Questionnaire for Customer

Dear Bank customer, I am pursuing Ph.D. and as a part of my research, I have designed this questionnaire to collect some useful information. The main purpose of this questionnaire is to collect information about “Customer’s Awareness regarding Green Banking Services”. Your response will be treated confidentially and will be used only for academic purpose.

Harshila Jain
Research Scholar, MLSU, Udaipur (Raj.)

Gender: __________________________ Occupation: __________________________

Age: __________________________ Education Level: __________________________

Email Id: __________________________ City: __________________________

Marital Status: __________________________ Family Income: __________________________

Q 1. You are banking with which Bank
   a) State Bank of India (SBI)
   b) Bank of Baroda (BOB)
   c) Industrial credit and investment corporation of India (ICICI)
   d) HDFC

Q 2. How much time it requires to visit the account holding bank?
   a) Nearby
   b) 10-20 mins
   c) 20-30 mins
   d) More than 30 mins
Q 3. How frequently do you visit your Bank?

a) Daily
b) Twice in a week
c) Other (Please specify)

Q 4. For which of the following transactions you visit to the bank? (Tick as many as possible)

(a) Withdrawal
(b) Deposit
(c) Cheque
(d) Investment
(e) Money Transfer
(f) Any Two
(g) Any Three
(h) All

Green Banking Services include Online Banking, Mobile Banking, Banking through ATMs, Green Deposits, Green Credit Cards, Green Checking Accounts, and Green Loans.

Is your bank providing Green Banking services?
Yes ( )  No ( )  Not aware ( )

Q 6. What do you think about Green Banking as a new System?

(a) Essential
(b) Not needed
(c) Cannot say

Q 7. How do you come to Know about Green Banking services?

(a) Print Media
(b) Television
(c) On line Advertisement
Q 8. Which of the following Green Banking products and services are provided by your bank? (Tick as many as possible)

(a) Online Banking  
(b) Mobile Banking  
(c) Banking through ATMs  
(d) Green Deposits  
(e) Green Mortgages and Loans  
(f) Green Credit Cards  
(g) Green Reward Checking Accounts

Q 9. For which of the following transactions Green Banking services are used by you? (Tick as many as possible)

(a) Withdrawal  
(b) Deposit  
(c) Cheque  
(d) Investment  
(e) Money Transfer  
(f) Balance Enquiry  
(g) Any Two  
(h) Any Three  
(i) All

Q 10. Are you comfortable in operating the Green Banking services provided by your bank?

(a) Strongly agree  
(b) Agree  
(c) Neutral  
(d) Disagree  
(e) Strongly Disagree
Q 11. From how much time you have been using Green Banking service?

(a) Less than 1 year
(b) 1-2 years
(c) 2-3 years
(d) 3-5 years
(e) More than 5 years

Q 12. What all problems do you face while using Green Banking Facilities?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
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<td>C</td>
<td>Computerized Transactions, Lack of Knowledge</td>
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<td>No Direct communication with banking personnel</td>
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<td>G</td>
<td>Banks site does not work properly, server issue</td>
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**Q13. Rate the following activities for Traditional banking services?**

<table>
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<td>B</td>
<td>Convenience</td>
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<tr>
<td>C</td>
<td>Costly</td>
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<tr>
<td>D</td>
<td>Long Waiting Time</td>
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<tr>
<td>E</td>
<td>Involves Travelling Times</td>
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<tr>
<td>F</td>
<td>Limited Working Hours</td>
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</table>

**Q14. Rate the following activities for Green Banking services?**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>A</td>
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<td>B</td>
<td>Convenience</td>
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<td>C</td>
<td>Cost Effective</td>
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<tr>
<td>D</td>
<td>Time Effective</td>
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<tr>
<td>E</td>
<td>Save Travelling Times</td>
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<tr>
<td>F</td>
<td>Any time Accessible</td>
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</table>
Q15. What are the possible reasons for not adopting Green Banking Services?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>A</td>
<td>Security Concerns</td>
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<tr>
<td>B</td>
<td>Not aware of Green Banking Services</td>
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<tr>
<td>C</td>
<td>High Fees involved for adopting Green Banking Services</td>
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<tr>
<td>D</td>
<td>Trust issues relating to Green Banking Services</td>
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<tr>
<td>E</td>
<td>Privacy issues relating to the personal data</td>
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</tbody>
</table>

Q 16. Are you satisfied by the Green Banking services provided by your banks?

Yes ( )  No ( )  No comments ( )

Q 17. Is bank’s efficiency in providing services has increased by adopting Green Banking?

(a) Strongly Agree  
(b) Agree  
(c) Disagree  
(d) No opinion  
(e) Strongly Disagree
Q 18. What are your suggestions/views to your bank to improve Green Banking services and increase customer awareness towards it?

__________________________________________________________________

__________________________________________________________________

I thank you for sparing your time to help me complete my survey. Your feedback is of utmost importance and will help me derive significant points for my research.
Questionnaire for Employees

Dear Bank employee, I am pursuing Ph.D. and as a part of my research, I have designed this questionnaire to collect some useful information. The main purpose of this questionnaire is to collect information about “Benefits of Green Banking and its Awareness and Perception among the Users of Rajasthan”. Your response will be treated confidentially and will be used only for academic purpose.

Harshila Jain
Research Scholar, MLSU, Udaipur (Raj.)

Age: __________________________

Designation: ___________________

Gender: _______________________

City: __________________________

Bank: _________________________

Branch: _______________________

Experience: ___________________

Q 1 Why do you feel your bank is adopting Green Banking services?
(a) Government Pressure
(b) Own willingness
(c) Competition
(d) For saving environment
(e) Necessity
(f) Inevitable
Q2. What kind of Green Banking products and services are being provided through your bank?

(a) Online Banking
(b) Mobile Banking
(c) Banking through ATMs
(d) Green Deposits
(e) Green Mortgages and Loans
(f) Green Credit Cards
(g) Green Reward Checking Accounts

Q3. What strategies are being used by your bank for customer awareness?

(a) Print media
(b) Television advertisements
(c) Radio advertisements
(d) Bank officials
(e) Mails and messages

Q4. What percentage of customers are opting for Green Banking?

(a) 0-10%
(b) 10-20%
(c) 20-30%
(d) 30% and Above

Q5. What age group of customers opt for Green Banking?

(a) 20-30 years
(b) 30-40 years
(c) 40-50 years
(d) 50-60 years
Q6. At what extent Green Banking system changes the working environment of bank?

(a) High  
(b) Moderate  
(c) Neutral  
(d) Unchanged

Q7. What challenges did your bank face while adapting to Green Banking system?

(a) Server error  
(b) Delay in processing  
(c) Installation errors  
(d) Unsatisfied customers

Q8. Rate the following factors of traditional banking on the Likert Scale.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
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<td>2</td>
<td>Customer satisfaction</td>
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<td>3</td>
<td>Convenience</td>
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<td>Customer handling</td>
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<td>5</td>
<td>Data handling</td>
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<tr>
<td>6</td>
<td>Infrastructure</td>
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<td>7</td>
<td>Cost of operation</td>
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</tbody>
</table>
Q9. Rate the following factors of Green Banking on the Likert Scale.

<table>
<thead>
<tr>
<th>Sr. No.</th>
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<tbody>
<tr>
<td>1</td>
<td>Time taken in processing</td>
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<td>2</td>
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<td>6</td>
<td>Cost of operation</td>
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</table>

Q 10. How often do you use Green Banking yourself?
   (a) Once in a month
   (b) Twice in a month
   (c) Every time
   (d) Never

Q 11. Why do you use Green Banking?
   (a) Made mandatory by bank
   (b) Own willingness
   (c) Setting an example for the customer
   (d) Part of the campaign
   (e) All of these

Q 12. What security measures are adopted for safe transactions through Green Banking?
   (a) OTP password sent to registered mobile number
   (b) 3D password system
(c) ATM pin
(d) Security password set up by the client (Login and transaction password)
(e) All of these

Q 13. How do you convince the clients to opt for Green Banking?
   (a) Verbally
   (b) Presentations
   (c) Displaying through standees in the branch
   (d) Taking the help of manager
   (e) All of these

Q14. How many customers are still using traditional banking?
   (a) Below 25%
   (b) Below 50%
   (c) Below 75%
   (d) Above 75%

Q15. What kind of training is required for the employee for handling Green Banking?
   (a) Rigorous
   (b) Moderate
   (c) Very less
   (d) No training required

Q16. What is the amount of fees is charged from the customers for using Green Banking?
   (a) 0.5% of the amount of transaction
   (b) 1% of the amount of transaction
   (c) 1.5% of the amount of transaction
   (d) No fees is charged
   (e) Fees is charged only for few transactions
Q17. Which all transactions are chargeable under the Green Banking system?
(a) RTGS
(b) NEFT
(c) Green Mortgage or Loan
(d) None
(e) All

Q18. How competitive is your bank in adopting Green Banking?
(a) Highly Competitive
(b) Competitive
(c) Less Competitive
(d) Poorly competitive

Q19. What do you feel is the reason for less number of customers using Green Banking?
(a) Fear of fraud
(b) Doubt on the security mechanisms
(c) Lack of awareness
(d) Fees involved in transaction
(e) Technical upgradation is required
(f) Face to face transaction is preferred

Q20. What challenges do an old employees face while adapting to Green Banking environment?
(a) Lack of knowledge about updated software
(b) Lack of confidence in handling automated transactions
(c) Customer grievance becomes a little bit tough
(d) Grasping process becomes slow
Q21. What are your views about Green Banking?
__________________________________________________________________
__________________________________________________________________

Q22. How can your bank improve consumer awareness about Green Banking?
__________________________________________________________________
__________________________________________________________________

I thank you for devoting your precious time for helping in completing this survey. The information provided by you is very helpful for me to conclude my work.