UNIVERSITI TEKNOLOGI MARA

"A STUDY ON PUBLIC'S ACCEPTANCE TOWARDS HERBAL PRODUCTS MARKETED BY KONSORTIUM PASIFIK SAMA SDN. BHD."

REYNOLD PAUL 2004348867

Submitted in Partial Fulfillment of the Requirement for the Bachelor of Business Administration (Hons) Marketing

FACULTY OF BUSINESS MANAGEMENT UITM, KOTA KINABALU SABAH

2006

ACKNOWLEDGEMENT

First and foremost, praise to the GOD for giving me the strength and health to go through His challenges of living in His universe. To finish this project paper in time has proven to be a great undertaking that would not have been feasible without the support of many great people.

A number of people have been very helpful in the course of my research into the information contained in this project paper. I would like to record my appreciation and thanks to my advisor; Tuan Hj. Wahi Ismail, whose guidance, comments and instruction throughout the completion of this project has became a precious lessons.

My special appreciation and sincerest gratitude also goes to the management of Institute for Development Studies Sabah (IDS) for giving me the opportunities to done my practical training there. Apart from that, a million thanks to all the IDS staff for had been such kind and cooperative. I am indebted especially to Konsortium Pasifik Sama Sdn. Bhd. manager, Madam Mary Sintoh as my supervisor and Mister Justin Janim as my assistance supervisor for giving me such valuable experience, guidance, advices and emotional support.

Not forget, to the entire respondent for having a responded to this research survey and for the cooperation given. Whose names are not mentioned here, I would like to expand my warmest gratitude for their kind assistance during my research.

Last but not least, I would like to express my special thanks to my parents, my friends, classmates and ex-classmates for their support and encouragement and warmest gratitude also to individuals who had directly or indirectly in contributing their ideas and efforts throughout the completing my project paper.

iv

TABLE OF CONTENTS

CONT	TENTS	PAGE
LETTER OF SUBMISSION		ii
DECLARATION OF ORIGINAL WORK		
ACKNOWLEDGEMENT		iv
TABLE OF CONTENTS		vi
LIST	OF TABLE	х
LIST	LIST OF FIGURES	
DEFI	DEFINITION OF TERMS	
ABSTRACT		xvii
CHAR	PTER 1	1
INTRODUCTION		1
1.1	Background of the study	1
1.2	Scope of the study	3
1.3	Problem statement	3
1.4	Significance of the study	4
1.5	Objective of the study	5
1.6	Research Question	6
1.7	Limitations of Study	6
CHAPTER 2		8
LITERATURE REVIEW		8
2.1	The Increasing Popularity of Traditional and Complementary	8
	Medicine	
2.2	Herbal Supplement Benefits and Dangerous Side Effects	9
2.3	Meeting Customer Needs: How to identify your ideal	12
	customer and beat everyone else to the punch.	

2.4	Choosing the Right Sales Tool and Keeping the Right Custome	er 14
2.5	The Price Isn't Right	15
2.6	Why Customer Satisfaction and Loyalty are not enough	16
2.7	Launching Profits with Customer Loyalty	17
2.8	The Price of Personalization	18
CHAP	PTER 3	20
RESEARCH METHODOLOGY AND DESIGN		20
3.1	Data Collection	20
	3.1.1 Primary Data	20
	3.1.1 (a) Questionnaires	20
	3.1.1 (b) Personal Interviews	20
	3.1.1 (c) Field Interviews	21
	3.1.2 Secondary Data	21
	3.1.2 (a) Internal Data Sources	21
	3.1.2 (b) External Data Sources	21
3.2	Research Sample	22
3.3	Sampling Design Process	22
	3.3.1 (a) Target Population	22
	3.3.1 (b) Sampling Frame	22
	3.3.1 (c) Sampling Technique	22
	3.3.1 (d) Sampling Size	23
3.4	Data Analysis Technique	23

ABSTRACT

For this Project Paper, MKT660, I decide to make a study on the public's acceptance towards herbal products that being marketed by Konsortium Pasifik Sama Sdn. Bhd. KPS Sdn. Bhd. is a local company wholly owned subsidiary of Institute for Development Studies (Sabah) that focusing on commercializing their herbal product that uses from the natural resources within Sabah.

From the KPS sales performance for the last five years (see Appendix 2), it show a decline in their sales performance. Thus, this research objective is to identify if the KPS herbal products are well accepted, to identify if there any other problem faces, to analyze whether the KPS current marketing approaches used are effective and lastly to identify the right marketing strategies that can be adopted by KPS in order to improve it's market position.

The significant of this study will give a good impact firstly to the KPS Sdn. Bhd. then to the publics and lastly to the researcher as well. Two types of data collection method are used. They are primary data and secondary data. Primary data collection is conducted with distributing questionnaires, personal interviews and fields interviews. Secondary data are information which is already in existences such as journals, magazine, published documents, internet and so on.

The sampling design process will consist of target population where the target population for this study will be defined. Then, the sampling frame will be used as the guidelines for identifying the target populations. The sampling technique used called the convenience sampling and the sampling size will be 120 respondents that will divided into four categories.

The findings from the research will be conducted by using Statistic Package for Social Science program version 12.0 (SPSS v12.0) to analyze the data from the questionnaires given to the respondents.

xviii