

CHAPTER-I

INTRODUCTION

1.1 Background of the Study

The economy of Nepal was closed and isolated before 2007 BS. After the establishment of democracy in 2007 BS, Nepal adopted mixed economic policy which continued even after the political change in 2017BS. After the establishment of multiparty political system in 2046 BS, Nepal pursued liberal, open and market oriented economy. Foreign direct investment is promoted in almost all sector/sub sector of the economy, including the development, operation and management of infrastructure like road, transportation and electricity, especially hydroelectricity of which the country has immense potentiality.

For the all-round development of the country, higher economic growth is necessary. Nepal has a policy to attain higher economic growth by broadening and strengthening stability and fiscal discipline which are given emphasis so as to make the economic development process sustainable and sound. It is tried to convert rural areas into the focal point of development through the participatory development and rural empowerment process (*Shrestha, 2009:45*).

For the development of country, financial institution is considered as the catalyst to economic growth of the country. Banking is a vital part of the national economy and a vehicle for the mobilization of economy's financial resources and extension of credit to the business and service enterprise. Commercial banks are the heart of the financial system. They hold the deposit of the individual, government establishment and business units. They make funds available through their lending and investing activities to borrower, individual, business firms and government establishment. In doing so, they assist both the flow of goods and services from the producers to consumers and the financial activities of the government. They provide a large portion of medium of exchange and they are the media through which monetary policy is affected. These facts show that the commercial banking system of the nation is very important to the functioning of its economy (*Joshi, 2009:230*).

In general bank is an institution, which deals in money, receiving it on deposit from customers, honoring customer's drawings the deposit against such deposit on demand, collecting cheques for customers lending or investing surplus deposit until they are required for repayment. Bank plays the mediator role between the depositor and borrower. Development of the bank history in Nepal likes many other countries, goldsmith, merchants and money lender in the ancient time. Tejrath Adda established in 1880 during the tenure of the then Prime Minister Ranoddip Singh was the first step toward the institutional development of banking in Nepal. Tejrath Adda didn't collect the deposit from the public but gave loans to employees and public against the bullions (*Pandey, 1994:234*).

The concept of Bank in Nepal was introduced when the first commercial bank, Nepal Bank Limited (NBL) was established in Kartik 30, 1994 BS as a semi government organization. In Baishakh 14, 2013 BS the first central bank named as Nepal Rastra Bank was established with the objectives of supervising, protecting, and directing the function of commercial banks and other financial institutions activities. With the growing activities of the country, the necessity of an addition commercial bank was realized in the country. Consequently another commercial bank fully owned by the government named as Rastriya Banijaya Bank was established in 2022 BS. Apart from this, NIDC was established in 2016 BS and Agriculture Development Bank established in 2024 BS and other development bank and financial institutions have been continuing to establish and contributing to the economy and banking tradition in Nepal (*Poudel, 2009:120*).

Only in 2046 BS after re-establishment of democracy, the government took the liberal policy in a banking sector. As an open policy of Nepalese Government's to get permission to invest in banking sector from private and foreign investor under commercial bank act 2031 BS, different private banks are getting permission to establish with joint venture of other countries. Nowadays 32 commercial banks operating in Nepalese financial market along with 9 joint venture with foreign banks.

Today demand for credit has almost reached a plate from the traditional sectors. Consequently, the banking system is over huge with liquidity. This has compelled banks to scrutinize of alternative avenues to display their funds and thus emerged the concept of retail banking.

Retail banking implies executing banking transactions with a large number of customers with relatively low business volume. Today, retail banking is not confined offering standardized product and services. It extends to designing, development and marketing of customized products. In fact retail banking has today become the jewel of the banking industry. It is undergoing continuous evaluation. The objective of the retail banking is to provide its target market customers a full range of financial products and banking services, giving the customer to one stop window for all his/her banking requirements. The products are backed by world class services and delivered to the customers through the growing branch network as well through alternatively delivery channels likes ATMS, e-banking , ABBS Services and SMS banking (Brigham & Ehrhardt,2007: 435).

Retail banking changes the relationship between banks and customers, changing business models, cost relations, customers relations, integration of global financial markets, technology convergence and incessant introduction of new products and services more discerning, demanding and less loyal customers have become the important changed diverse across the globe. The focus of retail banking has thus been constantly evolving. In the early 90s it was “product focus”, in the late 90s it was “sales focus” and by 2000s it become “price focus” and today, it is relationship driven.

1.1.1 A Brief Introduction of Selected Commercial Banks

1.1.1.1 Nepal Arab Bank Limited (NABIL)

The arrival of NABIL Bank in Nepal on the 12th of July 1984 through a joint venture with Dubai Bank Ltd. under a Technical Service Agreement (TSA), marks a new dawn in the Nepalese banking industry. What is more admirable is with the opening of then Nepal Arab Bank Ltd, Customer Service or marketing took a U-turn. That in substance accelerated the evolution in banking products and services thereafter in Nepal. The bank commenced with a team of about 50 staff members and Rs. 28 million as capital. From the very inception in 1984 as the first joint venture bank to commence operations in Nepal, NABIL has been a leader in terms of bringing the very best international standard banking practices, products and services to the nation.

Today the banks mission is to be the Bank of 1 Choice to all stakeholders. For the customers, the bank craves to be the first choice in meeting all financial requirements, for shareholders the bank wants to be the investment of choice, for Regulators to be an

example of a model bank, and wants to be an outstanding corporate citizen in all the Communities and finally to be the first choice as an employer with whom to build a career. Today NABIL Bank is a leader in the financial sector in Nepal with a network that has 26 points of representation spread across the nation; complimented by a network of ATMs and now NABIL Net and NABIL Tele the ease of access of accounts and information for our customers has never been more convenient. NABIL is a full service bank providing an entire range of products and services, starting with deposit accounts in local and foreign currency, Visa and MasterCard denominated in rupees and dollars, Visa Electron debit cards, Personal Lending products for Auto, Home and Personal loans, Trade Finance products, Treasury services and Corporate Financing. NABIL aims to be able to meet entire gamut of financial requirements that is why the banks prides itself in being 'Your Bank at Your Service' (www.nabilbank.com).

1.1.1.2 Everest Bank Limited (EBL)

Started its operations in 1994 with a view and objective of extending professionalized and efficient banking services to various segments of the society. The bank is providing customer-friendly services through its Branch Network. All the branches of the bank are connected through Anywhere Branch Banking System (ABBS), which enables customers for operational transactions from any branches. With an aim to help Nepalese citizens working abroad, the bank has entered into arrangements with banks and finance companies in different countries, which enable quick remittance of funds by the Nepalese citizens in countries like UAE, Kuwait, Bahrain, Qatar, Saudi Arabia, Malaysia, Singapore, UK. Bank has set up its representative offices at New Delhi (India) to support Nepalese citizen remitting money and advising banking related services. (www.ebl.com)

Catering to more than 5 lacs customers today, Everest Bank Limited (EBL) is a name you can depend on for professionalized and efficient banking services. Founded in 1994, the bank has been one of the leading banks of the country and has been catering its services to various segments of the society since then. With clients from all walks of life, the bank has helped develop the nation corporately, agriculturally and industrially. So one can say with all earnestly that Everest Bank Limited is truly a Nepalese bank.

Joint Venture Partner

Punjab National Bank (PNB), our joint venture partner (holding 20% equity in the bank) is the largest nationalized bank in India. With its presence virtually in all the important centers at India and over 6000 ATM counters, Punjab National Bank offers a wide variety of banking services which include corporate and personal banking, industrial finance, agricultural finance, financing of trade and international banking. For its excellence in banking services, it was recently awarded the "Best Bank Award 2011" amongst all banks in India by the leading corporate magazine, Business India.

1.1.1.3 Kumari Bank Limited (KBL)

Kumari Bank Limited came into existence as the fifteenth commercial bank of Nepal by starting its banking operations from Chaitra 21, 2057 B.S (April 03, 2001) with an objective of providing competitive and modern banking services in the Nepalese financial market. The bank has paid up capital of Rs. 1,603,800,000 of which 70% is contributed from promoters and remaining from public.

Kumari Bank Ltd has been providing wide - range of modern banking services through 29 points of representations located in various urban and semi urban part of the country, 20 outside and 9 inside the valley. The bank is pioneer in providing some of the latest / lucrative banking services like E-Banking and SMS Banking services in Nepal. The bank always focus on building sound technology driven internal system to cater the changing needs of the customers that enhance high comfort and value. The adoption of modern Globus Software, developed by Temenos NV, Switzerland and arrangement of centralized data base system enables customer to make highly secured transactions in any branch regardless of having account with particular branch. Similarly the bank has been providing 365 days banking facilities, extended banking hours till 7 PM in the evening, Utility Bill Payment Services, Inward and Outward Remittance services, Online remit Services and various other banking services.

Visa Electron Debit Card, which is accessible in entire VISA linked ATMs (including 35 own ATMs) and POS (Point of Sale) terminals both in Nepal and India, has also added convenience to the customers. The bank has been able to get recognition as an innovative and fast growing institution striving to enhance customer value and satisfaction by

backing transparent business practice, professional management, corporate governance and total quality management as the organizational mission.(www.kbl.com)

1.2 Focus of the Study

There are various types of assets and liabilities in every enterprise to run smoothly. One of the most important assets is current assets, which is required to meet the daily or short-term obligation. Like equipment, manpower, etc. retailer banking and other creditors to identify the productivity is the major component for daily operation. In the absence of retailer banking other things are useless. Retailer banking is that portion of total assets, which circulates from one to another in the ordinary conduct of business. Retailer banking management is a crucial aspect of financial management including the administration of all aspects of the current asset and current liabilities, which plays vital role for success or failure of organization. This study focuses on the various aspects of the Retailer banking management. This study covers the current assets management policy, current assets utilization and current assets structure. Moreover, this study focuses on the finding of this enterprise for achieving goals. The study will be mainly focus of the study to the shareholders, retailer Banking and other creditors to identify the productivity of their funds and to measure the risk associated with liquidity in the sampled banks. Likewise other financial agencies, e.g. stock exchange and stock brokers are also interested in the liquidity and profitability management of bank, as it has been listed in the stock exchange market. Besides them, the study will also help the management of the banks to synchronize the liquidity with the profitability and to make policy that can tussle with the competitors. The study will also be equally significant to the central bank to formulated the new liquidity policy, as there are certain loopholes as a result the chances of bankruptcy has been regarded as the main problem of financial institutions in these days.

1.3 Statement of the Problem

After the introduction of the liberalization policy, many banks, financial institutions and other institutions are established rapidly. These days many commercial banks, development banks and financial institutions are operating their works to assists the process of economic development in the country. Due to the high competition among financial institutions, the collected huge amount from public is comparatively lower than

fund mobilization and investment practice of collected funds. So it raised the problem of investment and proper mobilization activities play vital role in utilization of collected funds and overall development of economy of the nation.

If the funds are wrongly invested without thinking any financial risk, business risk and other related facts, the bank cannot be able to obtain its target. Fund mobilization policy may differ from one bank to another bank but there is no optimum utilization of shareholders fund to have greater return in any bank. NRB has also significant role to make commercial bank mobilize their fund in proper sector for this purpose. NRB imposed the rules and regulation so that commercial banks and financial institution can have sufficient liquidity and security. Though most of the commercial bank and other financial institution have been successful to earn the profit from fund mobilization, none of them seem to be capable to invest their entire fund in more profitable sector.

As the major motive of the bank and financial institution is to earn more profit, they want to distribute the deposit on loans and advance on different sectors. These days, most of the banks and financial institutions are moving towards the retail banking. This study attempts to answer the following questions.

- What is the position of Retail Banking of selected commercial banks?
- What is the future prospect of Retail Banking in Nepal?
- What problems are being faced by commercial banks and other financial institutions to provide Retail Banking service?
- Why the consumers are not getting benefit of the Retail Banking provided by banks and other financial institutions?
- What types of Retail Banking products are prescribed by the consumers?

1.4 Objectives of the Study

The key objective of this study is to examine the situation of the retail banking of the selected commercial banks. Beside this the study has the following specific objectives:

- To explore the existing situation of retail banking in Nepal.
- To analyze the retail banking trend in Nepal.
- To identify and analyze the problems and prospects of retail banking through the opinion of stakeholders.

- To provide suggestion and recommendation on the basis of findings of the study.

1.5 Significance of the Study

Retail banking is one of the important means of funds utilization of banks and other financial institutions. For Nepal it is extremely new and emerging concept. In the last five years some Nepalese bank adopting the retail banking concept to grab the high and middle level consumer of urban areas and sustain the bank's profitability, are causes of slowdown of corporate lending. So, an independent study in this sector will help people find their way to solution for their investment.

The significance of the study can be highlighted as below:

- It is also beneficial for the government while formulating policy and rules regarding the credit policy.
- The study of retail banking provides information for the management of the concerned banks that would be helpful to take corrective actions in the banks activities.
- This study provides valuable information that is necessary for the management of the banks, shareholders, general public and related parties.

1.6 Limitations of the Study

The study has certain limitations which are given below:

- This study is based on secondary as well as primary data. Relevancy depends upon the data provided by the banks.
- This study has been carried out for the partial fulfillment of the requirement of Master's degree, faculty of management of TU. So time and resources are major limitation of the study.
- Only three commercial banks among 32 have been selected as sample for study. Which are Nail, EBL and KBL.
- This study is focused on only three product of retail banking among the many products offered by the banks.
- This study is covering the last five year from the fiscal year 2007/08 to 2011/12.

1.7 Organization of the Study

The study has been divided into five chapters as follows:

Chapter I: Introduction

It deals with the introduction of the main topic of the study like general background, statement of the problems, objective of the study, limitation of the study, review of literature and organization of the study.

Chapter II Review of Literature: This chapter deals with is devoted to theoretical analysis and brief review of related and pertinent literature available. It includes a discussion on the conceptual framework and review of the major studies in general.

Chapter III: Research Methodology

It describes research methodology employed in this study i.e. research carried out in this size and shape. For the purpose various financial and statistical tools and techniques are defined which is used for the analysis and presentation of data.

Chapter IV: Presentation and Analysis of Data

This chapter is the major part of the whole study in which all the collected relevant data are analyzed and interpreted by the help of the different financial and statistical tools. Major finding of the study are explained.

Chapter V: Summary, Conclusion and Recommendations

It contains the summary of the study, conclusion and recommendations on the basis of the finding of the study.

CHAPTER-II

REVIEW OF LITERATURE

This chapter is basically concerned with review of literature relevant to the topic Retail Banking of the Commercial Banks in Nepal. Review of literature is to develop some expertise in ones are to see what contribution can be made by the researcher? What other people have written about the topic? what theories have been advanced? And which approaches are being taken by other researchers about the topic? Their relevant finding issues, arguments legit and suggestion do provide the gapless guide line to go further depth of the study-so there has to be continuity in researcher if we have answers already, we do not need to ask the questions again. This chapter highlights the literature that is available in concerned subject as to my knowledge, research work, and relevant study on this topic, review of journals and articles and review of thesis work performed previously

2.1 Conceptual Framework

2.1.1 Concept of Commercial Banks

Commercial banks are those, which pool together the saving of the community and arrange them for the productive use. They accept deposits from the public and provide same deposits to the public as loan and advances. In fact, they circulate the money and create credit. The concept of the commercial banks made the economy strong. And now it's playing important role to make country economically strong. According to the Black's law Dictionary "Commercial Bank" means a bank authorized to receive both demand and time deposits, to engage in trust services, to issue letter of credit, to rent time-deposit boxes, and to provide similar services. Commercial Bank means a bank which operates currency, exchanges transactions, accepts deposits, provides loan, perform, dealings, relating to commerce except the banks which have been specified for the co-operative, agricultural, industry of similar other specific object (Bhandari, 2003:5). Hence, the term commercial bank is used taking meaning of all banking habits. That's why joint stock banks, member banks, and credit banks are frequently used interchangeably with the term commercial banks. But it is different than central bank. Central Bank cannot be interchangeable with other banks. In this way, a commercial bank is different from a central bank. While the primary objective of a commercial bank is the maximization of profit the central bank is primarily concerned with the effects of its

operations on the functioning of the economy. Moreover, while there may certainly be many competing commercial banks, there exist only one central bank in a country. While the commercial banks compete against each other, the central bank comes out if any; ordinary banking business for the general public, incomplete if confines itself mainly to controlling the operations of the banking system in country.

2.1.2 Function of Commercial Banks

Banks can be defined according to the functions they perform. A bank is established with the prime objective of profit maximization. To achieve this, the bank carries out functional activities, principally, commercial banks accepts deposits, provide loan, primarily to business firms thereby facilitating the transfer of funds in the economy. Although, in the yester years banks were viewed as acceptor of deposits then provider of loan, but modern commercial banks have to perform overall development of trade, commerce, industry, agriculture including supports for priority and deprived sectors. The growing bank needs and habits of people and competitive environment has made the banking sector challenging and their operation cannot be underemphasized in present context of market globalization. Hence, a bank is a commercial institution licensed as a taker of deposits, concerned mainly with the making and receiving payments on behalf of their customers, accepting deposits, creating money and making short-term loans to private individuals, companies and other organization.

Although profit maximization is a major objective of commercial bank, to achieve this objective commercial bank performs various functions under the mandatory rules and regulations and directives of NRB and the Banking and financial institution act 2063.

- I. Accepting Deposits:** - Accepting a deposit is the most important function of commercial banks. Commercial banks collect money from those who want to deposit in different types of accounts such as:
 - Fixed Deposit Account
 - Current Deposit Account
 - Saving Account

- II. Advancing of Loans:** - Commercial banks provide the loans required or credit to various sectors of economy such as industry, trade, agriculture, business-deprived

sector etc. In this way bank creates credit facilities. It provides loans from various procedures in different form such as:

- Overdraft
- Cash Credit
- Direct loan with collateral
- Discounting of bills of exchange
- Loans of money at call and short notice

III. General Utility Functions: - Commercial banks also perform general utility functions such as:

- Issuing of letter of credit to its customers.
- Issuing of bank drafts and travelers cheque etc., for transfer of funds from one place to another.
- Dealing in foreign exchange and financing foreign trade by accepting or collecting foreign bills of exchange.
- Serving as referred to the financial standing and credit worthiness of its customers.
- Underwriting loans to be raised by public bodies and corporations. Providing safety vaults of lockers for the safe custody of valuables and securities of the customers.
- Acting as a trustee and executing the will of the deceased.
- Remittance of money

IV. Agency Function: - Apart from the above functions, commercial banks also perform agency functions for which they act as agent and claim commission on some facilities such as:

- Collection of customer's money from other banks
- Receipt and payment of dividend, interest.
- Security brokerage service.
- Financial advisory service.
- To underwrite the government and private securities.

2.1.3 Definition of Retail Banking

Retail banking is a key component of the banking industry. Retail banks only work with consumers, not businesses. Retail banks allow consumers to purchase homes, cars and

consumer products by providing mortgages and loans. In this way, they provide needed liquidity to keep the economy growing.

Retail banks provide a safe place for people to deposit their money by offering savings accounts, CDs (certificates of deposit) and other financial products. Retail banks also provide checking accounts. All of this can be done online, which has become an important added convenience. Retail banks primarily make money by charging higher interest rates on their loans than they pay for deposits.

“Retail banking is typical mass-market banking where individual customers use local branches of larger commercial banks. Services offered include: savings and checking accounts, mortgages, personal loans, debit cards, credit cards, and so” The Retail Banking environment today is changing fast. The changing customer demographics demands to create a differentiated application based on scalable technology, improved service and banking convenience. Higher penetration of technology and increase in global literacy levels has set up the expectations of the customer higher than never before. Increasing use of modern technology has further enhanced reach and accessibility. (*James: 1987: 163*)

2.1.4 Introduction of Retail Banking

This Retail Banking introductory level training course aims to provide delegates with an introduction to retail banking in all its elements. Retail banking offers a huge range of services to a wide variety of clients and the skills needed to operate and run a retail banking operation remain many and varied.

The recent liquidity crisis has added additional challenges and will change some banking practices permanently. As clients, shareholders and regulators seek reassurance that their institution is soundly based, the need for up to date skills has never been greater.

This Retail Banking - Introduction training course is delivered using a mixture of structured lectures, delegate discussions and practical case studies so delegates can improve their skills by direct learning, through group discussions and by sharing their own experiences as well as those of the expert trainer. The trainer will encourage active debate at all times to ensure that delegates are able to gain the maximum benefit from the

course. The case studies will be tailored to match the mix of ability and experience of the delegates attending the course ensuring that the examples all have direct and actual relevance to the group's individual working environments.

Retail banking is, however, quite broad in nature - it refers to the dealing of commercial banks with individual customers, both on liabilities and assets sides of the balance sheet. Related ancillary services include credit cards, or depository services. Retail banking refers to provision of banking services to individuals and small business where the financial institutions are dealing with large number of low value transactions. This is in contrast to wholesale banking where the customers are large, often multinational companies, governments and government enterprise, and the financial institution deal in small numbers of high value transactions.

The concept is not new to banks but is now viewed as an important and attractive market segment that offers opportunities for growth and profits. Retail banking and retail lending are often used as synonyms but in fact, the later is just the part of retail banking. In retail banking all the needs of individual customers are taken care of in a well-integrated manner.

Today's retail banking sector is characterized by three basic characteristics:

- Multiple products (deposits, credit cards, insurance, investments and securities)
- Multiple channels of distribution (call center, branch, and internet)
- Multiple customer groups (consumer, small business, and corporate).

2.1.5 Present Status of retail banking in Nepal

Nepalese banking industry has been suffering an intense competition because of entry of new banks and many financial institutions. This has led the banks to operate under thin interest spreads, declining margins and rising costs this was not the case until two years ago. Banks were enjoying a lot of business because of expansion in the economy. Although the country was suffering from home war the position of the commercial banks was not affected by it to a large extent. Banks are now trying to reduce their risks by diversifying their portfolio and having a thrust on short-term retail earnings rather than blocking funds in riskier medium and long-term loans. Some banks also developed

consumers finance and housing finances product which were no the favored subject matter for them. They were possible avenue to augment business in the current context. Consumer financing appears to be a viable alternative to cope poor credit off takes.

In retail banking one of the major problems faced by the banks is the queue problem. The size of queuing will differ from hour to hour and day to day. to overcome such a obstacle, banks must ensure that adequate staff is available to mean all the branches. The major problems faced by Nepalese bankers in providing retail banking services are as follows:

- Problems of managing large number of clients, since IT system are not sufficiently robust.
- Rapid evolution of products which seem to lead IT complications.
- The costs of maintaining branch network and handling large number of low value transactions that tends to be relatively high.
- Political instability is showing large impact on the national economy of financial institutions
- Rising liquidity problems in Banks and financial institutions.

In sum, Retail banking today is having a great presence on Nepalese banks. If the bankers will be able to come some of its drawbacks, there is no doubt that it will have a great impact in the future days too.

2.1.6 Benefits of Retail Banking

Traditional lending to the corporate are slow moving along with high NPA risk, treasure profits are now loosing importance hence Retail Banking is now an alternative available for the banks for increasing their earnings. Retail Banking is an attractive market segment having a large number of varied classes of customers. Retail Banking focuses on individual and small units. Customize and wide ranging products are available. The risk is spread and the recovery is good. Surplus deployable funds can be put into use by the banks. Products can be designed, developed and marketed as per individual needs. *(Peter, 1987: 179)*

2.1.7 Scope for Retail Banking in Nepal

The efficiency of operations would provide the competitive edge for the success in retail banking in coming years. The customer retention is of paramount important for the profitability if retail banking business, so banks need to retain their customer in order to increase the market share one of the crucial impediments for the growth of this sector is the acute shortage of manpower talent of this specific nature, a modern banking professional, for a modern banking sector.

- All round increase in economic activity
- Increase in the purchasing power. The rural areas have the large purchasing power at their disposal and this is an opportunity to market Retail Banking.
- Nuclear family concept is gaining much importance which may lead to large savings, large number of banking services to be provided are day- by-day increasing.
- Tax benefits are available for example in case of housing loans the borrower can avail tax benefits for the loan repayment and the interest charged for the loan
(James, 1987: 176)

2.1.8 Advantages of Retail Banking

Retail banking has inherent advantages outweighing certain disadvantages. Advantages are analyzed from the resource angle and asset angle.

Resource Side

- Retail deposits are stable and constitute core deposits.
- They are interest insensitive and less bargaining for additional interest.
- They constitute low cost funds for the banks.
- Effective customer relationship management with the retail customers built a strong customer base.
- Retail banking increases the subsidiary business of the banks.

Asset Side

- Retail banking results in better yield and improved bottom line for a bank.
- Retail segment is a good avenue for funds deployment.
- Consumer loans are presumed to be of lower risk and NPA perception.

- Helps economic revival of the nation through increased production activity.
- Improves lifestyle and fulfils aspirations of the people through affordable credit.
- Innovative product development credit.
- Retail banking involves minimum marketing efforts in a demand – driven economy
- Diversified portfolio due to huge customer base enables bank to reduce their dependence on few or single borrower
- Banks can earn good profits by providing non fund based or fee based services without deploying their funds.

2.1.9 Disadvantages of Retail Banking

The following are the disadvantages of retail banking

- Designing own and new financial products is very costly and time consuming for the bank.
- Customers now-a-days prefer net banking to branch banking. The banks that are slow in introducing technology-based products, are finding it difficult to retain the customers who wish to opt for net banking.
- Customers are attracted towards other financial products like mutual funds etc.
- Though banks are investing heavily in technology, they are not able to exploit the same to the full extent.
- A major disadvantage is monitoring and follows up of huge volume of loan accounts inducing banks to spend heavily in human resource department.
- Long term loans like housing loan due to its long repayment term in the absence of proper follow-up can become NPAs.
- The volume of amount borrowed by a single customer is very low as compared to wholesale banking. This does not allow banks to exploit the advantage of earning huge profits from single customer as in case of wholesale banking.

2.1.10 Opportunities of Retail Banking

Retail banking has immense opportunities in a growing economy like Nepal. The rise of Nepalese middle class is an important contributory factor in this regard. The percentage of middle to high-income Nepalese households is expected to continue rising. The younger population not only wields increasing purchasing power, but as far as acquiring

personal debt is concerned, they are perhaps more comfortable than previous generations. Improving consumer purchasing power, coupled with more liberal attitudes towards personal debt, is contributing to retail banking segment (*Herbert, 2004:240*).

The combination of above factors promises substantial growth in retail sector, which at present is in the nascent stage. Due to bundling of services and delivery channels, the areas of potential conflicts of interest tend to increase in universal banks and financial conglomerates. Some of the key policy issues relevant to the retail-banking sector are: financial inclusion, responsible lending, and access to finance, long-term savings, financial capability, consumer protection, regulation and financial crime prevention (*Jobson,1999: 139*)

2.1.11 Challenges to Retail Banking

Customer service should be at the end all in retail banking. Someone has rightly said, “It takes months to find a good customer but only seconds to lose one.” Thus, strategy of Knowing Your Customer (KYC) is important. So the banks are required to adopt innovative strategies to meet customer’s needs and requirements in terms of services/products etc. The issue of money laundering is very important in retail banking.

This compels all the banks to consider seriously all the documents which they accept while approving the loans. The issue of outsourcing has become very important in recent past because various core activities such as hardware and software maintenance, entire ATM set up and operation (including cash, refilling) etc., are being outsourced by Indian banks. Banks are expected to take utmost care to retain the ongoing trust of the public. The dependency on technology has brought IT departments’ additional responsibilities and challenges in managing, maintaining and optimizing the performance of retail banking networks. It is equally important that banks should maintain security to the advance level to keep the faith of the customer. If all these challenges are faced by the banks with utmost care and deliberation, the retail banking is expected to play a very important role in coming years, as in case of other nations. (Commercial Bank Act 1982)

2.1.12 Strategies for Improving Retail Banking

Constant product innovation and Customer Satisfaction

The customer database available with the banks is the best source of their demographic and financial information and can be used by the banks for targeting certain customer segments for new or modified product. The banks should come out with new products in the area of securities, mutual funds and insurance.

Service Side

As most of the banks are offering retail products of similar nature, the customers can easily switchover to the one, which offers better service at comparatively lower costs. The quality of service that banks offer and the experience that clients have, matter the most. Hence, to retain the customers, banks have to come out with competitive products satisfying the desires of the customers at the click of a button

Introduction of New Delivery Channels

Retail customers like to interface with their bank through multiple channels. Therefore, banks should try to give high quality service across all service channels like branches, Internet, ATMs, etc.

Tapping of Unexploited Potential and Increasing the Volume of Business

This will compensate for the thin margins. The Nepalese retail banking market still remains largely untapped giving a scope for growth to the banks and financial institutions. With changing awareness of consumers, who are now comfortable with the idea of availing loans for their personal needs, banks have tremendous potential lying in this segment. Marketing departments of the banks be geared up and special training be imparted to them so that banks are successful in grabbing more and more of retail business in the market.

Infrastructure Outsourcing

This will help in lowering the cost of service channels combined with quality and quickness.

Detail Market Research

Banks may go for detail market research, which will help them in knowing what their competitors are offering to their clients. This will enable them to have an edge over their competitors and increase their share in retail banking pie by offering better products and services.

Cross-selling of Products

Banks have an added advantage of having a wide network of branches, which gives them an opportunity to sell third-party products through these branches.

Business Process Outsourcing

Outsourcing of requirements would not only save cost and time but would help the banks in concentrating on the core business area. Bank can devote more time for marketing, customer service and brand building. For example, Management of ATMs can be outsourced. This will save the banks from dealing with the intricacies of technology.

Tie-up Arrangements

Bank concentration can reap the benefit of reaching customers across the country by entering into strategic alliance with other such banks with intensive presence in other regions. In the present regime of falling interest and stiff competition, banks are aware that it is finally the retail banking which will enable them to hold the head above water. Hence, banks should make all out efforts to boost the retail banking by recognizing the needs of the customers. It is essential that banks would be imaginative in predicting the customers' expectations in the ever-changing tastes and environments. It is the innovative and competitive products coupled with high quality care for clients will only hold the key to success in this area. In short, bankers have to run very fast even to stay where they are now. It is the survival of the fastest now and not only survival of the fittest (Thapa, 2008: 24)

2.1.13 Special Features of Retail Credit

One of the prominent features of Retail Banking products is that it is a volume driven business. Further, Retail Credit ensures that the business is widely dispersed among a large customer base unlike in the case of corporate lending, where the risk may be

concentrated on a selected few plans. Ability of a bank to administer a large portfolio of retail credit products depends upon such factors.

Strong Credit Assessment Capability

Because of large volume good infrastructure is required .If the credit assessment itself is qualitative, than the need for follow up in the future educes considerably.

Sound Documentation

A latest system for credit documentation is necessary pre-requisite for healthy growth of credit portfolio, as in the case of credit assessment, this will also minimize the need to follow up at future point of time.

Strong Possessing Capability

Since large volumes of transactions are involved, today transactions, maintenance of backups is required.

Regular Constant Follow- up

Ideally, follow up for loan repayments should be an ongoing process. It should start from customer enquiry and last till the loan is repaid fully.

Skilled Human Resource

This is one of the most important pre-requisite for the efficient management of large and diverse retail credit portfolio .Only highly skilled and experienced man power can withstand the river of administrating a diverse and complex retail credit portfolio.

Technological Support

This is yet another vital requirement. Retail credit is highly technological intensive in nature, because of large volumes of business, the need to provide instantaneous service to the customer large, faster processing, maintaining database, etc. (Bank and Financial Institution's Act; 2006 A.D) .

2.1.14 Emerging Issues in Handling Retail Banking

Knowing Customer

'Know your Customer' is a concept which is easier said than practiced. Banks face several hurdles in achieving this. In order to that the product lines are targeted at the right customers-present and prospective-it is imperative that an integrated view of customers is available to the banks. The benefits flowing out of cross-selling and up-selling will remain a far cry in the absence of this vital input. In this regard the customer databases available with most of the public sector banks, if not all, remain far from being enviable.

What needs to be done is setting up of a robust data warehouse where from meaningful data on customers, their preferences, there spending patterns, etc. can be mined. Cleansing of existing data is the first step in this direction. Banks have a long way to go in this regard.

Technology Issues

Retail banking calls for huge investments in technology. Whether it is setting up of a Customer Relationship Management System or Establishing Loan Process Automation or providing anytime, anywhere convenience to the vast number of customers or establishing channel/product/customer profitability, technology plays a pivotal role. And it is a long haul. The Issues involved include adoption of the right technology at the right time and at the same time ensuring volumes and margins to sustain the investments. It is pertinent to remember that Citibank, known for its deployment of technology, took nearly a decade to make profits in credit cards. It has also to be added in the same breath that without adequate technology support, it would be well nigh possible to administer the growing retail portfolio without allowing its health to deteriorate. Further, the key to reduction in transaction costs simultaneously with increase in ability to handle huge volumes of business lies only in technology adoption. (*Bank and Financial Institution's Act; 2063BS:5*)

Banks are on their way to catch up with the technology much required for the success of retail banking efforts. Lack of connectivity, stand alone models, concept of branch customer as against bank customer, lack of convergence amongst available channels, absence of customer profiling, lack of proper decision support systems, etc., are a few deficiencies that are being overcome in a great way. However, the initiatives in this

regard should include creating flexible computing architecture amenable to changes and having scalability, a futuristic approach, networking across channels, development of a strong Customer Information Systems (CIS) and adopting Customer Relationship Management (CRM) models for getting a 360 degree view of the customer.

Organizational Alignment

It is of utmost importance that the culture and practices of an institution support its stated goals. Having decided to take a plunge into retail banking, banks need to have a well defined business strategy based on the competitive of the bank and its potential. Creation of a proper organization structure and business operating models which would facilitate easy work flow are the needs of the hour. The need for building the organizational capacity needed to achieve the desired results cannot be overstated. This would mean a strong commitment at all levels, intensive training of the rank and file, putting in place a proper incentive scheme, etc. As a part of organizational alignment, there is also the need for setting up of an effective Corporate Marketing Division. Most of the public sector banks have only publicity departments and not marketing setup. A fully fledged marketing department or division would help in evolving a brand strategy, address the issue of alienation from the upwardly mobile, high net worth customer group and improve the recall value of the institution and its products by arresting the trend of getting receded from public memory. The much needed tie-ups with manufacturers/distributors/builders will also facilitated smoothly. It is time to break the myth banks are not customer friendly. The attention is to be diverted to vast databases of customers lying with the banks till unexploited for marketing. ” (Crosse, 1963:87)

Product Innovation

Product innovation continues to be yet another major challenge. Even though bank after bank is coming out with new products, not all are successful. What is of crucial importance is the need to understand the difference between novelty and innovation? Peter Drucker in his path breaking book: “Management Challenges for the 21st Century” has in fact sounded a word of caution: “innovation that is not in tune with the strategic realities will not work; confusing novelty with innovation (should be avoided), test of innovation is that it creates value; novelty creates only amusement”. The days of selling the products available in the shelves are gone. Banks need to innovate products suiting

the needs and requirements of different types of customers. Revisiting the features of the existing products to continue to keep them on demand should not also be lost sight of.

Pricing of Product

The next challenge is to have appropriate policies in place. The industry today is witnessing a price war, with each bank wanting to have a larger slice of the cake that is the market, without much of a scientific study into the cost of funds involved, margins, etc. The strategy of each player in the market seems to be: ‘under cutting others and wooing the clients of others’. Most of the banks that use rating models for determining the health of the retail portfolio do not use them for pricing the products. The much needed transparency in pricing is also missing, with many hidden charges. There is a tendency, at least on the part of few to camouflage the price. The situation cannot remain his way for long. This will be one issue that will be gaining importance in the near future.

Process Changes

Business Process Re-engineering is yet another key requirement for banks to handle the growing retail portfolio. Simplified processes and aligning them around delivery of customer service impinging on reducing customer touch-points are of essence. A realization has to drawn that automating the inefficiencies will not help anyone and continuing the old processes with new technology would only make the organization an old expensive one. Work flow and document management will be integral part of process changes. The documentation issues have to remain simple both in terms of documents to be submitted by the customer at the time of loan application and those to be executed upon sanction.

Issues Concerning Human Resources

While technology and product innovation are vital, the soft issues concerning the human capital of the banks are more vital. The corporate initiatives need to focus on bringing around a frontline revolution. Though the changes envisaged are seen at the frontline, the initiatives have to really come from the ‘back end’. The top management of banks must be seen as practicing what preaches. The initiatives should aim at improved delivery time and methods of approach. There is an imperative need to create a perception that the banks are market-oriented.

This would mean a lot of proactive steps on the part of bank management which would include empowering staff at various levels, devising appropriate tools for performance measurement bringing about a transformation – ‘can’t do ‘to’ can do’ mind-set change from restrictive practices to total flexible work place, say. By having universal tellers, bringing in managerial controlling work place, provision of intensive training on products and processes, emphasizing, coaching etiquette, good manners and best behavioral models, formulating objective appraisals, bringing in transparency, putting in place good and acceptable reward and punishment system, facilitating the placement of young/youthful staff in front-line defining a new role for front-line staff by projecting them as sellers of products rather than clerks at work and changing the image of the banks from a transaction provider to a solution provider.

Rural Orientation

As of now, action that is taking place on the retail front is by and large confined to metros and cities. There is still a vast market available in rural India, which remains to be tapped. Multinational Corporations, as manufacturers and distributors, have already taken the lead in showing the way by coming out with exquisite products, packaging and promotions, keeping the rural customer in mind. Washing powders and shampoos in Rs.1 sachet made available through an efficient network and testimony to the determination of the Multi National Companies to penetrate the rural market. In this scenario, banks cannot lag behind (Herbert, 2004:521).

2.1.15 Some Critical Issues

Customer Service

Customer service is perhaps the most important dimension of retail banking. While most public sector banks offer the same range of service with similar technology/expertise, the level of customer service matters the most in bringing in more business. Perhaps more than the efficiency of service, the approach and attitude towards customers will make the difference. Front line staffs have to be educated in this regard. A scheme of entrusting a group of important customers to the care of each employee/officer with a person to person knowledge and intimacy can be implemented all sundry advices/notices such as Dr. /Cr. advices. TDR maturity advices, etc. whether signed by employees or officers should be identifiable by the name of those signing, and inviting customers to contact them for further assistance in the matter. A customer centered organization has to be built

up, whose ultimate goal is to "own" a customer. Focused merchandizing through effective market segmentation is the need of the hour. A first step can be the organization of the various retail branches to enter for different market segments like up market individuals, traders, common customers, etc. For the Private Sector Banks, the focus should be on identifying efficient units and allocations of loans to these units. These banks should try Merchant Banking services a small scale. With agricultural output growing at a fast rate and mechanization setting in, banks should try to cater to the credit needs of the people involved in this profession. A wide network is absolutely imperative for this sector. Separate branches/divisions should be opened for traders and similar government businesses. Special facilities for cash tendered in bulk and immediate issue of drafts, by extending facilities like "guarantee bond" system, will go a long way in mitigating problems faced by traders who are the major customers for drafts issue. Provision for cash counting machines in these branches will reduce the monotony of cashiers and unnecessary delays, thus resulting in better productivity and ultimately in improved customer service. The personal segment is however the most important one. With the urban segment moving away because of disintermediation and competition from foreign banks, retail banks should focus on the rural/semi-urban areas that hold the maximum potential. Innovative schemes like "paper-gold" schemes can be introduced. In the urban areas, private banking to affluent customers can be introduced, through which advisory and execution services could be provided for a fee. Foreign currency denominated accounts can also be introduced for them. Nationalized banks compare very poorly with the foreign banks when it comes to the efficiency in services. In order to improve the speed of service the bank should.

- Improve the rapport between the controlling offices and the branches to ensure that decisions are communicated fast.
- Make sure that the officials as well as the staff are fully aware of the rules so that processing is faster.

Technology

In the current scenario, the importance of technology cannot be understated for retail banks which entail large volumes, large queues and paperwork. But most of the banks are burdened with a large staff strength which cannot be done away with. Besides, in the rural and semi-urban areas, customers will not be at home in an automated, impersonal

environment. The objective would be to ensure faster and easier customer service and more usable information, instantly, economically and easily to all those who need it - customers as well as employees. Proper management information systems can also be implemented to aid in superior decision making. Communication technology is especially needed for money transfer between the same city and also between cities. There are inordinate delays in Nepal because of geographical and other factors. Modern technology can make it possible to clear any check anywhere within a day. Installation of software facilities at all the big branches will facilitate speedy transfer of payment advices. Computerization will be of great help in improving back-office operations. At present, all of the private sector banks of rural branches can have PCs. These can be used for quick retrieval and report generation. This will also drastically reduce the time bank staffs spend in filling and filing returns. Housekeeping operations can also be speeded up.

Price Building

Price bundling is a selling arrangement where several different products are explicitly marketed together to a price that is dependent on the offer. As banks are multi-product firms this strategy is more applicable to retail banking. Price bundling offers several economic and strategic benefits to a bank. It offers economies of, utilization of the existing capacities and reaching wider population of customers. Bank can get the benefits of information and transacting. In the process of extending variety of services, banks are acquiring enormous amount of customer information. If this information is systematically stored, banks can efficiently utilize this information in order to explore new segments and to cross-sell new services to these segments. Cross-selling opportunities and larger customer base can also be the motive for merger against usually stated advantage of cost savings. Price bundling can be used in order to lengthen the relationship with a customer. It will reduce the need of resources to be put on acquiring new customers and saves time of the bank. Among the strategic benefits, price bundling may cause less aggressive competition; it differentiates its products compared to rivals in the same market where the products are sold individually or in other kinds of bundles (Poudel, 2008:120).

2.1.16 Bank Lending Policy

Banks are expected to support their local communities with an adequate supply of credit for all the intimate business and consumers financial needs and to price that credit reasonably in line with competitively determined interest rates. Indeed making loans is

the principal economic function of banks to find consumption and investment spending by businesses, individuals and units of government. How well a bank performs its lending function has a great deal to do with the economic health of the region, because loans “Support the growth of new businesses and jobs within the bank’s trade territory and promote economy vitality.” Moreover, banks loans often seems to convey positive information to the market place about a borrower credit quality, enabling a borrower to obtain more and perhaps somewhat cheaper funds from other sources (Rose; 1983:52)

2.1.17 Types of Loan Made by Banks

Banks make a wide variety of loans to a wide variety of customers for many different purposes from purchasing automobiles and buying new furniture, taking dream vacations, or pursuing college educations to constricting a home and office building.

- Real estate Loans, which are secured by real property land, building and other structures, which includes short term loans for construction and land development and long term loan to finance the purchase of farmland, homes payments, commercial structures, and foreign properties.
- Financial Institution Loan, include credit to banks, insurance companies, financial companies and other financial institutions.
- Agricultural Loans, extended to farm and ranch opportunities to assists in planting and harvesting crops and to supping the feeding and care of livestock.
- Commercial and Industrial Loan, granted to businesses to cover such expenses as purchasing inventories, paying taxes and meeting payrolls (Rose; 1983:54)

2.1.18 Retail Banking Product

In the field of retail banking, the players of the world produce new, innovative and vast products to grab the customer day to day. There are a lot of products which are beyond the scope of the study. So, the mostly used products in the Nepal are categorized here.

Home Loans

A host of factors, such as number of dual income families, high salaried employees with high purchasing and borrowing powers, phenomenal growth of the information technology sector, attractive tax sops for housing loans, desire to say new house etc, have contributed to the optimism in the housing sector. Investing in housing has always on top

priority for most of the developing nations' families. Thus, the banks are going in for housing finance with more vigor. Since these loans are very secure, with low incidence of default, demand for housing loans has been growing by leaps and bounds and they form a growing avenue for development of funds by banks. Home loans of course, have been the fastest growing loans segment of banks in Nepal in the past few years. It is estimated to be growing at around 50% per annum. The housing finance players are dropping interest rate/fees and undercutting each other, due to the reason that they find ways to deploy the low cost fund mobilized, in their pursuit of aggressive growth.

Auto Loan

Automobiles are the key factors of any nation's development. After most of the nation adopted liberalized and open economy policy, it has seen that the significance development in the automobile sectors. Due to media and advertisement campaign of automobile sector, middle class people begun to dream to ride car and two wheelers. Because of low level income, their dream has not come to reality. After resurgence of retail banking, it is mostly preferable segment in the retail bankers. It is less risky and most preferable segment in the customer too. Nepalese banking industry is witnessed in the boost in vehicle loan segment. In vehicle loan they are providing loan to consumers at lower interest and less hurdle as well as low service charge.

Personal Loans

Nepal is the smallest consumer market in the world but consumers in this country are dreaming of buying opportunities. The aspirations of these consumers can be fulfilled only when the consumer lending gathers momentum and grows at a much faster pace, which can be made possible by the lending institutions at an affordable rate. With significant spurt in income levels especially in middle income segment and consumerism, consumer loans also called personal loans. Now a day's personal loan is very popular in Nepal. People find personal loans are easy to arrange and made at fixed interest rate and on the basis of fixed monthly repayment program. Interest rate is on form of the time the loan is availed. The amount of interest due is added to the amount borrowed and the total sum is repaid monthly installments over the repayment period and the same is commonly known as Equal Monthly Installments (EMI).

Education Loans

Education plays the vital role to build the nation. Education is an essential and integral part for the Human Resource Development accordingly National/State policies are framed to ensure that this basic need is met through proper initiatives. With gradual reduction in the government subsidies, education is getting more and more costly and hence the needs for the institutional funding, especially to pursuer higher/technical/professional education. There are many meritorious and deserving students aspiring to reach the sky but may not have the means of achieve. To ensure that dreams do not remain unfulfilled due to lack of funds, most of the retail banking player in the world providing educational/professional loans. This scheme provides the right answer for students who wish to pursue higher studies in Nation or abroad, but do not have the means to do so. The main emphasis is that every meritorious student is providing opportunity to pursue education with the financial support on affordable terms and conditions.

Credit Card

Credit cards that identifies its owner as one who is entitled to credit when purchasing goods or services from certain establishment. Credit cards originated in the United States in the 1930s, their use was wide spread by the 1950s. Consumer behavior has been radically altered by the power of plastic money. A credit card has endowed the middle class with the power to acquire their dream objectives, which are beyond their normal means. The emergence of plastic money or credit cards in Nepal has ushered in the era of convenience and security, apart from opening up new vistas of effective demand. A credit cardholder gets many benefits like free credit period, discount in travel expenses, quick loan processing and free gift. Besides members can get free health insurance and checkups. The comfort that these credit cards provide in terms of payment for shopping bills, electricity bills, phone bills, travel tickets and even petrol bills is enormous. It offers the convenience of immediate payment even with no cash in hands, future growth in transaction depends on the creation of more transactions at the point of sale centers.

Debit Card

A debit card is basically a better way of carrying cash or a check book. It is an electronic card that one can use as a convenient payment mechanism. The card is generally issued by consumers' bank and is connected through the ATM. Debit card allow consumer to

spend only what's the consumers' account and purchase should be kept in track of just as if consumer are writing a cheque.

Innovative Banking

In retail banking, there is an existence of the vast consumer and stiff competition. Rising disposable income and changing life style and aspiration of a sizeable section of the population, they always demand and prefer innovative and new product to suitable for their requirement. To grab the new consumer and retain the banks as a consumer friendly bank, banks should offer new and innovative product. It can be proved by the innovative product offer by Nepalese banks like internet banking, mobile banking, ABBS banking, ATM, Bill payment, Remittance service, financial service and different loan services. Technology has emerged as a key driver of growth for an innovative banking sector in Nepal (*Bank and Financial Institution's Act; 2006 A.D.*)

2.1.19 Resurgence of Retail Banking

2.1.19.1 A Paradigm Shift from Corporate Banking

The economic slowdown and poor industrial growth have reduced demand for loans and their stiff competition in the corporate loans market due to continuous fall in interest rates. The corporate lending scene has also undergone radical change in the recent years. There are few opportunities in the wholesale segment, which is the corporate lending market. Competition has made it unviable to lend to above the yield on government securities. Volatility has been wide with corporate preferring to tap global markets for funds. This has left only second rung corporate available for lending by domestic banks. While it increases the threats of NPAs, the fact also remains that there are too many bank chasing too few corporation with good rating status. And retail finance market is more profitable than corporate banking business since, retail customers are less credit averse and more open to acquire assets through the credit route (*Peter, 2002: 221*).

2.1.19.2 Differential Interest Rate

Price is an important aspect. As the market is getting commoditized interest rate differential assumes a greater significance. For example even the lowest interest bearing product say housing finance earn on interest of 10 to 12 percent for more than 5 years tenure, compared to corporate lending at 8 to 9 percent interest rate to meet more risky corporate loan demand. Every bank wants to choose that product, which is less risky and

more profitable so the most of the bank invest in the retail finance. Corporate finance is a long term loan and interest rate is also low comparatively than retail banking (*Peter, 2002: 231*).

2.1.19.3 Increase Middle Class Demand

Despite the slowdown in the economy, the purchasing power continued to be strong due to consumerism among the middle class in on the increase. As increasing number of products and service on credit, and the rapidly growing middle class with bias toward consumerism are the key drivers for the growth in the retail banking. Increase middle income segment opening up of the economy awareness and sophistication in urban and semi urban households for whom convenience, security and status are important, contributed to higher demand for retail banking .The consumer are sensitive to the impact of any purchase on the household budget and will postpone till they have saved the actual money required. To counter this bank should shift their loan portfolio to grab these customers. (*Peter, 2002: 231*)

2.1.19.4 Liquidity Position of the Bank

Central bank is the regulator and administrator of the banking system. Recent trend shows that most of the central bank is in the favor of reduction of Cash Reserve Ratio. Due to the reduction of CRR, Banks have much liquidity position. But they were not able to lend this liquidity in profitable segment. For this sake, they found the retail banking system to convert this liquidity into profitability (Rose; 1983:54).

2.1.19.5 Availability of Better Spread to Banks

Due to the government and central banks' rules and regulation, bank must spread their presence in the semi urban and town also. There is not any credit off take in the corporate segment. For retain their presence in these area and gain profitability, Retail banking would be medication.

Risk Diversification

There is one proverb that 'Don't carry eggs in the same basket'. In corporate banking there are small numbers of customer but large loan portfolio. Due to this, bank should bear high risk. If one customer goes to bankruptcy or as a Non -performing Assets (NPA), bank bear 10bear 100 much risk and scarify profitability as well as turn into loss

position. Banking world has seen these conditions vary often in the past. To prevent and minimize the above mentioned condition, banks turn to retail banking. Because of widespread risk among large number of borrowers, banks entertain low NPA and high profitability.

Technological Innovation

Today's world is technology driven. Most of the government offices, company, service organization and other profitable and non profitable organization are technology savvy. In this scenario, banks are not exception. Due to technological development, bank can spread not only in the national boundaries but also in international presence. They are able to reduce their expenses and provide innovative product to the customers. So they must go to retail segment to grab the large customer beyond traditional banking system (Rose; 1983:54).

2.1.20 Present Status of Retail Banking in Nepal

Entry of more number of banks in the market has created intense competition in the banking industry. This has led the banks to operate under thin interest spreads, declining margins and rising costs this was not the case until two years ago. Consumer finance helps to reduce the risks of the banks by diversification of their portfolio and having a thrust on short term retail earnings rather than blocking funds in riskier medium and long term loans. Some banks developed consumer finance and housing finance product after changing the concept of lending. They were keen to finance industrial and trading activities. However, with slowdown in the economy activities in the past, banks became selective in their lending operation as lending to industrial and trading activities as working capital and term loan requirements. Because of uncertainty in the economic environment, banks divert to invest in the retail banking. In the present competitive banking environment, differentiated products are effective method of gaining competitive advantage (Jobson, 1999: 135).

Customer service is one of the most important dimensions for retail banking. Public sector banks compare very poorly with the private sector banks when it comes to the efficiency in services. In order to improve the speed of service the banks should improve the rapport between the controlling offices and the branches to ensure that decisions are communicated fast so that processing is faster. Retail banking was viewed primarily as a

cost center and source of low cost deposit. But these days, retail banking represents a major source of competitive strength for the banking industry, as it is a point of direct customers contact. Retail services are uniquely positioned to help banks develop strong long term relationship with targeted customers and thus differentiate themselves from competitors. Banks look up a retail lending as a possible avenue to argument business in a current context. Consumer financing appears to be a viable alternative to cope with poor credit off takes (Poudel; 2008: 120).

Consumer financing encompasses extension of loans for consumer durable goods, education loans, housing loans, auto loan etc. Demand for loans for acquisition of TV, fridge, washing machine, air condition etc, is on the rise. Banks also offer loans through tie-ups with manufacturer or distributors of such products. Some of the factors that contribute to the growth of auto finance are lower interest rates, poor public transport system, increasing income levels of the people availability of finance for second hand cars. In fact on account of liberal financing by banks, import of passenger car, motorcycles and scooters, has registered good growth. In retail banking, one of the major problems faced by the banks in the queue problem. The size of queuing will differ from hour to hour and day to day. To overcome this obstacle banks must ensure that adequate staff is available to man all the branches (Jobson, 1999: 135).

2.1.21 Features of Sound Lending and Investment Policy

Income and profit of the financial institutions like, commercial banks and finance companies depend upon its lending procedure, lending policy, investment policy of collected fund in different securities. The greater the credit by the banks higher will be the profitability. Some required features of sound lending policy and investment policies are explained as below.

Safety and Security

Financial institutions should invest their deposit in profitable and secured sectors. Banks should not invest their fund whose securities are too much depreciated and fluctuated because of risk of loss factors. They should accept those securities, which are marketable, durable, profitable and high market price as well as stable. In this case MAST should be applied which marketing investment on any sector.

Where,

M= Marketability

A = Ascertain ability

S = Stability

T = Transferability

Liquidity is the position of the firm to meet current or short-term obligations. General public or individual customers deposit their saving at the banks in different accounts having full confidence of repayment by the banks wherever they require. To show a good current position and maintain the confidence, every firm must keep proper cash balance with them while investing in different securities and granting loan for excess fund.

Profitability

To maximize the return on investment and lending position, financial institution must invest their collected fund in proper sectors. Finally they can maximize the volume of their wealth. Their return depends upon the interest rate, volume of loan, its time period and nature of investment on different securities and sectors.

Purpose of Loan

Banks and other financial institutions must examine why loan is required to the customer. If customers do not use their borrowings, they can never repay and the financial institutions will have bad debts. So they should collect detailed information about the plan and scheme of the borrowing.

Legality

Each and every financial institution follow the rules and regulation of the company, government and various directions supplied by Nepal Rastra Bank, Ministry of Finance and on while issuing securities and mobilizing their funds. Illegal securities will bring out any problems to the investors. Lastly the reputation and goodwill of the banks and financial institutions is goes down in the market.

Tangibility

A commercial bank should prefer tangible security to the intangible one. Though it may be considered that tangible property does not yield on income apart from intangible securities, which have lost their value due to price level inflation.

Diversification

A firm can invest its deposit collection in various securities to minimize the risk. So, the entire firm must diversify their fund or make portfolio investment. Diversification helps to earn a good return and minimize the risks and uncertainty. So, the firms are making portfolio investment with different securities of different companies (Van Horne & James, 1994: 137).

2.1.22 Consumer Lending and Borrowing

Among the most important of all financial markets are the markets providing saving instruments and credit to individuals and families. Many financial analyses have referred to the period since World War II as the age of consumer finance. Moreover, the market for consumer financial services in the one market that everyone, regardless of profession or social status, will enter at one time or another during his or her lifetime (Rose, 1997: 553).

2.1.22.1 Consumers as Lenders of Funds

Each of us is a consumer of goods and services virtually in every day of our life. Scarcely a single day passes that we do not enter the marketplace to purchase the food, shelter, entertainment and other essentials of modern living. We are also well aware perhaps from personal experience; those customers often borrow heavily in the financial marketplace to achieve their desired standard of living. The groups of consumers supply loan able funds, when they purchase financial assets from the other units in the economy.

The most important household financial assets today is pension fund reserve, built up by individual workers to prepare for their retirement. An aging population has shown great concern in recent years that sufficient funds will be available when they retire to sustain their living standards. In second place are holding of corporate stock (equities) led by dramatic rise in holding of shares in mutual funds (investment companies). The recent growth in household's common stock investment appears to reflect continuing fears

about inflation. Then, too many individuals are concern that, when they reach retirement, social security, and other government pension programs will be inadequate to cover spiraling medical expenses and other living cost in their latter years.

In third place among household holding of financial assets are deposits in banks, saving and loan associations, credit unions, and other third institutions. The importance of deposits in consumer financial investment is increasing these days. There has also been a significant rise in household investments in small businesses, which are often owned name operated by an individual or by a member of same family (Vane Horne & James, 1994: 125).

2.1.22.2 Categories of Consumer Borrowing

The range of consumer borrowing needs is enormous loan to the household sector support a more diverse group of purchase of goods and services then is true of any other of the economy. Consumer borrow long term loan to finance purchase of durable goods, such as single family homes, automobiles and home appliances. They usually borrow short term to coven purchases of non durable goods and services, such a medical care, vaccines, food and clothing. Financial analyst frequently divide the credit extend to consumer into three broad categories.

- a. Residential mortgage credit, used to support to purchase of new or existing homes.
- b. Installment credit, used primarily for long term non residential purpose, and
- c. Non installment credit used for shorter term cash needs.

For and away the dominant from the consumer borrowing is aimed at providing shelter for individuals and families through mortgage loans. The volume of home mortgage credit flowing to households has grown rapidly in recent years with the attractiveness of home ownership as a tax shelter and with a recent tax reforms that favor loans secured by the borrower's home.

Installment credit is the second major component of consumer debt. Installment debt consists of all consumer liabilities other than home mortgages that are relived in two or more consecutive payments usually monthly or quarterly. Lenders in this field extend four major types of installment credit: automobile credit, revolving credit, home loan and other consumer installment loans. This kind of credit, including the purchase of furniture

and appliances, the payment of medical expenses, the purchase of automobile and the consolidation of outstanding debt, finances as incredibly wide variety of consumer goods and service.

The final category of consumer debt is non installment credit, which is normally paid off in a lump sum. This form of consumer credit includes single payment loans, charge accounts and credit services, such as medical care and utilities. The total amount of non installment loan outstanding is difficult to estimate because many such loans are made by individual purpose (Rose, 1997:553).

2.1.22.3 Home Equity Loans

One new form of consumer borrowing that is closely related to residential mortgage credit is home equity loan. Like traditional home mortgage, a home equity loan is secured by a borrower's home. However, unlike traditional home mortgage many home equity loans consists of a prearranged revolving credit line the borrower can draw on for purchases of any goods or services he or she wishes in varying amount, known as the borrowing base. The borrowing base usually equal the difference between the appraisal market value of the borrower's home and the unpaid amount of the mortgage against the home multiplied by a fraction.

Most home equity loan rates linked to the bank prime interest rate plus and extra margin of the risk (i.e. a flotation loan rate). The consumer protection act of 1998 prohibits a home equity lender from canceling a loan unless fraud, failure to pay, or other violations of the loan contract occur. Thus far, most home equity loans have been used to pay off other debts, make home improvements, buy automobiles, or finance an education.

Home equity credit is proved to be especially attractive to consumer lending institution for a variety of reason. These loans tend to have lower rate of default because borrowers tend to feel more responsible when their home is pledged as collateral and that collateral tends to have a more stable value. Moreover the cost of making home equity substantially lower than the cost of the series of short-term loans made to same customer. In addition, these loans usually carry rates that adjust to the market, whereas, many other consumer loans have fixed interest rates. Finally home equity credits help the lender to build a

working relationship with the customer better than most other types of consumer loans, creating more opportunities for the lender to sell that customer additional services.

The borrower can repeatedly borrow, repay and borrow again because most home equity credit lines are revolving credits. However, if the borrower cannot make the loan payment his or her home may be repossessed and sold to pay back to the lender. Many financial experts recommended that consumer use home equity credit with caution, particularly when their future employment prospects are uncertain (Rose, 1975:560)

2.1.22.4 Credit and Debit Cards

One of the most popular forms of installment credit available to consumers today comes through the credit card. Through this enclosed piece of plastic, the consumer has instant access to credit for any purchase up to a pre specified limit. In the language of finance, the credit cards has removed the “liquidity” constraint that restricted the spending power of millions of consumers, democratizing access to credit and spending power. More recently, another piece of plastic debit card has made instant cash available and checked cashing much easier. The growth of debit and credit cards has been truly phenomenal. Current estimates suggest that there are more than one trillion credit and debit cards in use worldwide and lending non financial companies have recently entered in large number as suppliers of credit card services.

A wide array of new consumer financial services is being offered today through plastic credit and debit card programs. Such services include consumer revolving credit line and pre authorized borrowing, the purchase of medical services and entertainment, and the payment of household bills using credit cards. In the future, customers will need to make fewer trips to their banks or other financial institution because transaction will be handled mainly over the telephone, through a conveniently located computer terminal or through “Smart cards” that have prepayment encoded information. The hometown financial institution loses much of its convenience advantage for local customers. It will be nearly as convenient for the customer to maintain a checking, savings and loan account in a city hundreds of miles away as to keep it in a local financial institution (Rose, 2007:460).

2.1.22.5 Consumer Lending Institution

Financial intermediaries' bank, saving and loan associations' credit unions and finance companies account for most of the loan made to consumer in the economy. Intermediaries also dominate market for non installment credit and make the bulk of home mortgage loans. Although each type of financial institution prefers to specialize in a few selected areas of consumer lending, there has been a tendency in recent years for institutions to diversify their lending operations. One important result of this diversification has been to bring all major consumer lenders in to direct competition with each other.

2.1.22.6 Commercial Banks

Commercial banks are the most important consumer lending institution. Commercial banks approach the consumer in three different ways by direct lending, through purchases of installment paper from merchants and by making loans to other consumer lending institutions. Roughly half of all bank loans to consumers consists of mortgages to support the purchase, construction or improvement of residential dwellings, the rest consist of installment and non-installment credit to cover purchases of goods and services. In the mortgage field, commercial banks usually prefer to make long term permanent loans for family home.

Banks make a wider variety of consumer loans than any other lending institution. They grant almost half of all auto loans extended by financial institutions to consumers each year. However, most bank credit in the auto field is indirect installment paper purchased from auto buying consumer. Moreover, bank's leadership in auto lending has been challenged in recent years by finance companies and credit unions. Indeed, in many forms of consumer installment credit today, the lead of commercial banks is threatened by challenged from aggressive non banking lenders who see the consumer market as a key growth area for the future.

2.1.22.7 Finance Companies

Finance companies have a long history of lending in the consumer installment field providing funds directly to consumer through thousands of small loans offices and indirectly by purchasing installment paper from auto and appliance dealers. These active household lenders provide auto loan and credit for home improvements and for the

purchase of appliances and furniture. Finance companies often face state imposed legal limits of the interest rates they can charge for household loans and on maximum loan size.

2.1.22.8 Other Consumer Lending Institutions

Other Consumer Lending Institution includes credit unions, saving and loan association and saving banks. Credit union make a wide variety of loans for such diverse purpose as purchase of automobiles, home repair and more recently mortgage credit for the purchase of new homes. Also important in the consumer loan field in recent years have been savings and loan and saving banks, which experienced dramatic growth and even decline due to inadequate capital and the public's fears about the long run soundness of some of these institutions.

Although these institutions have long been dominant in residential mortgage lending, they have moved aggressively to expand their portfolios of credit card, education, home improvement furniture, appliance and mobile home loans over the past decade. (Rose, 1997:563)

2.2 Review of Related Studies

2.2.1 Review of Articles

Shrestha (1998) in her article " Lending operation of Commercial banks of Nepal and its impact on GDP" has presented with the objectives to make an analysis of contribution of commercial banks, lending to the Gross Domestic product (GDP) OF Nepal in 1998. She has set hypothesis that there has been positive impact of lending of commercial banks to the GDP. In research methodology, she has considered GDP as the depended variable and various sectors of lending are agriculture, industrial, commercial services and general social sectors as independed variables. A multiple regression technique has been applied to analyze the contribution.

Singh (2009), in his article "RETAIL BANKING: A Flourishing Market" has clearly mentioned retail banking from its origin to the present day situation He states that every person who earns some income has a tendency to save some part of it to meet future contingencies and to uplift the standard of living. As the person moves up the social

ladder, his demands for financial needs also increases and becomes sophisticated. This creates the wide prospect to enhance and widen the consumer banking market. In his article Mr. Singh is considering every possible aspects of retail banking along with its pros and cons. He also depicts the phenomenon that Retail banking business is the highly profitable part of banking, but it was neglected for a long time because of its high operating cost and lack of marketing glamour compared to other banking products. Gradual deregulation in interest rates, Product innovation and development, relicensing of opening branches, entry of private and joint venture banks and so on has given much impetus to retail banking. Here, he thinks the increasing trend of middle class people has thrown up bright prospects for retail banking

2.2.2 Review of Thesis

There are very few thesis and research work of the same kind in Nepal. The review and extract from them are presented below.

Poudel (2008) in his thesis paper, “*Strategies and Analysis of Retail of Joint Venture Banks*” with references to Everest bank limited and Nepal Arab Bank Ltd

His Main Objectives are as follows

- To analyzed relations between different ratios.
- To examine the proportion of Comparative financial performance appraisal of joint venture banks
- To give suggestions and recommendations for the betterment of commercials banks.

His Major Findings are as follows

- His study especially concentrated on the deposit collection of the bank and disbursement of the fund as loan and advances.
- He has focused on utilization and mobilization of funds and resources of Nepal Bank Ltd.
- He recommended that the bank should try to mobilize its resources efficiently by creating new business

- Service ideas which will certainly help for the better utilization of ideal resources and for the economic development of the country.

Mandal (2009) in his thesis paper, “*Comparative financial performance appraisal of joint venture banks*” has studied mainly three banks i.e. Nepal Arab Bank Ltd (NABIL), Nepal Indosuez Bank Ltd.(NIBL), and Nepal Grindlays Ltd. (SCBNL). His main finding is that both SCBNL and NABIL have mobilized the debt funds in proper way for generating more return but NIBL could not do so as good as NABIL and SCBNL. He has recommended enhancing banking facilities in rural areas by encouraging small entrepreneurs development programmers, to play merchant banking role to mobilize.

His Main Objectives are as follows

- To analyze the lending practices and resources utilizations of NB bank.
- To examine the correlation and the signification of their relationship between different ratios related to capital structure.

His Major Findings are as follows:

- Hence, the bank has been suggested to manage its investment portfolio efficiency
- Operational efficiency of the bank is indicate by the operational loss has been found unsatisfactory.

Aryal (2010) in his thesis entitled “*An Analysis of Retail Lending in Market with Special Reference to Everest Bank Limited*” concludes that to get success in competitive banking environment depositors money must be utilized as loan and advance. The largest item of the bank in the assets sides is loans and advances. If it is a neglected, it could be the main cause of liquidity crisis in the banks and one of the main reasons for a bank’s failure. He recommended that bank should follow liberal lending policy and invite more and more percentage of total deposit in loan and advances and similarly, maintain more stability in the investment policy.

His Main Objectives are as follows

- To analyze the lending in market and resources utilizations of EBL bank.
- To examine the correlation and the signification of their relationship between different ratios related to capital structure.
- To give the suggestions and recommendation.

His Major Findings are as follows:

- This study has found that highly positive correlation between personal loan and total loan and advance is 0.95 of EBL bank. As well it is also found in all three banks that coefficient of determination of more than 91% these signify that there is significant relationship between correlation coefficient of personal loan and total advance of EBL. EBL has the highest degree of correlation between personal loan and total loan and advance than other two banks.
- From the trend analysis, it is found that the amount of home loan of all three banks has increasing trend. The higher rate of change and mean of EBL indicates that its increasing trend is in better position KBL. It is found that the amounts for Auto loan for the two banks are in increasing trend.

Regmi (2010) on his thesis entitled, “*A comparative study of financial performance and trend analysis of Himalayan Bank Ltd and Nepal Bangladesh Bank Ltd.*” He conducted a study between HBL and NBBL. Some of the findings of the researcher are that HBL has better profitability position than NBBL, so it is recommended to NBBL to utilize its resources more effectively.

His Main Objectives are as follows:

- To examine the relationship between different ratios.
- To analysis the retail banking trend in Nepal.
- To calculated and analyzed the financial and statistical tools.

His Major Findings are as follows:

- He has further suggests that both the banks should extends their resources to rural areas to promote development
- Hence, the bank has been suggested to manage its investment portfolio efficiency

- These are indeed significant milestone in the financial development process to the economy
- But keeping in mind, the social and economic structure of our country, we should not turn a deaf ear to regional balance.

Pokhrel (2011) on his thesis entitled, “*A comparative study on financial performance of Nepal Bangladesh bank Ltd and Everest Bank Ltd.*” was concluded to analyzes, examine an interpret the financial performance of NBBL and EBL for the study. The study finds out that the average net profit margin remains greater in NBBL. Higher CV in EBL suggests greater fluctuation in the ratio over the period. EBL found to be weaker in utilizing the bank assets for the profit generation. EBL holds greater capacity in paying immediate obligation as revealed by the higher cash and bank balance to current assets ratio.

His Main Objectives are as follows:

- To analyze the impact of financial performance of Nepal Bangladesh bank Ltd and Everest Bank Ltd
- To identify and analyze the financial performance of Nepal Bangladesh bank Ltd and Everest Bank Ltd

His Major Findings are as follows:

- Therefore, there should be the awareness program, regularly conducted in terms of seminars
- Workshop from well experienced personnel such as top executives from banks and concerned regulating authorities.
- They should introduce novel technology and equipment’s to collect deposit.
- His study especially concentrated on the deposit collection of the bank and disbursement of the fund as loan and advances.
- Financial credit worthiness of the borrower must be evaluated properly before granting the loans.

Adhikari (2012) in his study entitled, “*Evaluating the financial performance of Nepal Bank Limited*” has calculated and analyzed the different ratios by observing figures of balance sheets of Nepal Bank Limited. He remarked that the bank is not found to have been able to utilize its fund effectively and efficiently for the development of the economy.

His Main Objectives are as follows:

- To explore the exiting situation of Nepal Bank Limited.
- To examine the Evaluating the financial performance of Nepal Bank Limited.

His Major findings are as follows:

- The collection of deposit and loan investment done by the commercial banks also to sustain themselves in the environment of competitions.
- The deposit funds in productive sectors and to grants more priority to the local manpower.
- Economic development of a country cannot be imagined without the development of commerce and industry
- He has focused on utilization and mobilization of funds and resources of Nepal Bank Ltd.

2.12 Research Gap

Today, retail banking is one of the important means of funds utilization in commercial banks. For Nepal, it is extremely new and emerging concept. In the last few years some Nepalese banks are adopting the retail banking concept to grab the high and middle level consumer of urban areas and sustain the bank’s profitability. Retail banking is the new topic for the Nepalese researchers. Very few researches have been conducted under this topic. The researcher could not find any systematic study carried out on this topic in Nepalese context. This study covers the current scenario of home loan, auto loan and personal loan in Nepalese context.

As to research gap is concerned, there are many changes taken place in the retail banking system in Nepal as compared to the last five years. The most of the studies has been considered many more objectives which made their study more

complicated but in this research report only four objectives are taken into study. Primary and secondary data are considered in this research. Both financial as well as statistical tools like of home loan, auto loan and personal loan, mean, standard deviation, coefficient of variance, correlation and probable error are used in this research. Almost all the ratios have been applied to cover the analytical part and fulfill the objective of this study. It involves more recent data of commercial banks for five years (2007/08 to 2011/012).

CHAPTER-III

RESEARCH METHODOLOGY

3.1 Introduction

Research methodology is a sequential procedure and collection of scientific method to be adopted in a systematic study. Research methodology describes the method and process applied in the entire aspect of the study. It is way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. Where we study the various steps that are generally adopted by a researcher in studying his/her research problem along with the logic behind them (Kothari; 1984:10).

3.2 Research Design

The research design is the plan structure and strategy for investigation of the facts in order to arrive at conclusion. Research design is the plan to obtain the answer to the research question through presentation and analysis of data. The descriptive and analytical research design is used for this research.

3.3 Population and Sample

“The large group about which the generalization is made is called the population under study and small portion on which the study is made is called the sample of the study” (Shrestha & Silwal, 2057:215)

Sampling techniques is very much essential for conducting a research. It allows the researcher to make an intensive study of the research problem. When the study of whole population is not possible, sampling techniques is adopted. The ideal sampling represents the whole universe accurately. For selecting the samples out of 32 commercial banks, 3 customer friendly retail banking player banks are selected. They are as follows.

- Nabil Bank Limited.
- Everest Bank Limited
- Kumari Bank Limited

3.4 Nature Source of Data

This research study is mainly based on the secondary data that are available in the published form as well as primary data are also referred. The required data for the study has been collected from the concerned organizations. Following are the secondary sources of data used in the study:

- Annual reports, newsletters, brochures etc. of the selected banks.
- Textbooks, articles published in newspapers, journals magazines etc.
- Banks websites and other relative websites.
- Questionnaire to bank officials, depositors and academicians

3.5 Data Collection Procedures

In order to make the study more reliable and authentic different tools and techniques are used throughout the study. Primary data has been obtained through questionnaire, direct interviews, field visits and telephone inquiries. For secondary data annual reports, brochures, etc. has been collected from different department of concerned banks a websites were also used for downloading the necessary information.

3. 6 Data Analysis Tools

Analysis and presentation of the data is the core of each and every research work. In order to get correct result from this research, data are analyzed by using different types of descriptive and analytical tools. In this study, various mathematical and statistical tools have been used to achieve the objective of the study.

The various tools applied in this study, have been briefly presented as under:

3.6.1.1 Statistical Tools

The relationship between two or more variables can be measured by using statistical tools. In this study, the following statistical tools are used.

Correlation Co-efficient (r)

Correlation analysis is the statistical tool that can used to describe the degree to which one variable is nearly related to other variables. It is calculated to measure the degree of association between two variables. Two or more variables are said to be correlated if change in the value of one variable appears to be related or linked with the change in the

other variables. Correlation coefficient describes not only the magnitude of the correlation but also its direction. It always lies between +1 and -1.

If $r=+1$, there is perfect positive correlation between two variables.

If $r=-1$, there is perfect negative correlation between the two variables.

If $r=0$, the variables are uncorrelated.

When r lies between 0.7 to 0.999 (-0.7 to -0.999), there is a high degree of positive (or negative) correlation.

When r lies between 0.5 to 0.699, there is moderate degree of correlation.

$$r = \frac{\sum x_1 x_2}{\sqrt{\sum x_1^2 \sum x_2^2}}$$

Where,

r = Correlation coefficient

$\sum x_1$ = $X_1 - \bar{X}_1$

$\sum x_2$ = $X_2 - \bar{X}_2$

Retail banking and its products are associated with many variables like per capita GDP, marketing expenses, interest rate, branch network, geographical reach etc. whose degree of relation is measured by correlation coefficient.

Coefficient of Determination (r^2)

The square of simple correlation coefficient is called coefficient of determination. It explains to what extent the variation of a dependent variable is expressed by the independent variable. A high value of coefficient of determination shows a good listed relationship between the two variables. If the value of coefficients or correlation, $r = 0.9$, then the coefficient of determination, $r^2 = 0.81$, which means that 81% of the total variation in the value of the dependent variable has been explained by the change in the value of independent variable. It is much easier to understand the meaning of r^2 than r and therefore, coefficient of determination is preferred while presenting the result of correlation analyses.

Probable error (P, E) of Correlation Coefficient

The probable error of the correlation coefficient helps to interpret its value. It is denoted by P.E which is the measure of testing the reliability of the calculated value of r. If r be the calculated value of r from sample of n pair it observation, the P.E is denoted by;

$$PE = 0.6745 \times \frac{1 - r^2}{\sqrt{n}}$$

It can be interpreted to know whether its calculated value of r is significant or not in following ways.

If $r < 6P.E$, it is not significant. So perhaps there is no evidence of correlation.

If $r > 6P.E$, it is significant. That is, correlation coefficient is certain.

Trend Analysis

Forecasting is an essential tool in any decision-making. Analysis is carried out to determine rate in the past data. Trend analysis is adopted to ascertain future. The trend analysis is taken as a tool to forecast the future position of commercial banks. The equation used to obtain the trend values is

$$Y = a + bx$$

$$\text{Where, } a = \frac{\sum y}{n}$$

$$b = \frac{\sum xy}{\sum x^2}$$

y=dependent variable

x=deviation from some convenient time period

b=slope of trend line or annual rate of growth

a=y-intercept.

Variables

Variable are characteristics of person, things, groups, and objects etc. A variable is thus a symbol to which numerals or values are assigned. In other words, a variable can take on many values (Pant& Wolff, 2005: 130). Interest rate, inflation, per capita GDP, investment amount etc. are variables under study.

Dependent Variables

A variable is called dependent variable if its values depend upon the other variables. The researcher's purpose is to study, analyze the variability in the dependent variable.

Independent Variables

A variable is called independent variable if it is not influenced by any other variable under study. Any change in the independent variables either positive or negative, leads to change in the dependent variable. Thus, the independent variable is those, which are used as the basis of the dependent variable is the variable that is being predicted.

3.7 Primary Data Analysis Tools

Data generated through questionnaires and personal interviews of commercial bank managers, officers, academicians and customers are analyzed by using mean ranking descriptive method and presented in the table wherever necessary. The study is confined to limited banks considering the time constraint. Generally primary data is based on survey of personal interview and questionnaire.

CHAPTER- IV

PRESENTATION AND ANALYSIS OF DATA

Presentation and analysis of data is an important stage of the research study. The main purpose of analyzing the data is to change it from the unprocessed form to an understandable presentation. The analysis of data consists of organizing data by tabulating and then placing the data in presentable form by using figures and table. In this chapter, the available data are presented for the evaluation of Retail Banking. For the accomplishment of the objectives, the defined course of research methodology has been followed and effort has been made to analyze the current trend of retail banking in Nepal.

4.1. Analysis of Secondary Data

4.1.1 Position of Home Loan

Home loan automatically becomes the area of focus when retail banking becomes a priority. Home is one of the important needs of any human being. Stressing on the crucial role and opportunities in housing loans, most of the bank first priority is home loan. Due to different reasons like changing culture, government support, urbanization etc. home loan is leading in the retail banking industry.

Table: 4.1
Home Loan: Position, Contribution and Average Growth

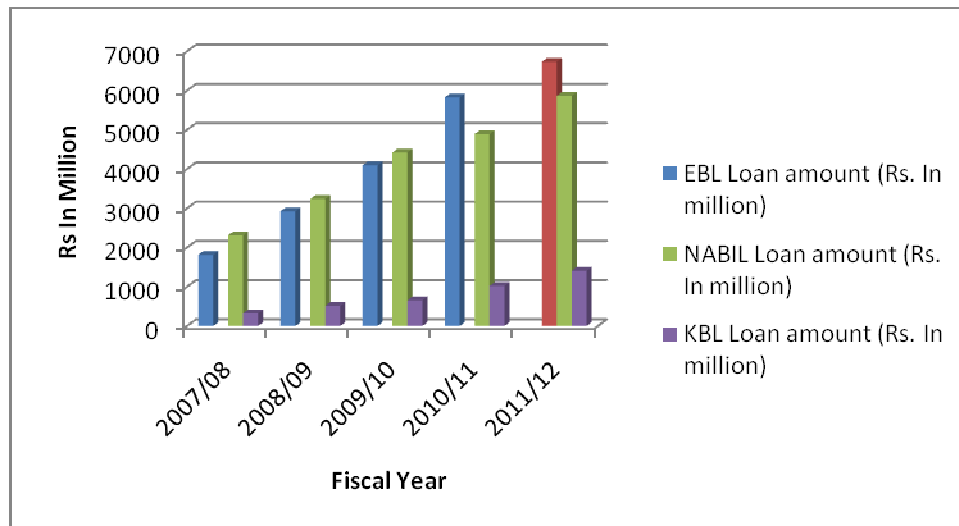
		2007/08	2008/09	2009/10	2010/11	2011/12	Average growth rate of home loan
EBL	Loan amount (Rs. In million)	1815.48	2924.11	4093.75	5825.40	6732.4	39.00%
	Contribution in loan & Advance	18.52%	21.40%	21.73%	23.80%	24.42%	
Nabil	Loan amount (Rs. In million)	2313	3239	4423	4890.7	5865	26.25%
	Contribution in loan & Advance	17.90%	20.83%	20.32%	17.46%	18.58%	
KBL	Loan amount (Rs. In million)	318.27	514.31	653.89	1020.4	1406.4	45.5%
	Contribution in loan & Advance	4.62%	5.75%	5.67%	6.90%	7.57%	

Source: Annual Report and Internal Sources of EBL, Nabil & KBL

Table 4.1 depicts that the Nabil Bank leads the Housing Finance by providing loan amounting Rs. 2313 Million in 2007/08, whereas EBL followed the NABIL Bank path by disbursing loan amount Rs.1815.48 million and KBL amounted Rs. 318.27 million. Nabil bank provides home loan amounting Rs. 3239 Million in 2008/09, Rs.4423 in 2009/10, Rs.4890.70 in fiscal year 2010/11 and 5865 in the fiscal years 2011/012. Similarly EBL provides home loan amounting Rs.2924.11 million, Rs.4093.75million and Rs.5825.40million in 2008/09, 2009/10 and 2010/11 respectively. KBL provides home loan amounting Rs. 514.31Million, Rs. 653.89 Million, Rs. 1020.40 Million and Rs. 1406.2 Million in 2008/09, 2009/10, 2010/11 and 2011/12 respectively.

Housing finance is the highest contributed segment in the retail banking. The table shows the percentage of housing loan disbursement to loan and advance of EBL is 18.52%, Nabil is 17.9% and KBL is 4.62% in 2007/08. Contribution in loan and advance of home loan is in increasing trend of EBL and KBL, but the contribution ratio of Nabil bank's is increasing up to 2008/09 then after the rate is decreasing and it reached 17.46 in 2010/11.

Figure: 4.1
Home Loan Disbursement by Banks



The figure 4.1 depicts that Nabil Bank maintained its leadership followed by EBL in housing finance in 2007/08, 2008/09 and 2009/10. KBL stands at the third place in this respect. But in fiscal year 2010/11, EBL leads the housing finance followed by Nabil and then by KBL.

Figure: 4.2

Home Loan: Contribution to Loan and Advance

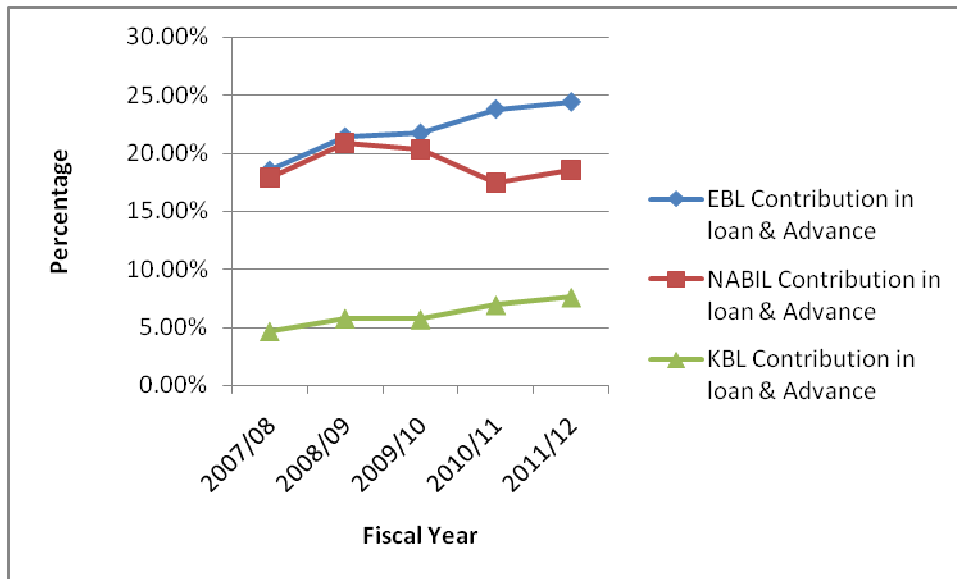
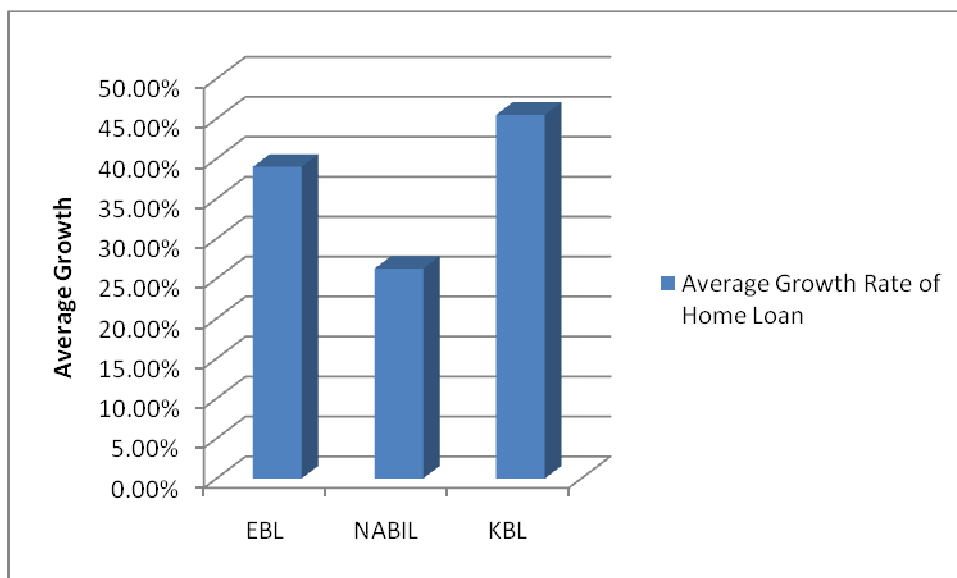


Figure 4.2 depicts that EBL has the highest contribution made by its housing loan to total loan and advance in all the four fiscal years followed by Nabil at second place and KBL at the third place. The contribution of EBL and KBL are in increasing trend at each successive year. But for Nabil, it increased in the second year then it started decreasing.

Figure: 4.3

Average Growth Rate in Home Loan



In terms of the average growth rate of home loan, KBL holds the top position. Its average growth rate is 48.33 percent. Everest Bank Ltd. holds the second position and Nabil Bank

Ltd. holds the third position in terms the average growth rate of home loan. The same is presented in the figure 4.3 above.

4.1.2 Position of Auto Loan

Nepalese market is the growing market for auto vehicles. There are so many world class vehicle showrooms. Nepalese consumer has diverted their preference to own market. That helped to boost in vehicle loan.

Table: 4.2

Auto Loan : position, contribution and average growth

Year		2007/08	2008/09	2009/10	2010/11	2011/12	Average growth rate of Auto loan
EBL	Loan amount (Rs. In million)	641.13	958.18	1313.19	2336.80	3126.9	49.5%
	Contribution to loan and advance (in %)	6.54	7.20	6.97	9.54	10.61	
Nabil	Loan amount (Rs. In million)	3760	4965	3599.62	3811	4236	5.25%
	Contribution to loan and Advance (in %)	29.10	31.94	16.54	13.61	13.73	
KBL	Loan amount (Rs. In million)	493.17	653.60	782.44	1308.08	902.0	41.25%
	Contribution to loan and Advance (in %)	7.16%	7.32%	6.79%	7.32	10.24	

Source: Annual Report and Internal Sources of EBL, Nabil & KBL

Table 4.2 depicts that Nabil bank provides the auto loan amounting Rs. 3760 Million, Rs.4965 million, Rs. 3599.62 Million, Rs.3811Million and 4236 Million in 2007/08, 2008/09, 2009/10, 2010/11 and 2011/12 and contribution in total loan and advance is 29.10 percent, 39.14 percent, 16.54 percent, 13.61 percent and 13.73 percentage in the respective years. EBL provides the auto loan amounting Rs. 641.13 million, Rs.958.18 million, Rs. 1313.19 Million and Rs. 2336.80 Million and contribution in total loan and advance is 6.54percent, 7.2 percent, 6.97 percent and 9.54 percent respectively. Similarly KBL provides auto loan amounting Rs.493.17 million, Rs.653.6 million, Rs.782.44

million and Rs.1308.08 million and it contributes 7.16percent, 7.32 percent, 6.79 percent and 8.84 percent in the respective years.

Figure: 4.4

Auto Loan Disbursement by Banks

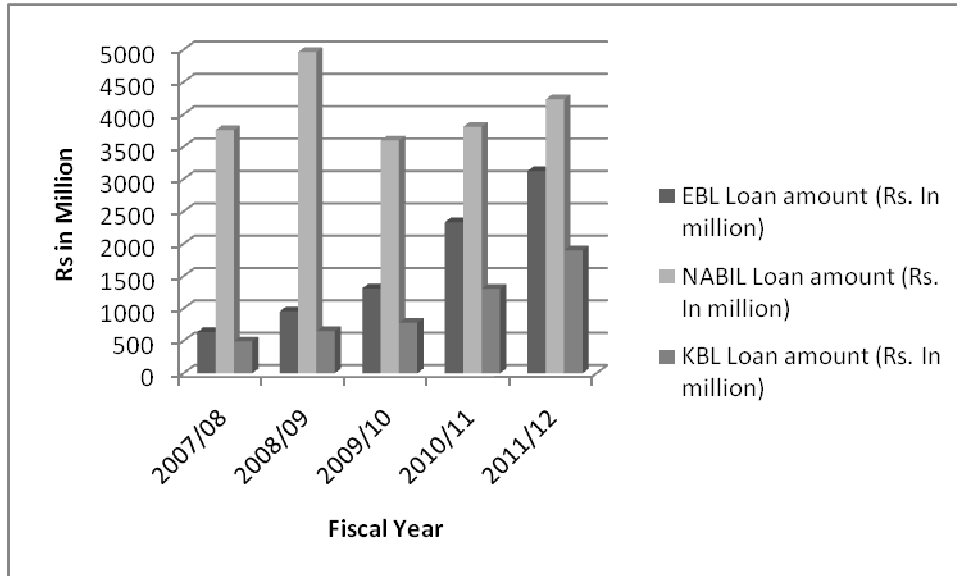
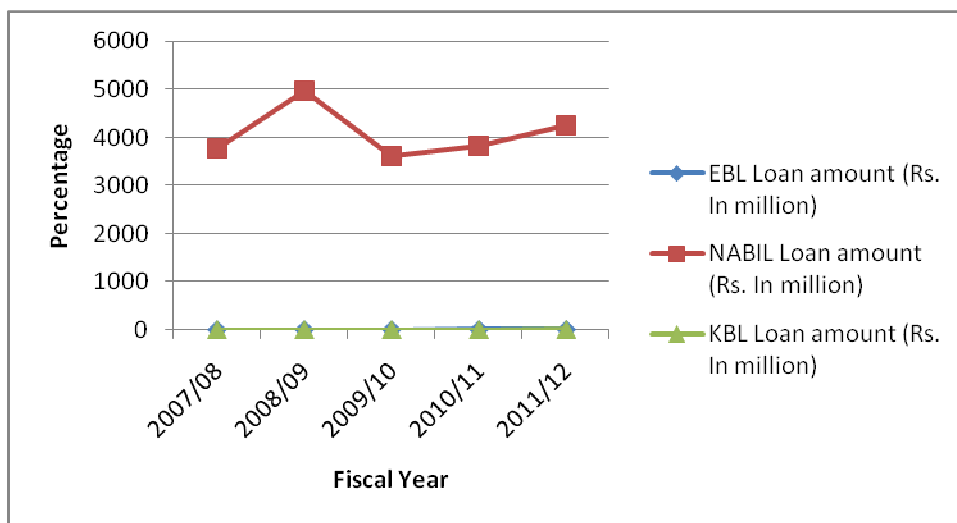


Figure 4.4 depicts that Nabil Bank has the highest auto lending among the three banks throughout the study period. EBL follows Nabil in terms of auto lending in all the years. KBL stands at the third position among the sample banks.

Figure: 4.5

Auto Loan – Contribution to Loan and Advance

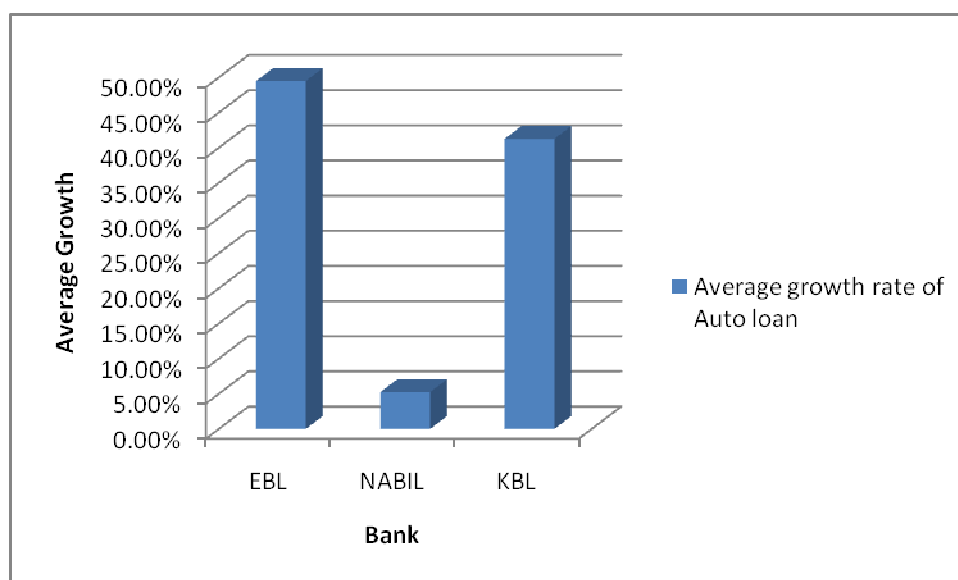


The figure 4.5 shows that Nabil has the highest contribution made by auto loan to total loan and advance throughout the study period. KBL stands at the second position in F/Y

2007/08 and 2008/09. EBL holds third position in these two fiscal years. But EBL holds second position in the remaining two fiscal years, KBL standing at the third position.

Figure: 4.6

Average growth rate of auto loan



In terms of the average growth rate in auto loan disbursement, EBL is the leader followed by KBL and Nabil as depicted by the above figure 4.6. The average growth rate in auto loan disbursement of EBL, KBL and Nabil Bank is 54.97 percent, 40 percent and 3.47 percent respectively.

4.1.3 Position of Personal Loan

Following the globalization and liberalization, fast manufacturing consumer goods, educational institution and consumer durable product opened up to the international players. As the increase in consumer durable production and education, Nepalese consumer's preference to these segments also increased. They began to utilize these services by even taking personal loan from bank.

Table: 4.3**Personal Loan: Position, contribution and Average Growth**

Bank \ Year		2007/08	2008/09	2009/10	2010/11	2011/12	Average growth rate of personal loan
EBL	Loan amount (Rs. in Million)	992.56	1265.48	1632.47	2192.80	2726.4	28.5%
	Contribution to loan and advance	10.13%	9.26%	8.67%	8.96%	9.89	
Nabil	Loan amount (Rs. in Million)	232	306	380.90	417	720.0	34.25%
	Contribution to loan and advance	1.80%	1.97%	1.75%	1.49%	2.28	
KBL	Loan amount (Rs. in Million)	215	398	519.20	699.34	1120	52.5%
	Contribution to loan and advance	3.12	4.46	4.51	4.73	6.03	

Source: Annual Report and Internal Sources of EBL, Nabil & KBL

Nabil bank provides the personal loan amounting Rs.232 million, Rs.306 million, Rs.380.90 million and Rs.417 million and contribution to total loan and advance are 1.8 percent, 1.97 percent, 1.75 percent, 1.49 percent and 2.28 percent in fiscal year 2007/08, 2008/09, 2009/10, 2010/11 and 2011/12 respectively. EBL provides Rs.992.56 million, Rs.1265.48 million, Rs.1632.47 million and Rs.2192.80 million which contributes 10.13 percent, 9.26 percent, 8.67 percent and 8.96 percent to total loan and advance in fiscal year 2007/08, 2008/09, 2009/10 and 2010/11 2011/12 respectively. KBL provides personal loan of Rs.215 million, Rs.398 million, 519.20 million and Rs.699.34 million which contributes 3.12 percent, 4.46 percent, 4.51 percent, 4.73 and 6.03 in the fiscal year 2007/08, 2008/09, 2009/10 and 2010/11 2011/12 respectively.

Figure: 4.7

Personal Loan Disbursement By Banks

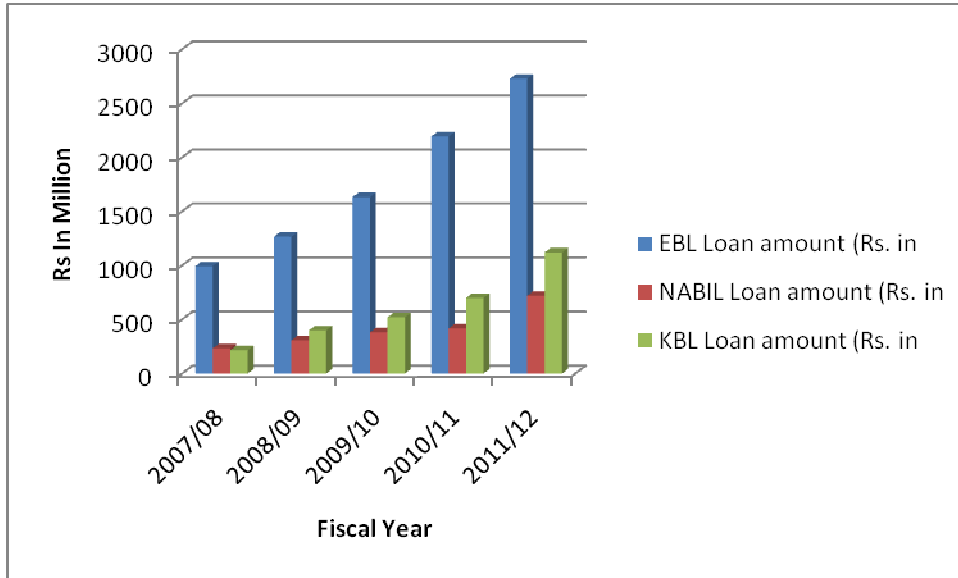


Figure 4.7 depicts that EBL is the highest provider of personal loan among the sample banks during the entire study period. Nabil holds the second position in F/Y 2007/08 followed by KBL. But KBL holds the second position in F/Y 2008/09, 2009/10, 2010/11 and 2011/12 followed by Nabil at the third place.

Figure: 4.8

Personal Loan – Contribution to Loan and Advance

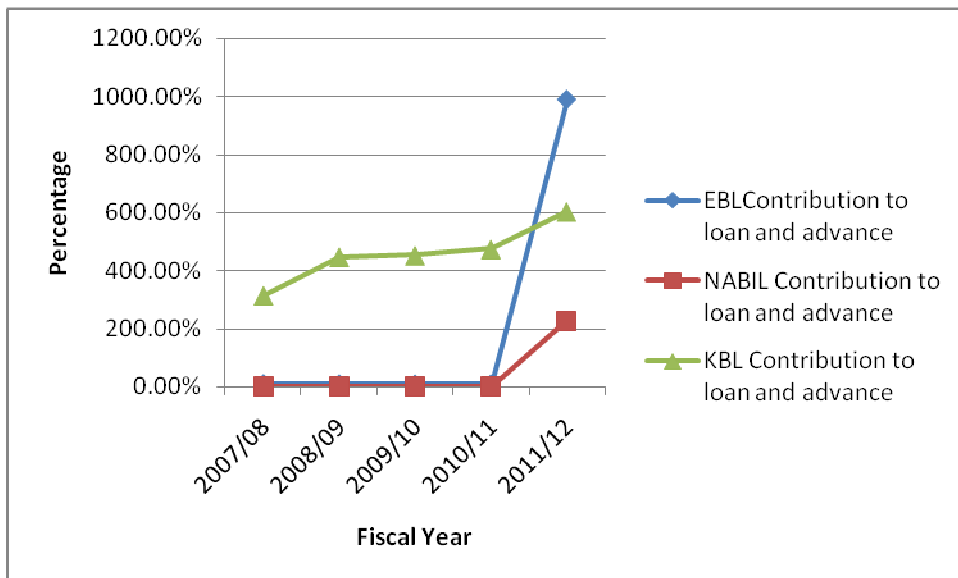
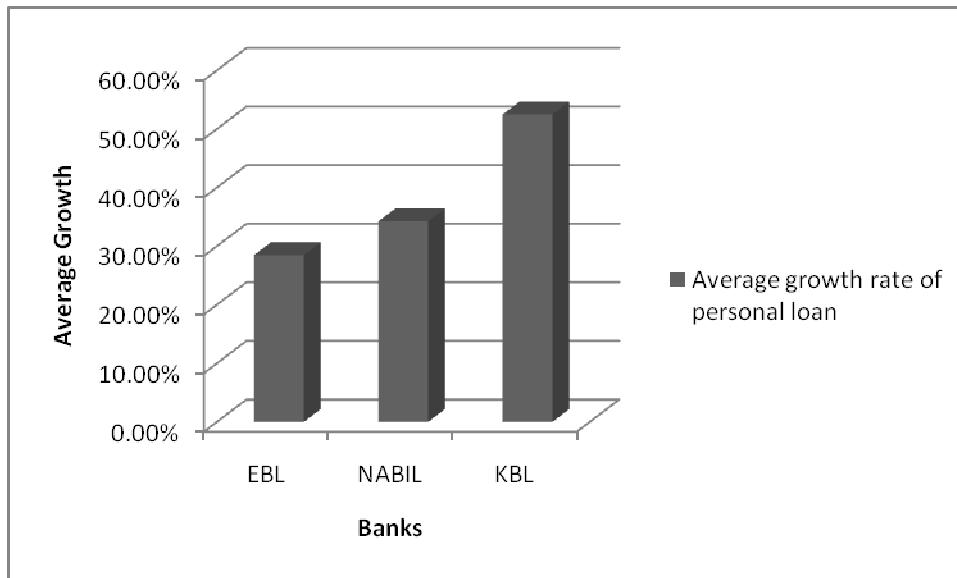


Figure 4.8 shows that the contribution made by personal loan to total loan and advance is highest for EBL among the sample banks throughout the study period. KBL holds the

second position in terms of the contribution of personal loan to total loan and advance throughout the study period followed by Nabil bank.

Figure: 4.9

Average Growth rate of Personal Loan



The average growth rate of personal loan disbursement of KBL is the highest among the three banks. For KBL, it is 50 percent followed by EBL with an average growth rate of 30 percent and then by Nabil with an average growth rate of 22 percent.

4.1.4 Relationship between Retail Banking Products and Total Loan and Advance

One of the main objectives of this study is to know the relationship between retail banking and total loan and advance. In other words, the major motive is to explore to chunk of home loan, auto loan and personal loan out of total loan and advance. Since few years, financial institutions are not getting appropriate avenues for investment. So they are forced to search new sector for investment and ultimately enter into retail banking. This scenario has diverted most of the investable fund of bank to retail sectors. To some extent such finance is good, but large finance on such sector is not good for country's economy because they are non-productive sector. They do not give any contribution to the growth of economy. So, an effort is made here to know the relationship of retail banking to total loan and advance.

4.1.4.1 Analysis of correlation coefficient between Home Loan and Total Loan and Advance for EBL, Nabil and KBL

The purpose of coefficient of correlation between Home loan and total Loan and Advance is to measure the degree of relationship between two variables. The following table 4.4 describes the relationship between home loan and total loan and advances of EBL, Nabil and KBL. In the following case, home loan is independent variable (x) and total loan and advances is dependent variable (y).

Table: 4.4

Correlation coefficient between Home loan and Total Loan and Advance

Banks	Base of Evaluation			
	r	r^2	P.E	6×P.E.
EBL	0.998	0.996	0.0007	0.004
Nabil	0.9697	0.9403	0.0201	0.1206
KBL	0.9827	0.9657	0.012	0.072

Source: Appendix- X, XI &XII

Table 4.4 depicts that there is a high degree of positive correlation coefficient between home loan and total loan and advance for three banks. It indicates that if the home loan is increased the total loan and advance of the bank also increases. So, to increase the total loan and advance of the bank, bank must increase its home loan. The correlation coefficient between home loan and total loan and advance value of EBL, Nabil and KBL are 0.998, 0.9697, and 0.9827 respectively.

The value of coefficient of determination (r^2) of EBL is 0.996, which means 99.6 percent of total loan and advance decision depend upon home loan and only 0.40 percent loan and advance depend upon other variables. The value of R^2 of Nabil Bank 0.9403 which means that 94.03 percent of total loan and advances decision is depend upon home loan and only 5.97 percent loan and advances depend upon other variables. Similarly, the value of R^2 of KBL is 0.9657, which means 96.57 percent of loan and advance decision depend upon home loan and only 3.43 percent depend upon other variables.

By considering the probable error (P.E.), the value is greater than the 6 times of P.E., i.e. $0.998 > 0.004$, $0.9697 > 0.1206$ and $0.9827 > 0.072$. This indicates that there is significant relationship between home loan and total loan and advances.

4.1.4.2 Analysis of correlation coefficient between Auto loan and Total Loan and Advances for EBL, Nabil and KBL

The correlation coefficient between auto loan and total loan and advances is to measure the degree of relationship between two variables. The following table no 4.5 describes the relationship between auto loan and total loan and advance of EBL, Nabil and KBL with comparative under four years study period. In the following case, Auto loan is independent variable (x) and loan and advances is dependent variable (y).

Table: 4.5
Correlation coefficient between Auto loan and Total Loan and Advance

Banks	Base of Evaluation			
	r	r^2	P.E	6×P.E.
EBL	0.9653	0.9318	0.023	0.0138
Nabil	-0.7844	0.6153	0.1297	0.7785
KBL	0.9638	0.9289	0.0711	0.4265

Source: Appendix XIII, XIV & XV

Table 4.5 depicts that the correlation coefficient between auto loan and total loan and advances value of EBL, Nabil and KBL are 0.9653, -0.7844 and 0.9638 respectively. This shows the higher degree of positive correlation coefficient between auto loan and total loan and advance of EBL and KBL. But there is a negative correlation coefficient of Nabil Bank. It indicates that the higher loan and advances higher the auto loan of EBL and KBL. So to increase the total loan and advance it must be increase auto loan.

The value of r^2 of EBL 0.9318 which means 93.18 percent of total loan and advances decision depends upon auto loan and 6.82 percent loan and advances depends upon other

variables. The value of r^2 of Nabil bank is 0.6153 which means 61.53 percent of loan and advances decision depend upon auto loan and 38.47 percent loan and advance depends upon other variables. Similarly the value of r^2 of KBL 0.9289 which means 92.89 percent of total loan and advance depends upon auto loan and 7.11 percent loan and advances depends upon other variables.

By considering the probable error (P.E.), the value of r is greater than the 6 times of P.E. of EBL and KBL i.e. $0.9653 > 0.0138$ and $0.9638 > 0.4265$, which indicates there is significant relationship between auto loan and total loan and advance. But the value of r is less than the 6 times of PE of Nabil i.e. $-0.7844 < 0.7785$ which indicates there insignificant i.e. there is no evidence of correlation between auto loan and total loan and advance.

4.1.4.3 Analysis of Correlation Coefficient between Personal Loan and total loan and advance for EBL, Nabil and KBL

The correlation coefficient between personal loan and total loan and advance is to measure the degree of relationship between two variables. The following table no 4.6 describes the relationship between personal loan and total loan and advance of EBL, Nabil and KBL with comparative under four years study period. In the following case, Personal loan is independent variable (x) and loan and advances is dependent variable (y).

Table: 4.6

Correlation coefficient between Personal loan and Total Loan and Advance

Banks	Base of Evaluation			
	r	r^2	P.E	6×P.E.
EBL	0.9959	0.9918	0.0028	0.0166
Nabil	0.9585	0.9187	0.0274	0.1645
KBL	0.9915	0.9831	0.0057	0.0342

Source: Appendix XVI, XVII & XVIII

The table 4.6 depicts that the correlation coefficient between personal loan and total loan and advances value of EBL, Nabil and KBL are 0.9959, 0.9585 and 0.9925 respectively. This shows the high degree of positive correlation coefficient between personal loan and total loan and advances. It indicates that higher the personal loan higher the total loan and advance. So, to boost the total loan and advance it must be increase personal loan. The value of r^2 of EBL 0.9918 which means 99.18 percent of total loan and advance decision is depend upon the personal loan only 0.82 percent loan and advances are depend upon other variables. The value of r^2 of Nabil 0.9187 which means 91.87 percent of total loan and advance decision is depend upon the personal loan only 8.13 percent loan and advances are depend upon other variables. Similarly The value of r^2 of KBL 0.9831 which means 98.31 percent of total loan and advance decision is depend upon the personal loan only 1.69 percent loan and advances are depend upon others variables. By considering the probable error (P.E.), the value of r is greater than the 6 times of P.E. i.e. $0.9959 > 0.0166$, $0.9585 > 0.1645$ and $0.9915 > 0.0342$, which indicates that there is significant relationship between Personal loan and total loan and advances.

4.1.5 Trend Analysis

To find out the future scenario of home loan, auto loan and personal loan for sample banks, trend analysis has been done. This statistical test describes the trend of any variables with passage of time. Most popular method for trend analysis is least square method.

4.1.5.1. Trend analysis of home loan for EBL, Nabil and KBL

In this section, an attempt is made to analyze the trend of amount of home loan for EBL, Nabil and KBL and to forecast the home loan for coming two years on the basis of present trend.

Table: 4.7

Trend Analysis of Home Loan for EBL, Nabil and KBL

(Rs.in Million)

Year	EBL		Nabil		KBL	
	Home Loan	Trend Value	Home Loan	Trend Value	Home Loan	Trend Value
2007/08	1815.48	1731.202	2313	2395	318.27	246.184
2008/09	2924.11	3004.715	3239	3270.57	514.31	514.419
2009/10	4093.75	4278.228	4423	4146.14	653.89	782.654
2010/11	5825.4	5551.741	4890.7	5021.71	1020.4	1050.889
2011/12	6732.4	6825.254	5865	5897.28	1406.4	1319.124
2012/13		8098.767		6772.85		1587.359
2013/14		9372.28		7648.42		1855.594
2014/15		10645.793		8523.99		2123.829
2015/16		11919.306		9399.56		2392.064
2016/17		13192.819		10275.13		2660.299

Source: Appendix- XIX, XX & XXI

Figure: 4.10

Trend Analysis of Home Loan for EBL, Nabil and KBL

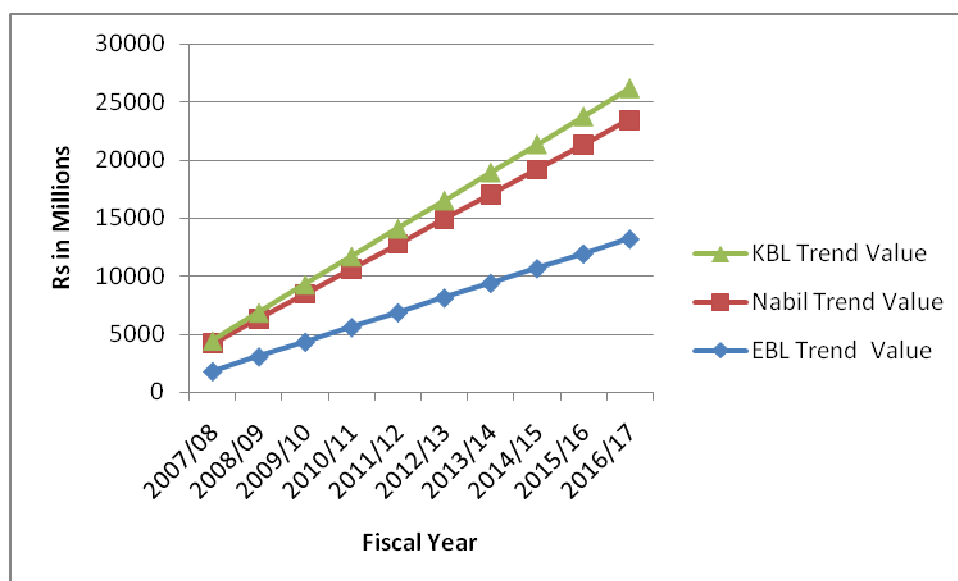


Table 4.7 depicts that the trend of home loan of sample banks. The trend value of home loan of EBL is Rs.1731.202 million, for Nabil is Rs.2395 million and for KBL is Rs.246.18 million in the fiscal years 2007/08. The trend value is also increasing trend in the study period. If the other things remain the same, the projected amount of home loan of EBL, Nabil and KBL for the fiscal year 2012/13 will be Rs.8098.76 million, Rs.6772.85 million and Rs.1587.35 million respectively. Similarly, the amount of home loan of same banks for the fiscal year 2016/17 will be Rs.13192.81 million, Rs.10275.13 million and Rs.2660.99 million respectively. These facts are presented in figure below to make clearer.

4.1.5.2 Trend Analysis of Auto Loan for EBL, Nabil and KBL

The following table 4.8 shows the trend amount of Auto loan for EBL, Nabil and KBL and forecasts the amount for the coming two years.

Table: 4.8

Trend Analysis of Auto Loan for EBL, Nabil and KBL

(In Millions)

Year	EBL		Nabil		KBL	
	Auto Loan	Trend Value	Auto Loan	Trend Value	Auto Loan	Trend Value
2007/08	641.13	416.008	3760	4114.724	493.17	333.43
2008/09	985.18	1048.324	4965	4094.524	653.6	680.644
2009/10	1313.19	1680.64	3599.62	4074.324	782.44	1027.858
2010/11	2336.8	2312.956	3811	4054.124	1308.08	1375.072
2011/12	3126.9	2945.272	4236	4033.924	1902	1722.286
2012/13		3577.588		4013.724		2069.5
2013/14		4209.904		3993.524		2416.714
2014/15		4842.22		3973.324		2763.928
2015/16		5474.536		3953.124		3111.142
2016/17		6106.852		3932.924		3458.356

Source: Appendix XXII, XXIII & XXIV

Figure: 4.11

Trend Analysis of Auto Loan for EBL, Nabil and KBL

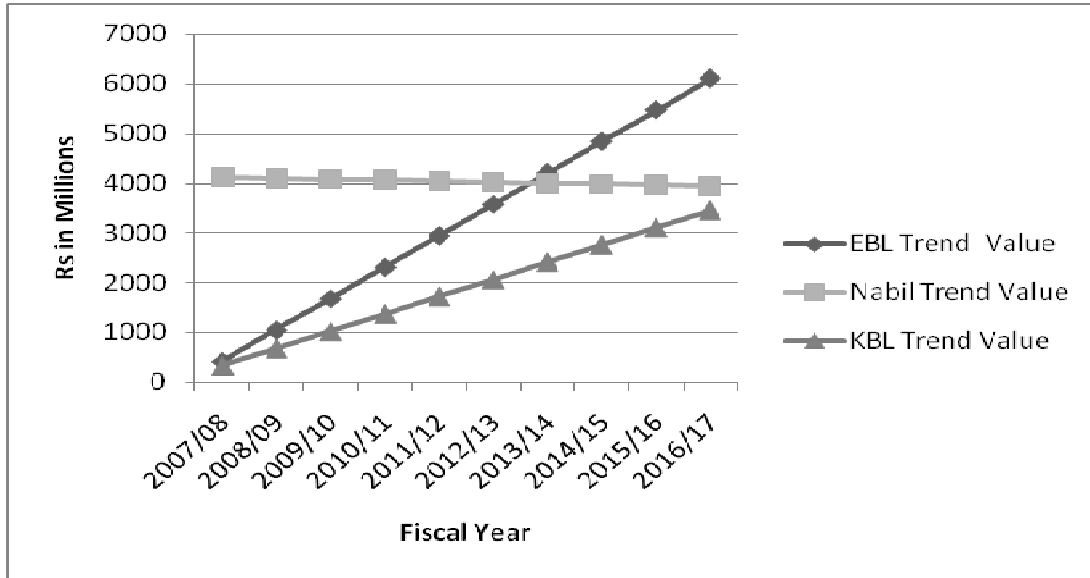


Table 4.8 depicts that the amount of Auto loan of EBL and KBL are in increasing trend. But the auto loan of Nabil bank is decreasing in fiscal year 2009/10. After that the auto loan slightly increased in the fiscal year 2010/11. If the other things remain the same, the auto loan of EBL, Nabil and KBL for the fiscal year 2012/13 will be Rs.8098.76 million, Rs.6772.85 million and Rs.1587.35 million respectively. Similarly the auto loans of same banks for the fiscal year 2013/14 will be Rs.9372.28 million, Rs.7648.42 million and Rs.1855.59 million respectively.

4.1.5.3 Trend Analysis of Personal Loan for EBL, Nabil and KBL

The following table 4.9 shows the trend amount of personal loan for EBL, Nabil and KBL and forecasted amount for the coming two years.

Table: 4.9**Trend Analysis of Personal Loan for EBL, Nabil and KBL***(Rs. in Million)*

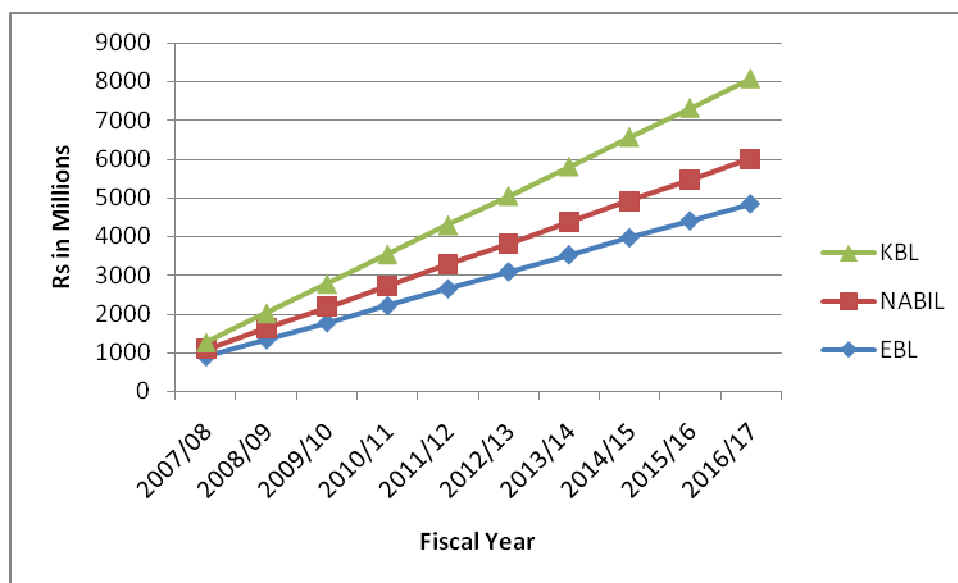
Year	EBL		Nabil		KBL	
	Personal Loan	Trend Value	Personal Loan	Trend Value	Personal Loan	Trend Value
2007/08	992.56	882.942	232	193.78	215	168.04
2008/09	1265.48	1322.442	306	302.48	398	379.174
2009/10	1632.47	1761.942	380.9	411.18	519.2	590.308
2010/11	2192.8	2201.442	417	519.88	699.34	801.442
2011/12	2726.4	2640.942	720	628.58	1120	1012.576
2012/13		3080.442		737.28		1223.71
2013/14		3519.942		845.98		1434.844
2014/15		3959.442		954.68		1645.978
2015/16		4398.942		1063.38		1857.112
2016/17		4838.442		1172.08		2068.246

Source: Appendix XXV, XXVI & XXVII

Table 4.9 depicts that the amount of Personal loan of all banks are in increasing trend. The trend of personal loan of EBL, Nabil and KBL are Rs.882.942 million, Rs.193.78 million and Rs.168.04 million in the fiscal years 2007/08 respectively . If other things remain same, the personal loan of EBL, Nabil and KBL for the fiscal year 2012/13 will be Rs.3080.44 million, Rs.737.28 million and Rs.1223.71 million respectively. Similarly, the personal loan of same banks for fiscal year 2016/17 will be Rs.4838.44 million, Rs.1172.08 million and Rs.2068.246 million.

Figure: 4.12

Trend Analysis of Personal Loan for EBL, Nabil and KBL



4.2 Analysis of Primary Data

Primary data are collected from commercial banks and customers as well as individual academicians. More than one respondent have been included from the same organization as far as possible. The respondent of the data cover personalities involving bank managers, officers and customers. This study is mainly based on questionnaire survey of the opinions of 45 respondents. Out of 45 respondents, 5 are commercial banks managers, 10 respondents are commercial bank officers, 5 are academicians and 25 respondents are commercial bank's customers. The respondents' opinions were collected on nine queries. The response on each query and the associated analysis is presented below.

4.2.1 Pace of Retail banking in Nepal

The first query was about the view of respondents regarding the present pace of retail banking trend in Nepal. 64 percent of the respondents agree that the retail banking trend is increasing, 8 percent respondents disagree and 18percent respondents did not make any response.

4.2.2 Desirability of Retail Banking

The second query was about the desirability of retail banking to both customers and banks. 76percent respondent showed their positive desirability,6 percent of them showed negative desirability while 8 percent respondents were neutral regarding such desirability.

4.2.3 Use of Retail Banking Product

The third query was regarding the use of retail banking product. The respondents were enquired whether they use or buy retail banking product. 42 percent respondents use such product and 48 percent respondents do not use such product. In this query majority of respondents still have not purchased retail banking product offered by bank.

4.2.4 Preference for Retail Banking Product

In the fourth question, the respondents were asked to rank the different retail banking product in terms of their preference. The mean value of the rank provided by the respondents is calculated and their preference was ranked in terms of the mean value of the rank provided by the respondents.

Table: 4.10

Preference for Retail Banking Product

Option	Rank			Mean	Ranking
	1	2	3		
Home Loan	37	4	3	1.20	1
Auto Loan	32	8	3	1.27	2
Others (Innovation Product)	9	26	8	1.89	3
Personal Loan	15	7	20	1.98	4

Source: Field Survey

On the basis of ranking provided, respondents preferred home loan the most, followed by auto loan, others and personal loan respectively.

4.2.5 Motivating Factors for Retail Banking Product

The fifth query was about the factors that motivate to get loan in the market. Six different statements were provided and requested to assign the rank as one for they strongly agree, two for agree, three for they do not know, four for disagree and five for strongly disagree.

Table: 4.11**Motivating Factor for Retail Banking Product for Customer**

Factor	Rank					Mean	Ranking
	1	2	3	4	5		
Low interest rate	24	10	4	2	3	1.76	1
Promotion and advertisement campaign	12	15	7	4	6	2.42	2
Innovation product offered by Bank	8	9	8	8	10	2.49	3
To maintain social status	10	6	16	2	8	2.62	4
For better lifestyle	8	7	17	2	9	2.80	5
To make future secure	5	6	20	3	9	2.98	6

The mean of the ranks provided by the respondents to each of the six factors is calculated. The ranking is provided to each factor on the basis of calculated mean. Among the six factors provided which motivate the respondents to get retail loan from the bank, the respondents preferred low interest rate the most followed by the promotion and advertisement campaign, innovative product, social status, better life style and to secure the future.

4.2.6 Role of Retail Banking Product to help Increase Performance

The sixth query was about the role of retail banking product to increase the overall performance of the banks. The respondents were asked whether the retail banking product helps improve performance or not. 77.78 percent respondents agreed that retail banking helps to increase overall performance of the bank, 17.78 percent respondents are disagreed about the said role and 4.44 percent respondents were neutral about the query.

4.2.7 Factors Affected by Retail Banking Product to Improve Banks Performance.

The seventh query was about the factors used to measure banks performance affected by the retail banking product. Five such factors were provided and the respondents were asked to rank the factors on the basis of the effect of retail banking product on such factors to improve the bank's performance.

Table: 4.12

Factor Affected by Retail Banking to Increase Performance

Factor	Rank					Mean	Ranking
	1	2	3	4	5		
Reduce NPA	38	2	1	2	1	1.29	1
Increase Bank's profit	28	8	2	3	2	1.60	2
Increase quality service and quick delivery	12	10	8	9	4	2.49	3
Helps to reduce cost	9	12	6	8	8	2.73	4
Helps to technology innovation	7	8	15	10	4	2.84	5

Reduction in non performance assets (NPA) has been found to be the most relevant factor of retail banking in the opinion of respondent followed by increase in bank's profit and quality service and quick delivery. Respondents rank increase quality service and quickly delivery to customer the third. Respondents ranked cost reduction the fourth and retail banking helps to technology innovation the fifth.

4.2.8 Difficulties Faced by Commercial Banks

Following table is the collection of respondent's opinion as Nepalese commercial bank faces difficulties to the growth of retail banking.

Table: 4.13**Difficulties Nepalese Commercial Banks face to increase Retail Banking**

Factor	Rank					Mean	Ranking
	1	2	3	4	5		
The legal process is tedious and lengthy	35	5	1	2	1	1.36	1
The bank has not sufficient customer segment to match the requirements of customer	11	12	8	7	5	2.49	2
The staff are not highly competent	13	11	5	10	4	2.53	3
The bank faces difficulties from the competitive market	15	10	4	8	7	2.62	4
The present rules and regulation is not sufficient for retail banking growth	12	11	8	5	7	2.69	5

The above table shows that the first relevant difficulty to be faced by Nepalese commercial bank for the growth of retail banking is the lengthy and tedious legal process. Insufficient customer segment has been found to be second relevant factor to be faced by commercial bank in the opinion of respondent followed by less competent staff and increase in competitive market. They ranked insufficient rules and regulation the fifth.

4.3 Major Findings of the Study**4.3.1 Finding from the Secondary Data**

- The amount of home loan for all banks under the study has an increasing trend
- The amount of loan for EBL, Nabil and KBL was Rs. 1815.48 million, Rs. 2313 and Rs318.27 million respectively in F/Y 2007/08. And these amounts increased to Rs. 5825.40 million, Rs. 4890.70 million and Rs. 1020.40 million respectively in F/Y 2011/12.

- The position of home loan for EBL, Nabil and KBL is in better position. All the banks have provided greater proportion of their funds on retail banking. But Nabil bank has led home loan segment by distributing higher home loan.
- The contributions of home loan in total loan and advance by all the banks have increasing trend.
- The contribution of home loan in total loan and advance for EBL was 18.52 percent, for Nabil it was 17.90 percent and 4.62 for KBL in 2007/08 and it has reached 23.80 percent, 17.46 and 6.90 percent respectively in 2010/11. The average growth rate of home loan for these banks are 47.66%, 28.67% and 48.33% respectively.
- The contribution of home loan in total loan and advance of all sample banks has gained robust growth but Nabil bank has shown best performance having higher average growth rate.
- The amount of auto loan for all sample banks under the study is in increasing trend.
- The amount of auto loan for EBL, Nabil, and KBL were Rs. 641.13 million, Rs. 3760 million and 493.17 million respectively in 06/3/64. And these amounts increased to Rs. 2336.80 million, Rs. 1308.08 million of EBL and KBL respectively in 2010/11, but Nabil has increasing up to 2008/09 and reach Rs. 4965 Million than after the trend is declining in 2009/10 and finally reach Rs. 3811 million respectively in 2011/12
- The position of auto loan for EBL, KBL are in better position. Nabil's position is slightly decreasing trend in auto loan. But Nabil bank has led the auto loan segment by disbursing higher auto loan in all the year. The contribution of auto loan in total loan and advance for EBL was 6.54%, for Nabil was 29.10% and for KBL was 7.16% in 2007/08 and it has reached 9.54%, 13.61% and 8.84% respectively in 2011/12. But the contribution of auto loan of Nabil is decreasing. The average growth rate of Auto loan for these banks are 54.97%, 3.47% and 40% respectively.
- The contribution of auto loan in total loan and advance by all the banks are in increasing trend in amount. But Nabil bank has shown the best performance having highest amount. But in contribution in loan and advance EBL and

KBL shows the better performance than Nabil. Again the average growth rate of Auto loan for EBL and KBL is comparatively better than Nabil.

- The amount of personal loan for all the banks under the study is in increasing trend in loan amount but the contribution in total loan and advance is decreasing trend except KBL.
- The amount of personal loan for EBL, Nabil and KBL were 992.56 million, Rs. 232 million and Rs. 215 million respectively in 2007/08. And these amounts have increased to Rs. 2192.80 million, Rs. 417 million and Rs. 699.34 million respectively in 2011/12.
- The position of personal loan for EBL, Nabil, and KBL is in better position. But EBL leads this segment by disbursing higher personal loan.
- The contribution of personal loan to total loan and advance for EBL was 10.13%, for Nabil was 1.80% and for KBL was 3.12% respectively in 2007/08 and it has reached to 8.96%, 1.49% and 4.73% respectively in 2010/11 while the percentage of EBL is in decreasing trend, Nabil reach 1.97% in 2008/09 but it has decreased to 1.49 % in 2009/10 of Nabil. The average growth rate of personal loan for these banks are 30%, 22% and 50% respectively.
- The contribution of personal loan in total loan and advance of KBL is in increasing trend but the contribution of personal loan to total loan and advance of Nabil is increasing till 2009/10 and has decreased in 2010/11. The contribution of personal loan and advance of EBL is in decreasing trend. KBL has shown best performance having highest average growth rate and disbursement than Nabil and EBL.
- This study has found highly positive correlation coefficient between home loan and total loan and advance of more than 0.96 in all three banks. As well, it is also found in all three banks that coefficient of determination of more than 94%. These signify that there is significant relationship between correlation coefficient of home loan and total loan and advance of EBL, Nabil and KBL. But EBL has the highest degree of correlation coefficient between home loan and total loan and advance than other two banks. It states that the EBL is in better position of home loan as total loan and advance in comparison to Nabil and KBL.

- This study has found that highly positive correlation between Auto loan and total loan and advance of more than 0.99 in EBL and KBL. But negative correlation between auto loan and total loan and advance of Nabil is -0.78. These signify that there is significant relation between correlation coefficient of Auto loan and total loan and advance of EBL, and KBL. But there is no significant relation between correlation coefficient of Auto loan and total loan and advance of Nabil.
- This study has found that highly positive correlation between personal loan and total loan and advance of more than 0.95 in all three banks. As well it is also found in all three banks that coefficient of determination of more than 91% these signify that there is significant relationship between correlation coefficient of personal loan and total advance of EBL, Nabil and KBL. But EBL has the highest degree of correlation between personal loan and total loan and advance than other two banks. It states that he EBL is in better position of personnel loan as total loan and advance on comparison to Nabil and KBL.
- From the trend analysis, it is found that the amount of home loan of all three banks has increasing trend. The higher rate of change and mean of EBL indicates that its increasing trend is in better position than Nabil and KBL.
- It is found that the amounts for Auto loan for the two banks are in increasing trend. But the amount for auto loan for Nabil bank is in decreasing trend. The rate of change is negative. The rate of change and mean value of EBL is higher than Nabil and KBL. That means the EBL has better increasing trend than Nabil and KBL.
- It is found that the amount of personal loan of all the here banks is in increasing trend. The rate of change and mean value of EBL is higher than Nabil and KBL. That means the EBL has better increasing trend than Nabil and KBL.

4.3.2 Finding from the Primary Data

- Most respondents agree that there is increasing trend in retail banking sector.
- Out of 45 respondents 38 respondents are agreed that retail banking is a good deal for both customers and banks while 3 respondents are disagree and 4 respondents that they are unknown about retail banking.

- Out of 45 respondents 24 respondents have not purchased retail banking product offered by bank yet. Only 21 respondents purchased retail banking products.
- On the basis of the responses of the respondents home loan is ranked first by the Nepalese customers and academicians followed by auto loan.
- Most of the respondents agree that the low interest rate is the most motivating factor to get the loan in the market.
- Majority of the respondents showed their agreement that the retail banking helps to increase the overall performance of the commercial banks by reducing the NPA and increasing the bank's profit.
- Most of the respondents agree that the tedious and lengthy legal procedures are barrier to the growth of retail banking in Nepal.

CHAPTER-V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Summary

Many commercial banks, development banks and financial institutions are operating in the economy to assist in the process of economic development of the country. Due to high competition between the financial institutions, the collected high amount of deposit from public is not properly invested. It is due to lack of demand for fund. So, it raised the problems of investment and proper mobilization of activities which play a vital role in the overall development of economy of a nation.

This study "*Retail Banking of the Commercial Banks in Nepal*" is primarily prepared for the partial fulfillment of the requirements of master of business studies (MBS). This study is mainly based on primary and secondary data provided by the concerned banks and respondents. Among the 32 listed commercial banks 3 commercial banks have been selected as the sample. The main objective of the study is to find out position and trends of retail banking in Nepal. Most of the listed commercial banks are of similar nature and taken to the sample similar nature banks are both providing same types of services to the customers. Information is collected during the period 22007/08 to 22011/12. The collected information is analyzed and conclusion is drawn from the study

5.2 Conclusion

This study "*Retail Banking of the Commercial Banks in Nepal*" tried to analyze the existing situation of retail banking in Nepal based on the data provided by the financial statement as well as other concerned information. Present study is successful to explore the findings of the result designed. For the study, various statistical tools were used as requirements of nature of data. The secondary as well as primary source of information was used for the analysis of the data. Based on the data analysis and finding of the result, the conclusion can be drawn as follows From this study, the researcher concludes that retail banking trend in Nepal is continuously increasing. Retail banking has started to play an important role in Nepal. In response to this there have been active efforts within the Nepalese banks to be more focused on consumer financial product and services. As

the perception of retail banking is still quite low in Nepal, there is tremendous upward potential in this segment.

Again, researcher found that the Nepalese banks need to remain in the competition in retail banking, banks will need to operate efficiently, package and delivery products on time, leveraging the multiple channels of delivery such as internet banking, mobile banking, mobile cash and ATMs. The future of retail banking is dependent on technology, marketing and capital employment on the sector. Technology facilities reduction in transaction cost and provides the ability to do business in volumes. Banks have to prepare themselves to face soft interest regime. New kinds of management skills are required to manage the retail lending portfolio. Banks are competing in the retail banking area on the basis of product innovation, rationalization of service charges, competitive pricing and simplified procedures for documentation.

5.3 Recommendations

Based on the study, it is found that the retail banking is in increasing trend. Among the sample banks Nabil has disbursed higher amount of home loan and EBL has disbursed the higher amount of auto loan and Personal loan. On the basis of the foregoing finding and conclusion, the following recommendations are made to improve retail banking policies and schemes.

- When there is less investment opportunity in the country, retail banking is the best investment. Regarding this, Nabil and EBL have disbursed large amount of fund for home loan. However, KBL has disbursed the little amount of home loan. So it is recommended for them to increase the chunk of Loan.
- Another factor hindering the growth of retail bank is its interest rate. So the banks are requested to lower down the interest rate.
- Bank should investigate for increasing lending opportunities by adopting new strategies and the bank should be innovation of product which is match the requirements of the customer segments.
- Bank should effort to increase to cover the wide areas by increasing the branch network as well as more geographical coverage. In the new area, bank should make effort to tap these area consumers by providing the product suitable and reasonable for them rather than imitated product.

- Nepal is an agricultural country, that's why most of the population settles in rural areas. Agriculture related financial product like agricultural financing, micro credit should be introduced and prioritized by banks to promote this area.
- Nepalese economy is depending on the remittance income. So, bank should focus this area by providing products like remittance card, money transfer and also providing the foreign employment loan etc.
- The procedure to get loan is quite tedious and lengthy. So it is suggested to make the procedure simple and easy.
- Government should provide a regulatory climate conducive to the establishment of private specialization retail banking institutions by allowing them to compete effectively for savings and respond to market demands for loan rates.

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Appendix-I

Home Loan: Contribution and average growth rate of EBL (In Million)

Year	Home loan (X)	Total Loan & Advance (Y)	% of home loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$	Growth = $\frac{\text{Ending}-\text{Beginning (Y)}}{\text{Beginning}}$
2007/08	1815.48	9801.31	18.52	0	0
2008/09	2924.11	13664.08	21.4	0.61	0.39
2009/10	4093.75	18836.44	21.73	0.40	0.38
2010/11	5825.4	24469.60	23.80	0.42	0.30
2011/12	6732.4	27560.30	24.42	0.13	0.20
Total	21391.14	94331.73	109.87	1.56	1.27
Average Growth Rate	39.00	31.75			

For Home Loan (X)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1.56}{4} \times 100 \\ &= 39.00 \end{aligned}$$

For Loan & Advance (Y)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1.27}{4} \times 100 \\ &= 31.75 \end{aligned}$$

Appendix-II
Contribution and average growth rate of NABIL

Year	Home loan (X)	Total Loan & Advance (Y)	% of home loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$	Growth = $\frac{\text{Ending}-\text{Beginning (Y)}}{\text{Beginning}}$
2007/08	2313	12922.54	17.9	0	0
2008/09	3239	15545.78	20.83	0.40	0.20
2009/10	4423	21759.5	20.32	0.36	0.40
2010/11	4890.7	27999.1	17.46	0.10	0.28
2011/12	5865	31565.1	18.58065	0.19	0.12
Total	20730.7	109792	95.09065	1.05	1
Average Growth	26.25	25.0			

For Home Loan (X)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1.05}{4} \times 100 \\ &= 26.25 \end{aligned}$$

For Loan & Advance (Y)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1}{4} \times 100 \\ &= 25.0 \end{aligned}$$

Appendix-III
Contribution and average growth rate of KBL

Year	Home loan (X)	Total Loan & Advance (Y)	% of home loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$	Growth = $\frac{\text{Ending}-\text{Beginning (Y)}}{\text{Beginning}}$
2007/08	318.27	6891.86	4.62	0	0
2008/09	514.31	8929.01	5.75	0.62	0.3
2009/10	653.89	11522.38	5.67	0.27	0.29
2010/11	1020.4	14795.26	6.90	0.56	0.28
2011/12	1406.4	18565.23	7.57	0.37	0.25
Total	3913.27	60703.74	30.51	1.82	1.12
Average Growth	48.33	29.00			

For Home Loan (X)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1.82}{4} \times 100 \\ &= 45.5 \end{aligned}$$

For Loan & Advance (Y)

$$\begin{aligned} \text{Average Growth rate} &= \frac{\text{Total Growth}}{\text{No.of Years}} \times 100 \\ &= \frac{1.12}{4} \times 100 \\ &= 28.0 \end{aligned}$$

Appendix-IV

Auto Loan: Contribution and average growth rate of EBL

Year	Auto loan (X)	Total Loan & Advance (Y)	% of Auto loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	641.13	9801.31	6.54	0
2008/09	985.18	13664.08	7.20	0.54
2009/10	1313.19	18836.44	6.97	0.33
2010/11	2336.8	24469.6	9.54	0.78
2011/12	3126.9	27560.30	10.61	0.33
Total	8403.2	94331.73	40.86	1.98
Average Growth	49.5			

For Auto Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No. of Years}} \times 100$$

$$= \frac{1.98}{4} \times 100$$

$$= 49.5$$

Appendix-V

Auto Loan: Contribution and average growth rate of NABIL

Year	Auto loan (X)	Total Loan & Advance (Y)	% of Auto Loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	3760	12922.54	29.10	0
2008/09	4965	15545.78	31.94	0.32
2009/10	3599.62	21759.5	16.54	(0.28)
2010/11	3811	27999.0	13.61	0.06
2011/12	4236	31565.1	13.73	0.11
Total	20371.62	109791.9	104.92	0.21
Average Growth	3.47			

For Auto Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No.of Years}} \times 100$$

$$= \frac{0.21}{4} \times 100$$

$$= 5.25$$

Appendix-VI

Auto Loan: Contribution and average growth rate of KBL

Year	Auto Loan (X)	Total Loan & Advance (Y)	% of Auto Loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	493.17	6891.86	7.16	0
2008/09	653.6	8929.01	7.32	0.33
2009/10	782.44	11522.38	6.79	0.20
2010/11	1308.08	14795.26	8.84	0.67
2011/12	1902.0	18565.23	10.24	0.45
Total	5139.29	60703.74	40.35	1.65
Average Growth	41.25			

For Auto Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No.of Years}} \times 100$$

$$= \frac{1.65}{4} \times 100$$

$$= 41.25$$

Appendix-VII

Personal Loan: Contribution and average growth rate of EBL

Year	Personal Loan (X)	Total Loan & Advance (Y)	% of Personal loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	992.56	9801.31	10.13	0
2008/09	1265.48	13664.08	9.26	0.27
2009/10	1632.47	18836.44	8.67	0.29
2010/11	2192.8	24469.6	8.96	0.34
2011/12	2726.4	27560.30	9.89	0.24
Total	8809.71	94331.73	46.91	1.14
Average Growth	28.5			

For Personal Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No. of Years}} \times 100$$

$$= \frac{1.14}{4} \times 100$$
$$= 28.5$$

Appendix-VIII

Personal Loan: Contribution and average growth rate of NABIL

Year	Personal Loan (X)	Total Loan & Advance (Y)	% of home loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	232	12922.54	1.80	0
2008/09	306	15545.78	1.97	0.32
2009/10	380.9	21759.5	1.75	0.24
2010/11	417	27999	1.49	0.09
2011/12	720	31565.1	2.28	0.72
Total	2055.9	109791.9	9.29	1.37
Average Growth	34.25			

For Personal Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No. of Years}} \times 100$$

$$= \frac{1.37}{4} \times 100$$

$$= 34.25$$

Appendix-IX

Personal Loan: Contribution and average growth rate of KBL

Year	Personal Loan (X)	Total Loan & Advance (Y)	% of Personal loan on Total loan and advance	Growth = $\frac{\text{Ending}-\text{Beginning (X)}}{\text{Beginning}}$
2007/08	215	6891.86	3.12	0
2008/09	398	8929.01	4.46	0.85
2009/10	519.20	11522.38	4.51	0.30
2010/11	699.34	14795.26	4.73	0.35
2011/12	1120	18565.23	6.03	0.60
Total	2951.54	60703.74	22.85	2.1
Average Growth	52.5			

For Personal Loan (X)

$$\text{Average Growth rate} = \frac{\text{Total Growth}}{\text{No.of Years}} \times 100$$

$$= \frac{2.1}{4} \times 100$$

$$= 52.5$$

Appendix X

Correlation coefficient between Home Loan and Total Loan & Advance for EBL (in Million)

Year	Home Loan (x)	Total Loan & Advance (y)	XY	X ²	Y ²
2007/08	1815.48	9801.31	17794082.28	3295967.63	96065677.72
2008/09	2924.11	13664.1	39955272.97	8550419.292	186707082.2
2009/10	4093.75	18836.4	77111676.25	16758789.06	354811471.9
2010/11	5825.4	24469.6	142545207.8	33935285.16	598761324.2
2011/12	6732.4	27560.3	185546963.7	45325209.76	759570136.1
Total	1815.48	9801.31	17794082.28	3295967.63	96065677.72

$$r = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$r = \frac{4 \times 277406239.3 - 14658.74 \times 66771.43}{\sqrt{4 \times 62540461.15 - (14658.74)^2} \sqrt{4 \times 1236345556 - (66771.43)^2}}$$

$$r = 0.998$$

$$R^2 = 0.996$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.0007$$

$$6 \times \text{P.E.} = 6 \times 0.0007 = 0.004$$

Appendix XI

Correlation coefficient between Home Loan and Total Loan & Advance for NABIL

Year	Home Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	2313	12922.5	29889835.02	5349969	166992040.1
2008/09	3239	15545.8	50352781.42	10491121	241671275.8
2009/10	4423	21759.5	96242268.5	19562929	473475840.3
2010/11	4890.7	27999	136934709.3	23918946.49	783944001
2011/12	5865	31565.1	185129311.5	34398225	996355538
Total	20730.7	109791.9	498548905.7	93721190.49	2662438695

$$(r) = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 \cdot 498548905.7 - 20730.7 \cdot 109791.9}{\sqrt{5 \cdot 93721190.49 - (20730.7)^2} \sqrt{5 \cdot 2662438695 - (109791.9)^2}}$$

So, r = 0.9697

R² = 0.9403

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.0201$$

$$6 \times \text{P.E.} = 6 \times 0.0201$$

$$= 0.1206$$

Appendix XII

Correlation coefficient between Home Loan and Total Loan & Advance for KBL

Year	Home Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	318.27	6891.86	2193472.282	101295.7929	47497734.26
2008/09	514.31	8929.01	4592279.133	264514.7761	79727219.58
2009/10	653.89	11522.4	7534369.058	427572.1321	132765240.9
2010/11	1020.4	14795.3	15097083.3	1041216.16	218899718.5
2011/12	1406.4	18565.2	26110139.47	1977960.96	344667765
Total	3913.27	60703.74	55527343.25	3812559.821	823557678.1

$$(r) = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 \cdot 55527343.25 - 3913.27 \cdot 60703.74}{\sqrt{5 \cdot 3812559.821 - (3913.27)^2} \sqrt{5 \cdot 823557678.1 - (60703.74)^2}}$$

So, r= 0.9827

R² =0.9657

Probable Error (P.E.) = $0.6745 \times \frac{1-r^2}{\sqrt{n}}$ = 0.012

6×P.E. = 6×0.012

=0.072

Appendix XIII

Correlation coefficient between Auto Loan and Total Loan & Advance for EBL

Year	Auto Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	641.13	9801.31	6283913.88	411047.6769	96065677.72
2008/09	985.18	13664.1	13461578.33	970579.6324	186707082.2
2009/10	1313.19	18836.4	24735824.64	1724467.976	354811471.9
2010/11	2336.8	24469.6	57180561.28	5460634.24	598761324.2
2011/12	3126.9	27560.3	86178302.07	9777503.61	759570136.1
Total	8403.2	94331.73	187840180.2	18344233.14	1995915692

$$(r) = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 \cdot 187840180.2 - 8403.2 \cdot 94331.73}{\sqrt{5 \cdot 18344233.14 - (8403.2)^2} \sqrt{5 \cdot 1995915692 - (94331.73)^2}}$$

$$r = 0.9653$$

$$R^2 = 0.9318$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.023$$

$$6 \times \text{P.E.} = 6 \times 0.023$$

$$= 0.0138$$

Appendix XIV

Correlation coefficient between Auto Loan and Total Loan & Advance for NABIL

Year	Auto Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	3760	12922.5	48588750.4	14137600	166992040.1
2008/09	4965	15545.8	77184797.7	24651225	241671275.8
2009/10	3599.62	21759.5	78325931.39	12957264.14	473475840.3
2010/11	3811	27999	106704189	14523721	783944001
2011/12	4236	31565.1	133709763.6	17943696	996355538
Total	20371.62	109791.9	444513432.1	84213506.14	2662438695

$$(r) = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 \cdot 444513432.1 - 20371.62 \cdot 109791.9}{\sqrt{5 \cdot 84213506.14 - (20371.62)^2} \sqrt{5 \cdot 2662438695 - (109791.9)^2}}$$

$$r = -0.7844$$

$$R^2 = 0.6153$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.1297$$

$$6 \times \text{P.E.} = 6 \times 0.1297$$

$$= 0.7785$$

Appendix XV

Correlation coefficient between Auto Loan and Total Loan & Advance for KBL

Year	Auto Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	493.17	6891.86	3398858.596	243216.6489	47497734.26
2008/09	653.6	8929.01	5836000.936	427192.96	79727219.58
2009/10	782.44	11522.4	9015571.007	612212.3536	132765240.9
2010/11	1308.08	14795.3	19353383.7	1711073.286	218899718.5
2011/12	1902	18565.2	35311067.46	3617604	344667765
Total	5139.29	60703.74	72914881.7	6611299.249	823557678.1

$$(r) = \frac{n \sum xy - (\sum x)(\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 * 72914881.7 - 5139.29 * 60703.74}{\sqrt{5 * 6611299 - (5139.29)^2} \sqrt{5 * 823557678.1 - (60703.74)^2}}$$

$$r = 0.9638$$

$$R^2 = 0.9289$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.0711$$

$$6 \times \text{P.E.} = 6 \times 0.0711$$

$$= 0.4265$$

Appendix XVI

Correlation coefficient between Personal Loan and Total Loan & Advance for EBL

Year	Personal Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	992.56	9801.31	9728388.254	985175.3536	96065677.72
2008/09	1265.48	13664.1	17291619.96	1601439.63	186707082.2
2009/10	1632.47	18836.4	30749923.21	2664958.301	354811471.9
2010/11	2192.8	24469.6	53656938.88	4808371.84	598761324.2
2011/12	2726.4	27560.3	75140401.92	7433256.96	759570136.1
Total	6083.31	66771.43	111426870.3	10059945.12	1236345556

$$(r) = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$(r) = \frac{5 \cdot 111426870.3 - 6083.31 \cdot 66771.43}{\sqrt{5 \cdot 10059945.12 - (6083.31)^2} \sqrt{5 \cdot 1236345556 - (66771.43)^2}}$$

$$r = 0.9959$$

$$R^2 = 0.9918$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-R^2}{\sqrt{n}} = 0.0028$$

$$6 \times \text{P.E.} = 6 \times 0.0028$$

$$= 0.0166$$

Appendix XVII

Correlation coefficient between Personal Loan and Total Loan & Advance for NABIL

Year	Personal Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	232	12922.5	2998029.28	53824	166992040.1
2008/09	306	15545.8	4757008.68	93636	241671275.8
2009/10	380.9	21759.5	8288193.55	145084.81	473475840.3
2010/11	417	27999	11675583	173889	783944001
2011/12	720	31565.1	22726872	518400	996355538
Total	1335.9	78226.82	27718814.51	466433.81	1666083157

$$r = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$r = \frac{5 \cdot 27718814.51 - 1335.9 \cdot 78226.82}{\sqrt{5 \cdot 466433.81 - (1335.9)^2} \sqrt{4 \cdot 1666083157 - (78226.82)^2}}$$

$$r = 0.9585$$

$$R^2 = 0.9187$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.0274$$

$$6 \times \text{P.E.} = 6 \times 0.0274$$

$$= 0.1645$$

Appendix XVIII

Correlation coefficient between Personal Loan and Total Loan & Advance for KBL

Year	Personal Loan	Total Loan & Advance	XY	X ²	Y ²
2007/08	215	6891.86	1481749.9	46225	47497734.26
2008/09	398	8929.01	3553745.98	158404	79727219.58
2009/10	519.2	11522.4	5982419.696	269568.64	132765240.9
2010/11	699.34	14795.3	10346917.13	489076.4356	218899718.5
2011/12	1120	18565.2	20793057.6	1254400	344667765
Total	2951.54	60703.74	42157890.3	2217674.076	823557678.1

$$r = \frac{n \sum xy - (\sum x) \cdot (\sum y)}{\sqrt{n \sum x^2 - (\sum x)^2} \sqrt{n \sum y^2 - (\sum y)^2}}$$

$$r = \frac{5 \cdot 42157890.3 - 2951.54 \cdot 60703.74}{\sqrt{5 \cdot 2217674.076 - (2951.54)^2} \sqrt{5 \cdot 823557678.1 - (60703.74)^2}}$$

$$r = 0.9915$$

$$R^2 = 0.9831$$

$$\text{Probable Error (P.E.)} = 0.6745 \times \frac{1-r^2}{\sqrt{n}} = 0.0057$$

$$6 \times \text{P.E.} = 6 \times 0.0057 = 0.0342$$

Appendix- XIX
Trend analysis of Home Loan for EBL (in Million)

Year (x)	Home Loan (y)	X=x-3	x ²	XY	Yc = trend value
2007/08 (1)	1815.48	-2	4	-3631	1731.202
2008/09 (2)	2924.11	-1	1	-2924.1	3004.715
2009/10 (3)	4093.75	0	0	0	4278.228
2010/11 (4)	5825.4	1	1	5825.4	5551.741
2011/12 (5)	6732.4	2	4	13464.8	6825.254
Total	21391.14		10	12735.13	
2012/13 (6)		3			8098.767
2013/14 (7)		4			9372.28
2014/15 (8)		5			10645.793
2015/16 (9)		6			11919.306
2016/17 (10)		7			13192.819

The number of years is even i.e. N=5, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{21391.14}{5} = 4278.22$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{12735.13}{10} = 1273.51$$

Appendix- XX
Trend analysis of Home Loan for Nabil (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Y _c = trend value Y _c = a+bx
2007/08 (1)	2313	-2	4	-4626	2395
2008/09 (2)	3239	-1	1	-3239	3270.57
2009/10 (3)	4423	0	0	0	4146.14
2010/11 (4)	4890.7	1	1	4890.7	5021.71
2011/12 (5)	5865	2	4	11730	5897.28
Total	20730.7	0	10	8755.7	
2012/13 (6)		3			6772.85
2013/14 (7)		4			7648.42
2014/15 (8)		5			8523.99
2015/16 (9)		6			9399.56
2016/17 (10)		7			10275.13

The number of years is even i.e. N=10, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{20730.7}{10} = 2073.07$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{8755.7}{10} = 875.57$$

Appendix- XXI
Trend analysis of Home Loan for KBL (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	318.27	-2	4	-636.54	246.184
2008/09 (2)	514.31	-1	1	-514.31	514.419
2009/10 (3)	653.89	0	0	0	782.654
2010/11 (4)	1020.4	1	1	1020.4	1050.889
2011/12 (5)	1406.4	2	4	2812.8	1319.124
Total	3913.27	0	10	2682.35	
2012/13 (6)		3			1587.359
2013/14 (7)		4			1855.594
2014/15 (8)		5			2123.829
2015/16 (9)		6			2392.064
2016/17 (10)		7			2660.299

The number of years is even i.e. N=10, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{3913.27}{10} = 391.327$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{2682.35}{10} = 268.235$$

Appendix- XXII
Trend analysis of Auto Loan for EBL (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	641.13	-2	4	-1282.3	416.008
2008/09 (2)	985.18	-1	1	-985.18	1048.324
2009/10 (3)	1313.19	0	0	0	1680.64
2010/11 (4)	2336.8	1	1	2336.8	2312.956
2011/12 (5)	3126.9	2	4	6253.8	2945.272
Total	8403.2	0	10	6323.16	
2012/13 (6)		3			3577.588
2013/14 (7)		4			4209.904
2014/15 (8)		5			4842.22
2015/16 (9)		6			5474.536
2016/17 (10)		7			6106.852

The number of years is even i.e. N=5, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

As, $\sum x = 0$

$$a = \frac{\sum Y}{N} = \frac{8403.2}{5} = 1680.64$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{6323.16}{10} = 632.31$$

Appendix- XXIII

Trend analysis of Auto Loan for Nabil (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	3760	-2	4	-7520	4114.724
2008/09 (2)	4965	-1	1	-4965	4094.524
2009/10 (3)	3599.62	0	0	0	4074.324
2010/11 (4)	3811	1	1	3811	4054.124
2011/12 (5)	4236	2	4	8472	4033.924
Total	20371.62	0	10	-202	
2012/13 (6)		3			4013.724
2013/14 (7)		4			3993.524
2014/15 (8)		5			3973.324
2015/16 (9)		6			3953.124
2016/17 (10)		7			3932.924

The number of years is even i.e. N=10, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{20371.62}{10} = 2037.162$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{-202}{10} = -20.2$$

Appendix- XXIV
Trend analysis of Auto Loan for KBL (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	493.17	-2	4	-986.34	333.43
2008/09 (2)	653.6	-1	1	-653.6	680.644
2009/10 (3)	782.44	0	0	0	1027.858
2010/11 (4)	1308.08	1	1	1308.08	1375.072
2011/12 (5)	1902	2	4	3804	1722.286
Total	5139.29	0	10	3472.14	
2012/13 (6)		3			2069.5
2013/14 (7)		4			2416.714
2014/15 (8)		5			2763.928
2015/16 (9)		6			3111.142
2016/17 (10)		7			3458.356

The number of years is even i.e. N=5, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{5139.29}{5} = 1027.85$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{3472.14}{10} = 347.21$$

Appendix- XXV
Trend analysis of Personal Loan for EBL (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	992.56	-2	4	-1985.1	882.942
2008/09 (2)	1265.48	-1	1	-1265.5	1322.442
2009/10 (3)	1632.47	0	0	0	1761.942
2010/11 (4)	2192.8	1	1	2192.8	2201.442
2011/12 (5)	2726.4	2	4	5452.8	2640.942
Total	8809.71	0	10	4395	
2012/13 (6)		3			3080.442
2013/14 (7)		4			3519.942
2014/15 (8)		5			3959.442
2015/16 (9)		6			4398.942
2016/17 (10)		7			4838.442

The number of years is even i.e. N=10, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{8809.71}{10} = 880.971$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{4395}{10} = 439.5$$

Appendix- XXVI
Trend analysis of Personal Loan for Nabil (in Million)

Year (x)	Home Loan (y)	X=x-2.5	X ²	XY	Yc = trend value
2007/08 (1)	232	-2	4	-464	193.78
2008/09 (2)	306	-1	1	-306	302.48
2009/10 (3)	380.9	0	0	0	411.18
2010/11 (4)	417	1	1	417	519.88
2011/12 (5)	720	2	4	1440	628.58
Total	2055.9	0	10	1087	
2012/13 (6)		3			737.28
2013/14 (7)		4			845.98
2014/15 (8)		5			954.68
2015/16 (9)		6			1063.38
2016/17 (10)		7			1172.08

The number of years is even i.e. N=5, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{2055.9}{5} = 411.18$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{1087}{10} = 108.7$$

Appendix- XXVII
Trend analysis of Personal Loan for KBL (in Million)

Year (x)	Home Loan (y)	X=x-3	X ²	XY	Yc = trend value
2007/08 (1)	215	-2	4	-430	168.04
2008/09 (2)	398	-1	1	-398	379.174
2009/10 (3)	519.2	0	0	0	590.308
2010/11 (4)	699.34	1	1	699.34	801.442
2011/12 (5)	1120	2	4	2240	1012.576
Total	2951.54	0	10	2111.34	
2012/13 (6)		3			1223.71
2013/14 (7)		4			1434.844
2014/15 (8)		5			1645.978
2015/16 (9)		6			1857.112
2016/17 (10)		7			2068.246

The number of years is even i.e. N=5, therefore, the origin is taken at x=3

The equation of trend line is

$$Y_c = a + bx$$

$$\text{As, } \sum x = 0$$

$$a = \frac{\sum Y}{N} = \frac{2951.54}{5} = 590.30$$

$$b = \frac{\sum xy}{\sum X^2} = \frac{2111.34}{10} = 211.13$$

Appendix – XXVIII

Questionnaire

Dear Sir/ madams

I could be very much thankful for few minutes time to fill up the following questionnaire that have importance in finding trends of retail banking in Nepal. Your individual responses will be kept anonymous and only the general findings will be presented in the research report.

Name:	
Occupation:	
Age:	Gender:

1. What is your view about present pace of retail banking trend in Nepal?
 - Increasing
 - Decreasing
 - Don't Know
2. Is retail banking a good deal for both customer and banks?
 - Yes
 - No
 - Don't Know
3. Do you ever buy retail banking product offered by banks?
 - Yes
 - No
 - Don't Know
4. If you have an option to purchase the retail banking product which of the following option do you give more priority? (Mark 1, 2,3 in order of priority)
 1. More Priority
 2. Indifference
 3. Less priority

Option	Rank		
	1	2	3
Home Loan			
Auto Loan			
Personal Loan			
Others (Innovation Product)			

5. What factor will motivate to get loan in the market?

1. Very relevant

2. Relevant

3. Indifference

4. Irrelevant

5. Very Relevant

Factor	Rank				
	1	2	3	4	5
Low interest rate					
Promotion and advertisement campaign					
Innovation product offered by bank					
For better lifestyle					
To make future secure					
To maintain social status					

6. Do you agree that the retail banking helps to increase overall performance of the commercial banks?

Yes

No

Don't Know

7. If yes, please rank the following factor.

1. Strongly agree

2. Agree

3. Don't Know

4. Disagree

5. Strongly disagree

Factor	Rank				
	1	2	3	4	5
Reduce NPA					
Increase Bank's profit					
Increase quality service and quick delivery					
Helps to reduce cost					
Helps to technology innovation					

8. Please rank the following statement that the Nepalese commercial banks face difficulties for the growth of retail banking, in your opinion.

1. Strongly agree

2. Agree

3. Don't Know

4. Disagree

5. Strongly disagree

Factor	Rank				
	1	2	3	4	5
The legal process is tedious and lengthy					
The bank has not sufficient customer segment to match the requirements of customer					
The staff are not highly competent					
The bank faces difficulties from the competitive market					
The present rules and regulation is not sufficient for retail banking growth					

9. What suggestion would you like to give Nepalese commercial bank regarding retail banking product?

.....
.....
.....
.....

Thank you for your kind cooperation