QUESTIONNAIRE
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The objective of this questionnaire is to collect information about the Service quality and customer satisfaction offered by Public & Private Sector Banks.

Name: ______________________________________________

Place: ______________________________________________

1. Sex : Male ( ) Female ( )

2. Age : < 18 ( ) 18 to 30 ( ) 31 – 45 ( )
        46 – 60 ( ) 61 > ( )

3. Educational level:
   SSC ( ) Diploma ( ) Graduate ( )
   Postgraduate ( ) Illiterate ( )

4. Occupation:
   Employee ( ) Own Business ( )
   Student ( ) Others _______

5. Annual Income:
   1,00,000 - 2,00,000 ( ) 2,00,000 - 3,00,000 ( )
   3,00,000 - 4,00,000 ( ) 4,00,000 - 5,00,000 ( )
   5,00,000 – 10,00,000 ( ) >10,00,000 ( )

6. Bank Type:
   a. Public Sector ( ) b. Private Sector ( )

7. Frequency of using the bank:
   a. daily ( ) b. weekly ( ) c. monthly ( )
   d. other: _______

8. Which type of account maintained:
   a. Savings bank account ( ) b. Current accounts ( )
   c. Recurring deposits ( ) d. Cash credit ( )
   e. loan ( ) f. Credit card ( )
9. From the past how many years you have account with this bank?
   a. < 1 Year ( )
   b. 1 - 3 ( )
   c. 3 – 6 ( )
   d. 6 – 9 ( )
   e. >9 ( )

10. Which of the following facilities do you give more importance.
    a. Loan facilities ( )
    b. O/D facilities ( )
    c. ATM facilities ( )
    d. Net Banking ( )
    e. Others________

11. I am totally aware about the service provided by Bank
    a. Strongly agree ( )
    b. somewhat agree ( )
    c. Disagree ( )
    d. strongly disagree ( )
    e. Neutral ( )

12. The bank has modern looking equipment.
    a. Strongly agree ( )
    b. somewhat agree ( )
    c. Disagree ( )
    d. strongly disagree ( )
    e. Neutral ( )

13. The bank's physical features are visually appealing.
    a. Strongly agree ( )
    b. somewhat agree ( )
    c. Disagree ( )
    d. strongly disagree ( )
    e. Neutral ( )

14. The bank's reception desk employees are neat appearing.
    a. Strongly agree ( )
    b. somewhat agree ( )
    c. Disagree ( )
    d. strongly disagree ( )
    e. Neutral ( )

15. Materials associated with the service (such as pamphlets) are visually appealing at the bank.
    a. Strongly agree ( )
    b. somewhat agree ( )
    c. Disagree ( )
    d. strongly disagree ( )
    e. Neutral ( )
16. I am satisfied with the use of technology in bank
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

17. When the bank promises to do something by a certain time, it does so.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

18. When you have a problem, the bank shows a sincere interest in solving it.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

19. The bank performs the service right the first time.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

20. The bank provides its service at the time it promises to do so.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

21. The bank insists on error free records.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )

22. Employees in the bank tell you exactly when the services will be performed.
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )       d. strongly disagree ( )
   e. Neutral ( )
23. Employees in the bank give you prompt service.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

24. Employees in the bank are always willing to help you.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

25. Employees in the bank are never too busy to respond to your request.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

26. The behavior of employees in the bank instills confidence in you.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

27. You feel safe in your transactions with the bank.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

28. Employees in the bank are consistently courteous with you.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )

29. Employees in the bank have the knowledge to answer your questions.
   a. Strongly agree ( )
   b. somewhat agree ( )
   c. Disagree ( )
   d. strongly disagree ( )
   e. Neutral ( )
30. The bank gives you individual attention.
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

31. The bank has operating hours convenient to all its customers.
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

32. The bank has employees who give you personal attention.
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

33. The bank has your best interests at heart.
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

34. The employees of the bank understand your specific needs.
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

35. Overall, I am satisfied with the bank services
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )

36. I say positive things about the bank to other people
   a. Strongly agree ( )  b. somewhat agree ( )
   c. Disagree ( )  d. strongly disagree ( )
   e. Neutral ( )
37. I intend to continue being a customer of the bank for a long time to come
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )        d. strongly disagree ( )
   e. Neutral ( )

38. I will encourage friends and relatives to use the service offered by the bank
   a. Strongly agree ( )   b. somewhat agree ( )
   c. Disagree ( )        d. strongly disagree ( )
   e. Neutral ( )