

## A STUDY ON EFFECTIVENESS OF MARKETING STRATEGY TOWARD USUKAN COVE LODGE

AZIS MOND SALMI 2007138107

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (MARKETING) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA KOCA MARABU

## **ACKNOWLEDMENT**

I would like to take this opportunity to acknowledge the assistance, guidance and encouragement of all who have supported me throughout this research project. Without their guidance and advices, I would have never been able to accomplish my research project successfully as part of the fulfillment of the requirements for the Bachelor of Business of Administration (Hons) Marketing.

First of all, I would like to express my sincere gratitude to my research project advisor, Mdm Imelda Albert Gisip for her continuous support throughout the whole progress of this research project. Her constant valuable ideas, comments and encouragement had considerably enriched and improved my work. Without her time, guidance, support, advice and expertise, this research project would not be possible done successfully.

Secondly, I would like to thank you to all the participants for their valuable time, kind assistance and support in participating in the surveys conducted as part of this research project. Thirdly, not forget to my family for supporting me in many possible ways involving to complete this study. Lastly, I am also grateful to all my colleagues and friends for their knowledge sharing and comments in which had helped me to enrich my research project towards a better quality work.

## **TABLE OF CONTENT**

No.		CONTENT	pages
	ACKNOWLEDGEMENT		iv
	LIST OF TABLES		v-vi
	LIST OF FIGURES		vii-viii
	ABSTRACTS		ix
	CHAPTER ONE		
1.0	INTRODUCTION		1-12
	1.1 Company Profile		1
	1.2 Background of Study		7
	1.3 Scope of Study		7
	1.4 Problem Statement		8
	1.5 Research Objective		9
	1.6 Research Question		9
	1.7 Limitation of Study		10
	1.8 Significant of Study		10
	1.9 Definition of Term		11
	CHAPTER TWO		
2.0	LITERATURE REVIEW		13-23
	2.1 Literature Review		13
	2.2Theoretical framework		22
	CHAPTER THREE		
3.0	RESEARCH METHODOLO	OGY	24-29
	3.1 Data Collection Method	d.	24
	3.2 Research design		26
	3.3 Research Sampling		27

No		CONTENT	pages
	3.4 Data Analysis Procedu	re	28
	CHAPTER FOUR		
4.0	FINDING AND ANALYSIS	S	28-64
	CHAPTER FIVE		
5.0	CONCLUSION AND RECO	OMMENDATION	65-66
	BIBLIOGRAPHY		67-69
	APPENDICES		70-75

## **ABSTRACT**

Purpose – This study is aims to determining the effectiveness of marketing strategy of Usukan Cove Lodge. In order to measure the effectiveness of the marketing strategy, further study needed meet the objective of study. This study also provides recommendation in improving the UCL services and earns positive perception by the visitors

Design / Methodology / Approach - Questionnaires were designed in measuring the effectiveness of current marketing strategy and the visitors perception towards UCL. This questionnaire distributed to respondent whose were visited the UCL. The questionnaire created of two sections which section A was demographic questions (gender, age, marital status, and occupation) and section B was perception questions.

Findings – The finding shows on the perception towards UCL service rendered and the effectiveness of marketing strategy of UCL. All data gathered from respondents analyzed and SPSS used to help the researcher analyzed the results. The results stated in chapter four.