. Rate of interest on Loans</td>
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<td>d. Repayment policy</td>
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<td>e. Terms and conditions</td>
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<td>f. Behavior of the bank staff</td>
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<td>g. File charges</td>
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<td>h. Banking Hours</td>
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<td>i. Demand for collaterals</td>
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<td>j. Requirement of guarantee</td>
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<td>k. Compulsory savings requirement</td>
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<td>l. Rate of interest on savings</td>
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<td>m. Loan utilization check</td>
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<td>n. Transportation cost to visit a bank branch</td>
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<td>o. Time taken to get the loan sanctioned</td>
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<td>p. Recognition and respect from the provider</td>
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<td>q. Product customization</td>
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<td>r. Consequences of non-repayment</td>
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<td>s. Convenient procedure</td>
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<td>t. Enough information is provided by the credit provider</td>
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<td>u.  Grievance handling mechanism</td>
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<td>v. Affordability of Microfinance</td>
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</tbody>
</table>
33. Why did you prefer informal sources of finance for availing micro credit?
   a. Easily available
   b. Less procedural formalities
   c. Loans can be used as per self discretion
   d. lack of awareness of formal sources of finance
   e. Bank branches are distantly located
   f. It is collateral free

34. What is the purpose of loan? Rank the following in increasing order of their use by assigning 1 to the most commonly used purpose.
   a. Consumption
   b. Emergencies
   c. Education
   d. Marriages
   e. Housing/housing repairs
   f. Tools/Equipments/Machines
   f. others _________

35. What is the amount of loan?
   a. 0 – 10000
   b. 10000 – 30000
   c. 30000-50000
   d. 50000 and above

36. What is the duration of the loan?
   a. 0 – 1 year
   b. 1 – 3 years
   c. 3 -5 years
   d. More than 5 years

37. What is the rate of interest charged on your loan? (Please specify %)___________

38. How much loan you have repaid till now?
   a. Starting
   b. Partly repaid
   c. Fully repaid
39. How would you rate the following factors relating to the microfinance services availed by you from the informal sources of finance?

<table>
<thead>
<tr>
<th>Factors</th>
<th>HS</th>
<th>S</th>
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<th>HD</th>
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<tbody>
<tr>
<td>a. Sufficient loan amount</td>
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<td>b. Adequate loan duration</td>
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<td>c. Rate of interest on Loans</td>
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<td>d. Easy repayment terms</td>
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<td>e. Less procedural formalities</td>
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<td>f. Behavior of the provider</td>
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<td>g. Easily available</td>
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<td>h. No collaterals demanded</td>
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<td>i. Requirement of guarantee</td>
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<td>j. Rate of interest on savings</td>
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<td>k. Money is made available immediately</td>
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<td>l. Recognition and respect from the provider</td>
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<td>m. Interaction with the provider is comfortable</td>
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<td>n. Consequences of non-repayment</td>
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40. If no, why didn’t you expose to any type of loan?
   a. No need
   b. Lack of awareness of financial sources
   c. Lack of assess to formal sources
   d. To avoid procedural difficulties
   e. Lack of collaterals
   f. High interest rate
   g. Any other ______________________________ (Please specify)

41. Do you agree that microfinance services has improved you overall socio-economic status?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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42. How would you rate the following statements relating to the impact of micro financing services, you realized after utilizing such services? Rate the following factors on five point scale, ranging from 5 to 1:

ix

<table>
<thead>
<tr>
<th>Statements</th>
<th>SA</th>
<th>A</th>
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<th>DA</th>
<th>SDA</th>
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<tbody>
<tr>
<td>a. Improvement in Income level</td>
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<td>b. Improvement in consumption level</td>
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<td>c. Increase in children enrollment to schools</td>
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<td>d. Improvement in employment level</td>
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<td>e. Poverty reduction</td>
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<td>f. Increases child labor in family business</td>
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<td>g. Improvement in social status</td>
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<td>h. Recognition in family</td>
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<td>i. Rise in unnecessary expenditures on consumption</td>
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<td>j. Confidence building and gaining self respect</td>
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<td>k. Increase in decision-making power</td>
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<td>l. Creates tension when feel unable to repay the loan.</td>
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<td>m. Improved communication skill</td>
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<td>n. Awareness of social issues</td>
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<td>o. It serves families instead of individuals</td>
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<td>p. Reduced dependence upon informal finance</td>
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<td>q. Developed entrepreneurship skills</td>
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<td>r. Better women empowerment</td>
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<td>s. Improves market knowledge</td>
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<td>t. Better utilization of already available resources</td>
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