



## ACKNOWLEDGEMENT

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## SUMMARY

The main objective of this research is to determine whether the Cooperative Society of ITM Shah Alam has been performing to the maximum and whether it has met the needs of the students as well as the staff. The various problems faced by the Cooperative Society which include management problems (findings) reveal the circumstances prevailing during the course of the study. The inference that can be drawn from this study is limited as stated under scope and limitations. The conclusion is derived from our findings. Also, in order to improve the present situation, suggested recommendations are volunteered which should be taken into consideration.

This report is divided into 6 chapters which follows a logical sequence of order. Chapter One introduces us to the background of the Cooperative Society in ITM Shah Alam. The purpose and objectives of the study are also mentioned here. Incorporated in it also are the scope and limitations of the study.

In Chapter Two, reviews on related literature are undertaken to supplement related issue under discussion regarding the study there. This can give readers a better idea of what Cooperative Society is all about and thereby be able to understand the context and content of the research.

Chapter Three contains the methodology which describes concisely how the study is carried out.

## CHAPTER 1

### 1.1 BACKGROUND OF THE COOPERATIVE SOCIETY IN ITM SHAH ALAM

The Cooperative Society in ITM Shah Alam was first started in 1978. The Cooperative Society obtained its capital by selling shares to the students and staffs of ITM. The main objective of setting up the Cooperative Society is to give services to both the students and the staffs of ITM. The membership is confined to students and staffs of ITM only. In the same year, Encik Ismail Sudin was appointed to take charge of the operations of the Cooperative Society.

During the Cooperative Society's first Annual General Meeting, nine Board of Directors were elected. It was also agreed by the Board of Directors that the President and Chairman post be an honorary post to be filled by the Director and Deputy Director of ITM.

Since then, the Cooperative Society has been progressing and the number of its staff began to increase. In September 1982, the Managerial post of the ITM Cooperative was taken over by Encik Hassan Chachok. At present, Encik Hassan is the Manager and also acting as the assistant manager and accountant.

The Cooperative Society's operations includes the cafeterias, bookstore and mini-markets including a tailor shop and photostating machines which are to