



# Quality of banking services

Sociological survey on the quality of banking services

How often do you use banking services?

- ☐ Several times a day
- ☐ Several 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 options answer)

- ☐ Loan
- ☐ Currency
- ☐ exchange
- ☐ Remittance
- ☐ Receipt of cash
- ☐ Other: \_\_\_\_\_

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

- ☐ Very high
- ☐ High Medium
- ☐ Low
- ☐ Very low
- ☐

How do you estimate the speed of processing your applications at

- ☐ Very fast
- ☐ Fast Medium
- ☐ Slow
- ☐ Very slowly
- ☐

How often do you encounter a queue at the bank?

- ☐ Very often
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Very

Assess the level of accessibility of bank branches in your area

- ☐ Always available
- ☐ Accessible to a medium
- ☐ degree Virtually no

Are you satisfied with the promotional offers from the bank?

- ☐ Yes
- ☐

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

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Leave your suggestions for improving the banks

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What is your region of residence?

- ☐ Republic of Karkalpakstan
- ☐ Andijan region Bukhara
- ☐ region Jizzak region
- ☐ Kashkadarya region Navoi
- ☐ region Namangan region
- ☐ Samarkand region
- ☐ Surkhandarya region Syrdarya
- ☐ region Tashkent region
- ☐ Ferghana region Khorezm
- ☐ region
- ☐ r. Tashkent
- ☐

☐  
Your

☐ Men ' s

☐ Women ' s

### Your age

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

### Your current employment type

- ☐ Learning
- ☐ I work in the private sector
- ☐ I work in a state institution
- ☐ Housewife
- ☐ Temporarily unemployed (a)
- ☐ Retired

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