# A COMPARATIVE STUDY ON MARKETING PRACTICES OF HUNDAI AND KIA CARS IN NEPAL 

## A THESIS

SUBMITTED BY:
Rakesh Tandukar
T.U. Regd. No: 7-1-25-129-99

Campus Roll No: 337/062
Exam Roll No.: 2313/064
Nepal Commerce Campus

SUBMITTED TO:
Office of the Dean
Faculty of Management
Tribhuvan University

In partial fulfillment of the requirements for the degree of Masters of Business Studies [MBS]

New Baneshwor, Kathmandu

December, 2008

## VIVA- VOCE SHEET

We have conducted the viva- voce examination of the Thesis

## Submitted by:

Rakesh Tandukar
Entitled

## A COMPARATIVE STUDY ON MARKETING PRACTICES OF HUNDAI AND KIA CARS IN NEPAL

and found the Thesis to be the original work of the student and prepared according to the prescribed format. We recommend the Thesis to be accepted as partial fulfillment of the requirement for the Master's Degree of Business Studies (MBS).

## Viva - voce Committee

Chairperson, Research Committee:

Member (Thesis Supervisor):

Member (Thesis Supervisor):

Member (External Expert):

Date: $\qquad$

# RECOMMENDATION 

This is to certify that the thesis

Submitted by:
Rakesh Tandukar

Entitled

## A COMPARATIVE STUDY ON MARKETING PRACTICES OF HUNDAI AND KIA CARS IN NEPAL

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

[^0]
## Date:

$\qquad$

## ACKNOWLEDGEMENTS

I wish to express my deep gratitude to my thesis supervision Prof. Dr. Bihari Binod Pokharel for his constant encouragement, patient guidance, valuable supervision and meticulous care on several aspects of this research study. This thesis work would never have been completed without his incisive observation that helped me a lot to get at the proper prospective and a clear insight. I record my deep sincere and deep sense of gratitude to him.

I would like to thank all car sales person, car owners for their cooperation which collectivity opinions through the questionnaire.

Finally, I would like to express deep gratitude to my family member for their continuous inspiration and support during the entire period of the study.

Rakesh Tandukar (Researcher)

Date $\qquad$

## Table of Contents

CHAPTER
Viva- Voce SheetPage. No.I
Recommendations ..... II
Acknowledgements ..... III
Declarations ..... IV
Table of Contents ..... V
List of Table and Charts ..... VI

1. INTRODUCTION(1-8)
1.1Background of the Study ..... 1
1.2 Company Profile of Hyundai ..... 2
1.3 Introduction of Hyundai ..... 2
1.4 Introduction of KIA Motors ..... 3
1.5 Focus of the Study ..... 4
1.6 Statement of Problem ..... 5
1.7 Objective of Study ..... 7
1.8 Need of Study ..... 7
1.9 Limitation of Study ..... 7
1.10 Organization of the Study ..... 8
2. REVIEW OF LITERATURE(9-42)
2.1.1 The Marketing Concept ..... 9
2.1.2 Evolution of Marketing Concept ..... 10
2.2 Marketing Management ..... 12
2.3 Evaluation Process of the Marketing Department ..... 14
2.4 Marketing Environment Analysis ..... 15
2.5 Market Segment ..... 19
2.6 Customer Value ..... 20
2.7 Customer Satisfaction ..... 21
2.8 Marketing Concept in Nepal ..... 22
2.9 International Product Life Cycle and Marketing Strategies ..... 23
2.8 Review of Previous Research Articles Books and Thesis ..... 24
2.8.1 Malla's Study ..... 28
2.8.2 Rai's Study ..... 32
2.8.3 Bhandari's Study ..... 34
2.8.4 Baniya's Study ..... 34
2.8.5 Gayatri's Study ..... 35
2.8.6 Mukesh Batagoo's Study ..... 36
3 RESEARCH METHODOLOGY ..... (38-41)
3.1 Research Design ..... 38
3.2 Population and Sample ..... 38
3.3 Data Collection Procedure ..... 39
3.4 Tools for Analysis ..... 39
3.5 Methods of Analysis and Presentation of Data ..... 40
4 DATA PRESENTATION ANALYSIS ..... (42-66)
4.1 Market of Hyundai Car ..... 42
4.2 Marketing Mix for Hyundai Car ..... 46
4.2.1 Product of Hyundai Car ..... 46
4.2.2 Prices of the Hyundai Car ..... 47
4.2.3 Promotion of Hyundai Car ..... 47
4.2.4 Place/ Distribution Channel of Hyundai Car ..... 48
4.3 Market of KIA Car ..... 49
4.4.1 Product of KIA Car ..... 53
4.4.2 Price List of KIA Car ..... 53
4.4.3 Promotion of KIA Car ..... 54
4.4.4 Place/ Distribution Channel of KIA Car ..... 54
4.5 Brand Image/ Brand Loyalty ..... 54
4.6 Comparative Study of Hyundai and KIA Car ..... 55
4.6.1.1 Total Market Share of Hyundai and KIA Car in Nepal ..... 57
4.6.1.2 Research Outputs ..... 62
4.6.1.3 Major Findings ..... 63
5 SUMMARY, CONCLUSION AND RECOMMENDATIONS ..... (67-73)
5.1 Summary ..... 67
5.2 Conclusion ..... 70
5.3 Recommendations ..... 72
Annex-A
Annex-B
Annex-C
Research Question
Bibliography

## List of Table

Table No. Page No.
Table No. 1 Passenger Car Market Share Analysis in Kathmandu ..... 29
Table No. 2 Market Position of A- Segment ..... 30
Table No. 3 Market Position of B- Segment ..... 31
Table No. 4 Market Position of C-Segment ..... 31
Table No. 5 Different Brand of Vehicles Available in Nepal ..... 38
Table No. 6 Research Concentrated Brands ..... 39
Table No. 7 Sub-Dealer of AVCO International Pvt. Ltd. ..... 42
Table No. 8 Yearly Sales of Hyundai Vehicles ..... 43
Table No. 9 Calculation of Standard Deviation of Hyundai ..... 46
Table No. 10 Price List of Hyundai Motors Korea ..... 47
Table No. 11 Sub-Dealer of Continental Trading Enterprises ..... 49
Table No. 12 Yearly Sales of KIA Vehicles ..... 50
Table No. 13 Price List of KIA Car ..... 53
Table No. 14 Price List of Other Car ..... 56
Table No. 15 Annual Registration of Vehicles up to 2064/65 ..... 57
Table No. 16 Total Market Share of Hyundai and KIA Vehicles in Nepal. ..... 60

## List of Chart

Bar-Diagrams Page. No.
Yearly Sales of Hyundai Car ..... 44
Yearly Sales of KIA Car ..... 50
Total Vehicles Registration in Transportation Department ..... 58
Vehicles Market Share in up to Fiscal Year 2064/65 ..... 61
Graphs
Yearly Sales of Hyundai Car ..... 44
Yearly Sales of KIA Car ..... 51
Total Vehicles Registration in Transportation Department ..... 58
Vehicles Market Share in up to Fiscal Year 2064/65 ..... 61
Pie-Charts
Yearly Sales of Hyundai Car ..... 45
Yearly Sales of KIA Car ..... 51
Total Vehicles Registration in Transportation Department ..... 59


[^0]:    (Dr. Bihari Binod Pokharel)
    Head of Research Department and
    Thesis Supervisor

