ROLE AND IMPACT OF E-MARKETING ON THE TOURISM SECTOR PRACTISES IN TRAVEL AGENCY IN NEPAL

A THESIS

Submitted By: SHOBHA BASNET SHANKER DEV CAMPUS

T.U. Registration No.: 6-1-38-609-96 Campus Roll No.: 1499/060

Submitted To:

Office of the Dean
Faculty of Management
Tribhuvan University

In partial fulfillment of the requirement for the degree of Master of Business Studies (M.B.S.)

> Kathmandu, Nepal March, 2010

RECOMMENDATION

This is to certify that the Thesis

Submitted by:

SHOBHA BASNET

Entitled:

ROLE AND IMPACT OF E-MARKETING ON THE TOURISM SECTOR PRACTISES IN TRAVEL AGENCY IN NEPAL

Has been prepared as appro	oved by this Department in the	e prescribed format of Faculty
of Manageme	nt. This Thesis is forwarded f	or examination.
Asso. Prof. Laxman Dhoj Joshi	Bisheshwor Man Shrestha	Prof. Dr. Kamal Deep Dhakal
(Thesis Supervisor)	Head of Research Department	(Campus Chief)
Date:		
Dutte minimum		

VIVA - VOCE SHEET

We have conducted the viva – voce of the thesis

Submitted by: SHOBHA BASNET

Entitled:

ROLE AND IMPACT OF E-MARKETING ON THE TOURISM SECTOR PRACTISES IN TRAVEL AGENCY IN NEPAL

And found the thesis to be the original work of the student written according to the prescribed format. We recommended the thesis to be accepted as partial fulfillment of the requirements for Master's of Business Studies (M.B.S.)

Viva-voce Committee

Head, Research Department:-	
Member (Thesis Supervisor)	:-
Member (External Expert) :-	

DECLARATION

I hereby declare that the work done in thesis entitled "Role And Impact Of E-Marketing on the Tourism Sector Practises in Travel Agency in Nepal" submitted to Shanker Dev Campus, Faculty of Management, Tribhuvan University, is my own created work reported in the form of partial fulfillment of the requirement of Master's of Business Studies (M.B.S.) course under the guidance of respected teacher supervisor Asso. Prof. Laxman Dhoj Joshi of Shanker Dev Campus.

Researcher

SHOBHA BASNET

T.U. Registration No.: 6-1-38-609-96

Campus Roll No.: 1499/060

ACKNOWLEDGEMENT

I express my sincere gratitude to all the authors and learned personalities, whose writings have been cited in this study. I also express my sincere gratitude to those authors whose writings though are not cited but helped and inspired me in making my vision clear and reaching on conclusion.

I extend my deep sense of indebtedness to my respected supervisors Asso. Prof. Laxman Dhoj Joshi for his precious guidelines, inspiration and suggestion thoroughly during the period of this research. Without his valuable insight, I would not think of accomplishment of this thesis. I acknowledge my profound gratitude to the personnel of Nepal Tourism Board for the cooperation shown and providing necessary data.

I want to give thanks for the staff members of T.U. Central Library, Shanker Dev Campus Library who provided the reference and reading materials during the period of research.

Finally, I would like to express my sincere gratitude to my family members, all my friends for their assistance, timely encouragement in every step.

Thank you.

SHOBHA BASNET

TABLE OF CONTENTS

PAGE NO.

CHAPTER-I INTRODUCTION

- 1.1 Background of the Study
- 1.2 Statement of the Problem
- 1.3 Objective of the study
- 1.4 Focus of the study
- 1.5 Limitation of the Study
- 1.6 Organization of the study

CHAPTER-II LITERATURE REVIEW

- 2.1 Conceptual Review
 - 2.1.1 Tourism Marketing
- 2.2 Introductions of Nepal Tourism Board (NTB)
 - 2.2.1 Objectives of NTB
 - 2.2.2 Roles and Responsibilities of Nepal Tourism Board
 - 2.2.3 Organizational Structure of NTB
- 2.3 Marketing on the Internet
- 2.4 The Importance of E-Marketing in the Tourism Industry
- 2.5 Review of Previous Studies
 - 2.5.1 Review of Article

CHAPTER-III RESEARCH METHODOLOGY

- 3.1 Research Design
- 3.2 Selection of Study Area
- 3.3 Nature and Source of Data
- 3.4 Population and Sampling
- 3.5 Methods Used in Collection of Primary Data
- 3.6 Tools and Techniques Used in Data Analysis
 - 3.6.1 Data Analysis Tools
 - 3.6.2 Data Analysis Tools

CHAPTER IV PRESENTATION AND ANALYSIS OF DATA

- 4.1 Analysis of the Respondent's Perception Regarding Current Situation of Travel and Tourism Industry in Nepal
- 4.2 Analysis of the Respondent's Perception Regarding Nepal as Potential Tourist Destination
- 4.3 Analysis or the Respondent's Views on Better Year for Tourism Industry in Last Five Years
 - 4.3.1 Analysis of the Respondent's Reason for the Better Inflow in those years
- 4.4 Analysis of the Respondent's Views on the Evil Year for Tourism Industry in Last Five Years
 - 4.4.1 Analysis of the Respondent's Reason for Bad Inflow of Tourist in Those Years
- 4.5 Analysis of the Respondent's Which Region Does Most Travelers Comes From
- 4.6 Analysis of the Respondent's opinion on Most Suitable promotion Medium
- 4.7 Analysis of the Respondent's Opinion on Factor for Healthy Tourism
- 4.8 Analysis of the Respondent's Do You Have Web site
- 4.9 Analysis of the Respondent's opinion for having Website
- 4.10 Analysis of the Respondent's Rating on own Travel Agency Website
- 4.11 Analysis of the Respondent's How Long You Have Been Using Internet 1
- 4.12 Analysis of the Respondent's Idea about E-Marketing
- 4.13 Analysis of the Respondent's what are the promotional tools you are undertaking for promoting your site
- 4.14 Analysis of the Respondent's which E-Mail Marketing Method you are following
- 4.15 Analysis of the Respondent's Which Method You Have Used for Submitting Your Site in search engines
- 4.16 Analysis of the Respondent's focus on optimizing keywords or pages on their site for better positioning their site and major search engines.
- 4.17 Analysis of the Respondent's Focus on optimizing keywords or pages on Their site for better positioning their site and Major search engines
- 4.18 Analysis of the Respondent's Reason for not Implementing Internet as promotional tools

- 4.19 Analysis of the Respondent's rating of Contribution Made by Internet for promotion of Tourism in Nepal
- 4.20 Analysis of the Respondent's Frequency of using mail for getting touchy with clients
- 4.21 Analysis of the Respondent's rating the advantages for suing E-Marketing as promotional tools
- 4.22 Analysis of the Respondent's Views on problem dose the sector face at present
- 4.23 Major Findings

CHAPTER-V SUMMERY, CONCLUSION AND RECOMMENDATIONS

- 5.1 Summary
- 5.2 Conclusion
- 5.3 Recommendations

BIBLOGRAPHY APPENDIX

LIST OF TABLE

PAGE NO.

Table 4.1	Distribution of the Respondents Perception Regarding Current
	Situation of Travel and Tourism Industry in Nepal
Table 4.2	Distribution of the Respondents' Perception Regarding,
	Nepal as Potential Destination for Tourist
Table 4.3	Analysis or the Respondent's Views on Better Year for Tourism
	Industry in Last Five Years
Table 4.3.1	Distribution of the Respondents' Reason for Better Inflow of Tourist
Table 4.4	Distribution of the Respondents' View on Evil Year for Tourism
	Industry in Last Five years
Table 4.4.1	Distribution of the Respondents' Reason for Bad Inflow of Tourist
Table 4.5	Distribution of the Respondents' which Region do Most Travelers
	come from
Table 4.6	Distribution of the Respondents' Choice
Table 4.7	Distribution of the Respondents' opinion on Factors for Healthy Tourism
Table 4.8	Distribution of the Respondents' whether They Have Web site or N
Table 4.9	Distribution of the Respondents' opinion for H
Table 4.10	Distribution of the Respondents' Rating on Their Own Website
Table 4.11	Distribution of the Respondents' Using Internet in Terms of Time Duration
Table 4.12	Distribution of the Respondents' Idea on E-Marketing
Table 4.13	Distribution of the Respondents' way of promoting site
Table 4.14	Distribution of the Respondents' Answer for Email Marketing
	Method They are following
Table 4.15	Distribution of the Respondents' Method for submitting site in
	Major Search Engines
Table 4.16	Distribution of the Respondents' focus on optimizing Keywords or
	pages on their site
Table 4.17	Distribution of the Respondents' focus on optimizing Keywords

	or pages on their site
Table 4.18	Distribution of the Respondents' Reason for not implementing
	internet as promotional tools
Table 4.19	Distribution of the Respondents' Rating about internet
	contribution
Table 4.20	Distribution of the Respondents' Frequency of using mail
Table 4.21	Distribution of the Respondents' Rating the Advantages for
	Using E-marketing as promotional tool

LIST OF FIGURES

PAGE NO.

Fig 4.1	Statistic Presentation of Data from table 4.1
Fig 4.2	Statistic Presentation of Data table 4.2
Fig 4.3	Statistic Presentation of Data table 4.3
Fig 4.3.1	Statistic Presentation Data table 4.3.1
Fig 4.4	Statistic Presentation of Data table 4.4
Fig 4.4.1	Statistic Presentation of data table 4.4.1
Fig 4.5	Statistic Presentation of data table 4.5
Fig 4.6	Statistic Presentation of Data table 4.6
Fig 4.7	Statistic Presentations of data table 4.7
Fig 4.8	Statistic Presentation of Data table 4.8
Fig 4.9	Statistic Presentation of Data table 4.9
Fig 4.10	Statistic Presentation of data table 4.10
Fig 4.11	Statistic Presentation of data table 4.11
Fig 4.12	Statistic Presentation of data table 4.12
Fig 4.13	Statistic presentation of data table 4.13
Fig 4.14	Statistic Presentation of data from tabl4e 4.4
Fig 4.16	Statistic presentation of data table 4.16
Fig 4.17	Statistic Presentation of data table 4.17
Fig 4.18	Statistic Presentation of Data table 4.18
Fig 4.19	Statistic Presentation of Data table 4.19
Fig 4.20	Statistic Presentation of data table 4.20
Fig 4.21	Statistic Presentation of data table 4.21

ABBREVIATION

A.D. : Anno Domini

ACA : Annapurna Conservation Area

& : And

B.S. : Bikram Sambat

CEO : Chief Executive Officer

I.e. : That is

IT : Information Technology

IUOTO : International Union of Official Travel Organizations

Ltd. : Limited

LNP : Lantang National Park

M.B.S. : Master's of Business Studies

NTB : Nepal Tourism Board

No. : Number

Pvt. : Private

% : Percent

S.N. : Symbol Number

SNP Sagarmatha National Park

T.U. : Tribhuvan University

USA : United States of America

WWW : World Wide Web

WTO : World Tourism Organization