



**A STUDY ON INTERNATIONAL MAIL VOLUMES  
TOWARDS POS MALAYSIA'S PERFORMANCE**

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## LETTER OF SUBMISSION

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Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled **“A STUDY ON INTERNATIONAL MAIL VOLUMES ISSUES TOWARDS POS MALAYSIA PERFORMANCE.”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours sincerely,

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Dear Madam,

### **SUBMISSION OF FINAL REPORT**

Enclosed herewith is a thesis entitled “ **A STUDY ON INTERNATIONAL MAIL VOLUMES ISSUES TOWARDS POS MALAYSIA PERFORMANCE**”. I hope this thesis will meet requirement and expectation from you and the faculty. Thank you very much for all the guidance and support you have generously rendered upon the completion of the thesis.

THANK YOU VERY MUCH FOR YOUR TIME AND CONSIDERATION.

Your Sincerely,

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## **ABSTRACT**

This study is focus on the declining international mail volumes issues at Pos Malaysia Berhad which has potential to affect company's performance. The main objective of this project paper is identify the strategies taken by Pos Malaysia Berhad in order to address the issue of declining international mail volumes. The research is focusing on strategies taken by Pos Malaysia which is international business cooperation between Pos Malaysia and other Universal Postal Services (USPs) in order to stimulate growth of international mail volumes. This paper also identify the rationale of international cooperation established by the company as well as the effectiveness of the international business cooperation that been established for the past two years. Data collected and evidences are mainly from secondary data gathered from the company.

## TABLE OF CONTENT

<b>CONTENT</b>	<b>PAGE</b>
Abstract	i
Confidentiality	ii
Declaration of Original Work	iv
Letter of Submission	v
Letter of Transmittal	vi
Acknowledgement	vii
Table of Content	viii
List Of Table	x
List Of Figure	xi
<b>CHAPTER ONE: INTRODUCTION</b>	
1.0 Introduction	1
1.1 Background of the study	1
1.2 Pos Malaysia Berhad's Overview	4
<b>CHAPTER TWO: ISSUE/PROBLEM IDENTIFICATION</b>	
2.0 Issue/ Propose of the Study	7
2.1 Issue/Problem Statement	7
2.2 Purpose of Study	9
2.3 Significance of Study	10
2.4 Research Methodology	11
2.5 Data Collection Method	11
<b>CHAPTER THREE: LITERATURE REVIEW</b>	
3.0 Introduction	13
3.1 Mail	13
3.1.1 Definitions of mail	13
3.1.2 Types of Cooperation That Pos Malaysia Done	14
3.1.3 Pos Malaysia International Cooperation's Partners	15
3.2 Strategic Alliance	17
3.2.1 Definitions and Types	17
3.2.2 The Formation of Alliances	19
3.2.3 Joint Ventures and Strategic Alliances	22
3.2.4 The Strategic Alliances Life Cycle	24
3.2.5 Drivers of Strategic Alliances	25
3.2.6 Alliance Creation	26
3.2.7 Characteristics of Sustainable Strategic Alliance	29
3.2.8 Benefit of Strategic Alliance	30
<b>CHAPTER FOUR: FINDINGS AND ANALYSIS</b>	
4.0 Company's Practices Relating To The Issue	32
4.1 Strategies taken by Pos Malaysia	32
4.2 The rationale of doing international cooperation within Universal Postal Services (USPs).	38
4.3 The Effectiveness of Strategies Taken: International Cooperation	41
4.4 Gap Analysis	45
<b>CHAPTER FIVE: CONCLUSIONS AND RECOMMENDATIONS</b>	
5.1 Conclusions	48
5.2 Recommendations	