

BIBLIOGRAPHY

- Aaker, David A. (1998), Managing Assists and Skill: The Key to A Sustainable Competitive Advantage, *California Management Review* 31 No. 2 (Winter 1998), pp 91-106.
- Anthony A. Atkinson, John H. Waterhouse, and Robert B. Well, (1997), *A Stakeholder Approach to Strategic Performance Measurement*, Sloan Management Review, (Spring), pp. 25-37.
- Baguley, P. (1994), *Improving Organizational Performance: A Handbook For Managers*, McGraw-Hill.
- Barbados (1998), The Barbados Plan For Postal Reform: Update From Barbados, Cyprus, Ghana, Great Britain, Guernsey, India, Jersey, Malaysia and Singapore, 12th. *Conference of Commonwealth Postal Administration (CCPA)*, (September), Kuala Lumpur.
- Bateman Thomas S. And Snell Scott A. (1999), Management, Building Competitive Advantage, International Edition, 4th. ed., USA: McGraw-Hill.
- Chankin, W, and R.A. Mauborgne (1988), Becoming An Effective Global Competitor, *Journal of Business Strategy*, (January-February), pp. 33-37.
- Communication International (1999), Development, Trends and Issues In Postal Services, *Communications International*, (April), Geneva.
- Communication International (1999), Multinationals In Postal Services, *Communications International*, (April), Geneva.
- Coyne, Kevin P. (1986), Sustainable Competitive Advantage – What It is, What It Isn't, *Business Horizons* 29, No. 1 (January-February 1986), pp. 54-61.
- David Fred R. (1995), Strategic Management, 5th. ed., Englewood Cliffs, New Jersey: Prentice-Hall Inc..

- Drucker, P.F. (1989), *The Practice Of Management*, Heinemann Professional.
- Dunlop, J. (1998), Reform of the UPU, Royal Mail International (Royal Mail). 12th. *Conference of Commonwealth Postal Administration (CCPA)*, (September), Kuala Lumpur.
- E. Yuchtman and S. Seashore, (1962), *A System Resource Approach to Organizational Effectiveness*, American Sociological Review, Vol. 32, pp. 891-903.
- Fahey, Liam, and H. Kurt Christensen (1989), *Building Distinctive Competencies Into Competitive Advantages*, Reprinted in Liam Fahey, *The Strategic Planning Management Reader*, Englewood Cliffs, N.J.: Prentice Hall, pp.113-18.
- Gary Halpin (1997), *Discussion Paper: Terminal Dues System (2001-2005)*.
- Gary S. Jensen (1998), The Challenge of the Future, 12th. *Conference of Commonwealth Postal Administration (CCPA)*, (September), Kuala Lumpur.
- Government Of Malaysia (1991), *Postal Services Act 1991, Laws of Malaysia, Act 465*, Kuala Lumpur.
- Griffin, (1999), *Management*, 6th. ed. Boston, New York: Houghton Mifflin.
- Hamermesh, R.G., and S.B. Silk. (1979), How To Compete in Stagnant Industries, *Harvard Business Review* 58 No. 5 (September-October 1979), pp. 161-68.
- Handy, C.B (1993), *Understanding Organization*, 4th. ed. Penguin.
- Hax, Arnoldo, and Nicolas S. Majluf (1991), *The Strategy Concept and Process*, Englewood Cliffs, N.J: Prentice-Hall, Chapter 8-11.
- Henry, Harold W. (1980), Appraising A Company's Strengths and Weaknesses, *Managerial Planning*, (July-August) pp. 31-36.

- Hitt, Michael A., Ireland, R. Duane and Hoskisson, Robert E. (1999), *Strategic Management Competitiveness and Globalization*, 3rd. ed., Cincinnati, Ohio: ITP.
- Joel A.C Baum and Helaine J. Korn, (1996), Competitive Dynamics of Interfirm Rivalry, *Academy of Management Journal*, (April), pp. 255-291.
- John Hariss, Robert Shaw. Jr., William Sommers (1983), "The Strategic Management of Technology", *Planning Review* 11, No.1 (January-February) 28, 35.
- Johnson G., Scholes K. (1997), *Exploring Corporate Strategy, Text and Case*, Fourth Edition, London: Prentice Hall.
- Lee Shin Koi (1998), Meeting the Challenges of The Market Place – The Role of Marketing and The Importance of Customer Care, 12th. Conference of Commonwealth Postal Administration (CCPA), (September), Kuala Lumpur.
- KPMG, (2000), *Future Development of Postal Industry in Light of The Emergence of Multimedia Industries*, Ministry of Energy, Communication and Multimedia, Kuala Lumpur.
- Mark W. Zacher and Brent A. Sutton (1996), *Governing Global Networks: International Regimes For Transportation And Communications (Cambridge Studies In International Relations, No 44)*, Cambridge University Press.
- Michael A. Crew and Paul R. Kleindorfer (Editor) (1995), *Current Directions In Postal Reform (TOPICS IN Regulatory Economics And Policy Volume 35)*, Hingham, USA: Kluwer Academic Publications.
- Micheal A. Crew and Paul R. Kleindorfer (Editor) (1995), *Commercialization of Postal And Delivery Services: National And International Perspectives (Topics In Regulatory Economics And Policy, Vol 19)*, Hingham, USA: Kluwer Academic Publications.
- Ministry of Energy, Telecom and Post, Malaysia (1992), License Granted to Post Malaysia Berhad, *Under the Postal Services Act 1991 (465 Act)*, Malaysia.

- Mullins, Laurie J. (1999), *Management and Organizational Behaviour*, 5th. ed., China: Financial Times, Pitman Publishing,
- Porter, Michael E. (1979), "How Competitive Forces Shape Strategy", *Harvard Business Review* 57, no. 2 (March-April), pp.137-45
- Porter, Michael E. (1980), *Competitive Strategy: Techniques for Analyzing Industries and Companies*, New York: Free Press.
- Porter, Michael E. (1985), *Competitive Advantage*, New York: Free Press.
- Porter, Michael E. (1987), From Competitive Advantage to Corporate Strategy, *Harvard Business Review* 65, No 3 (May-June), pp. 43-59.
- Porter, Michael E. (1989), *Competitive Advantage of Nations*, New York: Free Press.
- Pos Malaysia Bhd., And PriceWaterHouseCoopers (2000), *Challenges Faced by the Malaysian Postal Industry, Workshop, 4-5 September 2000*, Kuala Lumpur.
- Pos Malaysia Bhd. (1996), *Pos Malaysia Bhd. 1995 Annual Report*, Kuala Lumpur.
- Pos Malaysia Bhd. (1997), *Pos Malaysia Bhd. 1996 Annual Report*, Kuala Lumpur.
- Pos Malaysia Bhd. (1998), *Pos Malaysia Bhd. 1997 Annual Report*, Kuala Lumpur.
- Pos Malaysia Bhd. (1999), *Panduan Ringkas Perkhidmatan Mel 1999 (Comprehensive Guide to Mail Services 1999)*, Kuala Lumpur.
- Pos Malaysia Bhd. (1999), *Pos Malaysia Bhd. 1998 Annual Report*, Kuala Lumpur.
- Pos Malaysia Bhd. (2000), *Pos Malaysia Bhd. 1999 Annual Report*, Kuala Lumpur.
- Postal Technology International (1999), *The International Review Of Advance Technology & Strategy*, UK: UK & International Press.

- Postal Technology International (2000), *The International Review Of Advance Technology & Strategy*, UK: UK & International Press.
- Prahalad, C.K, and Gary Hamel (1990), The Core Competence of the Corporation, *Harvard Business Review* 90, No.3 (May-June) 79-93.
- Registrar of Companies (1991), Memorandum and Articles of Association of Pos Malaysia Bhd., Incorporated on the 29th. Day of November 1991, *The Companies Act, 1965 Malaysia*, Kuala Lumpur.
- Stalk, George, Philip Evans, and Lawrence E. Shulman (1992), Competing on Capabilities: The New Rules of Corporate Strategy, *Harvard Business Review* 70, No. 2 (March-April), pp. 57-69.
- Steele, M. (1987), *Assesing Organizational Effectiveness*, Cranfield School of Management, Working Paper 5/88.
- Stein R.D. (1998), Progression of The Utility Reform Process, New Zealand Post International Limited (NZPIL), 12th. Conference of Commonwealth Postal Administration (CCPA), (September), Kuala Lumpur.
- Thompson, Arthur A. And Strickland A.J (1995), *Strategic Management, Concepts And Cases*, 8th. ed. Chicago: IRWIN.
- Universal Postal Union (1997), *POST 2005 - Core Business Scenarios*, Switzerland.
- Universal Postal Union (1998), *Postal Statistics 1998*, Switzerland.
- Universal Postal Union (1998), *The Right to Communication (Challenges and Opportunities For Post) – Beijing Postal Strategy 2000-2004*, Switzerland.
- Universal Postal Union (2000), *POST 2005 – Follow-Up And Trends*, Switzerland.
- Universal Postal Union (2000), *Regulations of the Post Payment Services Agreement 2000*, Switzerland.
- University of Malaya (1999), Research Project Guidebook (CBGB 6181), Session 1999/200, Faculty of Business And Accountancy, Kuala Lumpur.

Watson, Gregory H. (1993), *Strategic Benchmarking: How to Rate Your Company's Performance Against The World's Best*, New York: John Wiley & Sons.

Zikmund (1997), *Business Research Methods, Fifth Edition*, Orlando, Florida: Dryden.