# REVENUE PLANNING AND ITS IMPACT ON PROFITABILITY OF NEPAL TELECOM

Submitted By: Shakti Gautam Shanker Dev Campus Campus Roll No. 1705/062 T.U. Registration No. 7-2-302-83-2001

> A Thesis Submitted to: Office of the Dean Faculty of Management Tribhuvan University

In Partial fulfillment of the requirements for the Degree of Master of Business Studies (M.B.S.)

> Kathmandu, Nepal December, 2008

### **VIVA-VOCE SHEET**

We have conducted the viva-voce examination of the thesis prepared

By:

#### Shakti Gautam

Entitled:

#### REVENUE PLANNING AND ITS IMPACT ON PROFITABILITY OF NEPAL TELECOM

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 for the Degree of Masters of Business Studies (M.B.S.)

<u>Viva – Voce Committee</u>

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

### RECOMMENDATION

This is to certify that the thesis

Submitted by:

#### Shakti Gautam

Entitled:

#### **Revenue Planning and Its Impact on Profitability of Nepal Telecom**

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

•••••

Mr. Shankar Raj Joshi (Supervisor)

Dr. Kamal Deep Dhakal (Campus Chief)

.....

Mr Tek Bahadur Sijali (Supervisor)

#### DECLARATION

I hereby declare that the work reported in the thesis entitled "REVENUE PLANNING AND ITS IMPACT ON PROFITABILITY OF NEPAL TELECOM" submitted to Shanker Dev Campus, Faculty of Management, Tribhuvan University is my original work done in the form of partial fulfillment of the requirement of the Degree of Master of Business Studies (M.B.S.) under the guidance and supervision of Mr. Shankar Raj Joshi & Mr. Tek Bahadur Sijali, Lecturer of Shanker Dev Campus, Tribhuvan University.

Date.....

Shakti Gautam Researcher Roll No: 1705/062 T.U. Registration No: 7-2-302-83-2001

#### ACKNOWLEDGEMENTS

First of all, I would like to thank Tribhuvan University for giving chance to prepare the thesis for a partial requirement to the fulfillment of M.B. S. Program held under Tribhuvan University.

I express my gratitude to supervisor Mr. Shankar Raj Joshi and Mr Tek Bahadur Sijali for them patient and continuous guidance with valuable comments and kind support to me all way through this thesis.

I also owe an indebtedness to all reputed authors whose writings have provided me the necessary guidance and invaluable materials for the enrichment of my research paper in all possible ways. I would like to express my genuine appreciation to all the staffs of Shanker Dev Campus, Central Library and Security Board Library that provide me necessary information & data. And also express my gratitude to the staffs of Nepal Telecom Limited who bigheartedly made accessible the requisites information.

At last but not least, my paramount dedication is to my parents who have been uninterrupted sources of sustain for me while in during the tribulation of this research work. Likewise, I would like to thanks to my friends Mr Rajendra Timalsena, Mr Indra Pandey & Miss Durga Pokhrel who had assisted me while preparing the thesis. Also I will be indebted towards my brothers Mr. Satish Gautam & Mr. Sagar Pokhrel.

I have tried to cover all the possible matters that I felt, important to sum up the "Revenue Planning and its Impact on Profitability of Nepal Telecom" I am hopeful that this task will be helpful to the students of business studies & to those who want to make further researchers under this topic.

> Mr. Shakti Gautam Researcher Shanker Dev Campus Tribhuvan University

### **TABLE OF CONTENTS**

Recommendation

Viva-voce Sheet

Acknowledgement

Declaration

Table of Contents

List of Tables

List of Figures

Abbreviation

Page

#### **CHAPTER – I**

INTRODUCTION1-91.1General Background11.2Statement of the Problem71.3Objective of the Study81.4Significance of the Study81.5Limitation of the Study91.6Organization of the Study9

#### **CHAPTER-II**

#### **REVIEW OF LITERATURE** 11-64 2.1 Introduction 11 2.1.1 Conceptual Framework 11 2.1.2 Commercial Bank 11 2.1.3 Evaluation of Commercial Bank 13 2.1.4 Activities of Commercial Bank 15 2.1.5 Mobilization of Resources 16 2.1.6 Development of Resources 18

2.1.7	Role of Commercial Bank in the development of the economy	23
2.2 Profit	t Planning as a concept	24
2.2.1	Profit	26
2.2.2	Planning	27
2.2.3	Types of Planning	29
2.2.4	The Role of Forecasting in Planning	31
2.2.5	Forecasting Vs. Planning	32
2.3 Purpo	ose of Profit planning	32
2.3.1	Long Range Short Range Profit Plan	33
2.4 Budg	et Control	34
2.4.1	Meaning of Budgeting & Budget	34
2.4.2	Essentials and on effective Budgeting	35
2.5 Funda	mental Concepts of Public Planning	37
2.5.1 I	Profit planning and Control process	43
2.6 Advar	ntages and Disadvantages of PPC	48
2.7 Basic	Assumption and Limitation of Profit plan	49
2.7.1	Development of Profit Plan	50
2.7.2	Resource Mobilization plan and Budget	51
2.7.3	Resource Deployment Plan or Budget	52
2.8 Planni	ing for Non Funded Business Activities	53
2.8.1	Expenditure Planning	54
2.8.2	Revenue Plan	55
2.9 Impler	mentation of Profit Plan	56
2.9.1	Completion of the Annual Report	56
2.9.2	Implementing the Profit Plan	56
2.9.3	Performance Report	58
2.10 Revi	ew of Previous Research Work	59
2.11 Rese	earch Gap	64

# CHAPTER - III

RE	SEARCH METHODOLOGY	65-67
3.1	Introduction	65
3.2	Research Design	65
3.3	Data Collection Procedure and Source of Data	65
3.4	Population and Sample	65
3.5	Research Variables	66

### **CHAPTER-IV**

DATA PRESENTATION AND ANALYSIS	
4.1 Introduction	68
4.1.1 Resources Mobilization	75
4.1.2 Resources Development Plan	76
4.1.3 Revenue Planning	88
4.1.4 Interest Spread	91
4.1.5 Burden	92
4.1.6 Net Profit	94
4.1.7 Performance Evaluation	95
4.2 Statistical Tools	102
4.2.1. Trend Analysis and Projection for Next Five Years	102
4.3 Major Findings	107

### **CHAPTER - V**

CHAFIER - V		
SUMMARY, CONCLUSION AND RECOMMENDATION	110-115	
5.1 Summary	110	
5.2 Conclusion	112	
5.3 Recommendation	113	
Bibliography		

Appendixes

## LIST OF TABLES

Table No. 1. Status of Resources Mobilization of BOKL	69
Table No. 2. Status of Resources Mobilization of HBL	69
Table No. 3. Status of Budgeted and Actual Deposit	71
Table No. 4. Summary of the Deposited and Achievement	73
Table No. 5. Summary on Mean Standard Deviation of BOLK & HBL	74
Table No. 6. Status of Resources (Capital Fund) other than Deposit	76
Table No. 7. Status of Cash and Bank Balance	77
Table No. 8. Status of LABP and Investment	78
Table No. 9. Status of Other Assets	79
Table No. 10. Status of LABP	79
Table No. 11. Status of NLABP	81
Table No. 12. Status of Expenses	83
Table No. 13. Status of Interest Expenses	85
Table No. 14. Summary of the Deposit and Interest Expenses Relation	87
Table No. 15. Status of Yearly Income Structure	88
Table No. 16. Status of Interest and LABP of BOKL and HBL	90
Table No. 17. Net Spread of the Banks	91
Table No. 18. Status of Burden	93
Table No. 19. Status of Net Profit	94
Table No. 20. Calculation of Current Ratios	97
Table No. 21. Calculation of Debt Equity Ratio	98
Table No. 22. Net Profit to total Asset Ratio	99
Table No. 23. Net Profit to Total Deposit Ratio	100
Table No. 24. Return on Net Worth	101
Table No. 25. Return on Loan and Advance Ratio	102
Table No. 26. Trend Value of Total Deposit of HBL & BOKL	103
Table No. 27. Trend Value of Loan & Advances of HBL & BOKL	105
Table No. 28. Trend Value of Net Profit of BOKL & HBL	106

## LIST OF FIGURE

Figure No. 1.	Bar Diagram of Budgeted and Actual Deposit Collection of HBL	
	and BOKL	71
Figure No. 2.	Actual Collection of HBL and BOKL	72
Figure No. 3.	Status of RMOD	76
Figure No. 4.	Status of Resources (Capital Fund) Other than Deposit	76
Figure No. 5.	Bar Diagram of LABP Status	80
Figure No. 6.	Bar Diagram of the Status of NLABP	81
Figure No. 7.	Scatter Diagram of the Status of NLABP	82
Figure No. 8.	Pie Chart of Expenses	84
Figure No. 9.	Status of Bar Diagram and Scattered of COD	86
Figure No. 10.	Pie Charts of Income Generate	89
Figure No. 11.	Bar Diagram Showing Interest to Total LABP	91
Figure No. 12.	Bar Diagram of Interest Spread	92
Figure No. 13.	Scattered Diagram of Interest Spread	92
Figure No. 14.	Bar Diagram of Annual Net Burden	93
Figure No. 15.	Scatter Diagram of Annual Burden	94
Figure No. 16.	Bar Diagram of Net Profit	95
Figure No. 17.	Scatter Diagram of Net Profit	95
Figure No. 18.	Trend Value of Total Deposit of HBL & BOKL	104
Figure No. 19.	Trend Value of Loan and Advance of BOKL & HBL	105
Figure No. 20.	Trend Value of Net Profit HBL & BOKL	107

### **ABBREVIATION**

A/c	Account
ADSL	Asymmetric Digital Subscriber Line
ВО	Branch Office
BEP	Break Even Point
CV	Coefficient of Variation
Fy	Fiscal Year
FC	Fixed Cost
GDP	Gross Domestic Product
НО	Head office
HPPC	Hindering Profit Planning Control
NTC	Nepal Telecom Company
PEs	Public Enterprises
UK	United Kingdom
US	United State
VC	Variable Cost
NPAT	Net Profit After Tax
ROI	Return on Investment
TTC	Telecom Training Center
RTS	Rural Telecom Service
NTTS	National Trunk Telephone Service
BFS	Bureau Fax Service
SMS	Short Message Service
ITS	International Telegraph Service
ISP	Internet Service Provide
TS	Telex Service
ADSL	Asymmetric Digital Subscriber Line
ISDN	Integrated Service Digital Network
CRBT	Caller Ring Back Tone
USSD	Unstructured Supplementary Service Data
MVPN	Mobile Virtual Private Network
MMS	Multi Media Message Service

GPRS	General Pocket Radio Service
CTD	Cell and Time Discount
TU	Tribhuwan University
IVR	Interactive Voice Response
HRMS	Human Resource Management System
DXC	Digital Cross Connect
OYT	Own Your Telephone
GM	General Manager
СМ	Contribution Margin
PV	Profit Volume
MOS	Margin of Safety
BS	Bikram Sambat
HMG	His Majesty Government
PPC	Profit Planning & Control
i.e	That is
GNP	Gross National Product
СО	Company
PF	Provident Fund
AS	Actual Sales
BE	Break Even
CMPU	Contribution Margin per unit
PV	Profit Volume
PCO	Public Call office
CDMA	Code Division Multiple Access
SIM	Subscriber Identification Module