



Report on “Customer Satisfaction on Services & Level of Awareness of Activities of Associated Institutes of Insurance Institute of India”

Insurance

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Executive Summary

With several decades of existence, Insurance Institute of India is a professional body serving the education and Training needs of Insurance Industry. The membership of the Institute is through associated Institutes. There are at present 91 Associated Institutes spread all over the country. In the light of changing environment, a need was felt to analyze the customer satisfaction on services provided by Associated Institutes and the Level of Awareness regarding their activities.

Main findings of the Survey:

There is low level of awareness regarding the activities of Associated Institutes and there is a general requirement expressed by members for enhancing the level of activities at Associated Institutes in the form of organizing seminars, conferences, conducting regular meetings, forming forums and subject groups and

disseminating information on a regular basis on current developments.

There is a partial satisfaction among the members towards the overall facilities; Library and other infrastructure facilities at the associated institute requires to be updated and upgraded. A separate newsletter, journal and webpage for associated institutes is expected.

There is a need expressed for Full-time trained personnel to man the offices of Associated Institutes; there is an opinion that personnel from private sector also must be encouraged to manage the activities of these Institutes.

Need is expressed to set up of a full-fledged placement cell and a career counseling center.

As per the responses, at present less than half of the associated institutes seem to be conducting the coaching classes prior to examinations; there is strong requirement expressed to conduct sessions.

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