QUESTIONNAIRES
Dear Sir/ Madam

I am Sonia, doing Ph.D from JJTU University. I am preparing a thesis on FINANCIAL PERFORMANCE OF PUBLIC AND PRIVATE SECTOR BANKS IN HOUSING LOANS. For this, I have designed a Questionnaire to know your views and satisfaction level on home loans. Please fill the given form as per your opinion and experiences with this. I will be thankful to you for this.

Name: ____________________________________________
Address: __________________________________________
Contact No.: (R)___________ (O)___________ (M)___________
City: __________ Pin: __________ State: __________

Q: Age:
   (a) Below 30  (b) 30-40  (c) 40-50  (d) Above 50

Q: Occupation:
   (a) Professional  (b) Self-employed  (c) Salaried
   (d) Others

Q: Which income group do you belong? (Per annum)
   (a) Below 2 lakhs  (b) 2-4 lakhs
   (c) 4-6 lakhs  (d) 6 lakhs and above

Q: Educational qualification
   (a) Graduate  (b) Post-graduate  (c) Undergraduate

Q: Marital status
   (a) Married  (b) Unmarried

NAME: ____________________________________________
Address: __________________________________________
Contact No.: (R)___________ (O)___________ (M)___________
City: __________ Pin: __________ State: __________
Q: From where have you got information about home loans scheme?
   (Check list)........................
   (a) Newspapers               (b) Magazines
   (b) Hoarding/banners         (d) Word of mouth
   Any other (please specify)........................................

Q: Have you taken loan even before.
   (a) Yes                  (b) No

Q: Do you want taken home loan in your future?
   (a) Yes                  (b) No

Q: What is reason for getting home financed?
   (a) Non-availability of funds
   (b) Hesitation to pay cash in one go
   (c) Benefit of tax
   (d) Any other (please specify) ........................................

Q: What was the need for home loan?
   A) Construction of home B) Purchase of home C) Renovation

Q: How much loan amount you took?
   (a) Less than 1 lakhs     (b) 1-5 lakhs
   (c) 5-10 lakhs           (d) more than 10 lakhs

Q: What securities have you deposited?
   (a) F.D.                   (b) Land paper
   (c) Third person           (d) Others
Q: From which of the following banks/ company you have got if financed?
(a) Public sector bank □ (b) Private sector bank □

Q: Are you satisfied with the rate of interest of public sector bank or private sector bank?
In case of public sector (a) Yes □ (b) No □
In case of private sector (a) Yes □ (b) No □

Q: Are you satisfied with securities margin given by public and private sector bank?
In case of public sector (a) Yes □ (b) No □
In case of private sector (a) Yes □ (b) No □

Q: In which language you like to deal with bank.
(a) Hindi □ (b) English □ (c) Punjabi □ (d) Others □
## CUSTOMER SATISFACTION INVENTORY: AVAILING HOME LOAN SCHEME OF THE BANK

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<th>Description</th>
<th>Not satisfied</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
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<td>2. Care and Concern for the Customer</td>
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<td>3. Attracting and Retaining Customers</td>
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<td>7. Prompt Attention to Customer Needs</td>
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<td>12. Qualitative and Productive Customers</td>
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<td>14. Promotion of Products</td>
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<td>15. Job Redistribution</td>
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<td>17. Understanding Customer Needs</td>
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<td>18. Customer Choice</td>
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Q:-Do you want to shift your bank loan from one bank to another?

(a) Yes ☐          (b) No ☐

THANKS