

THE EFFECTIVENESS OF
JOHOR PORT CONTAINER COMMUNITY
SYSTEM (JPCCS)

AZIRA BTE AHMAD

BACHELOR OF BUSINESS ADMINISTRATION
(TRANSPORT)

MARA INSTITUTE OF TECHNOLOGY
SHAH ALAM
SELANGOR DARUL EHSAN

MARCH 1998

ABSTRACT

The over all productivity of a container terminal is primarily determined by its automation and information functions not withstanding the fact that the drive and control system will have an important role to play.

Global competition, economic changes, increased costs, budgetary restriction, and greater vessel traffic are ever increasing challenges to port authorities. The need for efficient, effective control and scheduling of ports has never been more critical.

The goal among major ports world-wide is to increase productivity and equipment efficiency to allow for more ship turnaround times, more container capacity, better utilisation of port equipment and give the better services.

This purpose of this study is to measure the effectiveness of latest system in Johor Port Berhad the computerisation system at Joport Container Terminal that is called Johor Port Container Community System (JPCCS). This system have been developed by Information Technology Department and Joport Container Terminal in order to give better efficient and effective system.

ACKNOWLEDGEMENT

First of all I would like to express my gratitude honour to Allah S.W.T. for giving me the ability to finish this graduation exercise and to complete these four years study and this thesis...

My sincere and faithfully appreciation to my advisor Tuan Haji Mohd Arshad bin Haji Zainuddin who had guided me in completing this thesus. His guidance, advised and suggestion had been a great help to me throughout this research.

My thanks to Tuan Haji Zulkifli bin Samsudin, General Manager Marketing and Market Research, Puan Zubaidah bte Yusof, Encik Maarof bin Abas, and Puan Norhayati, Assistant Manager Joport Container Terminal, Encik Halil bin Ali, Assistant Manager JP Transport and Encik Razak bin Yusof, Executive Operation JP Transport, for all help and explanation during my practical and research.

My appreciation are also goes to Encik Saifulizan bin Ismail, Encik Halim bin Ahmad, Encik Aziz bin Abd. Hadi, Encik Azharudin bin Mat Nor, Encik Nordin bin Sekak, Puan Noriha bte Hasbullah ,Encik Masdi bin Mat Daud and whose help me for giving me important details throughout this research and help me in making this thesis possible.

TABLE OF CONTENTS

	Page
ABSTRACT	I
ACKNOWLEDGEMENTS	II
TABLE OF CONTENTS	IV
LIST OF TABLES	VIII
LIST OF FIGURES	IX
LIST OF ABBREVIATIONS	X
CHAPTER ONE	
1.0 Background of the study	1
1.1 Background of the company	1
1.2 Introduction	2
1.3 Problem Statement	3
1.4 Objectives of The Study	5
1.5 Methodology	8
1.6 Literature Review	8
1.6.1 First Literature Review	8
1.6.2 Second Literature Review	9
1.6.3 Third Literature Review	10

1.7 Generation of Hypothesis	11
1.8 Scope and Limitation of The Study	11
References	12

CHAPTER TWO

2.0 Background of The Company	13
2.1 Introduction	13
2.2 The Company's Profile	14
2.2.1 Logo of The Company	14
2.2.2 Organisation Chart	17
2.3 Facilities	20
2.3.1 Navigational Approach	20
2.3.2 Pilotage	20
2.3.3 Tugboat Services	20
2.3.4 Security and Fire Rescue Services	21
2.3.5 Stevedorage	21
2.3.6 Bunkering	21
2.4 Joport Container Terminal	22
2.5 Introduction To The System	25
2.6 Benefits if New Terminal Computerisation System	27
2.6.1 The Advantages	28
2.7 Requires To Connect To The System	29
2.7.1 Express System	29