

ABSTRACT

Review on current economics situation, the most of the management companies is trying a new way to enhance and increase efficiency to compete with other competitors. Hence, this paper attempts to examine the relationship of success factors and challenges for e-procurement implementation. Survey was carried out on two hundred and fifty five respondents which had self-register at Ariba procurement system, selected using convenience sampling and responded through seven-page self-administration questionnaire. First, the study was examining business pattern of respondents and understand their past experience dealing with overseas business partners. Further analysis showed that success factors and challenge will influence on the decision of e-procurement implementation. It was found that spend analysis and features and infrastructure are the two most important factors in determining intention of implementation e-procurement system. In term of the challenges attributes, study found that cost of implementation is playing the important role compare with others variables example integration system and resistance user.

This study was limited to respondents which had self register at the Ariba procurement system only, which may not be truly representative of the overall industry. Thus, future research should consider a larger and more diverse sample drawn from every part of the country. In summary, the result of this study provides meaningful information for the company management in Malaysia a specific knowledge of the factors and challenge that will influence e-procurement

implementation, and suggest some useful business strategy implication for them, in order to compete with others player.

ACKNOWLEDGEMENT

I wish to record my heartfelt gratitude to my supervisor, Dr. Nurmazilah Mahzan for her valuable guidance, constructive suggestions, dedication and care. Her dedicated support and patient was a constant source of inspiration to the construction of this report. Without her supervision, this study will never be completed. At same time, it was indeed an invaluable experience working under her guidance.

Besides, I would also like to express my sincere appreciation to all the respondents who had cheerfully participated in this survey and friends who had contributed towards the completion of this study.

Last, but certainly not least, my deep gratitude goes to my family, especially my parents for their love, support, and understanding throughout my MBA and the entire period of this study.