Questionnaire for Customers

1. Name and Address:______________________________________________________________

2. Qualification:______________________________________________________________
   a) Below SSLC  b) Upto SSLC  c) PUC  d) Degree and above

3. How long you have been the customer of KGB?
   a) More than 10 years  b) 5 to 10 years  c) 2 to 5 years  d) Less than 2 years

4. Do you regularly transact with this bank?
   a) Regularly  b) Weekly  c) Monthly  d) Quarterly

5. What kind of account do you hold in this bank?
   a) SB A/c  b) CA A/c  c) CC A/c  d) OD A/c

6. What motivated you to open your account in this bank?
   a) Near to the home  b) Near to the workplace  c) Leisurely make transactions  d) Quickly finish off our transaction

7. Is the bank nearer to your home or workplace?
   a) Home  b) Workplace

8. Does the bank have sufficient space?
   a) Spacious enough  b) Enough space  c) Little space  d) Very congested

9. Does your bank branch have enough staff members?
   a) Excess  b) Sufficient  c) Less  d) Very less
10. Are the services computerized or manual?
   a) Fully computerized  b) Partly Computerised

11. Does your bank branch has ATM facility?
   a) Outside the branch  b) In the prime location
   c) Far away from our workplace  d) No ATM

12. Is there enough space for customers to sit while waiting?
   a) More than sufficient  b) Sufficient
   c) Less sufficient  d) Very less space

13. Does your branch have writing shelves where you can fill up necessary forms?
   a) Yes  b) No

14. Is your bank branch adequately furnished?
   a) Fully furnished  b) Partly furnished
   c) Still the work is going on  d) Less furnished

15. Does the bank branch have parking facility?
   a) Good parking facility  b) Limited space
   c) Less space for parking  d) Bad parking facility

16. Is the branch manager easily accessible?
   a) Yes  b) Always
   c) No  d) Not at all

17. Have you ever met the branch manager?
   a) Yes  b) Always
   c) No  d) Not at all

18. Is he polite and customer friendly?
   a) Yes  b) Always
   c) No  d) Not at all
19. Is he well informed and give satisfactory explanations or solutions?
   a) Yes           b) Always
   c) No            d) Not at all

20. Are the other staff members cordial and helpful?
    a) Yes           b) Always
    c) No            d) Not at all

21. How do you rate the services of the bank?
    a) Excellent      b) Very good
    c) Not so bad     d) Bad

22. Have you ever applied for loan?
    a) Yes           b) Always
    c) No            d) Not at all

23. If so, was it sanctioned?
    a) Yes           b) Always
    c) No            d) Not at all

24. Is the procedure of sanctioning of loans tedious?
    a) Normal        b) Tedious
    c) Slow          d) Dissatisfactory

25. Do they update your pass book after every transaction?
    a) Yes           b) Always
    c) No            d) Not at all

26. Are the changes in rules and regulations prominently displayed in the bank premises?
    a) Yes           b) Always
    c) No            d) Not at all

27. Have you ever recommended your relatives and friends to open account in your bank?
    a) Yes           b) Always
    c) No            d) Not at all
28. Does your bank branch have pure drinking water facility?
   a) Yes  b) Always  
   c) No  d) Not at all

29. Do you easily get the currency denominations you prefer?
   a) Yes  b) Always  
   c) No  d) Not at all

30. Do the employees appear well-trained in rendering services?
   a) Yes  b) Always  
   c) No  d) Not at all

31. Are the services of KGB on par with the nationalized or private banks?
   a) Yes  b) Always  
   c) No  d) Not at all

32. Can you depend on KGB for all your banking requirements?
   a) Yes  b) Always  
   c) No  d) Not at all

33. Does your bank branch involve itself in social services?
   a) Yes  b) Always  
   c) No  d) Not at all

34. Does your bank keep you informed about service additions?
   a) Yes  b) Always  
   c) No  d) Not at all

35. Are the services of the bank satisfactory? Do you like to continue your account?
   a) Yes  b) Always  
   c) No  d) Not at all

36. Does your bank initiate innovative measures in customer care and satisfaction?
   a) Yes  b) Always  
   c) No  d) Not at all

37. Do you think Grameena Banks can compete with nationalized and private banks?
   a) Yes  b) Always  
   c) No  d) Not at all
38. Mention any two weaknesses of your branch bank.
   a) Delayed transaction  b) Rude behaviour of staff
c) No higher denomination notes  d) Tedious loan procedure
39. Mention any two strengths of your branch bank?
   a) Excellent service  b) Quick Service
c) Helping staff  d) Fast disbursement of loans
40. What improvements you suggest for your branch bank.
   a) Fast transaction  b) Enough space is required
c) Speedy recovery  d) More number of staff members

**Questionnaire for Staff**

1. Name and address
2. Date of birth
3. Qualification
   a) Below SSLC  b) Upto SSLC
c) PUC  d) Degree and above
4. Date of appointment in the bank?
5. Started your career as ________________
   a) Clerk  b) Cashier
c) Accountant  d) Manager
6. Now working in what position?
   a) Clerk  b) Cashier
c) Accountant  d) Manager
7. Number of promotions awarded to you.
   a) 1 or no promotion  b) 2
c) 3  d) 4
8. Is training necessary?
   a) Yes  b) No
9. Number of trainings undergone.
   a) None                b) 1 to 2
   c) 2 to 4              d) 5 and above

10. What things are covered in the training?
    a) HR
    b) Management development
    c) Procedures of transactions
    d) Personal relations

11. Period of trainings.
    a) One week           b) Two weeks
    c) Three weeks        d) More than 3 weeks

12. Are resource persons experts in the banking of HR Field?
    a) Yes                   b) No

13. Do they provide you right inputs?
    a) Yes                   b) No

14. Are trainings theoretical or practical?
    a) Theoretical           b) Practical     c) Both

15. If theoretical, what method they have adopted?
    a) Lecture methods       b) Interactive methods
    c) PPTs                   d) Demonstrative methods

16. If the training is practical, what method they have Adopted?
    a) Workshop method       b) Field study
    d) Project method        d) Participative method

17. Do you feel the trainings are sufficient in all aspects?
    a) Trainings are sufficient
    b) Need to get more trainings
    c) Trainings cover all aspects
    d) Trainings are dissatisfactory
18. Are the trainings repetitive or innovative?
   a) Trainings are innovative
   b) Trainings are repetitive
   c) Trainings are boring
   d) Trainings are helpful in improving personality

19. Does the training acquaint in with recent changes and developments in your field?
   a) Yes                  b) No

20. Are there monetary incentives for having completed the training?
   a) Yes                 b) No

21. Are the trainings knowledge oriented or skill oriented?
   a) Trainings are knowledge oriented
   b) Trainings are skill oriented

22. Are the trainings helping you to improve your personality?
   a) Yes                  b) No

23. Does the benefits of training pass on to the customers?
   a) Benefits of the trainings are passed on to the Customers
   b) Benefits of the trainings are not passed on to the customers

24. Is it mandatory to take up training?
   a) Yes                  b) No
25. Don’t you feel that trainings are sometimes more formalities?
   a) Yes                   b) No

26. Has the trainings helped in enhancing your efficiency?
   a) Yes                   b) No

27. Is there a real difference between a trained and non trained employee?
   a) Yes                   b) No

28. Do they collect feedback and act upon it after the training?
   a) Yes                   b) No

29. Do the trainings build up the confidence of employees?
   a) Yes                   b) No

30. What changes will you bring in if made a trainer?
    a) Try to make the staff members to build a cordial Relations with customers
    b) Prepare the staff for the speedy and proper transactions
    c) Making the staff to well acquainted with technology
    d) Improving the personality of the staff members

31. Does the bank finance for acquiring computer knowledge, purchase of lap-tops etc.
    Yes                   b) No

32. Does your bank provide quarter facility to employees serving in rural areas?
    Yes                   b) No
33. Whether protective measures have been initiated for women employees working in rural areas?
   a) Yes                b) No

34. Is your management accommodative and employee friendly?
   a) Yes                b) No

35. Are you satisfied with employee welfare measures of bank?
   a) Yes                b) No

36. Are you satisfied with the Governments approach towards RRBs?
   a) Yes                b) No

37. Is it difficult to function with rural customers?
   a) Yes                b) No

38. What major changes in RRBs you fore see in the near future?
   a) Well furnished branches
   b) Fully computerized system
   c) Customer friendly atmosphere at the branches
   d) Speedy disbursement of loans

39. What is the future for your bank?
   a) KGB has bright future
   b) It has a very good future ahead
   c) Not so good
   d) Dim future

40. Do you have job satisfaction?
   a) Yes                b) No