

# The quality of banking services

**Sociological survey dedicated to the study of the quality of banking services**

How often do you use banking services?

- ☐ **Several times a day**
- ☐ **Few times a week**
- ☐ **Once a week**
- ☐ **Once a month**
- ☐ **Once every few months**

What banking services do you use? (you can choose up to 3 answers)

- ☐ **Credit**
- ☐ **Currency exchange**
- ☐ **Enumeration**
- ☐ **Getting cash**
- ☐ **Money transfers**
- ☐ **Other:** .....

How would you rate the level of professionalism of bank employees in our country?

- ☐ Very tall
- ☐ High
- ☐ Average
- ☐ Short
- ☐ Very low

How do you rate the speed of processing your applications in the bank?

- ☐ Very fast
- ☐ Fast
- ☐ Medium
- ☐ Slowly
- ☐ So slow

How often do you encounter a queue at the bank?

- ☐ Often
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Very rarely

Assess the level of accessibility of bank branches in your area

- ☐ **Always available**
- ☐ **Moderately available**
- ☐ **Virtually no availability**

Are you satisfied with the promotional offers from the bank?

- ☐ **Yes**
- ☐ **No**

Describe in a few words why you are satisfied or dissatisfied with the promotional offers from the bank?

• • • • •

Leave your suggestions for improving banks

• • • • •

Region of your permanent residence?

- ☐ **Republic of Karkalpakstan**
- ☐ **Andijan region**
- ☐ **Bukhara region**
- ☐ **Jizzakh region**
- ☐ **Kashkadarya region**
- ☐ **Navoi region**
- ☐ **Namangan region**
- ☐ **Samarkand region**
- ☐ **Surkhandarya region**
- ☐ **Syrdarya region**
- ☐ **Tashkent region**
- ☐ **Fergana region**
- ☐ **Khorezm region**
- ☐ **Tashkent city**

What's your gender

- ☐ **Male**
- ☐ **Female**

### Your age

- ☐ 18 - 20
- ☐ 21 - 25
- ☐ 26 - 30
- ☐ 31 - 35
- ☐ 36 - 45
- ☐ 46 - 54
- ☐ 55 and older

### Type of your current employment

- ☐ I'm studying
- ☐ I work in the private sector
- ☐ I work in a government agency
- ☐ Housewife
- ☐ Temporarily unemployed
- ☐ Pensioner

Google has nothing to do with this content .

Google Forms