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APPENDIX - II

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Study of the Management of Shree Gajanan Maharaj Sansthan, Shegaon.

QUESTIONNAIRE FOR PILGRIMS /DEVOTEES

Q.1:
  a) Name of the Devotee :---------------------------------------------------------------
  b) Native Place :---------------------------------------------------------------Dist.--------State--------
  c) Age :
  d) Sex :----Male/Female
Q.2. Have you come alone or with other members of your family / friends?
   Alone/with members of family/ friends.
Q.3. How do you feel about the services provided in the main temple?
   Good /Satisfactory/Bad/No opinion
Q.4. How do you feel about the services of SGMSS canteens?
   Regarding Quality : Good/ Satisfactory/Bad
   And Price : Low/Reasonable/Exorbitant
Q.5. a) Have you ever received the Medical help at SGMSS dispensaries?
   Yes/No
   b) If answer is Yes, How do you feel about the services in dispensaries?
      Good/Satisfactory/Bad/No opinion
Q.6. a) Have you had your Darshan?
   Yes/No
   b) How much time it takes to complete your Darshan?
      Less than 30 minutes/30 minutes to 1 hour/1 hour to 2 hours /more than 2 hours.
Q.7 a) Are you satisfied with the arrangements for Darshan?
   Yes/No
   b) If answer is no specify your requirements.
Q.8. a) Did you seek accommodation in SGMSS cottages?
   Yes/ No
   If answer is Yes
   b) Are you accommodated in
      Paid Cottages/ Free Cottages
   c) How do feel about the amenities in cottages?
      Good/ satisfactory/Bad/No opinion
   d) What is your experience in securing paid accommodation?
      Difficult/Easy
If answer is No

c) Specify the reason for not seeking accommodation at SGMSS?
   Did not Stay/Not available

Q.9  a) Have you ever been approached by Dalal or Middleman?
   Yes/ No

   b) If answer is yes, what do you feel about their presence at SGMSS?
      Desirable/Not Desirable/No Opinion

Q.10. Have you given any tips to Sevakaries?
      Yes/No

Q.11. how do you feel about the Quality and Price of Laddu at SGMSS?
   a) Quality :- Good/Satisfactory/Bad/No Opinion
   b) Price :- Fair/Exorbitant/ Free

Q.12. Did you perform any seva/ Abhishek?
      Yes/No

      i) If answer is yes, what type of Abhishek did you perform?
         Specify: General/Special

      ii) How do you feel about the Rates of seva/ Abhishek?
         Fair/Exorbitant

Q.13. How do you feel about the distribution of free Prasad/ free meals at SGMSS?
      Good/ Satisfactory/bad/ No opinion

Q.14. How do you feel about the servicews of the Temple Staff?
      Good/ Satisfactory/Bad/No Opinion

Q.15. Do you have safety of your Luggage,etc.?
      Yes/ No

Q.16. If answer is No, What suggestions Would you give?

Q.17. Do you give any offerings to SGMSS?
      Yes/ No

      If answer is Yes , state your expectation about its utilisation
      a) Annadan
      b) Medical Aid
      c) Education
      d) Help to Handicap
      e) Development of facilities for Pilgrims/Devotees
      f) Transportation of Devotees

Q.18. Do you suggest any programme/scheme to be undertaken by SGMSS for promoting pilgrims/devotees satisfaction:

Q.19. Please give any other comment/suggestions for promoting overall efficiency of the SGMSS:

*---------------------------------------------------------------*---------------------------------------------------------------*