

The use of third party logistics services: a Malaysian perspective

M. Sadiq Sohail

Department of Management and Marketing
College of Industrial Management
King Fahd University of Petroleum and Minerals,
P.O Box 210, Dhahran 31261, Saudi Arabia
E-mail: ssohail@kfupm.edu.sa ; sadiqsohail@hotmail.com

and,

*School of Business and Information Technology, Monash University Malaysia, No. 2,
Jalan Kolej, Bandar Sunway, 46150 Petaling Jaya,*

and

*Selangor, Malaysia
b Department of Management, Faculty of Business and Economics, Monash University,
P.O. Box 197, Caulfield East, VIC 3145, Australia*

Abstract

This paper examines the usage of third party logistics services in Malaysia. An empirical research study was carried out to determine the extent to which Malaysian firms use the services of logistics companies; the time period these have been used; the decision-making process for choosing contract logistics and its impact on the organisation. Results based on the analysis of data relating to 124 firms in Malaysia indicate that most of these users are satisfied with the services providers and have largely seen positive developments within the organisation. With a high current level of satisfaction, most firms surveyed indicated a moderate to substantial increase in usage of their services.

Key words: Contract logistics; Outsourcing; Malaysia

Reference to this paper should be made as follows: **Sohail, S. M.** and Sohal. (2003). "The use of Third Party Logistics Services: A Malaysian Perspective" *Technovation* (Elsevier). Vol. 23 No. 5 pp. 401-408