

Network Characteristics and Its Implications: Case study of two firms in buyer-supplier relationships

Kwee Geok Eng

Bachelor of Economics (Hon.) University of Malaya 1983

Submitted to the Faculty of Business and Accountancy, University of Malaya, in partial fulfillment of the requirements for the Degree of Master of Business Administration

February 2002



ACKNOWLEDGEMENTS

Although this research was undertaken as a partial fulfillment to the requirements of the MBA program, it would not be completed easily without the invaluable help of people.

I would like to express my gratitude to two representatives of the respondent firms, Mr. Danny Teh, Production Manager of OEM Sdn. Bhd. and Mr. Kang Chong Yeow, Commercial Director of Prima Formatics Sdn. Bhd. Mr. Danny Teh and Mr. Kang have been most generous in providing information about their organizations; in relating their experiences; and in imparting their knowledge and opinions. Both of them have been very patient in dealing with my constant barrages of questions and I can never thank them enough.

I should not forget too Mr. Sree, the HRM of OEM Sdn. Bhd. and Ms. Rosalind Ang, Secretary to Mr. Kang who paved the way for my access to the two respondents. The research activity could have not started without them.

My appreciation also goes to my supervisor, Associate Professor Dr. Nazari Ismail, who actually ignited my interest in this area of research. Dr. Nazari's guidance and constructive evaluation of this report has lightened my burden a great deal. His flexibility and open-mindedness in dealing with my schedule and report have certainly made this research activity an enjoyable one.

Although this study is small in scale and scope, nevertheless, the experiences I gained is invaluable and to the helpful people mentioned above, I like to say a big 'Thank You' and my sincere apologies if I have caused any problems to you, unintentionally they may be.

CONTENTS

Acknowledgements Abstract List of Tables List of Figure

CHAPTER 1	INTRODUCTION Research objectives	1 2
CHAPTER 2	METHODOLOGY	4
	Unit of analysis	4
	Data collection	5 5 6
	Mode of Analysis of results	5
	Report Structure	6
	Limitations of the study	6
	Background information of respondent firms	7 7
	OMB	7
	OMB Products	7
	Manufacturing activities	_
	Prima Formatics Sdn. Bhd.	8
	Prima Formatics Products	9
	Manufacturing activities	9
CHAPTER 3	LITERATURE REVIEW	10
CHAPTER 4	RESEARCH RESULTS	17
	A Network characteristics	17
	Network type	17
	Mean age of membership	18
	Strategic network objectives	18
	Relationship-specific investments	20
	B Network Structure and Coordination	
	Mechanisms	22
	Supply network	22
	Workflow interdependencies and direct supervision	22
	Logistics controls	24
	Quality controls	25
	Interdependencies in social relationships &	~ 7
	mutual adjustment	27
	Administrative coordination mechanism	29

	C Network Participation and Organization	nal
	Outcomes	32
	Financial performance	34
	Operational performance	34
	Access to resources	35
	Organizational credibility	35
	Interorganizational exchanges	36
	Network coordination and outcomes	37
	D Risks and problems in network	
	participation	40
	Types of risks	40
	Risk of loss of resource control	41
	Culture, business practices and regulations.	43 43
	Shirking and misrepresentations	
	Trust	44
CHAPTER 5	CONCLUSIONS AND IMPLICATIONS	46
	BIBLIOGRAPHY	
APPENDIX A	QUESTIONNAIRE GUIDE – OEM	
	QUESTIONNAIRE GUIDE - PRIMA FORMATIC	s

LIST OF TABLES AND FIGURE

Tables

2.1	Summary of manufacturing activities	8
4.1	Summary of the characteristics of the networks	19
4.2	Reasons for the selection of the suppliers	25
4.3	Evaluation decisions	27
4.4	Allocation of time (%) on each network activity	28
4.5	Reports of firm outcomes resulting from network participation	32-33
4.6	Frequency of network activities (Average values)	39
4.7	Types of risks encountered	41

Figure

1	A Network Model	31
---	-----------------	----

.

ABSTRACT

Cooperative relationships among firms are an area of research of interest to academicians and practitioners alike. Such cooperative relationships have evolved into a new form of business model known as *network*. This paper attempts to investigate the characteristics of a network and its implications such as benefits and risks from it. In a competitive world where survival depends on the abilities of firms to meet the needs of demanding consumers, an understanding of the dynamics of network is of paramount importance to firms wishing to deliver high value-added products.

The study applies a case-study approach and two firms were selected. This study focuses on buyer-supplier relationship network in which the two firms are involved. Research findings revealed that a networked business model displays high interdependence that requires constant supervision, controls and social interaction to meet the network objectives.

While there are evidences to indicate that firms participating in a network obtain beneficial outcomes, there are also risks to it. Research findings also indicated that a network could disintegrate if economic environment becomes unfavorable such as an economic downturn. This paper further revealed that while the rhetoric of cooperation is loud, adversarial behavior among firms in the network is lurking to a certain degree.