

University of

RESEARCH ON

THE IMPACT OF..... ON
IN

QUESTIONNAIRE BOOKLET

Ph.D. Candidate

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Dear Respondent,

I am a Master's candidate (Management) at the University of Currently, I
to examine the This study aimsam conducting a study titled " **The impact of**

I would like to request your cooperation to answer this questionnaire. Any information obtained
will be kept confidential and only used for academic purposes. Your cooperation is highly
appreciated.

Thank you in advance for agreeing to participate in this study. If you have any questions, please
do not hesitate to contact my honorable supervisor, **Associate Professor Dr.....**, or myself
..... (Master Candidate).

Supervisor
Associate Professor
Faculty of
[@gmail.com](#)
Phone :

.....
Master Candidate
Faculty of
University Name
[@gmail.com](#)
Phone #

Section A:

A: Demographic Characteristics

Please tick (✓) the appropriate choice

1- **Gender:** Male ☐ Female ☐

2- **Age:** 20 - 30 years old ☐ 31 - 39 years old ☐

40 - 49 years old ☐ 50 years old and over ☐

3- **Years of Experience:** 5 years & less ☐ 5-10 years ☐

11-20 years ☐ 21 years & above ☐

Section B:

Please indicate your degree of agreement or disagreement with the following statements, so please sign (✓) for the choice that reflects your opinion by choosing one of the five alternatives.

The following set of statements measures Emotional intelligence and its effect on the Quality of Service in Egyptian banks. Please mark according to your level of agreement.						
Section A: Quality of Service						
Item No		1	2	3	4	5
	I. Service Tangibility	Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
ASTI1	The bank has modern equipment.					
ASTI2	The bank has appealing facilities.					
	II. Service Reliability	1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
ASRII1	The bank provides a timely service.					
ASRII2	The bank maintains error-free records.					

III. Service Responsiveness		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
ASRII1	The service provider informs clients when the services will be performed.					
ASRII2	The service provider informs clients of the terms and conditions of banking transactions.					
IV. Service Assurance		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
ASAIV1	The behaviors of service providers built the confidence of the client.					
ASAIV2	Clients feel safe in dealing with the service provider.					
V. Service Empathy		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
ASEV1	The employees give customers personal attention.					
ASEV2	The bank has provided convenient operating hours.					
Section B: Emotional Intelligence						
Item No	I. Self-Awareness	1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
BSAI1	I am able to identify my feelings.					
BSAI2	I understand the reasons for my 'moods'.					
II. Self - Regulation		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
BSRII1	I can achieve what I want through my own determination.					
BSRII2	I do not easily give up even if I received setbacks.					
III. Motivation		1	2	3	4	5

		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
BMIII1	I constantly try to improve my performance.					
BMIII2	I work hard for a “ better” future.					
IV. Empathy		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
BEIV1	People do have to tell me what they feel I can sense it.					
BEIV2	I listen to the feelings of people while they are talking.					
V. Social Skills		1	2	3	4	5
		Strongly Disagree	Disagree	Natural	Agree	Strongly Agree
BSSV1	I am able to convince people.					
BSSV2	I present myself in such a way that people get impressed.					

SECTION C: OPEN-ENDED QUESTIONS

C1) Please provide ANY other comments regarding this study.

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C2) Please provide any comments regarding any aspect that appears to be LACKING in this study.

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Gratitude:

We appreciate you for sparing your time to fill out the survey. Your involvement means a lot to us and we highly value it. The information you shared is significant to our analysis and will enable us to make improvements in our bank's performance.

Once again, we are very grateful for your contribution.

Sincerely

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Master Candidate

University Name

Cell #