

**EMPLOYEES' MOTIVATION IN NEPAL
TELECOM: AN UNALIENABLE ASPECT OF
HUMAN RESOURCE MANAGEMENT**

**Submitted By:
Dhaka Ram Poudyal
Shanker Dev Campus
T.U. Regd.No. : 3-1-026-0030-96
Campus Roll.No. : 839/065
Second Year Exam Roll No. : 391642**

**Submitted to:
Office of the Dean
Faculty of Management
Tribhuvan University**

*In partial fulfillment of the requirements of the degree of
Masters of Business Studies (M.B.S.)*

**Kathmandu
2070**

RECOMMENDATION

This is to certify that the Thesis:

Submitted by:

DHAKA RAM POUDYAL

Entitled:

**EMPLOYEES' MOTIVATION IN NEPAL TELECOM: AN
UNALIENABLE ASPECT OF HUMAN RESOURCE
MANAGEMENT**

*has been prepared as approved by this Department in the prescribed format of the
Faculty of Management. This thesis is forwarded for examination.*

.....
Asso.Prof.

Shree Bhadra Neupane
(Thesis Supervisor)

.....
Prof.

Dr. Kamal Deep Dhakal
(Head of Research Department)

.....
Asso.Prof.

Prakash Singh Pradhan
(Campus Chief)

VIVA-VOCE SHEET

We have conducted the viva –voce of the thesis presented

By:

DHAKA RAM POUDYAL

Entitled:

**EMPLOYEES' MOTIVATION IN NEPAL TELECOM: AN
UNALIENABLE ASPECT OF HUMAN RESOURCE MANAGEMENT**

*And found the thesis to be the original work of the student and written according to the prescribed format. We recommend the thesis to be accepted as partial fulfillment of the requirement for **Master's Degree in Business Studies (M.B.S.)***

Viva-Voce Committee

Head, Research Department

Member (Thesis Supervisor)

Member (External Expert)

DECLARATION

I hereby declare that the work reported in this thesis entitled "**EMPLOYEES' MOTIVATION IN NEPAL TELECOM: AN UNALIENABLE ASPECT OF HUMAN RESOURCE MANAGEMENT**" submitted to Office of the Dean, Faculty of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master's Degree in Business Studies (M.B.S.) under the supervision of my thesis supervisor **Asso. Prof. Shree Bhadra Neupane** of Shanker Dev Campus, Tribhuvan University.

Date:

.....
DHAKA RAM POUDYAL

Shanker Dev Campus

Campus Roll No.:839/065

T. U. Regd. No.: 3-1-026-0030-96

Second Year Exam Roll No. : 391642

ACKNOWLEDGEMENTS

Any accomplishment requires the synergistic effort of many people and this work is not also an exceptional. I would take pleasure to extend my sincere gratitude to Asso. Prof. Shree Bhadra Neupane for his consistent readiness and guidance to go through in-depth vision and analysis of each topic. The ways he induced and motivated me always keep me in good compliance to my academic discipline. His guidelines and support has been instrumental in accomplishing this task. I also like to thank Mr. Sajib Shrestha, lecturer of Shanker Dev Campus, for his guidelines on statistical analysis.

My thanks go to Mr. Raju Babu Aryal, Deputy Manager of Nepal Telecom (Human Resource Management Department) and Mr. Kumar Khatiwada, Senior Officer of Nepal Telecom (Employees' Welfare Section) for their assistance in collection of data. Similarly, I express sincere gratitude to Bam Dev Poudel, Laxman Khanal and Prakash Khanal of Nepal Telecom for their valuable information.

I am indebted to my wife Mrs. Babita Adhikari whose untiring support and inspiration excelled my work to achieve desirable objectives and complete the job in time. I can not remain silent without thanking Mr. Rajendra Lamsal and Mr. Jagadish Dhakal for providing diligent effort to shape this task in the presentable form.

Many theories, statement and analysis are the results of a collection from various sources, such as books, newspapers, magazines, speakers and writers over the past time. Regardless of the source, I wish to express my gratitude to those who may have contributed to this work, even though anonymously.

Dhaka Ram Poudyal
Shanker Dev Campus
Roll No. 839/065

TABLE OF CONTENTS

	<u>Page No</u>
Recommendation	
Viva-Voce Sheet	
Declaration	
Acknowledgement	
Table of Contents	
List of Tables	
List of Figures	
Abbreviations	
CHAPTER - I: INTRODUCTION	1-9
1.1 Background of the Study	1
1.1.1 Brief Profile of NT	3
1.2 Focus of the Study	5
1.3 Identification of the problem	6
1.4 Objective of the Study	7
1.5 Significance of the Study	8
1.6 Limitations of the Study	8
1.6 Organization of the Study	9
CHAPTER – II: REVIEW OF LITERATURE	10-27
2.1 Conceptual Framework	10
2.1.1 Human Resource Management	10
2.1.2 Some Definitions of Human Resource Management	11
2.1.3 Objectives of Human Resource Management	12
2.1.4 Importance of Human Resource Management	13
2.1.5 Functions of Human Resource Management	15
2.1.6 Motivation	15

2.1.6.1 Motivational Factors	16
2.1.6.2 Importance of Motivation	19
2.1.6.3 Some Motivational Theories	20
2.2 Review of Journals/Articles	22
2.3 Review of Thesis	25
2.4 Research Gap	27
CHAPTER – III: RESEARCH METHODOLOGIES	28-30
3.1 Research Design	28
3.2 Nature and Sources of Data	28
3.2.1 Primary Data	29
3.2.2 Secondary Data	29
3.3 Method of Collecting Data	29
3.4 Data Analysis Method	30
CHAPTER – IV: DATA PRESENTATION AND ANALYSIS	31-79
4.1 Current Scenario of Human Resource in Nepal Telecom	31
4.2 Planning of Human Resource in Nepal Telecom	36
4.2.1 Hypothetical Test for HR Planning	38
4.3 Recruitment and Selection of Human Resource	39
4.3.1 Hypothetical Test for Recruitment and Selection	41
4.4 Motivation of Employees' in Nepal Telecom	42
4.4.1 Salary	43
4.4.2 Allowance and Incentives	45
4.4.2.1 Hypothetical Test for Salary and Allowance	47
4.4.3 Loan Facility	48
4.4.3.1 Hypothetical Test for Loan	51
4.4.4 Insurance Facility	52
4.4.4.1 Hypothetical Test for Insurance	54
4.4.5 Training	55
4.4.5.1 Hypothetical Test for Training	57

4.4.6 Leave Facility	58
4.4.6.1 Hypothetical Test for Leave	60
4.4.7 Performance Appraisal	61
4.4.7.1 Hypothetical Test for Performance Appraisal	62
4.4.8 Rewards	63
4.4.8.1 Hypothetical Test for Rewards	65
4.4.9 Promotion	66
4.4.9.1 Hypothetical Test for Promotion	68
4.4.10 Health Facility	69
4.4.10.1 Hypothetical Test for Health Facility	70
4.4.11 Discipline	71
4.4.11.1 Hypothetical Test for Discipline	73
4.4.12 Provision of Gratuity and Pension	75
4.4.12.1 Hypothetical Test for Gratuity and Pension	77
4.5 Study Results	78

CHAPTER – V: SUMMARY, CONCLUSION AND RECOMMENDATION 80-82

5.1 Summary	80
5.2 Conclusions	81
5.3 Suggestions	82

BIBLIOGRAPHY

APPENDICES

LIST OF TABLES

		Page No.
Table No. 4.1	Current scenario of HR in NTC	32
Table No. 4.2	Employees' opinion on current HR in NTC	34
Table No. 4.3	Hypothetical Test for current scenario of HR in NTC	35
Table No. 4.4	Employees' opinion on HR planning	37
Table No. 4.5	Hypothetical Test for HR Planning in NTC	38
Table No. 4.6	Recruitment percentage identification	39
Table No. 4.7	Employees' opinion on selection recruitment and selection	40
Table No. 4.8	Hypothetical Test for recruitment and selection in NTC	41
Table No. 4.9	Salary sheet of employees in NTC	44
Table No. 4.10	Monthly allowance of employees in NTC	45
Table No. 4.11	Employees' opinion on salary and allowance	46
Table No. 4.12	Hypothetical Test for salary and allowance	47
Table No. 4.13	Loan taking employees record	49
Table No. 4.14	Employees' opinion on loan	50
Table No. 4.15	Hypothetical Test for loan	51
Table No. 4.16	Insurance sum of personnel in NTC	52
Table No. 4.17	Employees' opinion on insurance	53
Table No. 4.18	Hypothetical Test for insurance	54
Table No. 4.19	Synopsis of training provided by training centre	55
Table No. 4.20	Employees' opinion on training	56
Table No. 4.21	Hypothetical Test for training	57
Table No. 4.22	Employees' opinion on leave	59
Table No. 4.23	Hypothetical Test for leave	60
Table No. 4.24	Employees' opinion on performance appraisal	61
Table No. 4.25	Hypothetical Test for performance appraisal	62
Table No. 4.26	Employees' opinion on rewards	64
Table No. 4.27	Hypothetical Test for rewards	65
Table No. 4.28	Employees' opinion on promotion	67
Table No. 4.29	Hypothetical Test for promotion	68

Table No. 4.30	Employees' opinion on health benefits	69
Table No. 4.31	Hypothetical Test for health benefits	70
Table No. 4.32	Employees' opinion on discipline	72
Table No. 4.33	Hypothetical Test for discipline	73
Table No. 4.34	Employees' opinion on gratuity and pension	76
Table No. 4.35	Hypothetical Test for gratuity and pension	77

LIST OF FIGURES

		Page No.
Figure No. 4.1	Current scenario of HR in NTC	33
Figure No. 4.2	Employees' opinion on current HR in NTC	34
Figure No. 4.3	Employees' opinion on HR planning	37
Figure No. 4.4	Employees' opinion on recruitment and selection	40
Figure No. 4.5	Employees' opinion on salary and allowance	46
Figure No. 4.6	Employees' opinion on loan	50
Figure No. 4.7	Employees' opinion on insurance	53
Figure No. 4.8	Employees' opinion on training	56
Figure No. 4.9	Employees' opinion on leave	59
Figure No. 4.10	Employees' opinion on performance appraisal	61
Figure No. 4.11	Employees' opinion on rewards	64
Figure No. 4.12	Employees' opinion on promotion	67
Figure No. 4.13	Employees' opinion on health benefits	70
Figure No. 4.14	Employees' opinion on discipline	73
Figure No. 4.15	Employees' opinion on gratuity and pension	76

ABBREVIATIONS

3G	: Third Generation
ADSL	: Asymmetric Data Subscriber Line
AM	: Amplitude Modulation
CDMA	: Code Division Multiple Access
EVDO	: Evolution Data Only
GPRS	: General Packet Radio Service
GSM	: General System for Mobile
HCD	: High Circuit Data
HF	: High Frequency
HR	: Human Resource
HRM	: Human Resource Management
i.e.	: That is
IC	: Internal Competition
IEP	: Internal Evaluation Promotion
IN	: Intelligent Network
ISD	: International Subscriber Dialing
ISDN	: Integrated Switching Digital Network
IT	: Information Technology
ITU	: International Telecommunication Union
IVR	: Interactive Voice Response
KTM	: Kathmandu
Ltd.	: Limited
MCC	: Maintenance Control Center
NO.	: Number
NRs	: Nepalese Rupees
NTC	: Nepal Telecom
PCC	: Prepaid Calling Card
PSTN	: Public Switched Telephone Network
Pvt.	: Private

SDH : Synchronous Digital Hierarchy
STD : Subscriber Trunk Dialing
UTL : United Telecom Limited
VDC : Village Development Committee
VoIP : Voice over Internet Protocol
VSAT : Very Small Aperture Terminal