

Open-ended questions

- Often begin with "Why", "How", and "What"
- Are used to collect nonnumerical or qualitative data
- Have no predetermined answers and require respondents to explain their answers in their own words



Close-ended questions

- Require respondents to choose from predetermined answers, like "Yes," "No," or "Not sure"
- Are used to collect numerical or quantitative data
- Examples include multiple choice or Likert scale survey questions

Personal Banker Open Ended Questions

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