

**THE EMPLOYEE'S PERCEPTION TOWARDS THE
ADAPTATION OF THE NEW MANAGEMENT
INVENTORY SYSTEM IN XYRATEX (MALAYSIA)
SDN.BHD. SENAWANG, 2007**

NURASHIKIN BINTI ABD GANI

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

**FACULTY OF BUSINESS MANAGEMENT
UITM, MELAKA**

2007

Acknowledgement

Alhamdulillah to Allah, the Most Gracious, the Most Merciful and peace and blessing of Allah be upon His beloved Muhammad, for giving me strength and energy to complete this project paper, as to fill the requirement of faculty in obtaining Bachelor in Business Administration (Hons) Marketing.

I would like to express my deepest gratitude to my respectable En Helmy Fadlisham Abu Hasan, who has tirelessly guided me during the course of this research. He has provided me with his constructive views and full professionalism without which this project would not be complete.

An appreciation also goes to my second examiner, Prof. Madya Asmah Zainuddin for contributed in evaluating my research. Besides that, I would like to say thanks to my Programme Coordinator of BBA (Hons) Marketing student, En Norazman Harun and all lecturers that involved in make this research complete.

My deepest appreciation also to all staff of Xyratex(Malaysia) Sdn. Bhd. especially my supervisor En Muhammed Azmi Mahmud(Senior Inventory Analyst) and Madam Pooveneswary (Inventory Analyst), for their endless support and assistance during the duration of my practical period.

Not forgetting my beloved parents, En Abd Gani Harun and [REDACTED] and all my other family members for their moral support in completing my education.

Last but no least, to all my fellow friends, I would like to express my deepest thank you for all the help and support they have provided me with through out this crucial moments in my life. Thank you very much may Allah bless you.

TABLE OF CONTENT	PAGE
LETTER OF TRANSMITTAL	i
DECLARATION OF ORIGINAL WORK	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	vi
LIST OF TABLE	vii
LIST OF FIGURES	viii
ABSTRACT	ix
 CHAPTER 1: INTRODUCTION	
1.1 Background of the Study	1
<i>1.1.1 Background of Company</i>	3
1.2 Problem Statement	4
1.3 Research Question	6
1.4 Research Objective	7
1.5 Theoretical Framework	8
1.6 Hypothesis	10
1.7 Significance Of Study	11
1.8 Scope of the Study	12
1.9 Limitation of the Study	14
1.10 Definition of Terms	15
 CHAPTER 2: LITERATURE REVIEW	
2.0 Overview	18
2.1 Customer Perception	19
2.2 Perception	20

2.3 Customer Perceptual Process	26
2.4 Inventory Management System	27
2.5 Integrated Inventory management System	28
2.6 The Effectiveness of the Inventory Management	29
2.7 The Output of the Logistics System: Customer Service	30

CHAPTER 3: RESEARCH METHODOLOGY

3.1 Introduction	32
3.2 Research design	33
3.3 Population	34
3.4 Sampling	34
3.4.1 Sampling Frame	35
3.4.2 Sampling Size	35
3.4.3 Sampling Technique	36
3.5 Data collection method	36
3.5.1 Primary Data	37
3.6 Data analysis interpretation	41

CHAPTER 4: DATA ANALYSIS AND INTERPRETATIONS

4.1 Overview	43
4.2 Reliability Test	43
4.3 Respondents Profile	45
4.4 Research Objective 1	49
4.5. Research Objective 2	51

ABSTRACT

This research was conducted for the purposed to know the employees' perception toward the adaptation of the inventory systems in Xyratex (Malaysia) Sdn.Bhd. Senawang. The main objective of this research was to determine the level of availability, operational performance, reliability and employees' perception of the new inventory system. Moreover, this study wants to determine the factors that affect employee perception towards the adaptation of the new management inventory system. It is also want to determine the relationship between employee perception and the adaptation of the new inventory system. Beside that this study also wants to determine the relationship between the basic service capability which is availability, operational performance and reliability of the new inventory system toward the employees' perception.

In this study the researcher using Basic Service Capability model as the theoretical framework. The objective and also the questionnaire designed based on this framework. The respondent of this study was Xyratex Staff especially the warehouse staff. 65 questionnaires had been distributed to them. The researcher had used simple random sampling as the sampling technique. In analyzing the data the researcher used frequency table and also correlation. The conclusion of this study was the outcome from the survey analysis and findings. Through the research, it shows their perception level toward the new inventory management system is moderate.