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APPENDIX – QUESTIONNAIRE
APPENDIX

QUALITY OF SERVICE EVALUATION: A STUDY WITH REFERENCE TO PUBLIC SECTOR BANKS IN CHENNAI DISTRICT

QUESTIONNAIRE

1. Name of the Respondent : 

2. Name of the Bank : 

3. Age : 

4. Gender : Male / Female

5. Religion :

6. Caste :
   a. Forward       b. Backward       c. Scheduled Case
7. Educational Level:
   a. Primary  
   b. High School  
   c. Higher Secondary  
   d. College

8. Marital Status:
   a. Married  
   b. Unmarried

9. Type of Family:
   a. Joint  
   b. Nuclear

10. Size of the Family:

11. Occupational Status:
   a. Employee  
   b. Business  
   c. Others

12. Monthly Income:

13. Account Type Maintained with the Bank:
   a) Savings Account
   b) Current Account
   c) Recurring Deposit Account
   d) Fixed Deposit Account
   e) Non – Resident of India
14. Years of Relationship with the Bank (in years) :

15. Reasons for Choosing the Bank :
   a) Nearest to House
   b) Nearest to Office
   c) Workplace Compulsion
   d) Familiarity
   e) Better Service
   f) Availability of Schemes
   g) Environment
   h) Cheap and Quick Service

16. Source of Awareness About the Bank :
   a) Personal Knowledge
   b) Friends
   c) Relatives
   d) Business Circle
   e) Newspapers / Magazines
   f) Radio / Television
   g) Internet
17. Frequency of Operation

a) Daily
b) Once in Alternate Days
c) Once in a Week
d) Twice in a Week
e) Once in a Fortnight
f) Once in a Month
g) As and When Required

18. Purpose of Visit

a) To Withdraw Cash
b) To Deposit Money
c) To Submit Cheque
d) To Credit the Proceeds
e) To Avail Loan
f) To Make Enquiries
g) To Take Draft
h) To Get Account Statement

19. Time Taken for the Service

a) Below 5 Minutes
b) 5 - 10 Minutes
c) 10 - 15 Minutes
d) Above 15 Minutes
20. Time Taken for Credit the Cheque / Demand Draft Amount in the Account:

   a) Within one Day 
   b) 1 – 2 Days 
   c) 2 – 5 Days 
   d) Above 5 Days 

21. Do You Receive Advance Reminder for Maturity of Deposits? Yes / No 

22. Have You Avail Other Types of Facilities Available in the Bank? Yes / No 

23. Time Taken for Issuing Cheque Book 

   a) Immediately 
   b) 1 – 2 Days 
   c) 2 – 5 Days 

24. Do You Use the ATM Service? Yes / No 

25. Time taken for getting ATM card 

   a) Within 10 Days 
   b) 10 – 15 Days 
   c) Above 15 Days
26. Frequency of Using ATM Facility

a) Every Day
b) Once in a Week
c) Once in a Fortnight
d) Once in a Month
e) As and When Required

27. Time Taken for Obtaining Credit card Facility

a) Within 7 Days
b) 7 – 15 Days
c) 15 – 30 Days
d) Above 30 Days

28. Frequency of Using Credit Cards

a) Every Day
b) Once in a Week
c) Once in a Fortnight
d) Once in a Month
e) As and When Required
29. Frequency of using convenient banking

   a) Once in a Day
   b) Once in a Week
   c) Once in a Fortnight
   d) Once in a Month
   e) As and When Required

30. Expectations (Nine Point Scale)

   Give Your Expectation Level of Services Scaled From 1 to 9 Where, 1 Means Low and 9 Means High
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31. Perceptions (Nine Point Scale)

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**Place:** Chennai

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