

**ECONOMIC EMPOWERMENT PROGRAMME**

**PRODUCT DEVELOPMENT QUESTIONNAIRE**

**INTRODUCTION**

Caritas Nairobi is the socio-economic development arm of the Archdiocese of Nairobi coordinating and providing aid and social development services without prejudice on race, gender, age, tribe, social status or religious beliefs; our mission is pegged on socially and economically uplifting communities.

Caritas Nairobi has run a self-help programme since 1983 with an emphasis on enhancing financial empowerment of communities by pooling together resources, provision of affordable credit, investment, training and technical support through efficient and effective coordination.

The Self-Help Programme is in the process of reviewing the effectiveness of its current products and seeking feedback on how best to improve the existing ones and/or introduce new ones. This questionnaire is therefore intended to help the programme meet the above objective.

You are encouraged to have an open mind when giving responses and it is at your own discretion to disclose your identity i.e. name, members number, self-help group etc. You are not limited to the areas covered in this questionnaire and may therefore give any other information that will help the programme in meeting the above objective.

For any enquires, comments, compliments, complaints or suggestions please feel free to contact us;

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1. **Which of the following products are you familiar with?**

[ ]  Business loan

[ ]  Development Loan

[ ]  Education Loan

[ ]  Agri-business loan

[ ]  Emergency Loan

[ ]  Church Loan

[ ]  Minor savings account

[ ]  Benevolent Fund

[ ]  None

1. **Which of the following products have you ever subscribed to?**

[ ]  Business loan

[ ]  Development Loan

[ ]  Education Loan

[ ]  Agri-business loan

[ ]  Emergency Loan

[ ]  Church Loan

[ ]  Minor savings account

[ ]  Benevolent Fund

[ ]  None. **Why?** Click or tap here to enter text.

1. **If you have ever subscribed to any of our products, how satisfied were you?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Least Satisfied | Not Satisfied |
| Business loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Development Loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Education Loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Agri-business loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Emergency Loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Church Loan | [ ]  | [ ]  | [ ]  | [ ]  |
| Minor savings account | [ ]  | [ ]  | [ ]  | [ ]  |
| Benevolent Fund | [ ]  | [ ]  | [ ]  | [ ]  |

**Briefly explain your response above**: Click or tap here to enter text.

1. **Which Caritas Microfinance Bank products would you wish to consume?** Click or tap here to enter text.
2. **Which is your preferred payment channel for savings contributions or loan repayments?**

[ ]  Bank Branches

[ ]  Agency Banking

[ ]  Mobile Banking

1. **What do you consider is the greatest challenge in accessing a bank loan from Caritas Microfinance Bank?** Click or tap here to enter text.
2. **How best can we improve the current products offered?** Click or tap here to enter text.
3. **Which products would you prefer to be introduced and/or customized to meet your needs and what features would you recommend?**

|  |  |  |
| --- | --- | --- |
|  | Product  | Features |
| 1 | Click or tap here to enter text. | Click or tap here to enter text. |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. |
| 4 | Click or tap here to enter text. | Click or tap here to enter text. |
| 5 | Click or tap here to enter text. | Click or tap here to enter text. |

1. **In your own words, what else would you like your self-help group to do for you?**

Click or tap here to enter text.

**Thank you for taking part in this crucial process**

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