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QUESTIONNAIRE

"Customer Satisfaction in Banks"

(A Case Study of HDFC Bank)

Profile of Respondent

I. Name (Optional) .................................................................

II. Contact No. (Optional) ....................................................

III. Gender- Male.......... Female...........

IV. Age ............

V. Qualification........................................................................

VI. Your

Occupation/Designation.....................................................

Date : .............. (Signature)
Questionnaire

1- Do you think that in HDFC Bank are reasonable?
   Yes                      No

2- It is real HDFC Bank Responsible for Business purpose?
   Yes                      No

3- The Process for measuring customer satisfaction is obtaining feedback of HDFC Bank?
   Yes                      No

4- Do you know about the performance management? Relating to HDFC Bank.
   Yes                      No

5- Do you know about the HDFC Bank Employee protection Act?
   Yes                      No

6- Whether there have know ledged performance HDFC Bank in metro city?
   Yes                      No

7- Do you agree that liability of Manpower planning have knowledge of HDFC Bank in management perception?
   Yes                      No
8- Do you know about the right relating to In Compensation and Reward HDFC Bank?
   Yes               No

9- Do you know about the grounds of dissolution of performance HDFC Bank appraisal?
   Yes               No

10- Where there is any Potential Appraisal and Promotion in HDFC Bank in marketing?
    Yes               No

11- Do you know about the constitutional rights relating to Career Development and Career Planning in HDFC Bank?
    Yes               No

12- Whether Quality of Work and Employee Welfare in management has a right of adoption of a personal appraisal in HDFC Bank facilities?
    Yes               No

13- What was the in position of HDFC Bank in Modern Society?
    Yes               No
14- Whether there are constitutional provisions for safeguarding of HDFC Bank do you have knowledge about it?

Yes

No

15- Is HDFC Bank fully applicable?

Yes

No

Research Scholar

Shivani Sharma