

APPENDICES

Appendix A: Managers' Questionnaire

Please Attach Visiting card or write personal data

Dear Respondent,

The following questionnaire is for my Ph.D. thesis entitled "*Effective application of MIS for improving communication effectiveness, customer satisfaction and revenue in selected banks in Pune*". We would be very grateful if you would take a few minutes to fill out this form. Thanks in advance for your cooperation and valuable time that you are dedicating.

Cost and profit

1. Information Technology has increased the bank efficiency?
Strongly Agree () Agree () Neutral () Disagree ()
Strongly Disagree ().

2. Information Technology has increased the banks' performance?
Strongly Agree () Agree () Neutral () Disagree ()
Strongly Disagree ().

3. To which level your bank implement IT?
 - I. Computer-based information system ()
 - II. Core banking solution, with integrated delivery channels ()
 - III. Latest of IT -enabled services (further applications of IT) ()

4. There is Positive correlation between the level of implemented IT and cost?
Cost Increased () Cost Decreased () Neutral ()

5. Information Technology increased the profitability and growth of the bank?
 Strongly Agree () Agree () Neutral () Disagree ()
 Strongly Disagree ().
6. Management information systems (MIS) provide the management with the knowledge it needs to reduce operating costs?
 Strongly Agree () Agree () Neutral () Disagree ()
 Strongly Disagree ().
7. MIS provide the management with the knowledge it needs to increase profits?
 Strongly Agree () Agree () Neutral () Disagree ()
 Strongly Disagree ().
8. What are the key considerations in offering E-banking/Internet banking?
 Customer satisfaction () hassle free & convenience ()
 Reduce transaction coast () Competitive Advantages ()
9. Internet help banks to conduct standardized, low value-added transactions?
 Cost is reduced considerably () Saving time ()
 Serve customer better ()

Communication

10. MIS practice help to achieve effective two-way communication between management and employees?
 Strongly Agree () Agree () Neutral () Disagree ()
 Strongly Disagree ().
11. MIS practices allow information to move between functional areas and departments reducing the need for face-to-face communications among employees?
 Strongly Agree () Agree () Neutral () Disagree ()



Strongly Disagree ()

12. Internet banking affects positively communication lines between bank and your customers?

Strongly Agree () Agree () Neutral () Disagree ()

Strongly Disagree ()

Customer satisfaction

13. MIS help banks to identify ways to improve service and expand the customer base?

Strongly Agree () Agree () Neutral () Disagree ()

Strongly Disagree ()

14. How would you rate the customer satisfaction with service delivery?

Highly satisfy () somewhat satisfy () Neutral ()

somewhat dissatisfy () highly dissatisfy ()

15. How do you balance the need to significantly reduce costs with the need to maximize customer satisfaction? By

Best & fast service () Introducing IT- based products () Low Cost ()

16. Improving bank customer satisfaction and faith really make a difference, and help to create future revenues?

Strongly Agree () Agree () Neutral () Disagree ()

Strongly Disagree ()

Appendix B: Customers' Questionnaire

We ask banks customers about their opinion on IT application and banking services. We'd be grateful if you would take a few minutes to fill out this form.

1. Do you own a handheld device that is capable of accessing the Internet?
I. Yes II. No

2. How often do you have access to E- banking / mobile banking?
I. Never
II. Monthly
III. Weekly
IV. Several times per week
V. Daily

3. How easy was it to find information on internet banking while accessing to it?
I. Not at all easy
II. Fairly easy
III. Very easy
IV. I don't know

4. How often do you conduct transaction using E-banking / mobile banking?
I. Never
II. Monthly
III. Weekly
IV. Several times per week
V. Daily

5. Do you get any kind of automated replies to your mobile?
I. Yes II. No

6. Did you ever face any kind of problem while performing transaction on the internet?
I. Yes II. No

7. Do you think the value of an ATM network measures with the number of available ATM location?
I. Yes II. No

8. Do you think the new technology helps to get better services?

I. () Yes II. () No

9. Do you think the new technology also has negative (threat) side?

I. () Yes II. () No

10. Do you think bank should provide more support system to get service?

I. () Yes II. () No

Please tick the appropriate box to indicate your degree of satisfaction.

11. How do you rate bank professionalism in dealing with you?

- Excellent
- Good
- Satisfactory
- Poor

12. How do you rate bank delivery on time performance and their commitment to meet your delivery expectations?

- Excellent
- Good
- Satisfactory
- Poor

13. How do you rate bank approach to quality management to ensure complete customer satisfaction?

- Excellent
- Good
- Satisfactory
- poor

14. How likely are to recommend this bank to a friend or relative?

- Excellent
- Good
- Satisfactory
- poor

Please score on a scale of 1-5, where 1 = "Not" and 5 = "Very"

15. How would you rate your level of satisfaction with the bank in regards to customer service?

1 2 3 4 5

16. How would you rate your level of satisfaction with the bank in regards to cost?

1 2 3 4 5

17. Do you have any comments or suggestions that would help the bank improve the quality of customer service? -----

Personal Data

Name of the customer:

Holding account with:

Contact details: