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INFLUENCY FACTORS OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN LOGISTICS ON THIRD PARTY LOGISTICS SERVICE PROVIDERS IN MALAYSIA.

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MASTER OF SCIENCE
(TECHNOLOGY MANAGEMENT)
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BY

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Thesis Paper Submitted To The School of Technology Management and Logistics Universiti Utara Malaysia.
In Fulfillment of the Requirements for the Master of Science (Transportation & Logistics)

June 2016.
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ABSTRACT

The function of Information Communication Technology is still unevenly distributed among the logistics providers leading to sizeable front-liners in controlling the market. The ICT involves directly with the customers’ relationships, manufacturing, transportation, warehousing networks and data streams directly. The concepts of third party logistics came to bear from the arising needs to extend transportation services by transportation industries to its numerous customers. This study targeted at providing remedies to the most of existing gaps relating the influence of ICT facilities in logistics especially among the Third Party Logistics Services in Malaysia. Third Party Logistics Services can be referred as an outsourcing of transport and logistics activities to outside companies that are not consignors or consignees to the transaction. In most cases, more than one activities are outsourced and it includes storage, warehousing and transportation. In malice of the effort put into action by organisations in creating a high responsive team that will run into the commuting and increasing demand of their highly fickle and impatient clients and the companies supply chain challenges. Grounded on this fact, this study targeted at providing antidotes to most of the existing lacuna relating the role of ICT facilities in logistics and supply chain management, most especially among the 3PLs in Malaysia. The study utilized in the used of questionnaire to gather the required information from Third Party Logistics service providers. The data were analysed among 150 respondents and correlated result shows that the selection on an appropriate tools of ICT has a significant effect on the competitive advantage of third party logistics’ companies. The result of study is able to be used for the measurement of the performance and benchmarking on the importance of ICT in leading the 3PLs logistics industry.

Keywords: Information, communication, technology, third party Logistics, competitive advantage.
ABSTRAK


Katakunci; Maklumat, Komunikasi, Teknologi, Logistik pihak ketiga, pengangkutan, kelebihan daya
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<td><strong>3 P L</strong></td>
<td>Third Party Logistics</td>
</tr>
<tr>
<td><strong>I C T</strong></td>
<td>Information Communication Technology</td>
</tr>
<tr>
<td><strong>G P S</strong></td>
<td>Global Position System</td>
</tr>
<tr>
<td><strong>I T S</strong></td>
<td>Intelligent Transport System</td>
</tr>
<tr>
<td><strong>R F I D</strong></td>
<td>Radio Frequency identification</td>
</tr>
<tr>
<td><strong>E R P</strong></td>
<td>Enterprise Resource Planning</td>
</tr>
<tr>
<td><strong>E D I</strong></td>
<td>Electronic Data Interchange</td>
</tr>
<tr>
<td><strong>S C M</strong></td>
<td>Supply Chain Management</td>
</tr>
<tr>
<td><strong>L I S</strong></td>
<td>Library Information Science</td>
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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Logistics and supply chain businesses all over the world are commencing some strategic worldwide networks that can deliver both efficient and high quality, swift response to customer’s demand from all over world market segments. This they do in order to withstand international competition. The process of efficient and integrated organization of these series of activities is often referred to as global logistics or preferably supply chain management (SCM), this in the sector has been seen as the front lines of competitive power globally.

The reasons why logistics and supply chain businesses adopt information and communication technologies can be adduced to the facts that some companies experience low and shrunk margins, competition is also fiercer, globalization has consolidated itself rather enduringly and supply chains have become more extended and dispersed. Also, energy and labor costs are on the rising side, environmental impact are growing due to increasing public awareness of issues at stake, customization can be said to be increasing meanwhile the lifecycle keep reducing. there are costly remediation of shipment errors and delays, (Blanchard 2010; Sarac, Absi et al., 2010; McCormack et al. 2010).
The contents of the thesis is for internal user only
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Chen, H. & Dwivedi,Y. K. (2007). Conceptualising the relationship between integration needs and integrations technologies adoption: comparing cases of SMEs with a


Party Logistics Relationship Perspective, Jönköping University.


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