

A STUDY ON POST OFFICE SAVING SCHEMES IN KANYAKUMARI DISTRICT

QUESTIONNAIRE

1. Name (Optional) :

2. Age :

15 – 30	30 – 45	45 – 60	> 60

3. Place of residence :

Rural	Semi - urban	urban

4. Gender :

Male	Female

5. Marital status :

Married	single

6. Educational qualification :

Illiterate	School Education	
UG	PG	Others (please specify)

7. Occupation :

Agriculture	Business	Government Employee
Private Employee	Pensioner	Others (please specify)
professionals	House wife	

8. Monthly income	:	> 10,000	10000 - 20000	20000 - 30000	> 30000

9. Nature of house	:	Owned	Rental	Leased

10. Family status	:	Nuclear	Joint

11. Family size	:	1	2	3	4	> 4

12. Earning members in your Family	:	1	2	3	> 3

13. Any pension benefits	:	Yes	No

14. Any surplus for saving purpose	:	Yes	No

15. Purpose of your saving (Please give rank 1, 2, 3 and so on)

- a) Food []
- b) Clothing []
- c) Safety []
- d) House construction []
- e) Tax benefit []
- f) To lead a comfortable life []
- g) To meet medical emergency []
- h) Children's prosperity []
- i) Children's education []

- j) Children's healthcare []
- k) Children's marriage []
- l) Stable return []
- m) To meet elderly needs []
- n) To repay borrowings []
- o) To buy consumer durable []
- p) Advice of my parents []
- q) Got influence from friends / relatives []
- r) To invest a lumpsum amount in other source []

16. Way of your savings

- a) Agricultural land []
- b) Properties []
- c) Shares []
- d) Debentures []
- e) Investment in societies []
- f) Mutual funds []
- g) Chit funds []
- h) Banks []
- i) Insurance []

17. Source of income for your savings

- a) Salary income []
- b) Business income []
- c) Agricultural income []
- d) Children's income []
- e) Parent's income []
- f) Spouse income []
- g) Through rental income []
- h) Interest earned []
- i) Pension []
- j) Others (please specify) []

18. Amount of savings per month

- a) Below Rs. 1000 []
b) Rs. 1000 - Rs. 2000 []
c) Rs. 2000 - Rs. 3000 []
d) Above Rs. 3000 []

19. Your satisfaction level of basic amenities available in post office

Sl. No	Factors	Very good	Good	No opinion	Poor	Very poor
1.	Location					
2.	Parking facilities					
3.	Infrastructure facilities					
4.	Seating facilities					
5.	Adequate counters					
6.	Queue system in the counter					
7.	Adequate space in post office					
8.	Drinking water facilities					

20. Number of years of your saving in post office saving schemes

- a) Below 1 year []
b) 1 - 3 years []
c) 3 - 5 years []
d) 5 - 7 years []
e) Above 7 years []

21. Source of knowledge about post office saving schemes

- a) Friends / Relatives []
b) Advertisement []
c) Agents []

- d) Post office employees []
- e) From parents []
- f) Others (please specify) []

22. Under which scheme of deposit do you prefer

- a) Post office savings account []
- b) Post office time deposit []
- c) Post office monthly income scheme []
- d) Post office recurring deposit accounts []
- e) Kisan vikas patra []
- f) National savings certificate []
- g) Senior citizen saving scheme []
- h) Public provident fund []
- i) Postal insurance []

23. Level of satisfaction on the following aspects of post office saving schemes

Sl. No	Aspects	Strongly agree	Agree	No opinion	Dis agree	Strongly disagree
1.	Procedure is easy to follow					
2.	Various schemes are available					
3.	Interest rate is high					
4.	Length of maturity period is acceptable					
5.	Availability of loan against deposit					
6.	Terms and conditions of the schemes are acceptable					
7.	Prompt encashment after maturity					
8.	No hidden cost					
9.	Switch over facility is available					
10.	At home service is available					

11.	Better than others					
12.	Security is guaranteed					
13.	Reinvestment facility is available					
14.	Agent's service is good					
15.	Tax benefit is available					
16.	Beneficial to school children					
17.	Locking period is reasonable					

24. Utilization of maturity amount

- a) No re - investment []
- b) Invest in other post office saving schemes []
- c) Invest in other investment options []
- d) Redeposit in the same scheme []
- e) Others (please specify) []

25. Have you closed any account prematurely

- a) Yes []
- b) No []

26. If yes, please specify the reason

- a) Due to personal reasons []
- b) Low return []
- c) Unattractive terms and conditions []
- d) To invest in another scheme []
- e) Poor customer service []
- f) For expenses regarding children's higher education []
- g) For expenses regarding children's marriage []
- h) For expenses regarding health ailments []
- i) For repaying other debts []
- j) To start any business []

- k) To purchase consumer durables []
- l) To create any additional finance for business []
- m) For construction []
- n) Others (please specify) []

27. Major problem faced by you while making deposit in post office saving schemes

- a) Cumbersome procedure []
- b) Delay in processing []
- c) Interest is low []
- d) Lack of customer friendly attitude []
- e) High penal charges []
- f) Lack of information []
- g) Long lock - in - period []
- h) Others (please specify) []

28. Changes you like to occur in future in the post office (please give rank as 1, 2, 3 and so on)

- a) Schemes []
- b) Services []
- c) Employees approach []
- d) Infrastructure inconvenience []
- e) Benefits []
- f) Others (please specify) []

29. Do you feel Post office saving schemes are better than other options

- a) Yes []
- b) No []

30. If yes, state the reason

- a) Safety []
- b) Attractive returns []
- c) Prompt payment []

- d) Cheque facility []
- e) Loan against properties []
- f) Convenient to operate []
- g) Others (please specify) []

31. Satisfaction of your post office saving scheme

- a) Highly satisfied []
- b) Satisfied []
- c) Not bad []
- d) Dissatisfied []
- e) Highly dissatisfied []

32. If not satisfied, point out the reasons

- a) Income is inadequate []
- b) Cost of living is too much []
- c) Family expenses are too much []
- d) Alternative saving option is available []
- e) Tax benefit is low []
- f) Education cost is high []
- g) Low rate of interest []

33. Your first preference is

- a) Giving priority to saving and then to household spending []
- b) Giving priority to household spending and then savings []

34. Do you have any intention to increase your savings in future

- a) Yes []
- b) No []

35. Attitude of depositors towards post office saving schemes

Sl. No	Aspects	Strongly agree	Agree	No opinion	Dis agree	Strongly disagree
1.	Guarantees a secure and comfortable life					
2.	A token to a better future					
3.	Current increase in expenditure is a hindrance					
4.	Give a guaranteed return					
5.	Less awareness among the public					
6.	POS caters with schemes based on our income level					
7.	Best opinion in terms of accessibility and affordability					
8.	Every person should have an POS account					
9.	Ready to cut down my personal expenditure for POS					
10.	POS is only for availing tax benefits					
11.	Safest form of savings in comparison with other investment pattern					
12.	Post offices should try to offer subsidiary services like banks					
13.	Rate of interest is low when compared with competitors					
14.	Try to offer mediclaim policies also					
15.	All postal branches in rural areas should be computerized to offer better services					
16.	Gives better returns when compared to other saving options					
17.	Post office schemes are a boon to poor households					
18.	Only the post office schemes are serving the rural people					
19.	Post office schemes creates awareness about saving among children					
20.	Post offices should also act as collection centres for EB and other tax collections					