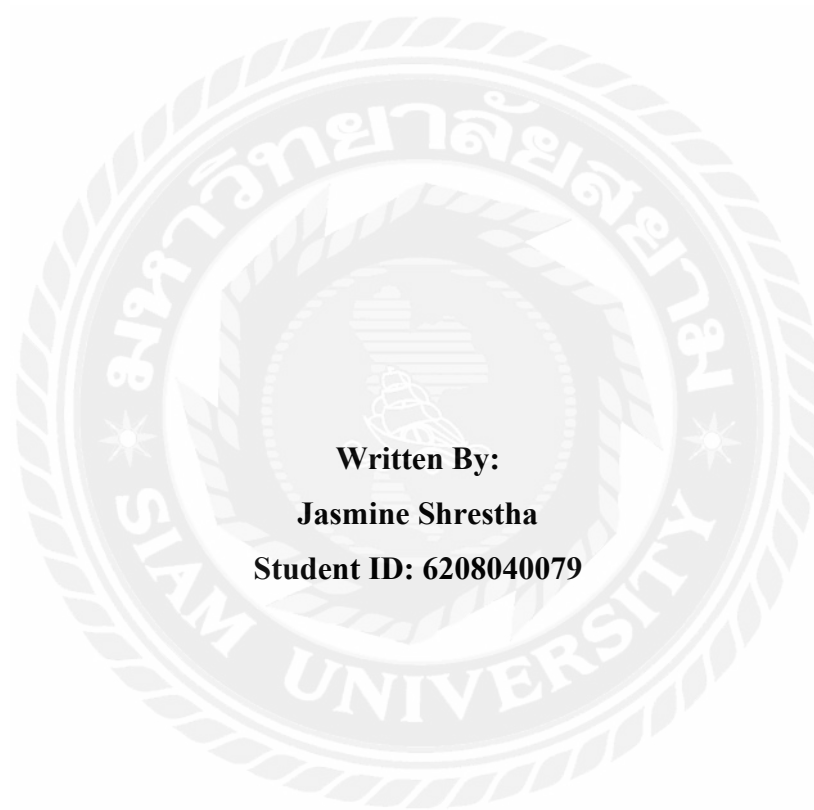




## **Cooperative Education Report**

### **MPSP Project Lead and Management at Hilltop Investment**



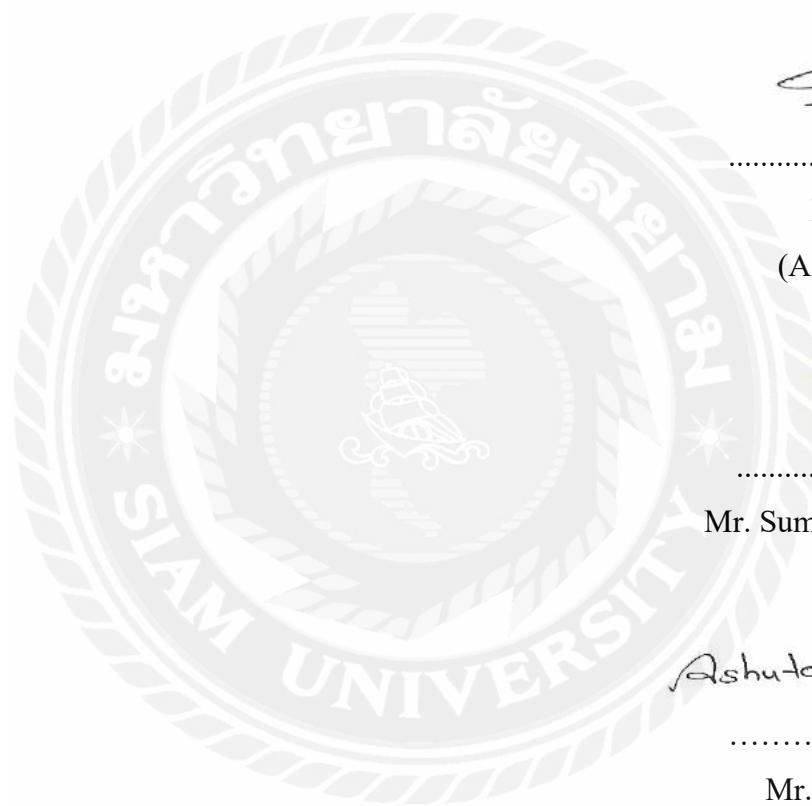
**This Report Submitted in Partial Fulfillment of the Requirements for  
Cooperative Education, Faculty of Business Administration  
Academic Semester 2/2022**

**Siam University**

**Title:** MPSP Project Lead and Management at Hilltop Investment  
**Written by:** Ms. Jasmine Shrestha (6208040079)  
**Department:** Bachelor's in Business Administration (Finance and Banking)  
**Academic Advisor:** Bikash Dahal

We have approved this cooperative report as partial fulfillment of the cooperative education semester 2/2022.

### Oral Presentation Committees



.....  
Mr. Bikash Dahal  
(Academic Advisor)

.....  
Mr. Suman Bikram Thapa  
Job supervisor

.....  
Mr. Ashutosh Mishra  
(Academic Committee Member)

.....  
(Asst. Prof. Maruj Limpawattana, Ph. D.)  
Assistant President and Director of Cooperative Education

Project Title: MPSP Project Lead and Management at Hilltop Investment  
Credits: 6  
By: Ms. Jasmine Shrestha, 6208040079  
Advisor: Mr. Bikash Dahal  
Degree: Bachelor's in Business Administration  
Major: Finance and Banking  
Faculty: BBA (Finance and Banking)  
Academic Year: 2019-2023

### **ABSTRACT**

The internship was carried out for the partial fulfillment of the BBA program under Siam University and Kathmandu College of Management. The purpose of this report is to provide comprehensive details regarding the work experience that was carried out and the projects undertaken during the period.

The objectives of the job include: 1) Maintain MPSP members database 2) Create insurance and reinsurance of the members and pay premium 3) create FDs from Insurance Money Back 4) Track service charge and commission received. 5) Analyze the long-term asset and long-term liabilities created and develop the MIS performance report.

I was recruited as an MPSP Program In charge starting from Jan 19, 2023 and is ongoing. Among the various departments of the organization, my work includes overlooking the MPSP program and coordinating it with my job supervisor. This requires me to coordinate with the Insurance companies, and members, track premiums and commissions and handle payments. My responsibility is to oversee day to day tasks and manage upcoming deadlines, provide progress emails and performance reports each month, update analysis regarding the incomes and expenditures of the program and update on completion of work in the given timeframe.

The report provides an overview of the organization, its values, culture and operations alongside my experience, job responsibilities and role in the project.

**Keywords:** Program In charge, Coordination, Communication

## ACKNOWLEDGEMENT

The successful completion of this report would not be possible without the individuals who have supported me. This report would be incomplete before acknowledging and extending my heartfelt gratitude towards Siam University and Kathmandu College of Management for allowing me to be part of this journey. The opportunities and experiences I received with this cooperative study is remarkable and I am grateful for all of them.

First and foremost, I would like to express my gratitude to my academic advisor Mr. Bikash Dahal, for supporting me and helping me write this report. His support, guidance, efforts and encouragement has helped me complete this report. Along with that, I would like to thank my job supervisor Mr. Suman Bikram Thapa, for providing me with the knowledge and guidance which helped me successfully accomplish my roles and responsibilities. Without his supervision and encouragement, I would not have been able to learn the core functions of the company and the skills required for it.

I would also like to extend my gratitude to Hilltop for providing me with this job opportunity that helped me work closely with the most talented group of people and gain work experience.

This co-op study has helped me expand my knowledge, skills and brought me valuable experiences. I think this study has helped me create a pathway towards my future career. I appreciate all the individuals who have impacted me and have helped me in my growth. Without their encouragement, support and guidance, this report would not have been successful.

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## **LIST OF ABBREVIATIONS**

MPSP- Membership Prosperity and Saving Program

CEO- Chief Executive Officer

Pvt. Ltd.- Private Limited

SA - Sum Assured

Int - Interest

IPO - Initial Public Offering

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## CHAPTER 1 INTRODUCTION



### **1.1 Company Profile**

#### *1.2 Figure 1: Company Logo*

Hilltop Junar Multipurpose Cooperative was established on 15 August, 2009 with the cooperative principles of aiming to transform the society by integrating the resources, funds, and goods available in the community and utilizing them for maximum benefit for the society. The cooperative was registered at the Cooperative Division Office in Kathmandu, and has been granted permission to operate as a cooperative in the community. The head office is located in Tinkune, Kathmandu.

Hilltop aims to unify the members by promoting unity and introducing the society to new economic, social, and cultural aspects. They believe in the principle of “ALL FOR ONE AND ONE FOR ALL” and work towards building the unity they visualize along with a prosperous, self-reliant, and self-sufficient society in economic, social, and cultural terms. The cooperative institution has been operating with adherence to the principles and policies of pure cooperatives and has been seen as a skilled and competitive institution in a short period of its establishment (Hilltop, n.d.).

#### **1.1.1 Company Vision**

Excellent Professional Co-operative

#### **1.1.2 Company Mission**

Providing quality financial and non-financial services to members by using modern technology following cooperative principles



### **1.1.3 Objective**

The main objective of the organization is to provide sustainable economic, social and cultural prosperity to its members based on the work area.

### **1.1.4 Strategic Objective**

- 1) To build a financially sound organization.
- 2) To create an excellent organization that provides quality services.
- 3) To make the organization professional and competitive.
- 4) To develop efficient leadership and competent management.

### **1.1.5 Our Values**

#### **H I L T O P**

H - Health and Quality service: The services provided by the company to the members will be simple, healthy, with quality work and competitiveness.

I - Integrity: The company will work with honesty and integrity towards the members and laws and regulations. There will be no discord or deception done in any way.

L - Loyalty: Keeping the cooperative principle at the center, we will work faithfully in the interests of the members.

T - Teamwork and Transparency: Without being inspired by any individualistic ideas, we will move forward collectively.

O - Organizational Pride: By strengthening the relationship of our members and organization, we aim to become the company that everyone can be proud of. To raise the pride of the organization, we will work towards our quality service.

P - Passion: To work with enthusiasm to make Nepal's best professional organization by enriching the members.

### **1.1.6 Why Hilltop**

- Have been operating and working according to policies and procedures, embracing cooperative principles, values and beliefs.

- Provides cash Rs.1,500/- and one khutruk for maternity care when a female member gives birth.
- Compensation, in case of the death of a member, Rs.10 thousand for rent expenses and Rs.5 thousand in case of the death of a member in the family of the member.
- Provides financial assistance in case of any events or marriage of members or employees' family.
- Other financial benefits provided in medical treatments, accidents, disability allowance, single women allowance and educational expenses.

### 1.1.7 Location

Hilltop Junar Cooperative is located in Tinkune, Kathmandu. It is situated Bagmati Province, Kathmandu.



*Figure 2: Location of the organization*

## 1.2 Membership Prosperity and Saving Program (MPSP)

MPSP is an investment program under Hilltop Junar Cooperative subsidiary company Hilltop Junar Investment Pvt. Ltd. The investment program offers a product to help members receive higher return through the power of compounding. The product MPSP is created to provide high returns with lower risks. There are two types of MPSP, 10 times return and 8 times return. If a

member invests 100,000 for instance he/she would receive 10,00,000 in 16 years or 8,00,000 depending upon the type of investment. The sectors used are stock market, insurance and fixed deposits.

An individual can start their investment with 0 sum, they can take a loan from hilltop and pay EMI each month until the loan is repaid. This scheme is beneficial for retirement, for can be taken in the form of pension or just for future income.

### 1.3 Organization Structure

#### 1.3.1 Diagram of Organization Structure



Figure 3: Organization Structure of Hilltop

#### 1.3.2 My job position and placement details

|                  |                    |
|------------------|--------------------|
| Address          | Tinkune, Kathmandu |
| Job Position     | Program Incharge   |
| Department       | MPSP               |
| Working Duration | January (ongoing)  |

|  |                         |
|--|-------------------------|
| Working Hours                          | 10 AM - 5 PM            |
| Name and designation of Job Supervisor | Suman Bikram Thapa, CEO |

*Figure 4: Job Position and Placement*

**1.3.3 My Job description**

My job position in Hilltop Junar Investment Pvt. Ltd. was MPSP Program In-charge. I worked under my supervisor Mr. Suman Bikram Thapa, Managing Director. As a program in-charge my responsibility was to insure that the program is running smoothly with intime payments and incomes, follow up for new potential customers and manage all required transactions and procedure. Communicate with staff, members and insurance companies to make sure the work is in progress. My daily work was to fulfill day to day activities, reconcile all excels and physical files to make sure no data were incomplete. I was also responsible for Facilitating the organization in Share Market, Insurance and Data Analysis of MPSP.

**1.3.4 Intentions and Motivation on choosing Hilltop**

Hilltop has been the one of the high performing, trustworthy co-operative in Nepal (recognized by the government) and has been providing various benefits to its members in terms of saving and investment. Under the co-operative there is Hilltop Junar Investment Pvt. Ltd. which is in charge of a program called MPSP. This program piqued my interest and it's what led me to work for this company. MPSP is an investment plan which uses the power of compounding and investment to help increase the members' savings by 8 times or 10 times over the period of 16 years. Now, such

programs can be found in banks and other investment companies as well, however, Hilltop was the first company to ever start this program. Not just that, the company has been showing integrity and trust to their members since the very beginning, and has been proving their good governance over the years. Despite the controversial beliefs regarding cooperatives, Hilltop has proved that they can be trusted and they work towards changing the mentality of people.

My intentions in joining Hilltop was to be able to challenge myself on what I had learned during my time in KCM and Siam University. Hence, I was able to gain experience and sharpen my skills. Thus, the opportunity I was getting from the company was something that I could not miss out and was motivated to do which is why I chose Hilltop.

## 1.4 Strategic Analysis of the Company

### 1.4.1 SWOT Analysis



*Figure 5: SWOT Analysis*

### STRENGTHS

- **Trust and Integrity:** Hilltop has kept trust and good governance in top priority to provide genuine and trustworthy services to their members. They have been operating and

working according to policies and procedures, embracing cooperative principles, values and beliefs.

- **Benefits for active members:** There are many offers and schemes provided to the members who are active such as compensation on deaths, financial benefits in case of health issues and treatments.
- **Democratic governance:** Cooperatives work for the members, they own and control the company because they have voting rights which allows them to make decisions regarding organization operation activities.
- **Sustainability:** The company works towards social and environmental sustainability and introduces products and services that help promote sustainability.

#### **WEAKNESS**

- **Limited scope of work:** Because of the size and structure of cooperatives there is limited scope for work. The company is slowly increasing its work diversity in different fields but for now the scope of work is limited.
- **Limited resources:** Cooperatives have limited reach on resources, due to which they cannot invest in new technologies and products. This can be a major drawback when competing with banks or big businesses.
- **Limited public awareness:** Cooperatives have limited visibility than traditional businesses due to which they have limited ability to attract customers and members.

#### **OPPORTUNITIES**

- **Market Expansion:** The company can expand their market by introducing and exploring new products and services that advance their existing products or expanding to new markets. They can provide more diversity of products and services.
- **Innovation:** The company can work on innovating new products that can benefit the members as well as promote sustainability. The innovation can also be done through partnerships with other businesses, or expanding to new regions/markets.
- **Social Responsibility:** The company can position itself as a socially responsible business. With the increase in social and environmental issues, being socially responsible can help attract new customers and new product development.

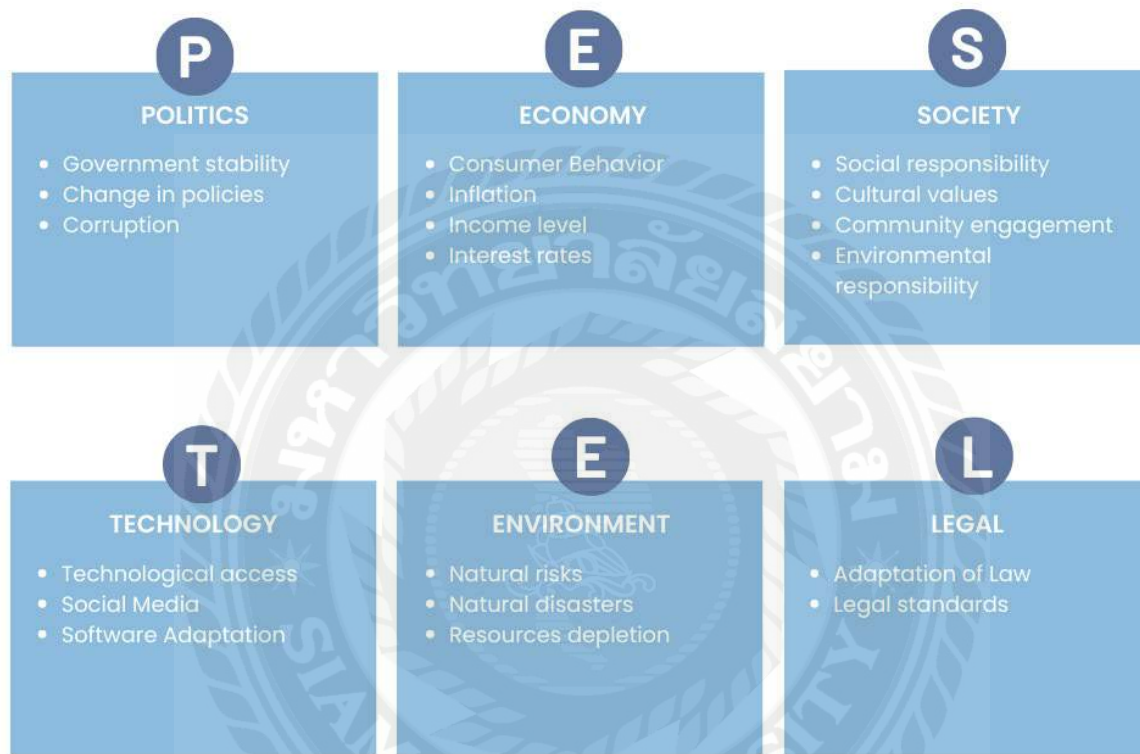
- **Political Advocacy:** The company can advance politically by engaging in promoting policies and regulations that support cooperatives on behalf of members and community. This can help create more awareness and a supportive environment for cooperative businesses.

## THREATS

- **Competition:** There are about thousands of cooperatives in Nepal working towards similar goals and as the members cannot be repeated there comes a lot of competition. This means that the company has to provide new and unique products and be innovative before their competitors can catch up and provide trustworthy services.
- **Volatile Economy:** The economy in Nepal is very volatile and uncertain, this causes the unstable income level of consumers which in turn decreases the company capital. The economic fluctuations make it difficult to operate and function.
- **Liquidity Problems:** Due to the high number of cooperatives and limited customers/ members liquidity is often a big problem. Along with that investments and loans makes the liquidity even limited.
- **Low Public Awareness:** Cooperatives are not as well-known as other businesses which makes them less known. This can make it difficult to market their products and services to the public and even harder to attract members.

### 1.4.2 PESTEL Analysis

The PESTEL analysis consists of external factors that may affect the company. It is important to understand the external environment and build strategies accordingly in order to achieve long term sustainability and growth.



*Figure 6: PESTEL Analysis*

#### **Political Factors**

- **Government stability:** When a country faces government stability it provides a favorable environment for companies to operate. Any political instability, creates uncertainty and decreases the performance level of companies due to frequent changes.
- **Change in policies:** Changes in policies and regulations such as frequent changes in laws, tax policies, labor laws, or environmental laws impacts the companies to change their operations accordingly to adapt to those changes. Thus, it is important for companies to track changes in policies and regulate them accordingly.



- **Corruption:** Corruption is a huge challenge in Nepal for cooperative businesses as it undermines the core value of transparency and accountability. Unfair practices such as bribery, frauds and misutilization of funds should be avoided as they cause dissatisfaction from customers and the company will lose their credibility.

### **Economic Factors**

- **Consumer behavior:** Since one of the major profits of a cooperative lies in sales of their products, a change in consumer behavior will cause the demand for their products to shift. The company may need to provide goods at a low margin to make them more affordable and competitive in the market.
- **Inflation:** Inflation in an economy creates an increase in cost of products and services while a significant decrease in the purchasing power of the consumers. The company may also face difficulties in repaying debts taken during inflation as value of goods and revenues decreases relative to loans.
- **Income level:** Income level fluctuation causes changes in the consumer purchasing power and affects the company's profitability and investments.
- **Interest rates:** Changes in interest rates impacts the financial stability of a company as it affects the borrowing costs and savings and investments. A rise in interest rates will make it difficult to receive loans and thus, they cannot invest in newer projects. However a higher rate can also increase the return on investment. It depends on the company's growth plans and decision making.

### **Social Factors**

- **Social Responsibility:** A company that is focused on social responsibility may be appealing to consumers who prioritize the development of community. Social responsibility can build trust and credibility of a cooperative among its members and stakeholders.
- **Cultural Values:** Cultural values affect the perspectives of the community and how they perceive a company. A cooperative must understand the community they are located in and their culture in order to be able to engage effectively and receive their support.

- Community engagement: Community engagement is required in order for the community to support the company. Community events and programs can help retain more members and stakeholders.
- Environmental Responsibility: In today's time, companies have seen an increase in consumer awareness regarding the environment. People prefer products that are environmentally friendly and send a positive message. As a result, cooperatives who prioritize environmental sustainability are more appealing to consumers.

### **Technological Factors**

- Technological access: Digital Literacy and access to technology helps companies to interact better with customers. Cooperatives who are better positioned in technological advancement can better engage with the stakeholders and build awareness beyond their communities.
- Social Media: In today's generation, social media marketing has given a new platform for promotions and awareness. Companies who have joined in the new technology and marketing trends have seen significant growth over the past years. The old traditional methods no longer provide the same outcome anymore. Therefore, it's important to build a social media presence for advancement in advertising, sales and marketing.
- Software Adaptation: The old system of manual booking is no longer efficient. With technological advancements, there are many software available for complex transactions which makes the work much easier and accurate. Thus, companies need to adopt new effective software in order to streamline their operations.

### **Environmental Factors**

- Natural risks: Natural risks or diseases may cause the companies to stop operations completely. For instance, COVID-19 caused many companies to shut down their operations or halted them for a long period of time.
- Natural Disasters: Any natural disaster such as earthquakes, floods can cause companies to be affected immensely. In such cases no companies can operate to their full capacity. Thus, they need to be prepared for unforeseen events as well when they may need to cut down employees or productions.

- Resources Depletion: When certain resources natural or human depletes, it decreases cooperatives ability to produce or provide any services. This can impact the company's competitiveness. When performance decreases, it can lead to unsatisfied consumers which creates risk of losing reputation.

### **Legal Factors**

- Adaptation of Law: Companies should be aware of any change in laws or regulations. With any change in law companies need to change or adapt accordingly. This may be regarding tax laws, corporate laws, labor laws, consumer protection law, environmental laws and many more.
- Legal Standards: Cooperatives must prioritize legal compliance and ethical business practices to better position themselves and to build trust and credibility with stakeholders.

### **1.5 Objectives of CO-OP Study**

The aim of this Corporate study is to provide a platform to students for real life work experience in our interested fields. The objective of this study is to understand companies' work function, work environment and deal with various challenges, creating a pathway for our future career. This report showcases all the work, challenges and experiences gained from the study. The following are the objectives of my study related to my work:

- To understand the investment procedures and its implementation.
- To learn more about the financial market, share market and Insurance.
- To carry out presentations to promote the product.
- To manage and increase the financial investments of members.
- To analyze the income and expenditure each month and submit the report of surplus and deficit.

## CHAPTER 2: CO-OP STUDY ACTIVITIES

### 2.1 Job Description

Job role: MPSP Program In-charge

Location: Tinkune, Kathmandu

### 2.2 Job Description as MPSP Program In-charge

- **MPSP members documentation:** When new customers come to become members of the MPSP program, I need to fulfill the following criterias and forms in order for the process to begin.
  - Collect citizenship copy and make them a member of hilltop, by creating their account and have a minimum saving.
  - Sign formal legal documents and agreements required with contracts.
  - Create company share certificates.
  - Collect personal information such as bank accounts and DEMAT accounts for share related process.
  - Create an MPSP contract with their investment amount and how much they are liable to receive at the end of contract year.
- **Create a Fixed Deposit:** Once the agreement procedure has been fulfilled, I needed to create their FD of their investment. The amount will be kept in Hilltop with 14% interest.
- **Record the data in physical files:** I needed to record all the new members documents in physical files with their contracts and agreements.
- **Data entry on excel files:** After the filing procedure is complete I needed to record them in all excel files. They are: MPSP master database, MPSP IPO tracking, Insurance database, Service fee tracking, Insurance commission tracking, MPSP FD and Interest database and MPSP long term asset and liabilities Analysis.
- **Calculate the Insurance Sum Assured:** This process is done before we apply for insurance. Based on the members investment amount, date of birth and policy term I would

calculate their premium amount and sum assured. We used the Amrit Barsha-1 (money back) policy.

- **Create members Insurance:** After all initial procedures are complete, I need to create their money back life insurance. For this we previously worked with Prabhu Life Insurance, Nepal Life Insurance and Gurans Life Insurance and now currently are with National Life Insurance. To create insurance, I need to fill insurance forms as an agent, then after all papers are complete, we send it to the insurance company for acceptance.

- **Pay Premiums:** When the insurance gets accepted, I used to pay the premium on behalf of the members and receive their policy. The amount will be deposited in the bank and I need to send the insurance company the deposit slip and payment letter. The letter includes all the members whose premium is paid, their amount and date.

- **Track commission:** Once the premium is paid, we track the commission to be received. For 16 years of new insurance, the commission is 25%, as the year progresses the commission decreases from 15% to 5% after 2, 3 years. I needed to calculate the commissions and track if they are received for not. In case the commission is not received in time, I need to call the insurance company and communicate with them.

- **Create Reinsurance:** Reinsurance is created when a member has completed 3 years of 1st insurance term. We will then recreate another insurance of the same money back policy for 13 years and redo all premium calculation, premium payment and commission process. This will go on for all the members whose 3 years are completed.

- **IPO:** We use the share market for members who are in a 10 times program. There are about 100 members in the 10 times program. I need to fill all of their IPO and check the allotment. So far I have filed 17 IPOs which is about 1700 in total.

- **Share buy and sell:** Once the IPOs are allotted, we check the market constantly, when the prices rise to our required amount we sell the IPO and buy cheaper shares with greater intrinsic value or transfer the shares into the company's portfolio.

- **Communicate for Service Charge:** The members need to pay a service charge each year based on their investment. I communicate with them for timely payments when it's due.

- **Long term Asset Liabilities Analysis:** Lastly, I will calculate all the liabilities using total matured liabilities, long term assets, long term assets with insurance and

insurance matured bonuses. The calculated data needs to be summarized and analyzed based on surplus or deficit.

- **Check Interest received:** After every 3 months, the members receive quarterly interest of 14% rate. I had to make sure all the interest had been received on time and the interest amounts of all 150 members were accurate. If there were any faults or confusion, I would clarify it with the accounts department.

- **Presentations:** In each program or meetings of the company with the members or non-members, I needed to present regarding MPSP to bring in new members. This was assigned to me beyond my standard job description. I have done 3 presentations so far for MPSP.

- **Loan Department:** Individuals can be part of MPSP by taking loans from the company as well. To do so, they have to pay monthly EMI with interest. I checked the records of their last EMI payment date and informed them regarding their future dates and loan payments.

- **Reconciliation of all excel and physical files:** All the new members, insurance or incomes and expenditures that were issued needed to be recorded in all excel and physical files. Along with all IPO filled and allotted IPOs were compiled in both excel and physical files. I needed to make sure that all the information documented was correct and none was left out. All data and information were reconciled and documents and insurance policy papers were checked every month.

### 2.3 Day-to-day job responsibilities

The day-to-day work details assigned to be were as follows:

- Track the next insurance premium payment dates
- Ready the required amount for premium payment
- Check for reinsurances required
- Call for service charge to the members
- Record all the incomes and expenditures in excel and physical files
- Check for new IPO
- Check IPO allotments

- Check for amount deposits to MPSP members for new IPO
- Communicate with members regarding any inquires
- Collect amount that need to be received from share sells
- Plan for next payments
- Track commissions
- Follow up with loans departments for loan inquiry regarding future payments
- Update each days task in the records

Duties assigned beyond job description:

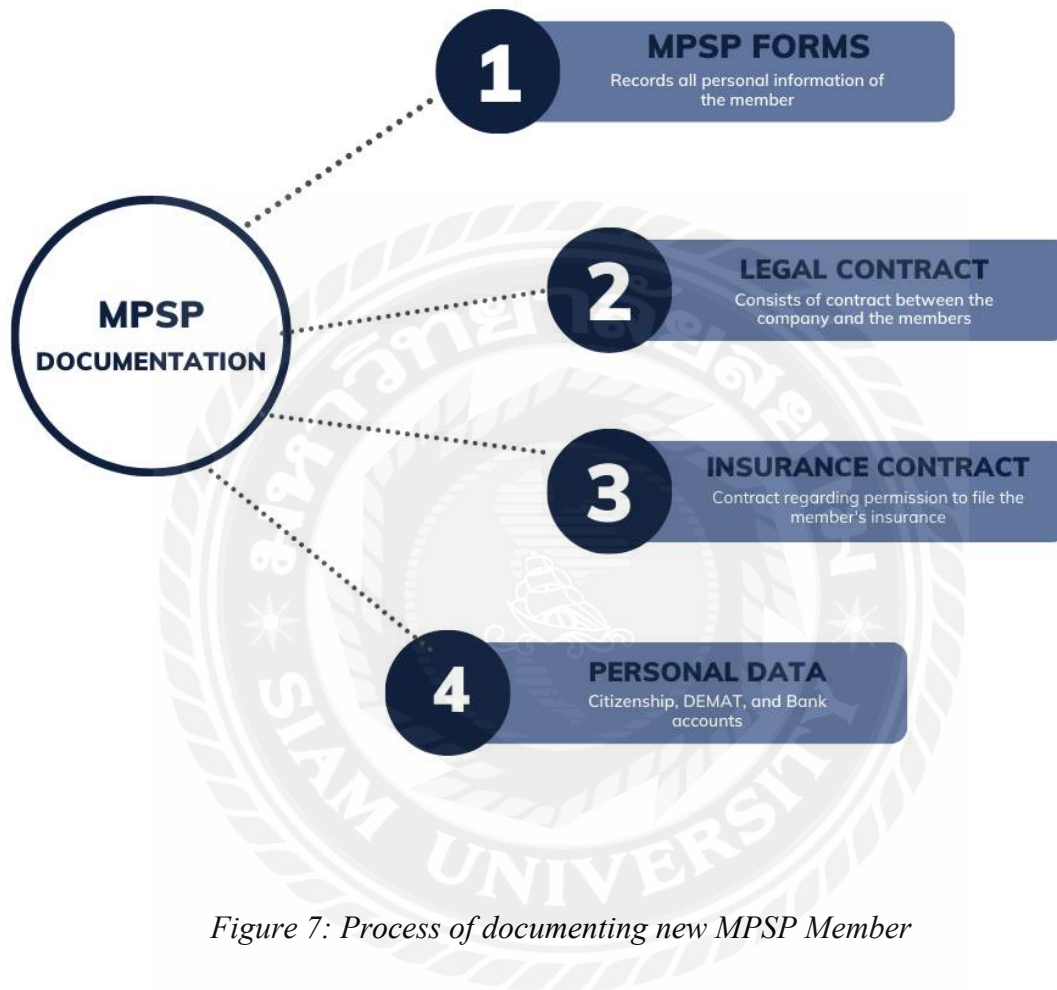
- Coordinating loan EMI payments with MPSP members
- Communicate with members regarding loans
- Remind members regarding regular savings

#### **2.4 Activities in coordinating with coworkers**

The MPSP program consisted of various branches which required equal contribution of coworkers. I had to communicate with the account department regarding the next insurance premium payment that is required. If the account department did not have enough funds then I had to coordinate with the loan department coworkers to issue new loans. Similarly, when new incomes would come from commissions or service charges I need to provide details to the account department regarding where the commission is coming from and whose service charge has been paid. They will then record it in their data. Similarly, any necessary changes made by me or the members were to be communicated with my coworkers as well in order to be on the same page.

## 2.5 My job process

### MPSP members documentation



*Figure 7: Process of documenting new MPSP Member*

Figure 6 showcases all the documents that are required to have in order to make the individuals MPSP members.



INVESTING THE NEW FUNDS

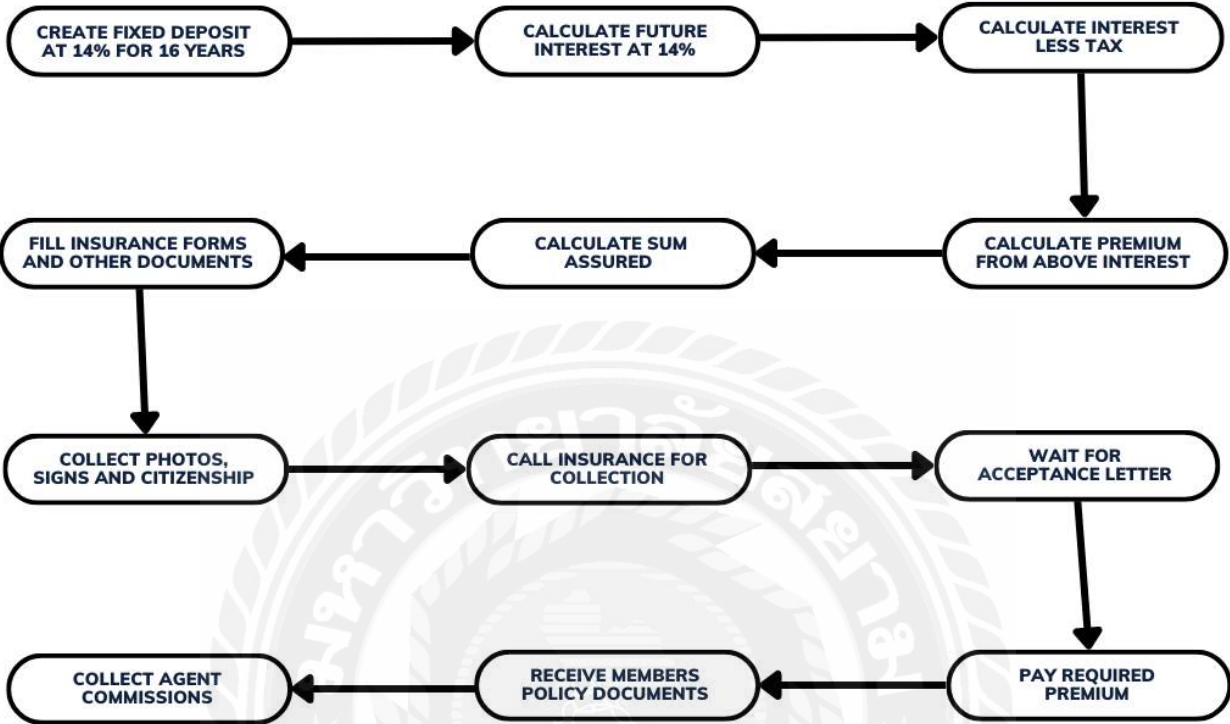


Figure 8: Process of investment

Figure 7 shows the process that goes through after the initial investment amount is deposited.

## RECORDING ALL THE DATAS IN EXCEL

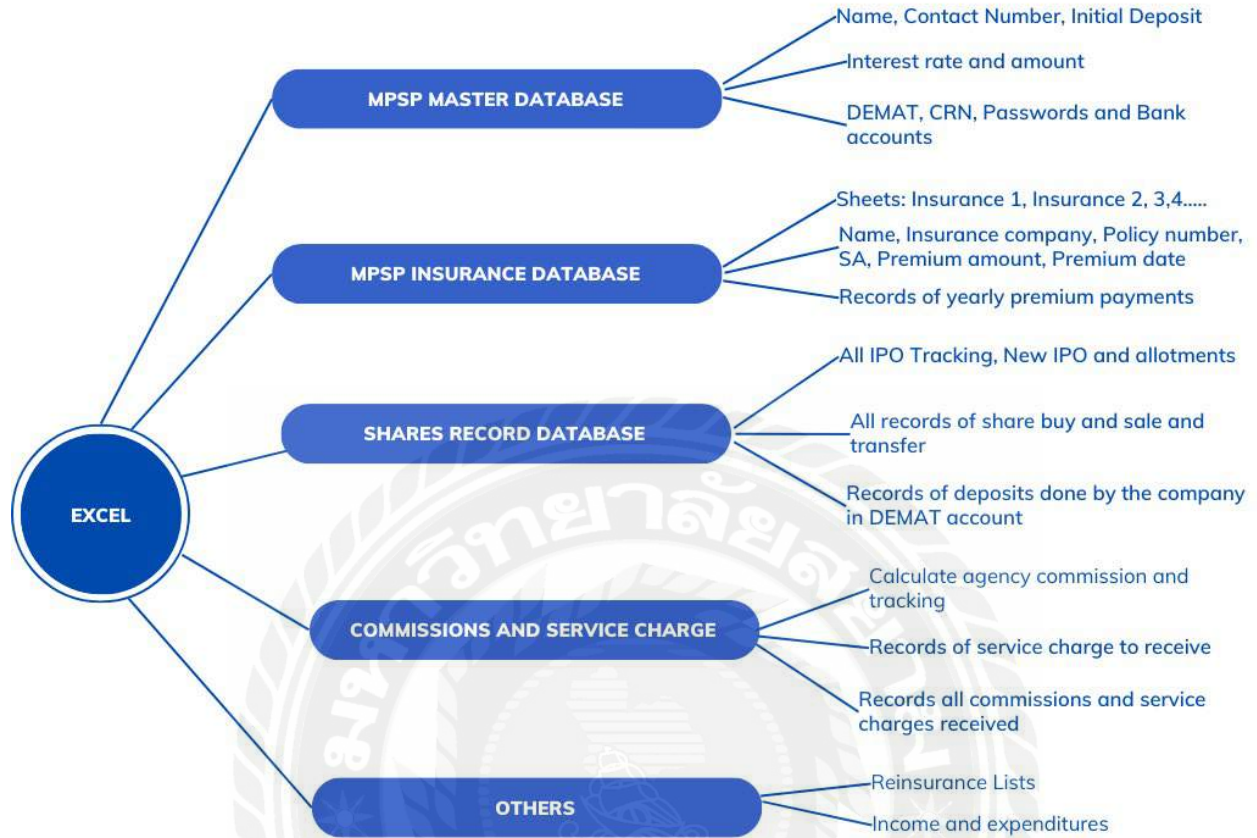


Figure 9: All excel files documentation

## MPSP LONG TERM ASSET AND LONG TERM LIABILITIES ANALYSIS

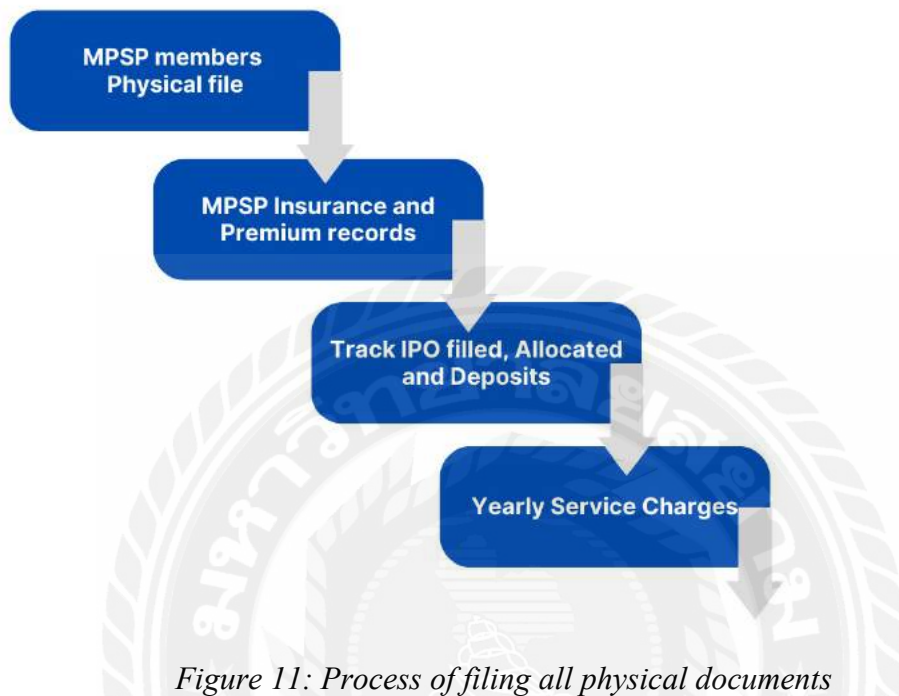


*Figure 10: Calculation for Long term Asset and Liabilities Analysis*

Figure 9 shows the details of calculation done to analyze the asset and liabilities created till date.

1. **Total Mated Liabilities:** Total long term liabilities / 16 year equivalent days x days mated
2. **Long term asset - FD:** Initial deposit amount / 16 year equivalent days x days mated
3. **Long Term Asset - Insurance**
  - a. **Insurance 1 Mated Amount:** Insurance 1 Sum Assured / 16 year equivalent days x days mated
  - b. **Insurance 2 Mated Amount:** Insurance 2 Sum Assured / 13 year equivalent days x days mated
4. **Insurance 1 Mated Bonus Amount:** Average Bonus Rate x (Insurance 1 Sum Assured / 100000) \* Insurance 1 years / Insurance 1 years equivalent days \* Insurance 1 mated days

## RECORDING ALL THE DATAS IN PHYSICAL FILES



*Figure 11: Process of filing all physical documents*

### **2.6 Contribution as CO-OP Student in the Company**

As a program in charge in the company I looked over all the areas regarding the program. From assisting the members to coordinating future payments and incomes. As a finance major, I was able to use my knowledge regarding insurance and investment to make the process move fluently. I updated my supervisor regarding the progress made each month with monthly performance evaluations. Similarly, communicating with insurance companies regarding new insurance, premiums and commissions, communicating with members for insurance and service charges, giving presentations to increase more MPSP members, and working on share market and IPOs.

## **CHAPTER 3: LEARNING PROCESS**

### **3.1. Problems/ Issues of the company**

During my work in the company I encountered some challenges and problems which are highlighted below.

#### **1. Problems in workflow**

In the beginning of my work journey, I faced issues regarding the workflow. The previous staff could only help transfer the work for 2 days and because of that it was difficult for me to understand the work completely. I received excellent guidance but coordination with co-workers was hard and the problems directly had to be contacted with the supervisor.

#### **2. Delay in performance and communication**

MPSP is considered as a separate branch and is not involved in the company's core activities which is why the workflow was not smooth initially. This caused me to have problems in the beginning regarding work performance. For instance, in case of insurance payment, we had to create a loan. The information was given to the account department instead of the loan department. By the time it got to the loan department, the payment date was near. The loan department did not have enough time to process the loan and we had to crunch at the very last minute for the payment.

#### **3. Miscommunications with co-workers**

In the beginning there were many miscommunications regarding the work distributions. There were certain tasks that were not properly divided between employees or departments. Thus, which person to contact for certain work was difficult to figure out. Since the set duties were not divided it caused a lot of miscommunications. For instance, when I had to contact someone to transfer deposit amounts, I had no idea who to request it to because there was no dedicated position for it. I felt this multiple times until I figured it out. Similarly, sometimes there were miscommunications with my coworkers regarding the MPSP members' details which later would become very challenging to solve.

#### **4. High employee turnover**

Due to employee turnover being high, the work allocation was undivided. Since the work used to be packed, the employees would have a hard time completing all their tasks and it would be left causing more problems. If the company can find ways to retain employees then the productivity would be high and it would also reduce costs.

## **5. Misplacements of important files**

MPSP has various different files that consist of personal information and important documents required for the future. When I initially began the work, I realized that some of the important files were missing. The files were not properly organized and were kept in a small place which made it hard to access. This caused files to be misplaced and lost.

## **3.2 Solution to the problem**

Following solutions can be undertaken to solve the problem.

### **1. Problems with workflow**

Solution: The major issue here was that we did not have enough time to understand the practical work procedure of the MPSP program, so it was hard to function properly. If work responsibilities and roles were guided to all of us regarding the MPSP program then coordination with them will be a lot faster and smoother. (Aleksić, Zoroja, & Babić, 2020) One of the alternative solutions can be daily meetings between department heads to improve communication and coordination between departments.

### **2. Delay in performance and communication**

Solution: The communication gap between the departments isn't huge but sometimes it was hard to communicate. Since the departments have their own set of work, timely updates and check-ups could be done to ensure in time performance.

### **3. Miscommunications with co-workers**

Solution: The miscommunication was mainly when some decision was taken and the other departments would not be communicated regarding the changes. Any changes and new information should be communicated well between all departments and in case of

miscommunication, it should be directly communicated with the department head to avoid further issues.

#### **4. High Employee Turnover**

Solution: The company is extremely understaffed especially for the MPSP program. The staff can work more effectively, if more help can be provided. Although new co-workers are joining in, they need to be properly trained for all areas of the department for easier understanding and workflow. (Erickson, 2016) Regular meeting with employees and providing regular performance management feedback, committing to ongoing learning and development and conducting periodic stay interviews can be done for employee retention.

#### **5. Misplacements of important files**

Solution: In order to properly file the documents and organize it, the files are now properly placed in the cabinets for no misplacements. The documents are filed with numbers, organizations and lists in order to be easily accessible and faster processing.

### **3.3 Recommendation to the company**

The recommendation to the company for future performance and growth are follows:

- **Department meetings:** During performance evaluations each month instead of having individual evaluations only, it would be better if there could be a department meeting as well in order to update all the departments regarding what is happening and how the process is going. Along with that any feedback and suggestions can also be provided. This would make it easier between departments to understand the procedures and they can help each other as well.

- **Technological Advancement:** The competition for the cooperative market is very high. The company can no longer stick to older modes of marketing and sales. Thus, with investment in new projects the company should also embark on new techniques and media to promote their products and services. This will make the company more competitive in the market. Failure to take advantage in technology exposes the company of conflicting

information and analysis, decreased productivity, organizational waste and missed opportunities (Diligent, 2018).

- **Motivational Programs:** The company should involve in motivational programs that can help the co-workers enjoy their work and also have fun while working. Motivational programs help increase the bond between employees and encourage them.

### 3.4 Learnings during CO-OP study

- **Taking on challenges:** The major purpose of co-op study for me was to be able to take on a role that will be equally challenging and rewarding. Taking the role as a program in charge of an investment program came with issues and lack of certain knowledge but it also made me step up, learn from my mistakes and gain hands-on experience of working on investment projects.

- **Investment practices:** I was able to use my learnings of finance and investment and use it at my work to maximize wealth and able to learn about various types of insurance, how it works, share market and maximizing portfolio.

- **Improved skill:** Ever since joining the company, I've realized my skills on investment, share markets have increased. I have more knowledge regarding the buying and selling of shares, where investment is more beneficial, calculations that are required to analyze the incomes and losses, data analysis of assets and liabilities. Along with that, I learned how to interact with customers and how to communicate with companies.

- **Learning new software:** I was able to learn 2 new software (NECOS plus and INFINITY) that were used to record all the transactions made till date, how to record new information, how to check and assists income and payment through the software, how to access members information and learned many technical tools as well.

- **Communication and detailed working system:** As program in charge I had to communicate with different companies, third party companies and members. This included working with brokers, banks, customers, insurance companies, and co-workers which helped me increase my communication skills. Along with that, working here helped me manage different tasks, and understand the detailed working system to accomplish a task.



### **3.5 Applying the knowledge from coursework to the real working situation**

The knowledge I gained from my 3 and half years at KCM and Siam course that helped me during my work experience are:

#### **1. Business Finance**

The basic financing tools and formulas taught in excel helped me learn the complex methods to calculate the returns of an investment. This course taught me EMI calculation, compounding, growth rate and future values which was used in my daily work.

#### **2. English usage for profession**

This course taught me the importance of non-verbal communication while presenting, how to pitch your ideas and how to catch audience attention. This helped me present the MPSP program to hundreds of people even at the early stage of my work.

#### **3. Financial and Investment Markets**

Through the Financial and investment market course, I gained valuable knowledge on how to identify optimal investment opportunities, how to locate undervalued stocks, and the essential factors to consider when making investment decisions in the stock market. I used this learning to help make better choices in the secondary market.

#### **4. Risk Management and Insurance**

Since, my work responsibilities included working with Insurance, this course was very fruitful and was able to help me a lot throughout my journey. The course taught me the various different types of insurance policies, one of them being the money back policy which we used for MPSP. It taught me how to calculate a premium, and how different age groups, health problems, and specific jobs would change the premium. Similarly, I learned how to file insurance, track future payments and also track various commissions to be received as an agent. Due to this course I was able to understand and easily communicate with various different insurance companies which made my work a lot easier.

#### **5. Investment Planning**

Investment planning taught me the significance of early wealth management and ways to plan for your future for college, marriage or retirement. With this knowledge, I was able to inspire others to invest in secure options that will support their retirement or other long-term plans.

### **3.6 Special skill and knowledge gained through Co-Op study**

Skills learned from my work experience as MPSP program in charge are as follows:

#### **1. Project Management**

As a program in charge I had to ensure day to day tasks, plan future incomes and payments in a timely manner to ensure the program ran smoothly. Thus, I learned the ability to plan ahead of time, organize data, oversee tasks, analyze different information and manage resources in an effective manner. This helped me gain strong project management.

#### **2. Data Analysis**

One of the tasks of my work required me to make sure all data are up-to-date and accurate. I had to reconcile all the incomes, expenses, investments, data in excel sheets and lastly use the complete data for analysis. I had to analyze long term asset and liabilities monthly which helped me gain strong analytical skills, ability to identify trends and analyze data and find out faults if any.

#### **3. Financial Management**

The MPSP members consisted of 100-150 people. My role involved financial management of all the members to ensure their investment and finances are properly recorded and accurate. It required me to see all individuals' income and expenses to be made in time and on budget. Thus, I learned strong financial management understanding and budgeting.

#### **4. Communication**

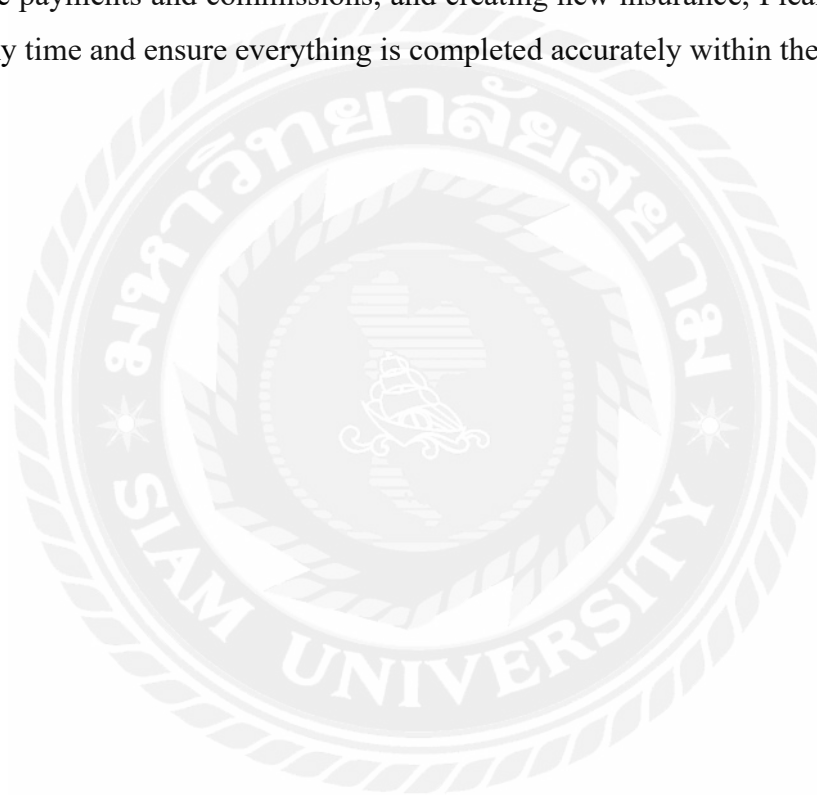
My responsibilities consisted of regular communication with staff, banks, broker houses, MPSP members and insurance companies to assist and ensure timely workflow. Due to this I learned strong communication skills, to be able to convey information properly and to also have the ability to listen and understand other parties. I learned the essence of connecting with members professionally and personally to create a healthy relationship of trust and reliability.

## **5. Share Market and Insurance Expertise**

Because of my involvement in insurance and share market, I was able to gather expertise in these areas. It helped me become up-to-date with the industry, its regulations, trends and practices.

## **6. Time Management**

With upcoming IPOs, fixed deposit creation, tracking interest received, share transfers, insurance payments and commissions, and creating new insurance, I learned how to fully utilize my time and ensure everything is completed accurately within the deadlines.



## **CHAPTER 4: CONCLUSION**

### **4.1 Summary of highlights of Co-Op study**

The objective of this Co-Op study was to understand the financial markets and investment procedures, to be able to challenge myself and strengthen my knowledge with real life experience. To summarize this report, this report is based on my job position for the co-op study and the work responsibilities assigned to me. This includes all the knowledge and skills I gained through my experience of working, my own past skills set that were used in order to be an asset for the company, the challenges and problems faced during the journey and the new perspective gained from the study.

Thanks to my background in finance and banking, I was able to apply my learnings from the university to my work and gain a deeper understanding on various types of investment tools, methods, types of insurance, policies, investment markets, and portfolio management. With the prior knowledge and new gained experiences, I was able to hone my ability to communicate with various parties, manage a project, gain insights on financial planning, learn new software and learn the essence of time management. Through tough challenges and problems, I learned how to deal with mis happenings and how to solve those issues to make sure they don't repeat itself. I learned how to communicate effectively in order to minimize any misunderstandings and how to take proper feedback and take initiatives.

### **4.2 Evaluation of the work experience**

Working as a Program In charge came with significant responsibilities and challenges, however, with continuous learning, I learned new concepts and ideas which sharpened my skills. Working in this company helped me understand the essence of teamwork and helped me build my leadership skills. The work culture of the company was also instrumental in my professional growth. As a result, I gained confidence in my own abilities and it encouraged me to take on new challenges and build myself for my future career.

My experience in this company has allowed me to develop a wide range of valuable skills such as communication skills, project management skills, interpersonal skills, multitasking skills, teamwork and conflict resolution. Along with this, I gained practical knowledge regarding

investments, financial planning, insurances and wealth management. I was able to use my university knowledge into practical implementation. The team and co-workers were really friendly and supportive which made work environment very comfortable. Based on my experience in this company I am confident to take up more leadership roles and work efficiently in a team environment. I plan to use my knowledge and expertise to pursue my career as a leader or further pursue a career in the finance industry.

Incorporating a corporate work study program during a semester is beneficial as it allows for the practical application of acquired knowledge and skills. I can confidently say that the practical knowledge itself that I was able to hone during these couple of months has made me confident in my skills, strengths, weaknesses and has given me ideas on how to overcome those challenges. With constant supervision and guidance of my job supervisor and work colleagues, I could achieve my goals and perform to my fullest potential.

#### **4.3 Limitations of Co-Op Study**

- The 4 months work period seems less to learn more and be part for long term projects
- Due to low staffs and not proper work distributions, the workload seemed more
- Fewer contributions and limitation available when joining for short-term
- Less contribution on company strategies available for short-term employees

#### **4.4 Recommendations to the company**

Despite having an amazing working experience, I would like to provide some recommendations that may further help the company for better:

- Marketing: I realized that the company should focus on new marketing strategies, instead of traditional marketing to beat the competition. With new trends and algorithms it is really easy to reach potential customers, and with new marketing strategies and technologies, the company should not miss out on the potential opportunities.
- Build HR team: HR teams are essentially to keep the employees motivated and help them reach out in case of any concern. A better HR team can help employees be more productive. So, I would like to recommend the company to focus some more on team building activities to encourage employees.

- Frequent department meetings: During performance review, we only have individual work evaluation. It would be beneficial to all departments if they can be up-to-date with the work of other departments as well. If the departments can explain what they did previously and what they are planning to do in the upcoming month, it would be easier for all co-workers to be on the same page regarding the company updates.



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## APPENDICES



*Figure 12: Office Area*




*Figure 13: MPSP Presentation to new members*





Figure 14: Working with co-workers

  
**Hilltop Junar Multipurpose Cooperative Ltd.**  
 Tinkune, Kathmandu-32  
**Job Profile**

Position: MPSP Program Incharge      Reporting Office: Managing Director  
 Financial Authority: None              Administrative Authority: Full

**Job Summary:**

This position holder is fully responsible to run the MPSP product related systems, procedures, functions. s/he will be responsible for maintaining existing MPSP members database, upcoming requirements and ongoing systems (FD, insurance and share related) keeping fully functional. Also puts effort to attract new MPSP members as well as analyzing the respective long term assets and liabilities created. Liaison with the organization's management and its sister company Hilltop Junar Investment Pvt. Ltd. management for share related activities and accounting.

**Tasks:**

1. Maintain the existing MPSP member's database (in physical files and Excel files both). Keep updating the activities adding up over the due course of time such as but not limited to; new premium adding, money back from the insurance, making new FD from insurance money back, new insurance adding from the money back FD's interest etc.
2. Add new MPSP members in the MPSP master database and maintain the same database as mentioned in point number 1. Track the member service commission received and insurance commission received.
3. Tracks Fixed Deposits action requirements such as FD certificate copy maintain in member's file, tracking FD interest collection and premium payment, new FD creation from insurance money back amount. Notify to management when FD is maturing soon (before 1 month follow up). Reconcile the interest received from Hilltop Junar Cooperative.
4. Track member's life insurance related requirements such as keeping existing or new life insurance policy related all documents in member's file; tracking the insurance premium payment date, managing fund (from bank balance or loan) and pay insurance premium on time; keep premium paid receipts in member's file, tracking money back time and collect money back cheques coordinating with the members. New member's new insurance policy documents filling and submission coordinating with members and insurance company; keep all policy documents in member's file.
5. Track all eligible member's IPO application when new IPO announced. Track the passwords of member's DMAT account and online trading TMS. Consult with management and decide how many kites to apply in IPO and apply on time by releasing the fund in member's bank account (via IPS transfer). Track IPO allotment; record the allotted IPO to members. Track / refund / reconciliation of the IPO application money of the members not allotted IPO.
6. Analyze the long term liabilities created vs long term assets created and develop MIS report to submit to management.

\*\*\* END\*\*\*

Figure 15: Job Profile

पान नं. : २०२८११४३१

"सबैको लागि नयाँका लागि"

दर्ता नं. : २४६२/०६६/१७



केन्द्रीय कार्यालय  
का.म.पा.-३२, तिनकने, काठमाडौं  
फोन नं. : ०१ ४१११८७२, ४१११९०२  
सिमा केन्द्र: गोकर्णेश्वर-५, जोरपाटी  
फोन नं. : ०१ ४२१४२९९  
का.म.पा.-२७, चोटाहिटी, काठमाडौं  
फोन नं. : ०१ ४२२३०४४  
Date : 19 January 2023

१७५

To,  
Jasmine Shrestha,  
Lalitpur-23, Lalitpur.

Re : Appointment.

Dear Jasmine,

It is our pleasure to appoint you as a Program In-charge of our saving Department's Members Prosperity Saving Program (MPSP) of our organization. You will deal on all activities as per the attached job profile.

Your remuneration will be Rs.20,000/- monthly including all the perks, subject to the tax deduction as per prevailing laws of Nepal. Your reporting officer will be Managing Director of the organization.

Your probation period will be (six) months and your PF and other organizational contributions will be started after the successful completion of probation period.

Welcome in the team and we do hope that you will contribute at your best to the organization.

  
Sumān Bkrām Thapa  
Managing Director

cc: Administration Department: Please record and coordinate for the employee records and relevant procedures.

Figure 16: Job Contract