APPENDIX-C

QUESTIONNAIRE FOR INSURANTS AND EMPLOYEES

Instructions: Please read each statement / question carefully, mark the response which you think is the most appropriate. There are no right or wrong answers. Try to give the first response that comes to your mind. Don't leave any question unanswered.

Educational Qualification:

Employer □
Insurant □

Retirement Benefit in Iranian Currency - Rial (Rs.):

Upto 254100 Rs. □
between 254100 and 400000 Rs. □
More than 400000 Rs. □

The Awareness level of Insurance Process

Rating Scale (5 points)  Mostly to most to some to negl- not at extent extent ignorable all extent

1. To what extent does your knowledge about your rights and duties extend?
2. To what extent do you know about the responsibilities and services of the SSO which must be provided to you?

(xv)
Source of Information about SSO

3. How do you know about the SSO?
   a. Staff of the SSO
   b. Radio and T.V.
   c. Books and magazines

Opinion about Behaviour of the SSO Staff

Rating Scale (3 points) | Always | Sometimes | Never
-------------------------|--------|-----------|--------
4. Has the staff been friendly with you?
5. Whenever you approached the staff did they solve your problems?
6. Did you have any problem which could not be solved in local office and had to refer it to the central office?

Opinion about Efficiency of the SSO Staff

Rating Scale (3 points) | Yes | Cannot say | No
------------------------|-----|------------|-----
7. Do you think the staff's efficiency and skills is up to the mark?

(xvi)
Opinion About Different SSO Units

8. Which unit of local offices is more satisfactory?
   a. Technical unit
   b. Income unit
   c. Registration unit
   d. Financial unit

Opinions about the Impact of the SSTP on Efficiency of the Local Offices

<table>
<thead>
<tr>
<th>Rating Scale (3 points)</th>
<th>Yes</th>
<th>Cannot say</th>
<th>No</th>
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9. Do you notice any improvement in the efficiency of the local offices during the last few years?

10. Do you think the improvement is because of the SSTP?

Suggestion Regarding Course Content of the SSTP

11. What subjects should be included in the course content so that you may get more satisfaction and benefits?
   a. Management
   b. Public Relations
   c. Social Security Law