ANNEXURE – K

SCHEDULE TO CUSTOMER RESPONSE ON VARIOUS MOBILE SERVICES IN ANDHRA PRADESH STATE

1. Sex: Male ☐ Female ☐

2. Age Group:

3. Education:
   A. Illiterates ☐ B. Up to metric ☐ C. Diploma/College ☐
   D. Graduation/B.Teach ☐ E. Post graduation ☐

4. Occupation:
   A. Unemployee ☐ B. Employee ☐ C. Housewife ☐
   D. Self/Own business ☐ E. Others ( ) ☐

5. Monthly Income:
   A. Up to Rs.5000 ☐ B. Rs.5001-7000 ☐ C. Rs.7000-10000 ☐
   D. Rs.10001-15000 ☐ E. Rs.15000-20000 ☐ F. Rs.20000 & Above ☐
   G. None ☐
6. Are you using any mobile?
   A. Yes [ ]  B. No [ ]

7. If yes, since how long have been using
   A. < A year [ ]  B. 1-2 years [ ]  C. 2-3 years [ ]
   D. 3-4 years [ ]  E. 4-5 years [ ]  F. 5yrs&above [ ]

8. Which products / service do you prefer to use?

   Prepaid
   
   A. Vodafone [ ]
   B. BSNL [ ]
   C. Reliance [ ]
   D. Tata Indicom [ ]
   E. Airtel [ ]
   F. Idea [ ]
   G. Others ( ) [ ]
9. Which products / service do you prefer to use?

Postpaid

A. Vodafone
B. BSNL
C. Reliance
D. Tata Indicom
E. Airtel
F. Idea
G. Others ( )

10. Which is the most preferred Cellular brand?

A. Vodafone
B. BSNL
C. Reliance
D. Tata Indicom
E. Airtel
F. Idea
G. Others ( )

11. How is the signal strength of your mobile service?

A. Good ☐  B. Very Good ☐  C. Average ☐
D. Bad ☐  E. Very Bad ☐

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12. How is the quality of voice?
   A. Good □ B. Very Good □ C. Average □
   D. Bad □ E. Very bad □

13. Which cellular service provides effective ads on various media?
   A. Vodafone □ B. BSNL □ C. Reliance □ D. Tata Indicom □
   E. Airtel □ F. Idea □ G. Others ( ) □

14. Which Cellular operators offer better call rates (in terms of outgoing)
   A. Vodafone □ B. BSNL □ C. Reliance □ D. Tata Indicom □
   E. Airtel □ F. Idea □ G. Others ( ) □

15. Rank the order of your using mobile services
   A. To communicate my friends □
   B. To communicate my family □
   C. To communicate my Business Group □
   D. Others ( ) □
   E. All above □

16. Which Cellular operators provide the best offer?
   A. Vodafone □ B. BSNL □ C. Reliance □ D. Tata Indocom □
   E. Airtel □ F. Idea □ G. Others ( ) □
17. Please mention the most important reason in using the Cellular Service?

A. Easy Availability  
B. Low price  
C. Good Service  
D. Specific Features  
E. Prestigious  
F. Coverage  
G. All Above

18. While speaking, does your phone gets disconnected?

A. Yes, frequently  
B. Yes, sometimes rarely  
C. No, never

19. If you have a plan to shift (or) subscribe mobile service which operator would you prefer?

A. Vodafone  
B. BSNL  
C. Reliance  
D. Tata Indicom  
E. Airtel  
F. Idea  
G. Others(

20. If yes, How is roaming network coverage?

A. Good  
B. Very Good  
C. Average  
D. Bad  
E. Very Bad

21. Do you satisfy with your roaming plans?

A. Yes  
B. No

22. What is the time it takes to get a response when you call the customer care?

A. < A Minute  
B. more than 2 minutes  
C. Not response
23. Do you find any drawbacks in this service yes or no if yes,

A. Signal □ B. Coverage □ C. Customer care □ D. Activation □
E. Service □ F. Administration □ G. All above □

**SCHEDULE TO EMPLOYEE JOB SATISFACTION RESPONSE ON MOBILE IN ANDHRA PRADESH STATE**

1. Sex:  Male □ Female □

2. Age Group:

3. Please Select your Company / Organization
   A. Vodafone □ B. BSNL □ C. Reliance □ D. Tata □
   Indicom E. Airtel □ F. Idea □ G. Others ( ) □

4. Please Select your Department
   A. Customer Care □ B. Marketing □ C. General Administration □
   D. Professional Service □ E. Sales □ F. Systems & Engineering □
   G. Others ( ) □

5. What Category best describes your Job.
   A. Administrative Support □ B. Customer Service □
   C. Team Leader □ D. Professional □
   E. Officer / Director / Manager / Supervisor / Representative □
   F. Sales □ G. Others ( ) □
6. How long have you been working in this company.

A. 3 months (or) Less
B. More than 3 months but less than 1 year
C. At least 1 year but less than 3 years
D. At least 3 year but less than 5 years
E. At least 5 year but less than 7 years
F. At least 7 year but less than 10 years
G. At least 10 years more than 15 years

7. How satisfied are you in this company

A. Extremely Satisfied
B. Somewhat satisfied
C. Average
D. Some what dissatisfied
E. Extremely Dissatisfied

8. How do you believe that your Boss / Supervisor lives up to the
Company standard code of ethics.

A. Extremely Satisfied
B. Somewhat satisfied
C. Average
D. Some what dissatisfied
E. Extremely Dissatisfied
9. Please rate your level of satisfaction with the following.

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<th>Some what Agree</th>
<th>Average</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
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