Cooperative Education Report

Co-op Experience at NAS-IT : Embracing IT from a Managerial Perspective

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Title :   Co-op Experience at NAS-IT : Embracing IT from a Managerial Perspective

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We have approved this cooperative education report as partial fulfillment of the cooperative education program semester 2019-2023.

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Abstract

This cooperative report entitled "Co-op experience at NAS-IT : Embracing IT from a managerial perspective" provides a detailed account of the practical experience gained while serving as the secretary of Nepal Association for Software and IT Services Companies (NAS-IT). The primary aim of this study is to showcase how theoretical knowledge gained during classes can be implemented in real life work settings. It is a testament to the relevancy and importance of practical implementations of concepts learned duing lectures.

The objectives of this study include: (1) To implement theoretical concepts learned. (2) To understand the tech industry in Nepal from a managerial perspective. Experiential study aligned with curriculum content and skill development have proven to be beneficial for students to reinforce concepts and transfer knowledge into application. (Galbraith & Mondal, n.d.) The report delves into the various roles and responsibilities undertaken as the secretary of the association. Furthermore, it highlights the challenges encountered and the solutions implemented to address those challenges. It also explores the invaluable contribution of the university lectures in fulfilling the demands of my role.

Keywords: practical experience, tech industry, challenges encountered, solutions implemented

Acknowledgement

It has been an honour to serve as the secretary of Nepal Association for Software and IT Services Companies (NAS-IT), and I am grateful to Siam University and Kathmandu College of Management (KCM) for providing the opportunity of conducting our Co-op studies.

I would like to extend my sincere gratitude to Mr. Kavin Katanyutaveetip, Co-op supervisor, for his unwavering support and guidance throughout the internship period and assisting me in the completion of this report. I would like to express my heartfelt appreciation to Mr. Richan Shrestha, Job supervisor, for constantly encouraging me to explore my abilities and ensuring that I acquire valuable skills throughout the journey. I am also thankful to Ms. Prarthana Saakha for recommending this internship opportunity to me, which has played a pivotal role in my career growth.

I want to acknowledge and express my gratitude towards all the esteemed board members of NAS-IT, who generously shared their technical expertise and managerial knowledge they had gained through their vast experience. Lastly, I would like to extend a special thanks to the entire NAS-IT community, including NAS-IT members, partners and other stakeholders, who have always cheered and supported me.

Thank you!

Sincerely,

………………………………

Riya Shrestha
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List of Abbreviations

NAS-IT : Nepal Association for Software and IT Services Companies

USAID T&C : United States Agency for International Development Trade & Competitiveness

WBG : World Bank Group

IIDS : Institute for Integrated Development Studies

NPEA : Nepal Private Equity Association

NASSCOM : The National Association of Software and Service Companies

BASIS : Bangladesh Association of Software & Information Services

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Chapter 1: Organizational Profile

1. Company Profile

Nepal Association For Software and I.T. Services Companies (NAS-IT) is a not-for-profit distribution company representing the Nepalese software and IT services industry. NAS-IT is committed to positioning Nepal as a hub for software and IT services in the region and contributing to the country's economic growth and development through the promotion of the software and IT services industry.

1.1. Mission of the Company

Empowering Nepal's software and IT industry to be globally recognized through continuous innovation, entrepreneurship, excellence, and excellence in technology.

1.2. Vision of the Company

To be a leading force in driving the growth and development of Nepal's software and IT services industry, by fostering innovation, collaboration, and professionalism, and by creating opportunities for our members to succeed in a global marketplace.

1.3. Objectives of the Company

- Advocacy and Policy : Engaging in advocacy and policy work by promoting member's interests, advocating for supportive policies and regulations, and collaborating with government and other stakeholders to create a more favorable business environment that supports innovation and growth of the industry.
- Innovation and Entrepreneurship : Providing support to startups and entrepreneurs, facilitating networking and collaboration, offering education and training, advocating for supportive policies, facilitating technology transfer, providing guidance on intellectual property protection, and supporting commercialization efforts.

- Domestic Market Development : Promoting local businesses, increasing awareness of Made-in-Nepal products and services, supporting the implementation of the Digital Nepal Framework, and creating a secure and thriving digital environment in Nepal.

- International Market Development : Promoting the export of products and services to new markets, conducting research and analysis, providing export education and resources, organizing and participating in trade shows, developing partnerships, advocating for supportive policies and regulations, and addressing barriers to entry and competition in foreign markets.

- Workforce Development : Providing education, training, and certification programs, promoting diversity and inclusion, developing apprenticeship and internship opportunities, conducting workforce research and analysis, engaging with employers and academia, advocating for supportive policies and regulations, and forming partnerships and collaborations to advance shared goals.

2. Organizational Structure
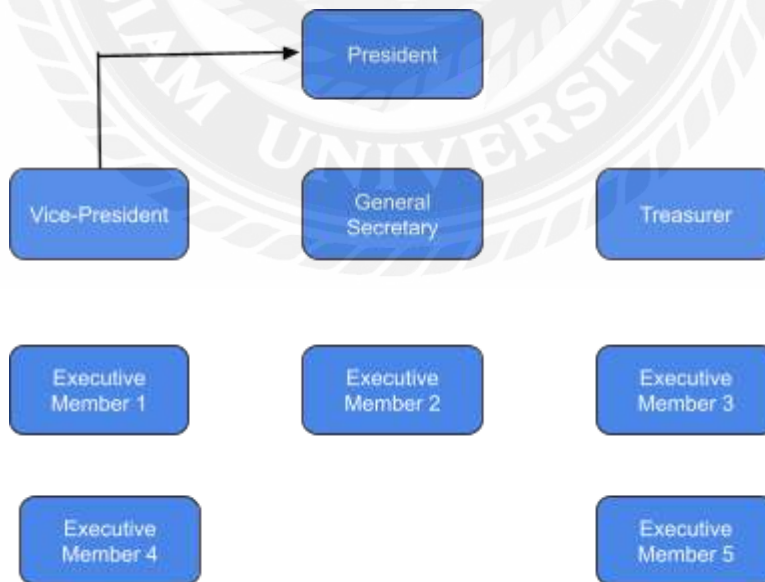
2.1. Board Structure

Figure 1: Board structure of NAS-IT

The board structure comprises 9 executive members, President, Vice-President, General Secretary, Treasurer and 5 Executive Members. The Annual General Meeting (AGM) elects 9 executive members, and the executive board elects the President, Vice-President, General Secretary, Treasurer among themselves. Each board term shall be of 3 years, with rotation of the president each year. The vice-president shall supersede the president to be the president next year. In order to ensure the continuity of the previous term agenda, 4 members from the board shall continue the next term.

BOARD MEMBERS

Richan Shrestha
President
CEO /Quickfox Technologies

Santosh Koirala
Vice-President
MD / Techkraft

Nirdesh Dwa
General Secretary
CEO /Ingrails, Veda App

Abhaya Poudel
Treasurer
Co-Founder / Gokyo Labs

Alisha Shrestha
Executive Member
CEO /Amnil Technologies

Deepen Chapagain
Executive Member
Country Director /Logpoint

Kailash Bijayananda
Executive Member
SVP /Leapfrog Technology

Narayan Koirala
Executive Member
MD /Eminence Ways

Prarthana Sakha
Executive Member
Co-Founder, BIC Technology

NAS-IT | Nepal Association for Software & IT Services Companies

Figure 2: Executive board of NAS-IT

The current board was formed through a democratic election conducted on Jan 18, 2023, where 16 company representatives had expressed their candidacy.

2.2. Members

NAS-IT comprises 35 members, with 21% representing startups. Collectively, the companies contribute over NPR 2.4 billion to the Nepali economy. These member companies have served many Fortune 500 companies, such as Google, Microsoft, and Amazon. They cater

to the needs of customers from all around the world, including the US, Europe, Australia, and Japan. The tech industry in Nepal is not only growing, but it is also creating opportunities for Nepali talent to work on projects that are changing the world.

Figure 3: Members of NAS-IT

NAS-IT is committed to strengthen the community by reaching the milestone of 100 members by the end of this year. By expanding its network and membership base, it aims to unlock knowledge sharing, collective growth and collaboration within the industry.

2.3. Working Committees

Six working committees have been established to provide specialization, efficiency, inclusivity, better communication, and improved accountability to an executive team. By delegating responsibilities to committees, each area of the organization can benefit from specialized expertise, diverse perspectives, and streamlined decision-making. This results in more effective decision-making, better outcomes, and a more well-coordinated organization. These committees are led by board members and include other NAS-IT members.

- Operations Management
  - Enrolling new members into the organization and facilitating their onboarding process
  - Preparing a website that shall serve as the central portal for the IT industry in Nepal and shall be a one-stop placement platform
  - Handles agency relations for marketing, branding, and website development, to ensure effective promotion of NAS-IT and its initiatives
  - Maintaining accurate records and ensuring timely payment processing, to support the financial sustainability and independence of the organization

- Workforce Readiness
  - It aims to prepare and train the IT graduates such that the graduates are better prepared for the industry.
  - Build a plan/product to sell to different colleges, such as final year project mentoring, career counseling, and industry visits
  - Teaching coding to young kids using Scratch (elementary level to high school)
  - Collaborate with CTEVT to design industry relevant courses and training

- Collaboration and affiliations
  - Strategic tie-ups with industry associations such as NASSCOM, SLASSCOM, P@SHA, BASIS, Women in Tech, to facilitate knowledge transfer and learn from these well-established international IT associations
  - Revenue growth tie-ups with organizations like USAID, WBG, Himalaya Java, Tigg to seek external monetary and in-kind funds to support the operations
  - Knowledge transfer tie-ups with LAN, The Great Nepalese Diaspora, etc. to mobilize the resources of these organizations to strengthen the NAS-IT community
  - Ecosystem tie-ups with other national associations such as FNCCI, CNI, CAN, NYEF, NPEA to foster a collaborative environment and access to resources from other industries in Nepal

- ○ Diplomatic tie-ups with various embassies to seek assistance in establishing connections and branding Nepal as the tech hub in international arena

- Branding & Marketing
  - ○ Preparing merchandises for members such as badges, calendars, notebooks that shall assist in increasing brand visibility of the association
  - ○ Creating engaging content to post through the social media handles and disseminating information regarding NAS-IT initiatives and achievements
  - ○ Planning and organizing events targeting towards college students to divert their attention towards the IT industry
  - ○ Handling press releases and coordinating opportunities for the board members to be featured in podcasts and interviews

- Member engagement
  - ○ Encouraging active participation of all members into the committees they have chosen
  - ○ Creating and maintaining a comprehensive membership directory to facilitate networking and collaboration within the members
  - ○ Conducting periodice membership learning series, where members get the opportunity to learn tech related topics and connect with like-minded individuals
  - ○ Fostering connections among NAS-IT membership through organizing various informal engagements such as NAS-IT socials, motor rally, sports week, etc

- Government engagement
  - ○ Staying up-to-date on policy changes that could affect the IT industry and communicate those changes to the association
  - ○ Gathering information from the member companies to identify what policies could benefit them in the long term

○ Lobbying for policy changes that benefit the tech industry and the association's members

○ Maintaining relationships with government entities such as Ministry of Communications and Technology (MoCIT), Finance Minister, Prime Minister, etc

2.4. My job position

I currently hold the position of Secretary, reporting to the president of NAS-IT, Mr. Richan Shrestha. My responsibilities also extend to assisting and supporting all the 9 board members in their respective roles. I look after the administrative tasks, maintaining records and facilitating communication within the organization and with external stakeholders. I am involved in preparing meeting agendas, position papers, concept notes, presentations, and assisting in planning and execution of various projects and initiatives.

2.5. Motivation behind joining the company

The IT industry in Nepal holds immense potential for growth and development, evident from 25,000 IT companies, over 800 tech startups and over 500 offshore development companies in Nepal. With the Information and Communications Technology (ICT) market in Nepal estimated at USD 600 million and a notable GDP contribution of 2.3%, Nepal can establish itself as the "tech hub" in the global marketplace. The Government of Nepal recognizes IT Enabled Services (ITES) and Business Process Outsourcing (BPO) as one of the five priority export potential services (Ministry of Commerce, 2016). Each year, approximately 5,500 Nepalese graduates enter into the IT sector (Investment Board Nepal & Ministry of Industry, 2017).

Joining NAS-IT provides me with a unique opportunity to be a part of this thriving industry and contribute towards its advancement. Through NAS-IT, I have the privilege to work closely and learn directly from the pioneers of the industry who are respected and admired in the Nepalese business community.

Moreover, one of the compelling aspects of joining NAS-IT is it is in its initiation stage. So, I am not confined within a particular departmental role and it allows me the opportunity to wear multiple hats. The diverse range of responsibilities allows me to expand my skill sets and

broaden my understanding of the corporate sector. By getting myself involved in varieties of activities, I get to become more versatile and flexible in the workplace.

In summary, working at NAS-IT helps me shape my career trajectory by exposing me to various opportunities and useful social networks. It offers a platform for learning, collaboration and contribution to the tech sector, which is one of the most exciting sectors in Nepal.

2.6. SWOT Analysis

Strengths	Weaknesses
- Experienced and knowledgeable leadership with a diverse range of skills and expertise - Strong and growing membership base - Robust relationships with government agencies, stakeholders, and industry partners - Strategic partnerships with various organizations and institutions	- Limited resources and funding, which may impact the ability to conduct ambitious projects - Lack of presence in key locations / cities, which may limit its visibility and engagement
Opportunities	Threats
- Growing demand for digital transformation and innovation - Potential increase in government support and funding due to IT sector being included as one of the priority sectors by the government	- Potential financial constraints in the absence of membership renewal by member companies the next year - Chances of the organization being swayed by political influence

Figure 4: Swot Analysis of the organization

2.7. Objectives of the Co-op studies

Writing this report has provided me with time and opportunity for self-reflection, introspection and deeper understanding of mygowth and development throughout the internship.

By evaluating myself, I have been able to track my strengths and weaknesses, learnings, and areas for improvement.

This report aims to aware the readers on how important it is to practically envision and live theoretical concepts learned during the lectures. It emphasizes on the importance of bridging the gap between theory and practice, demonstrating how internships and professional work experience can help develop one's skills. The experience teaches us the things we have learned at the university through a different perspective and at times, gives us deeper insights. When students understand the benefits and implications of concepts, they are more interested in learning and implementing, making classes more engaging and fun.

This report also provides insights on the IT sector in Nepal, and various initiatives being taken to promote its growth and development. It provides a managerial perspective to the tech industry and is useful for the management students who are looking forward to exploring the IT industry for their career development.

Moreover, through this report, I could document my experiences, challenges, and accomplishments. It serves as a record of my journey which I can always reflect upon to track my growth over the years. It enables me to preserve and share my experiences and learnings.

Chapter 2: Co-op Study Activities

1. **Job description**
    - Organizing and scheduling meetings and events
    - Keeping minutes of meetings and updating records
    - Handling correspondence and communications with members
    - Maintaining the forum's website and social media accounts
    - Preparing agendas, reports, and presentations
    - Assisting in the planning and execution of projects and initiatives
    - Managing the forum's budget and financial records
    - Providing administrative support to the board and committees
    - Ensuring compliance with laws and regulations

- Building and maintaining relationships with stakeholders.

2. **Job responsibilities**

- **Event management and execution** : I assisted in planning and execution of various events, such as networking sessions, workshops, seminars, etc. I effectively coordinated with the board members and stakeholders to ensure smooth event operations. Through attention to detail and effective planning, all the events that we have conducted received huge appreciation and encouragement from the NAS-IT community as well as external parties.

- **Research and analysis** : I conducted a thorough study on the operations of similar IT-based associations in other countries and how we can implement their good practices into our association. I also studied the various policies that have been advocated to be revised and how these policies are resticting the growth of the IT sector. These researches have been beneficial for the team to optimize the internal processes and better approach the government authorities.

- **Communication and collaboration** : I had to maintain regular communication with various partners and organizations. I had to initiate discussions with them and explore possibilities of collaborations to conduct various training sessions, design industry relevant curriculum.

- **Participation in meetings** : I actively participated in strategic meetings, providing inputs to draft the long-term goals and objectives of the association. I represented NAS-IT at external meetings, conferences and seminars, advocating for the interests and needs of the IT industry.

- **Contributing to marketing and promotional activities** : This involved creating engaging content for brand building through social media handles, assisting in development of marketing materials, and brainstorming on how to expand the reach of NAS-IT to the public. I am responsible for enhancing the brand visibility of the association.

- **Supporting operational and administrative tasks** : I provided assistance in operational and administrative tasks such as handling communication channels, managing logistics for events and meetings, and maintaining documentation.

3. Activities in coordinating with co-workers

As the sole employee of NAS-IT, I work closely with the board members who are providing voluntary services to the organization. Although I do not have co-workers in the traditional sense, our collaboration and teamwork are fostered through virtual weekly meetings.

We conduct weekly meetings at 8:30 - 9:30 AM NPT each Thursday. During these meetings, we discuss and strategize various initiatives, tasks, upcoming events, and provide updates on our tasks.

Additionally, we hold monthly physical meetings, where all board members come together to participate in strategic discussions and work reflections. These meetings are highly valuable and efficient since they ensure that everyone is on the same page and are working collectively towards NAS-IT's goals. The strategic meetings allow us to spend a day together to delve deeper into important topics, strengthen team bond and enhance communication within the team. Moreover, I also have one-to-one meetings with each board member or each committee, where we have more focused discussions, allowing me to assist them in conducting various activities of their respective committees. These meetings help us to streamline our efforts, address challenges, and ensure smooth coordination.

4. Contribution as a Co-op student in the company

Company registration

I have been associated with the company since February 1, 2023. I had the opportunity to witness and participate in its company registration process. I assisted the legal team in the preparation of AOA and MOA and collected the required documents from all 34 member companies. The registration process, including registering the company in the Office of Company Registrar (OCR), in the municipality office, PAN registration, and domain registration, has equipped me with the required knowledge that wil help me in the future, should I decide to start my own company.

Collaboration with various organizations

I have been in communication with various organizations such as USAID Trade and Competitiveness (USAID T&C), World Bank Group (WBG), and Integrated Institute for Development Studies (IIDS). We had several meetings with the Advisors to the Prime Minister, Finance Minister, Member of the Parliament Sumana Shrestha, and dignitaries from the Ministry of Communication and Information Technology (MoCIT).

NAS-IT and IIDS has collaborated to conduct a nationwide research on IT companies in Nepal, to identify the size of IT market and market value of the IT exports of Nepal. I actively contributed to the preparation of Concept Note for grant activity, which was presented to the USAID T&C.

Additionally, I was also involved in the development of position papers that were presented to influential stakeholders such as Finance Minister Dr. Prakash Sharan Mahat, Ambassador of Nepal to the United States Mr. Sridhar Khatri, and during the Policy Summit 2023.

Event planning and organizing

The Bill Hackathon was conducted in collaboration with MP Sumana Shrestha on March 18, 2023. It is an innovative and inspiring event that aims to democratize the process of law-making in Nepal and give the general public a voice in this critical process. The event was attended by IT company representatives, advocates, policymakers, and researchers. As the organizer of the event, I fulfilled various roles, from finalizing the venue, budget, and logistics to inviting attendees and making payments to various vendors. The event provided me with valuable experience on the process of tabulating bills in the parliament, passing them into acts, and understanding the demands of IT firms that need to be addressed by the IT bill 2075. 1st NAS-IT Member Meet aimed to bring together the members of NAS-IT to learn, connect, and collaborate. It was a celebration of the efforts of all the members who played a crucial role in forming the first-ever association in Nepal dedicated to the growth and development of the

Nepalese software and IT services industry. I played a pivotal role in organizing the 1st NAS-IT Member Meet which was organized on April 23, 2023 at The Soaltee Kathmandu. My

responsibilities encompassed a wide array of activities. This included inviting the member companies, confirming the guest list, preparing event agenda, looking over logistic aspects such as registration, flex printing and coordinating with photographers. During the event, I took on the role of host, creating a welcoming and interactive atmosphere. Additionally, I contributed to securing sponsorships and preparing membership goodie bags.

NAS-IT collaborated with Nepal Private Equity Association (NPEA) to conduct a Private Equity Information Sharing Session on May 11, 2023. The program aimed to enhance understanding and foster interest in Private Equity and Venture Capital (PEVC) investments among NAS-IT member companies, empowering them to leverage this capital source effectively. I took lead in inviting the member companies to the event, confirming their participation, and managing logistics.

Virtual Open House : Learn About NAS-IT was conducted on May 12, 2023, that was targeted to the founders and executives of software and IT services companies of Nepal. It aimed to disseminate information on NAS-IT's mission, plans, membership process and benefits, advocated policies, upcoming events and its vision for the tech industry in Nepal. I was involved in extending the invitation to various member companies and media houses, circulating registration forms and meeting links, and managing the flow of the event.

Financial operations and revenue management

I am responsible for handling financial transactions and ensuring smooth monetary operations within the organization. This includes preparing cheques on behalf of NAS-IT and ensuring that the vendors are paid accurately in a timely manner. I also maintain detailed records of financial transactions, ensuring proper documentation, accountability and transparency. My job entails ensuring financial sustainability of the organization. Along with the funds and grants that we receive, one of the major sources of revenue is membership fees from member companies. I prepare membership fee payment request letters, which are then sent to the member companies. I proactively follow up with the companies to ensure timely and accurate payments.

Membership engagement and expansion

My job responsibilities include attracting new membership, engaging existing membership, and providing a valuable membership experience. I collaborate with the team to identify and reach out to potential software and IT services companies that align to the mission and vision of NAS-IT. Through targeted communications and personalized outreach, I convey the membership benefits to these companies. I guide them through the membership application process, address their queries and ensure seamless onboarding.

Along with attracting new members, I am also responsible for engaging the existing membership base. I keep them updated on meetings conducted with various stakeholders and their outcomes, relevant news, and events conducted by our member companies.

Branding and marketing

I handle the social media accounts of NAS-IT on LinkedIn, Facebook, and Instagram. I work closely with the branding and marketing committee to create engaging content and update the public on our initiatives, events and meeting outcomes.

I also worked in preparing content for website development. I closely worked with the website development team, guiding them on the layout required for our website and supporting changes at the backend through the admin panel.

Chapter 3: Learning Process

1. Problems identified

One of the challenges I faced was related to the multiple responsibilities I had to handle. As the Secretariat, I had to collaborate with all nine board members and assist them in their respective departments. However, sometimes there were conflicts in the taks assigned to me by various board members, due to which I had difficulties prioritizing my tasks. Additionally, there was a communication gap due to which I did not know whom to approach to address certain questions or concerns.

Another significant challenge I faced was document management. NAS-IT has 34 companies as its founding members. Collecting all their documents, ensuring the signatories and witnesses

are available during the signing process of AOA and MOA was a daunting task. It required a lot of follow ups and patience to get all the necessary information and documents.

To ensure adherence with NAS-IT's goals and guidelines, each activity requires approval from several board members. Since all the board members have multiple personal and professional engagements, at several instances, they are unable to provide prompt responses, thereby delaying the completion of my tasks.

2. Solutions implemented

I took the initiative to address my concerns regarding the task conflicts and information gap during strategic meetings. I emphasized the need of preparing Standard Operating Procedures (SOP) for each committee, and creating clear job responsibilities of each board member. By identifying specific roles and responsibilities, it became easier to identify individuals to approach for support and guidance for a particular task on hand. We also explored implementing Infinity, a task management platform so that all the board members are well aware about their responsibilities and are also informed on the tasks that I have been assigned. I utilized Infinity to update my tasks, set priorities, and provide regular updates on ongoing activities. By categoring tasks as per priority level, the board members could identify the activities that are on my priority list.

To streamline the collection and verification of documents for new membership, I implemented a solution using google form, where the applicants could provide company details and upload all the required documents. To further simplify the process, the google form was integrated into the website, making it easily accessible for the applicants. I assisted in preparing SOP for membership verification and onboarding. The SOP clearly defined instructions on how to collect documents, store documents, communicate with the membership verification team and obtain board approval for membership application.

To accommodate the time commitment and constraints of the board members, I learnt to strategize when to send my work for review and approval. Understanding that their availability may vary, I usually provide a reasonable timeframe of 1-2 days to review my work. I typically send the tasks during the evening so that they can review it during the night. This enables me to

work on the task the next morning upon their approval. I also leveraged google calendar invites and reminders to ensure effective communication and to avoid any missed updates or assistance.

3. Recommendation to the Company

- Improve communication channels : The use of technology should be leveraged to assist communication within NAS-IT. Various project management tools such as task management or collaboration platforms should be deployed for transparent work process, task assignment and project tracking.

- Establish regular feedback mechanisms : Regular feedback sessions should be conducted to encourage regular feedback from board members and other stakeholders. This can be conducted through periodic surveys, one-to-one calls, which shall encourage the board members to perform better.

- Conduct activities for team bonding : More informal gatherings and team bonding activities should be conducted so that the team members are comfortable working with each other and can better express themselves and their concerns. Since all the board members are providing voluntary services, fostering a great team bond will further motivate them to contribute to NAS-IT.

- Seek training and workshops : Since NAS-IT is still in its early stage, it should organize more training and workshops. It can conduct learning and networking sessions with established IT associations such as NASSCOM, P@SHA, BASIS, etc. which shall aid in knowledge trasnfer, adopting best industry practices, and insights from those associations on effective operations and brand building.

4. Learnings from the Co-op Studies

- **Technical skills**: My experience at NAS-IT has made me more proficient in my skills of accounting, budgeting, using designing tools such as Figma, Pitch, managing the backend for website updates and content creation.

- **Professional development:** I have improved my communication skills, teamwork and problem solving. I can calmly handle unforeseen circumstancess and work under pressure. The experience has helped me enhance my time management, priority management and organizational skills, allowing me to effectively meet deadlines and complete diverse tasks.

- **Personal growth:** It has taught me to be accountable for my actions, develop work ethics, adaptability, resilience and persistence amidst challenging situations. I am learning to become more confident in my abilities and being self reliant.

- **Industry knowledge and insights:** While working with the NAS-IT community, I have gained insights on the dynamism and realm of possibilities in the IT industry in Nepal. I have learnt regarding the latest industry trends, challenges and emerging technologies.

5. Application of coursework into corporate life

The academic courses untertaken during my undergrad such as "Business Law" and "Taxation" have been very beneficial in my role in NAS-IT while reviewing the tax clearance certificates of member companies and receiving Permanent Account Number (PAN) of NAS-IT in the Internal Revenue Department (IRD). The knowledge gained from the "Taxation" course, particularly differences between PAN and VAT bills, 1.5% TDS deduction on VAT bills and 15% TDS deduction on non-VAT bills has been applied in preparing cheques and making payments to the service-based vendors.

Additionally, the research skills acquired through "Research in Finance" aided me in providing constructive feedback to the questionnaire prepared by the IIDS team to conduct a nation-wide survey on IT companies in Nepal. Moreover, NAS-IT also conducted an independent survey on its member companies, and the knowledge I gained helped me in successful completion of the survey.

During the private equity information sharing session, I was able to relate the discussion with the concepts I had learned during the "Financial and Investment Markets" and "Business Fiannce" classes. It helped me contribute to the discussion and enhance my understanding of the topics such as PEVC funding, dilution at each stage, valuation methodologies of startups, etc.

Furthermore, the lessons learned during "Digital Literacy" and "Fintech" helped me comprehend the IT jargons used during the meetings such as Business Process Outsourcing (BPO), Internet of Things (IoT) and other relevant terms.

The soft skills attained through "Human Relations and Personality Development" and "English for Daily Life" helped me better present myself among a wide audience. I have learned to adapt my communication style to different audiences, making it easier for me to connect and engage with people from diverse backgrounds.

Chapter 4: Conclusion

1. Summary of highlights of Co-op Studies

The Co-op studies conducted at NAS-IT have provided me with invaluable opportunities to learn about this thriving tech industry of Nepal. The innovative work, initiatives conducted by member companies have awestruck and inspired me. It has reinforced my belief in Nepal's ability to achieve remarkable feats in the technology sector. All the nine board members - my mentors, guides, supporters - have taught me several valuable lessons and corporate strategies that have fueled me to be braver, bolder and more persistent.

One notable experience/highlight of Co-op Studies was representing NAS-IT alone during the preparation of Policy Summit 2023. Presenting NAS-IT's policy requirements in front of representatives from the National Planning Commission was a humbling yet overwhelming and intimidating experience, as I was amidst the dignitaries who had started their journey of success long before I was born. I have come to believe in myself and I strive to further fuel and enjoy this journey.

2. Evaluation of my work experience

My work experience has surely taught me there is so much more to learn, experience, and witness. My job covers diverse areas and responsibilities, from finance, accounting, marketing to

communications and public relations. It has been a training session / workshop where I have the freedom to practically implement the concepts of almost all subjects taught in classes, and take help from my board members whenever I encounter confusions with my concepts. I am evolving in the workspace and am grateful to be working here.

I have gained a wealth of knowledge and skills that shall definitely help me in future endeavors. The exposure to the various aspects of the IT industry, including policy advocacy, designing trainings and workshops, networking and interactions has broadened my understanding of the industry and its challenges.

The collaborative and supportive network I found for myself in the organization shall be the highlight of my work experience. The support and guidance of the board members have been instrumental in my personal and professional growth within the organization. Their expertise and insights have made me better equipped and prepared to handle career-related challenges. It has encouraged me to push my boundaries and explore my potential.

I have learnt the importance of constant and regular communication, within the organization and with stakeholders. I am more confident now in the skills that I possess and my ability to present myself to a wider audience.

Additionally, the work experience at NAS-IT has honed some of the valuable skills such as problem solving, time management and adaptability. While juggling between multiple roles at the organization, I have learnt to handle unforeseen situations, remain resilient and persistent in challenging and dynamic environments.

Overall, my work experience has been rewarding and fulfilling. It has provided me with a solid foundation in the IT industry, expanded my professional network, and equipped me with the required skills to kickstart my career. The most exciting part is I eagerly anticipate the start of each workday, ready to embrace new challenges and learnings.

3. Limitations of Co-op Studies

- Limited time period of the study, restricting the benefits and learnings of the work experience that could be explored
- Lack of quantitative data that can firmly assure that the internships are integral segments of the university course
- The report is based solely on my work experience, which may not be universally applicable

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Annex 1

Figure 5: 1st NAS-IT Member Meet

Figure 6: The Secretariat of NAS-IT

Annex 2

Figure 7: Presenting during 1st NAS-IT Member Meet

Figure 8: Bill Hackathon with MP Sumana Shrestha
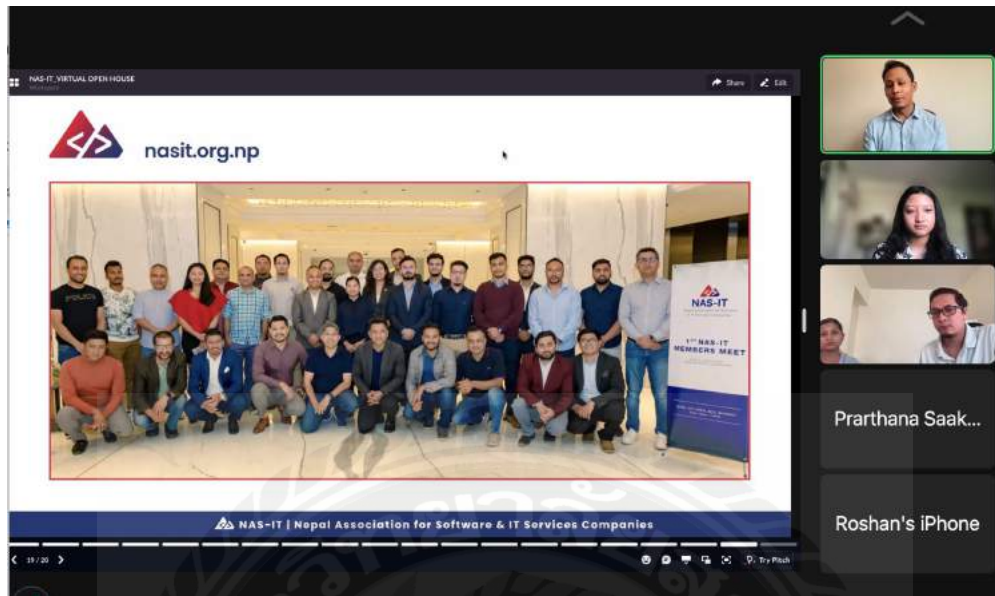
Annex 3

Figure 9: Virtual Open House : Learn About NAS-IT

Figure 10: NAS-IT presenting in Policy Summit 2023