



**THE DETERMINANTS OF HUB EFFICIENCY
IN
SCOPE INTERNATIONAL (MALAYSIA) SDN BHD
(WHOLLY OWNED SUBSIDIARY OF STANDARD CHARTERED BANK)**

**WAFI SYAKIR BIN ABDUL AZIZ
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**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

APRIL 2011

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**WAFI SYAKIR BIN ABDUL AZIZ
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**Submitted in Partial Fulfillment of the Requirement for the
Bachelor of Business Administration with Honours
(International Business)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

APRIL 2010

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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"DECLARATION OF ORIGINAL WORK"**

I, WAFI SYAKIR BIN ABDUL AZIZ, (I/C Number : 881017-04-5567)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

25th April 2011

The Head of Program
Bachelor of Business Administration (Hons) International Business
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka.

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "THE DETERMINANTS OF HUB EFFICIENCY IN SCOPE INTERNATIONAL (MALAYSIA) SDN BHD" to fulfill the requirement as needed by the faculty.

Thank you.

Yours sincerely,

WAFI SYAKIR BIN ABDUL AZIZ
2009435182
Bachelor of Business Administration (Hons) International Business

ABSTRACT

This study explores the determinants of hub efficiency in Scope International (Malaysia) Sdn Bhd. The main purpose is to identify relationship between all determinants with the hub efficiency in Scope International (Malaysia) Sdn Bhd. The study also had been conduct to give guidance for the company to identify which determinants more significant and solve the issue. The hub efficiency was measured through questions regarding determinants variable such as recruitment, employee development, office environment, and management style. With the findings obtained supports the theoretical argument and confirm the expectation that recruitment, employee development, office environment, and management style will give an impact to the hub efficiency. Results of the empirical test are provided and their implications are discussed.