



**Cooperative Education Report**  
**Insights into Financial Services and Business Consulting**  
**A Dual Internship Report from Nepal Rastra Bank and Kasara**  
**Construction**

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**This Report is submitted in partial fulfillment of the requirement for**  
**Cooperative Education**  
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**Project Title-** Insights into Financial Services and Business Consulting: A Dual Internship  
Report from Nepal Rastra Bank and Kasara Construction

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**Academic Advisor-** Mr. Bikash Dahal

We have approved this cooperative education report as a partial fulfillment of the Cooperative Education  
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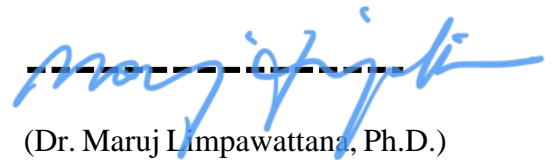
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**Project Title:** Insights into Financial Services and Business Consulting: A Dual Internship Report from Nepal Rastra Bank and Kasara Construction Company

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### **ABSTRACT**

This cooperative report entitled 'Insights into Financial Services and Business Consulting: A Dual Internship Report from Nepal Rastra Bank and Kasara Construction.' has the goals to examine how the banking and corporate world works. Objectives of the study include: (1) To gain direct experience with Nepal Rastra bank's Research department. 2) To understand how consulting with clients is carried out. 3) To apply theoretical financial knowledge in real-world situations. 4) To grasp the atmosphere of a corporate workplace. 5) To practice presenting data using accounting entries while interning in finance with various companies.

As an intern I worked in the research department in NRB and worked in finance departments as an intern in Kasara Construction Company. The tasks given at NRB were managing the data in systematic order, filing of documents, research, and analyzing data. As an intern at Nepal Rastra Bank, I was assigned to the research department where I actively contributed to several projects aimed at understanding economic trends and factors affecting various sectors. My primary responsibilities included conducting phone surveys to gather information on price ranges of products in Dailekh, compiling a master sheet on land revenue prices of Nepal, and analyzing data to determine average prices of Kalimati vegetables and fruits.

Likewise, the tasks given at Kasara Construction Company were maintaining financial records and analyzing ways for the company to improve. I had worked in two firms in a span of sixteen weeks which gave me exposure to both the banking and

corporate world. After completing the internship, I learnt about the importance of communications, networking and professionalism which is significant to future career growth and development.

**Keywords:** Research, Finance, Accounting entries.



## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to Nepal Rastra Bank for providing me with an opportunity to work in the Research department which helped me gain an exposure to the working environment of the banking system of the country. Similarly, I would also like to express my regards to Kasara Construction, which helped me gain insights into the corporate world, and professional ways to deal with the client. While writing this report, I faced quite a few academic challenges. Many individuals both in my personal and professional life have helped me write this report.

Firstly, I would like to sincerely thank my supervisors Mr. Subhash Poudel of Research Department at Nepal Rastra Bank who helped me gain insights on how it being the central bank of Nepal controls the economic and banking activities of Nepal. Secondly, I would also like to thank my supervisor Mr. Abhash Pokhrel (Acting CEO) of Kasara Construction who helped me learn and grow throughout my internship journey. I am delighted to have done my internship in such a friendly environment. I would also like to thank other interns of the institutions as they helped me understand the office work and made me learn a lot.

I would also like to offer my regards to Mr. Bikash Dahal, COOP Academic Supervisor who guided me in every step during this internship. The completion of this journey and writing of this report was only possible through his feedback and support. Similarly, I'd like to express my gratitude to Siam University and Kathmandu College of Management for providing us with the internship opportunity that helped us gain practical knowledge about how the real professional world works. Last but not the least, I would also like to thank my family and friends who supported and helped me during both my internship as well as writing this report.

Anuska Parajuli  
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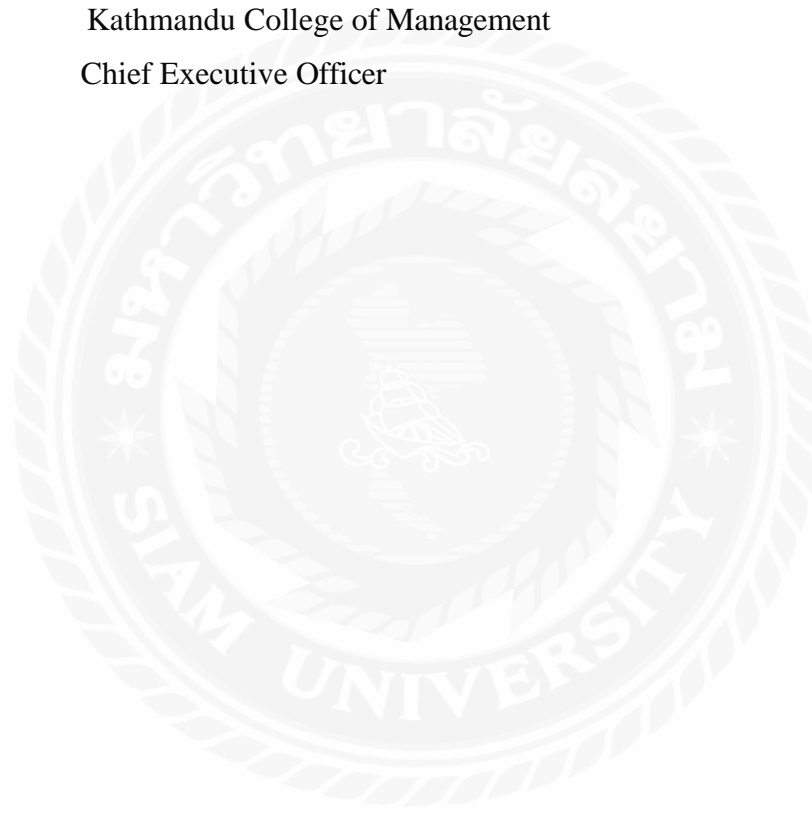
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## LIST OF ABBREVIATIONS

BOD	Board of Directors
RD	Research Department
IT	Information Technology
KCM	Kathmandu College of Management
NRB	Nepal Rastra Bank
KCM	Kathmandu College of Management
CEO	Chief Executive Officer





## Chapter 1 Introduction

### 1.1 Nepal Rastra Bank

#### 1.1.1 A Brief Profile of Nepal Rastra Bank

The Nepal Rastra Bank, Nepal's central bank, is a governmental institution tasked with overseeing the nation's currency, monetary supply, and interest rates. Operating as a non-profit entity fully owned by the government, it plays a crucial role in formulating and implementing monetary policies. Among its responsibilities are setting reserve requirements, providing emergency lending to financial institutions during crises, and managing inflation, external payments, and the stability of the financial sector..

*Figure 1 Logo of Nepal Rastra Bank*



Established in 1956 under the NRB Act of 1955, the Nepal Rastra Bank (NRB) was created to carry out central banking functions, including the supervision of the growing domestic financial sector. Over the past few decades, there has been notable expansion in the domestic financial landscape, with the emergence of numerous commercial banks preceding the establishment of the central bank of Nepal.

Situated in Baluwatar, Kathmandu, the central office of NRB oversees 16 departments dedicated to efficiently executing its responsibilities. To better serve its duties, NRB has established multiple offices and currency exchange counters across economically active regions of the country. These offices, situated outside the Kathmandu Valley, include locations such as Biratnagar, Nepalgunj, Janakpur, Pokhara, Siddhartha Nagar, Birgunj, and Dhangadi.

**Vision:**

To become a “modern, dynamic, credible and effective Central Bank”. (Nepal Rastra Bank, 2024)

**Mission:**

To maintain macro- economic stability through sound and effective monetary, foreign exchange and financial sector policies. (Nepal Rastra Bank, 2024)



### **1.1.2 Objectives of NRB**

As the central bank of Nepal, NRB carries significant responsibilities that greatly impact the operations of financial institutions within the country. The functions and objectives of the bank were revised under the new NRB Act of 2002 to enhance the organization and structure of the market. The primary objectives of the bank are as follows:

- To establish a secure and organized payment system within the nation.
- To oversee liquidity management, ensure financial stability, and foster the growth of financial products and services.
- To conduct monitoring and supervision of the banking and financial sector.
- To conduct thorough inspections and supervision of financial institutions to uphold financial stability and promote their sound development.
- To bolster the credibility and integrity of the country's financial institutions.
- To mitigate unforeseen financial risks to facilitate the smooth functioning of the national banking system.
- To regulate banks and financial institutions against excessive risk exposure during financial crises.
- To reinforce public trust in the banking and financial system of the country.

### **1.1.3 Organizational Structure of NRB**

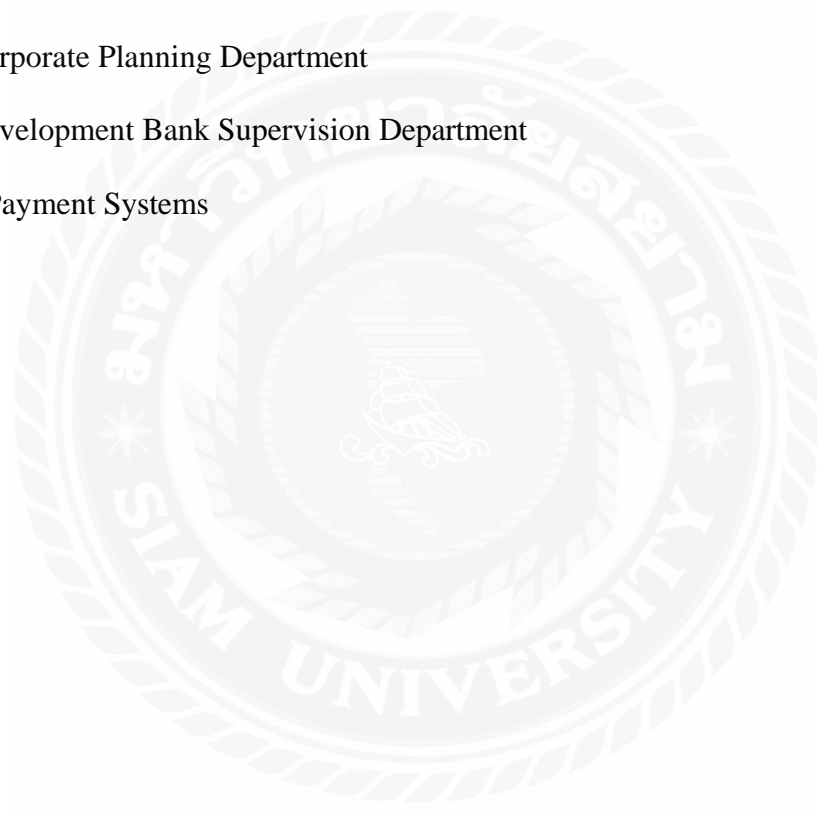
The Nepal Rastra Bank, serving as the central authority overseeing financial institutions in the country, is structured into several departments and branches. Below are the key departments of the bank:

- Research Department
- Banks and Financial Institutions Regulation Department
- Foreign Exchange Management Department
- Currency Management Department

- Human Resources Management Department
- General Services Department
- Financial Management Department



- Information Technology Department
- Public Debt Management Department
- Internal Audit Department
- Bank Supervision Department
- Finance Company Supervision Department
- Micro- Finance Promotion and Supervision Department
- Corporate Planning Department
- Development Bank Supervision Department
- Payment Systems



The organogram of NRB is as follows:

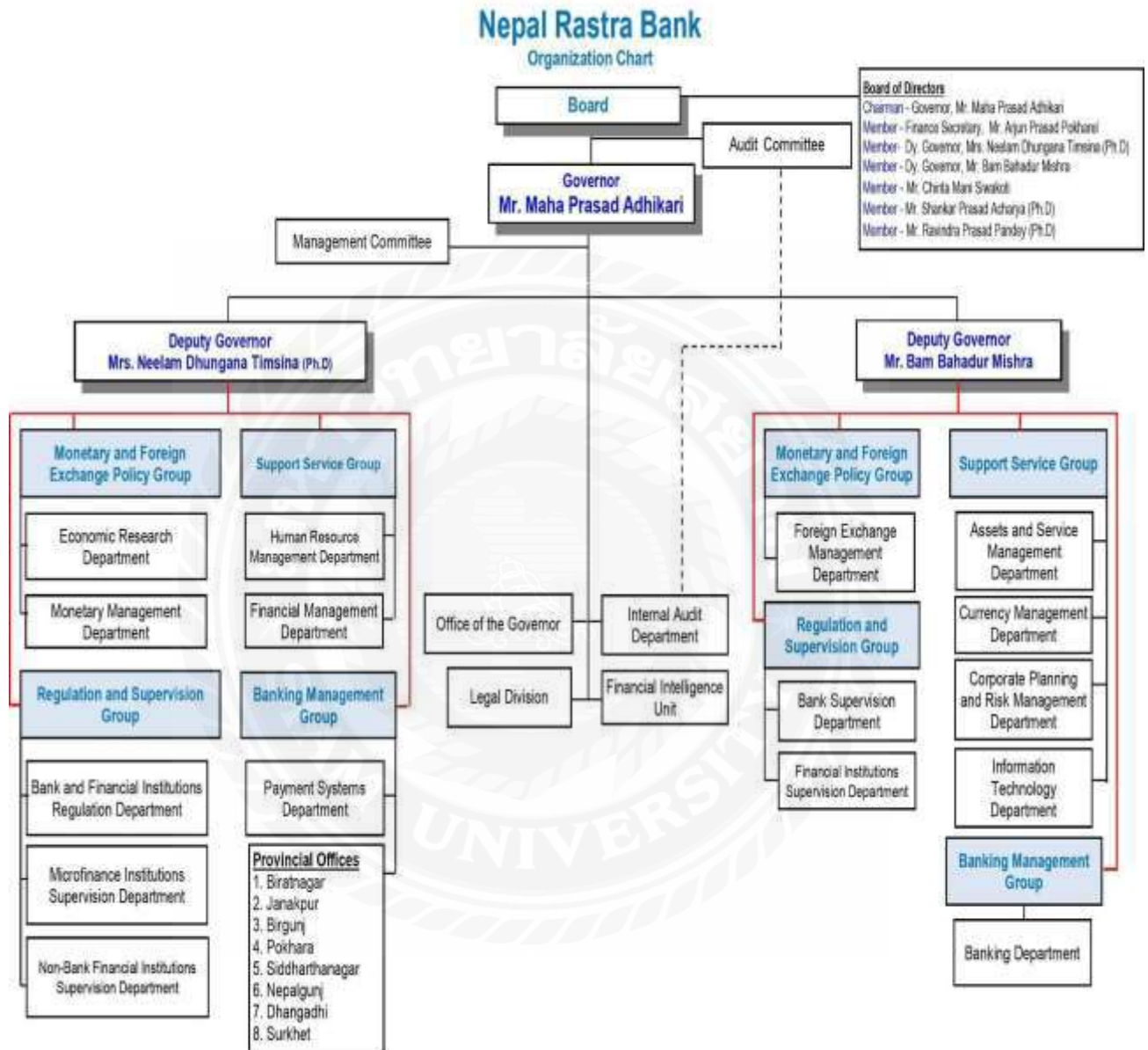


Figure 2 Organogram of NRB

## **Board of Directors:**

According to Section 14 of the Nepal Rastra Bank Act of 2002, the Board of Nepal Rastra Bank (NRB) consists of seven members. Among these, four are ex official members: the Governor (who serves as the Chairman), the Secretary of the Ministry of Finance, and two Deputy Governors. Additionally, there are three other Directors appointed from individuals distinguished in the fields of Economics, Monetary Policy, Banking, Finance, and Commercial Laws. These individuals make up the Board of Directors of the bank.

- Mr. Maha Prasad Adhikari - Chairman/ Governor
- Dr. Neelam Dhungana Timsina - Deputy Governor
- Dr. Suvod Kumar Karn - Member
- Dr. Shankar Parsad Acharya - Member
- Mr. Toyam Raya (Secretary, Ministry of finance) - Member
- Mr. Bam Bahadur Mishra - Deputy Governor
- Mr. Chinta Mani Siwakoti – Member

### **1.1.4 Job Position in NRB**

I served as a finance intern at the company, utilizing my academic background in finance and banking. Within the research department, I gained valuable insights into the daily functions of a financial institution and acquired knowledge about a variety of financial products and services. A key aspect of my internship involved supporting the research team by conducting data analysis and research tasks.

### 1.1.5 SWOT Analysis of NRB



Figure 3 SWOT Analysis of NRB



## 1.2 Kasara Construction Pvt. Ltd.

### 1.2.1 Brief Profile of Kasara Construction Pvt. Ltd.

Kasara Construction, established in [2075], embarked on its journey with a vision to revolutionize Nepal's construction industry through a commitment to excellence, integrity, and innovation. Founded by Mr. Abhash Pokhrel, the company started as a small-scale enterprise, undertaking modest civil construction projects in the region.



*Figure 4 Logo of Kasara Construction Pvt. Ltd.*

Kasara Construction started small but quickly became known for its careful work and making customers happy. As they grew, they took on more kinds of construction projects like building roads and other structures. They've reached many goals over time by working with others, using new technology wisely, and always trying to do their best. By doing great work on each project, they've earned trust from clients and communities. They focus on doing things the right way and being fair in business. Now, Kasara Construction is a big name in Nepal's construction field, ready to keep growing and helping build the country. They stick to their values of honesty, professionalism, and caring about society, aiming to create a better future for Nepal and its people.

#### **Vision:**

"To be a pioneering force in construction, shaping landscapes with quality and vision."

#### **Mission:**

"Building excellence through innovation and integrity



### **Core Values:**

"At Kasara Construction, our core values of quality, integrity, teamwork, and innovation drive our commitment to excellence in every project."

### **Code of Conduct:**

"At Kasara, we uphold a code of conduct based on honesty, respect, and accountability in all our interactions and operations."

### **1.2.2 Products and Services at Kasara Construction Pvt. Ltd.**

Kasara Construction has established itself as a leading provider of civil construction services in Nepal, showcasing expertise, reliability, and commitment across various aspects of its operations. Here's a brief analysis of the company and its offerings:

**Specialization and Expertise:** The Company's specialization in civil construction services, particularly in road infrastructure and government projects, demonstrates a focused approach towards addressing critical infrastructure needs in Nepal. By leveraging its expertise in black-topped road construction and adherence to international standards, Kasara Construction ensures the delivery of high-quality, durable infrastructure that contributes to the nation's development.

**Quality and Reliability:** Kasara Construction's unwavering commitment to quality and reliability is a key differentiator in the competitive construction industry. Through strict adherence to industry standards, utilization of state-of-the-art equipment, and a skilled workforce, the company consistently delivers projects that meet or exceed client expectations. This dedication to excellence has earned Kasara Construction a reputation for trustworthiness and dependability among its clientele.

**Innovation and Sustainability:** The Company's emphasis on innovation and

sustainability reflects its forward-thinking approach to construction. By investing in cutting-edge technologies and adopting eco-friendly practices, Kasara Construction not only ensures the longevity and efficiency of its projects but also contributes to environmental conservation and long-term sustainability.

**Community Engagement:** Kasara Construction's commitment to community engagement underscores its role as a socially responsible corporate entity. By actively involving local communities and stakeholders in its projects and prioritizing community development initiatives, the company fosters positive relationships and creates lasting socio-economic benefits for the people of Nepal.

**Future Outlook:** Looking ahead, Kasara Construction's focus on innovation, excellence, and sustainable growth positions it well for future success. As the company continues to expand its portfolio of projects, embrace emerging technologies, and uphold its core values, it is poised to play a pivotal role in shaping Nepal's infrastructure landscape and contributing to the nation's continued development and prosperity.

### 1.2.3 Organizational Structure of Kasara Construction Pvt. Ltd.

The organogram of Kasara Construction is as follows:



*Figure 5 Organogram of Kasara Construction Pvt.Ltd.*

#### **Board of Directors:**

The board of directors of Kasara Construction Pvt.Ltd.are responsible for providing accurate direction to the company while protecting and enhancing the brand and establishing a policy-based governance system.

Following are the BODs of the firm:

CEO-1

Engineers-2

Overseer-2

Staffs-2

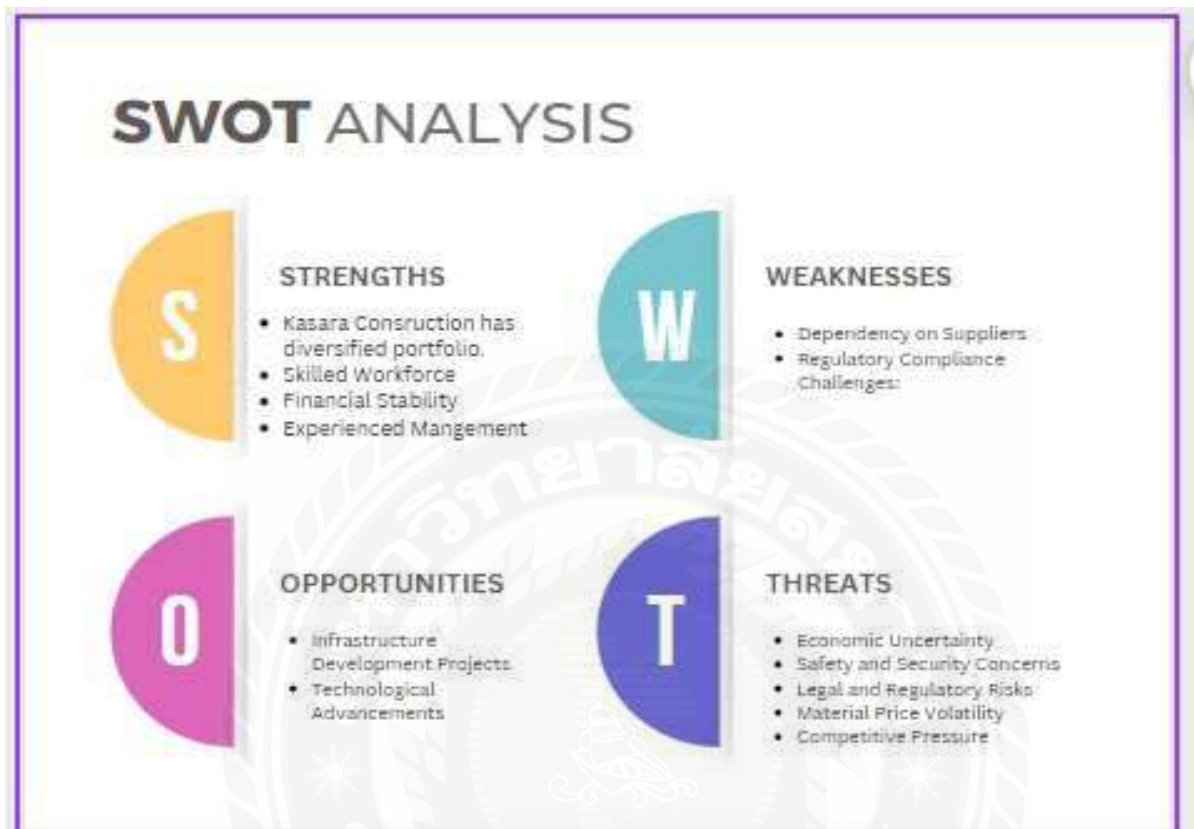
Accountant-1

Front desk-1

#### **1.2.4 Job Position in Kasara Construction Pvt.Ltd.**

As an intern in a business consultancy firm, my job position involved making phone calls to deliver high-quality services to clients. I also kept careful track of financial records and gave helpful ideas to make construction companies work better. I worked closely with my team, sharing ideas and finding new ways to solve problems. Together, we made sure to finish our projects on time and make clients happy. Overall, my internship taught me a lot about solving real business problems and helping clients in the best way possible.

## 1.2.5 SWOT Analysis of Kasara Construction Pvt.Ltd.



*Figure 6 SWOT Analysis of Kasara Construction Pvt.Ltd.*

### **1.3 Methodology**

This report utilizes both primary and secondary data collection methods and adopts a descriptive study approach. All information, including facts and figures, has been organized and presented systematically.

#### **1.3.1 Primary Data**

For the collection of primary data, following steps were taken:

- Recording and analysis of input from supervisors and department heads. Understanding derived from tasks and duties delegated by superiors.
- Observation of the workplace environment and operational procedures over the internship duration.

#### **1.3.2 Secondary Data**

For the collection of secondary data, following steps were taken:

- Official website of NRB
- News and reports written on NRB.
- Articles of both the organizations on reputed sites
- Kasara Construction Pvt.LtdCompany annual reports or financial statements

### **1.4 Objectives of the Study**

As the BBA program of Siam University states to have an internship of at least 16 weeks, to fulfill this requirement of the program, I undertook an internship in two organizations i.e., Nepal Rastra Bank and Kasara construction Pvt.Ltd.



Following are the objectives of my internship journey:

- To acquire and develop various accounting and managerial competencies.
- To witness and understand the organizational work environment.
- To diligently and responsibly carry out tasks delegated by supervisors.
- To improve fundamental research abilities by studying data collection, interpretation, and analysis techniques.



## **1.5 Intentions and Motivation to choose the organizations.**

As it was mandatory to do the cooperative study for a span of at least sixteen weeks, I was obligated to choose organizations of my choice which made me more knowledgeable and experienced. My intention to choose NRB was because it is one of the largest organizations of Nepal. It being the central bank of Nepal, would provide me with insights on the banking industry that no other banks could be able to. Likewise, I also wanted to be a part of the corporate world and know how the organizations do their business. For this reason, I chose Kasara Construction, Nepal's leading business advisory and consulting firm. I worked for two months at NRB and the remaining at Kasara Construction. This gave me a broader perspective of which field of line I would like to join in the future. Following are some of the other intentions and motivations for me to choose NRB and Kasara Construction Pvt. Ltd.:

- To enhance communication and coordination skills to be a team player
- To have knowledge on how the banking and auditing system in the country works
- To be eloquent in communication through interactions with other interns, employees, and supervisors.
- To learn how to face a crisis and help bring out a solution to it.

## Chapter 2 Internship Activities

### 2.1 Roles and responsibilities assigned by Nepal Rastra Bank.

As an intern at Nepal Rastra Bank, I was assigned to the research department where I actively contributed to several projects aimed at understanding economic trends and factors affecting various sectors. This report focuses on summarizing the key research activities undertaken during the internship period, namely:

- Conducting phone surveys to gather information on the price ranges of products in Dailekh.
- Compiling a mastersheet on land revenue prices across Nepal.
- Analyzing data using Excel to determine the average prices of Kalimati vegetables and fruits.

It also indicates why this research matters to NRB's goals and how it could affect decisions made by policymakers and other important people. However, it doesn't get into complex math or detailed talks about economic theories or models. Basically, the report aims to give a good summary of what I did during my internship, showing how I helped the research team at NRB and what new skills I picked up along the way.

### 2. Research Activities

#### 1) Phone Surveys in Dailekh: Methodology and Findings

- Methodology for Conducting Phone Surveys:

To gather data on product prices in Dailekh, phone surveys were conducted using a specific methodology:

- Shop Selection: Various shops in Dailekh were chosen as the target locations for the survey.
- Data Collection: I made phone calls, contacted these shops and asked for prices of specific items like meat, branded goods, and milk in liters.
- Question: In addition to recording prices, I inquired whether the assigned representatives (two teachers assigned by NRB) had visited the shop recently to collect price data.
- Recording: Prices and related information obtained from the shopkeepers were accurately noted down during the phone calls.
- Analysis: The collected data was then analyzed to draw conclusions about the price ranges of products in Dailekh.
- Findings on Different Price Ranges of Products in Dailekh:

Based on the phone surveys conducted in Dailekh shops, the following findings were observed regarding product prices:

- Price Variation: There was noticeable variation in the prices of products across different shops in Dailekh.
- Product Categories: Prices varied for different categories of products such as meat, branded items, and milk, indicating different pricing strategies or market conditions.
- Consistency: Some shops maintained consistent prices over time, while others showed fluctuations, possibly influenced by factors like supply chain dynamics or competition.
- Comparative Analysis: Comparison of prices across shops provided insights into price competitiveness and market trends in Dailekh.

Significant Trends or Insights Derived from the Data:

The data gathered from the phone surveys revealed several significant trends and insights:

- Market Competition: Variations in prices among shops suggest a competitive market environment where consumers may have options to choose from.

- **Consumer Behavior:** Price differences could influence consumer purchasing decisions, with shoppers likely considering affordability and perceived value when selecting where to buy.
- **Supplier Relationships:** Consistent prices across certain shops may indicate stable supplier relationships or pricing agreements.
- **Importance of Regular Visits:** Asking about the presence of assigned representatives highlighted the importance of frequent visits to shops for accurate and up-to-date price data collection.

In summary, the phone surveys conducted in Dailekh shops provided valuable insights into the price ranges of various products, showcasing variations, trends, and factors influencing pricing dynamics in the area. Regular monitoring and analysis of such data can inform market strategies and consumer decisions in Dailekh.

#### Mastersheet on Land Revenue Prices of Nepal: Compilation Process and Data Overview

- **Compiling Process:**

The mastersheet on land revenue prices of Nepal was compiled through a systematic process:

- **Identification of Data Sources:** The primary data source for this mastersheet was the Department of Land Management and Archive.
- **Data Collection:** Relevant data regarding land revenue prices was gathered from the official website of the Department of Land Management and Archive.
- **Compilation:** The collected data was organized and compiled into a structured format to create the mastersheet.
- **Verification:** To ensure accuracy, the compiled data was cross-checked and verified against other reliable sources if available.
- **Documentation:** Detailed documentation of the compilation process was maintained for transparency and future reference.

#### Overview of Collected Data and Its Relevance to NRB's Research Objectives:

- The data collected for the master sheet includes information on land revenue prices across various regions and categories in Nepal.

- This data is highly relevant to the research objectives of the Nepal Rastra Bank (NRB), as it provides insights into the dynamics of land valuation and its impact on the economy.
- By analyzing this data, NRB can assess trends in land revenue prices, evaluate the stability of the real estate market, and make informed policy decisions related to land management and taxation.
- Additionally, the mastersheet serves as a valuable resource for researchers, policymakers, and stakeholders interested in understanding the economic landscape of Nepal and its implications for development strategies.

Analyzing data using Excel to determine the average prices of Kalimati vegetables and fruits can involve several steps. Here's a basic outline of the research activities you might undertake:

1. Data Collection:

- Gather historical data on the prices of vegetables and fruits from the Kalimati market. This data can be collected from government websites, market reports, or by directly contacting wholesalers or retailers in the market.

2. Data Entry:

- Input the collected data into an Excel spreadsheet. Organize the data into columns, with each column representing a different variable such as date, vegetable/fruit type, and price.

3. Data Cleaning:

- Check the data for any errors, missing values, or inconsistencies. Remove or correct any errors to ensure the accuracy of your analysis.

4. Data Analysis:

- Calculate the average prices of each vegetable and fruit over the specified time period. You can use Excel functions like AVERAGE, AVERAGEIF, or pivot tables to perform this analysis.
- Explore trends and patterns in the data. You can create charts and graphs in Excel to visualize the average prices over time or compare the prices of different vegetables and fruits.

5. Statistical Analysis (Optional):

- Conduct further statistical analysis if needed. This might include calculating measures of dispersion (e.g., standard deviation) or conducting hypothesis tests to compare average prices between different groups of vegetables/fruits.

6. Interpretation:

- Interpret the results of your analysis. What do the average prices tell you about the market trends for Kalimati vegetables and fruits? Are certain vegetables/fruits more expensive than others? Have prices been increasing or decreasing over time?

7. Reporting:

- Prepare a report or presentation summarizing your findings. Include tables, charts, and any relevant statistical analysis to support your conclusions. You can use Excel to create professional-looking reports by formatting your tables and charts and adding titles, labels, and annotations.

8. Recommendations:

- Based on your analysis, make recommendations for consumers, retailers, or policymakers. For example, if you find that certain vegetables are consistently cheaper than others, consumers might adjust their shopping habits accordingly. Similarly, retailers might use the information to optimize pricing strategies.

9. Review and Iteration:

- Review your analysis and seek feedback from peers or experts if possible. Iterate on your analysis as needed to improve its accuracy and relevance.

## **2.2 Roles and responsibilities assigned by Kasara Construction**

As an intern at Kasara Construction, I undertook the following roles and responsibilities:

### 1. Assisting in Operational Support:

- Made phone calls to vendors, clients, and other stakeholders to facilitate communication and coordination.
- Provided administrative support by scheduling appointments, organizing meetings, and managing correspondence.

### 2. Financial Record Maintenance:

- Maintained accurate financial records using accounting software or spreadsheets.
- Recorded transactions, including purchases, sales, expenses, and payments, ensuring completeness and accuracy.

### 3. Suggestions for Improvement:

- Identified areas for process improvement and efficiency enhancement within the finance department.
- Offers valuable suggestions and recommendations to streamline workflows and optimize resource utilization.

### 4. Diligent Record-Keeping:

- Ensured meticulous record-keeping by documenting financial transactions, invoices, and receipts.
- Maintained confidentiality and integrity of financial data in accordance with company policies and procedures.

### 5. Effective Communication:

- Communicated effectively with internal teams and external stakeholders to convey important information and resolve queries.
- Facilitated smooth coordination between departments by relaying information accurately and promptly.

### 6. Proactive Approach:

- Took initiative in suggesting innovative ideas and strategies to drive continuous improvement and growth.



- Proactively addressed challenges and obstacles to minimize disruptions and maximize productivity.

#### Financial Statements:

##### 1. Profit and Loss Account (2079-2083):

- Prepared a comprehensive profit and loss account covering the fiscal years 2079 to 2083.
- Included details of revenues, expenses, and net profit or loss for each year, highlighting key financial metrics and performance indicators.

##### 2. Balance Sheet (2079-2083):

- Created a balance sheet for each fiscal year from 2079 to 2083, presenting the company's financial position.
- Included assets, liabilities, and shareholders' equity sections, providing a snapshot of the company's financial health and stability.

##### 3. Cash Flow Statement (2079-2083):

- Generated cash flow statements for the years 2079 to 2083, illustrating the sources and uses of cash over each period.
- Presented operating, investing, and financing activities, helping stakeholders understand the company's cash flow dynamics.

##### 4. Calculation of Fixed Assets (2080-2083):

- Calculated the value of fixed assets for each year from 2080 to 2083, including property, plant, and equipment.
- Updated depreciation schedules and assessed the carrying value of fixed assets based on accounting principles and regulations.

##### 5. Calculation of Cost of Goods Sold (COGS) (2080-2083):

- Determined the cost of goods sold (COGS) for the years 2080 to 2083, reflecting the direct costs associated with production or service delivery.
- Considered factors such as raw material costs, labor expenses, and overheads to calculate COGS accurately.

### 2.3 Job Process Diagram

The job process for both Nepal Rastra Bank and Kasara Construction was mostly similar. So, combining them both, following is the job process diagram for both the institutions:



*Figure 7 Job Process Diagram*

## Chapter 3 Learning Process

### 3.1 Identification of problems encountered during the Internship.

While working in both NRB and Kasara Construction, I observed several problems that employees faced on a day-to-day basis. Following are the list of problems that had frequently arose:

Problems faced during Internship at NRB:

- Over-hiring of interns and lack of desktops for many interns can also be noted as one of the major issues.
- Renovation work in Thapathali, Kathmandu, is causing congestion in offices, including the Baluwatar branch where the currency department is located, leading to disruptions in workflow.
- Absenteeism among employees is prevalent, causing disruptions in daily departmental activities and increasing the workload on other staff members.
- Communication breakdowns between employees and supervisors have been observed, impacting work efficiency significantly.
- Despite being the central bank of Nepal, the NRB faces technical issues such as the deterioration of computer equipment and office machinery like printers and scanners.

Problems faced during Internship at Kasara Construction :

- There were occasions where communication gaps occurred between various departments and teams within the organization, resulting in misunderstandings and task delays.
- Certain procedures and methods within the company were inefficient and time-consuming, leading to the wastage of valuable time and resources that could have been utilized more effectively.
- Tasks were occasionally assigned without clear guidance or instructions, making it challenging for me to complete them accurately and efficiently.

### **3.2 Indicating ways of the solutions**

Even though the department I had worked in had issues; the employees still did their best to adjust to it and eventually solved it. Following are the ways the problems were tried to be solved:

- During periods of understaffing, team members would redistribute tasks among themselves to maintain workflow. In these situations, my supervisors would assign me the work of absent colleagues.
- Our department's store section provided essential and miscellaneous items as needed, ensuring technical issues were minimal to avoid disrupting operations. If any glitches arose, employees were determined to complete their tasks promptly, using machinery or borrowing items from other departments if necessary. When there weren't enough desktops for interns, many interns willingly shared their computers to ensure tasks were completed on time.

Solutions that were applied to Kasara Construction:

- To tackle the problem of inadequate communication, the company implemented measures to establish transparent channels of communication between management and employees. This was accomplished through frequent meetings, feedback sessions, and training programs.
- The company implemented cost-saving measures such as reducing unnecessary expenses and increasing efficiency.

### **3.3 Recommendations to the companies**

As an intern, I have had the opportunity to observe and work with both the companies, and I would like to offer some recommendations that I believe can benefit both:

1. **Encourage cross-functional collaboration:** To enhance intern experience and foster teamwork, promote cross-functional collaboration within the organization. This approach can broaden interns' perspectives and improve overall team effectiveness. Consider team-building activities or forming cross-functional project teams to facilitate this collaboration.
2. **Provide ongoing professional development:** Keep employees engaged and updated with industry trends by offering continuous professional development opportunities. This investment not only benefits individuals but also boosts satisfaction and retention rates among staff members.
3. **Foster a culture of feedback:** Cultivate an environment where feedback is valued and encouraged. Regularly provide constructive feedback to employees and promote peer-to-peer feedback. This practice fosters growth, enhances communication, and increases transparency within the organization.
4. **Implement a mentorship program:** Create a structured mentorship program tailored for new employees, particularly interns. This initiative supports new hires in adapting to the company culture and provides essential guidance and support during their initial tenure in the industry.

### **3.4 Details of related learning process**

1. **Communication:** Throughout my internship, I honed my ability to communicate effectively with colleagues, clients, and stakeholders. This experience enabled me to write professional emails, craft reports and presentations, and engage with individuals from diverse backgrounds.
2. **Practical application of theoretical knowledge:** During my internship, I had the opportunity to apply theoretical concepts learned in my academic coursework. Topics such as financial statements, economics, organizational behavior, human resource management, and computer applications proved directly relevant in both banking and corporate settings.
3. **Teamwork:** Working alongside a diverse team, I developed strong collaboration skills. This involved clear communication, task delegation, and a willingness to receive and act upon feedback.
4. **Adaptability:** The fast-paced nature of my internship taught me valuable adaptability skills. I became adept at prioritizing tasks, managing time effectively, and maintaining organization while handling multiple projects simultaneously.
5. **Research:** My internship provided practical experience in conducting research, analyzing data, and drawing conclusions. I utilized various research methods and tools such as surveys, focus groups, and market research reports to gather insights.
6. **Technical skills:** I acquired proficiency in several software and tools, including Microsoft Office and Olympic accounting software. These technical skills are transferable and advantageous in roles requiring data analysis, project management, or content creation.
7. **Time Management:** Learning to manage time efficiently in a fast-paced work environment was a key takeaway from my internship. This involved setting priorities, establishing deadlines, and consistently meeting expectations.

### **3.5 Application of Coursework Knowledge to Real Working Situation**

During my internship, I discovered that many of the theories and concepts I studied in my academic coursework directly applied to my job responsibilities. For instance, my knowledge in strategic and business management proved highly beneficial in my daily tasks. I utilized these concepts—such as setting objectives, analyzing competitors, and developing new strategies—in the preparation of reports and business plans. Additionally, the accounting formulas and principles I learned were particularly valuable during my tenure at Nepal Rastra Bank. Furthermore, my marketing classes equipped me with a strong understanding of consumer behavior and value propositions, which I applied when drafting marketing strategies for a client during my time at Kasara. This experience has instilled in me the confidence to embrace new challenges and assume greater responsibilities.

### **3.6 Special Skills and New Knowledge Learned**

1. Industry-specific knowledge: Through my internships in diverse industries, I deepened my understanding of their respective operations, including key trends, challenges, and opportunities.
2. Leadership skills: Despite being an intern, I was entrusted with leadership responsibilities in various tasks. This opportunity to make independent decisions boosted my self-confidence and prepared me for future endeavors.
3. Professionalism: I developed professionalism by learning how to dress appropriately, communicate in a professional manner, and maintain a positive attitude throughout my internships.
4. Report writing: While report writing was part of my classroom education, my internships refined my ability to create professional and easily comprehensible reports.
5. Excel proficiency: During my internship at NRB, I acquired fundamental Excel skills for performing accounting entries. This knowledge is transferable and will enable me to efficiently use other excel works in the future.

## Chapter 4 Conclusion

### 4.1 Summary of highlights of my Co-op studies

The internship experiences at both NRB and Kasara Construction were both demanding and incredibly valuable for my future career. These programs provided me with the chance to engage with different departments and individuals, fostering personal and professional growth.

Internship at Kasara Construction taught me about consulting with clients and how corporate businesses work.

Both the firms have taught me countless numbers of things in this entire journey. Although many things were kept confidential in NRB as it is the central bank of Nepal, I as an intern was still given a chance to learn and understand how the bank works. Similarly, even if I was a tiny part of both the institutions, I feel delighted to have worked in them. I also feel that I have given my best in the completion of my assigned roles and duties in the organizations.

Listed are some of the contributions that I feel I have made in this internship journey towards NRB:

- Conducted phone surveys in Dailekh to gather product price data from various shops.
- Compiled a comprehensive mastersheet on land revenue prices across Nepal.
- Analyzed Kalimati vegetable and fruit prices using Excel to determine average pricing trends.
- Provided valuable insights into market dynamics and consumer behavior through research activities.

Similarly, following are the contributions that I feel I have made in Kasara Construction:



- Assisted in operational support by making phone calls to vendors, clients, and stakeholders to facilitate communication and coordination.
- Provided administrative support by scheduling appointments, organizing meetings, and managing correspondence.
- Maintained accurate financial records using accounting software or spreadsheets, recording transactions including purchases, sales, expenses, and payments.
- Identified areas for process improvement and efficiency enhancement within the finance department, offering valuable suggestions to streamline workflows.
- Ensured meticulous record-keeping of financial transactions, invoices, and receipts while maintaining confidentiality and integrity of financial data.
- Communicated effectively with internal teams and external stakeholders, facilitating smooth coordination and resolving queries promptly.
- Took a proactive approach by suggesting innovative ideas and strategies for continuous improvement and growth.
- Prepared comprehensive profit and loss accounts covering fiscal years 2079 to 2083, detailing revenues, expenses, and net profit or loss.
- Created balance sheets for fiscal years 2079 to 2083, presenting the company's financial position with details on assets, liabilities, and shareholders' equity.
- Generated cash flow statements for the years 2079 to 2083, illustrating sources and uses of cash over each period.
- Calculated the value of fixed assets from 2080 to 2083, updated depreciation schedules, and assessed carrying values based on accounting principles.
- Determined cost of goods sold (COGS) for the years 2080 to 2083, considering raw material costs, labor expenses, and overheads to calculate accurately.

Hence, even though I was just a small part of both the institutions, I fulfilled all my duties in each department of both the companies.

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

Internship is probably one of the best ways for students to get exposure to the outer financial world. It gives insights into the working culture, structure, and methods on how the institution works. This will help an individual to learn, grow and test their skills. It will help one gain heuristic knowledge and put the theoretical knowledge they gained in college and university to practice. An internship opportunity provides students with a platform to know the business or financial world and sharpen their skills before entering the workforce.

As an intern in Nepal Rastra Bank, I got to learn many things from the research department because of the guidance of my supervisors. Likewise, being an intern in Kasara Construction also helped me learn significant things. One of the most valuable things that I have gained being a part of the organization is practical skills. Through hands-on experience, I have learned how to apply my academic knowledge to real-world situations. Kasara taught me about professional etiquette and the importance of networking. It also gave me insights on how a professional deals with the clients, the way a project is completed right on time and how an efficient management is formed.

During this journey, I got to work with individuals with different backgrounds and qualifications. I learnt a lot from interacting with them. These skilled and experienced people provided me with a comprehensive disclosure of how things work in the banking and corporate world. I am glad that I worked as an intern in two different firms from different industries. This gave me a broader perspective of the similarities, differences, and perks of both the industries. They helped me sharpen and strengthen my skills such as communication skills, technical skills, coordination skills and behavioral skills. They helped me grow as an individual and taught me the importance of work ethics. Likewise, I also had the opportunity to apply my teachings from KCM and Siam University to the real world which enhanced my skills for the better.

### **4.3 Limitations of the Study**

As an intern, one of the limitations I faced while writing my co-op report was my limited experience. Although I had the opportunity to work on several projects and tasks during my time at both the companies, I did not have as much exposure to the organization or the industry as a full-time employee would. While I was able to gain valuable knowledge and insights in the department where I was assigned, I did not have many opportunities to work with or learn from other departments within the company. This limited my understanding of the company as a whole and its broader operations. Since I was only subjected to work with a particular department, the exposure I got became limited. I was often given tasks and assignments that were closely supervised and did not have a lot of autonomy in decision-making. While this was understandable given my level of experience, it limited my ability to take initiative and contribute in a more meaningful way.

Similarly, since interns are temporary, they are not provided with access to all information and documents. It limited the scope of the projects and tasks that I was able to work on. While working in Kasara Construction, I feel that a longer internship would have allowed me to contribute more and gain a deeper understanding of the company's operations. Some of the information that I had access to as an intern was sensitive and proprietary, and I had to be careful not to disclose any confidential information in my report. This may have limited the amount of detail that I could provide in certain areas.

#### **4.4 Recommendations for the company**

As an intern, I would like to offer the following recommendations to the companies for future research and practical implications. I believe the following recommendations can be applicable for both the institutions:

1. **Implementing Routine Customer Feedback Surveys:** Both NRB and Kasara Construction Pvt.Ltd. can regularly conduct surveys among their customers/clients to collect feedback on the company's offerings. This approach aids in pinpointing areas for enhancement and facilitates informed decisions regarding product advancement and service provision.
2. **Incorporating new Technology:**To maintain competitiveness and relevance in the contemporary technology-driven market, businesses should embrace advancements such as automation, artificial intelligence, and machine learning. This adoption enhances efficiency and elevates the customer experience, ensuring sustained relevance in the industry.
3. **Embracing innovation:** It is crucial in the current dynamic landscape, as it ensures organizational relevance and competitiveness. Both entities should foster a culture that encourages and facilitates employees' creativity and idea generation, offering necessary resources and incentives to support their innovative endeavors.
4. **Strengthening communication channels:** Good communication is really important for Nepal Rastra Bank (NRB) and Kasara Company to do well. To make sure everyone is working together towards the same goals, they need to make better ways for different departments and teams to talk to each other.
5. **Supporting Employee Growth:** Employees are really important for both NRB and Kasara Construction Pvt. Ltd. Investing in their development is crucial for keeping talented employees and making the company perform better. Both companies can offer training and opportunities for employees to learn and grow, which helps them get better at their jobs and move up in their careers with in the company



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