

**BARRIERS TO THE BUSINESS FUNCTIONING OF THE
DOMESTIC COURIER INDUSTRY IN
SRI LANKA**



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**Research submitted in partial fulfillment of the requirements for the degree of
Master of Business Administration in Supply Chain Management**

Department of Transport and Logistics Management

**University of Moratuwa
Sri Lanka
July 2021**

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STATEMENT OF THE SUPERVISOR

The candidate has carried out research for the MBA in Supply Chain Management in the Department of Transport and Logistics Management of University of Moratuwa under my supervision.

Signature of the supervisor:

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ABSTRACT

A supply chain interconnects the global and local partners, suppliers, organizations in strategic level. Knowledge of supply chain management is becoming wisdom in future trends, forecasting, and providing the competitive edge in an organization's success. Logistics plays the vital part in moving tangible movements, information, and cash on upward and backward in the entire supply chain. Logistics is accountable for all sorts of movements of goods in all modes of transportation and sizes.

As one of the main players in the logistics industry, domestic courier services are connecting the rural economies to urban and the urban businesses to rural. Domestic courier services directly and indirectly help and assure the safe, reliable speed movements of business and personal goods. It helps its customers to focus on their core business activities and take the responsibility of connecting the last mile deliveries. Due to the development of e-commerce, domestic courier services adding value to collecting the cash sales and the reverse logistics part as well.

This research identified the barriers to business functioning of the domestic courier industry in Sri Lanka. Further it describes the importance of the domestic courier industry in Sri Lanka. Additionally, the need for standardized, united and the competitiveness of the domestic courier industry in Sri Lanka. This study was initially conducted by interviewing the domestic courier industry experts, getting the relevant information from the management level staff in the domestic courier industry through questionnaire. Collected information was transformed into a data set. Then data has been analyzed by using Principle Component Analysis in Exploratory Factor Analysis Method.

Key words: Supply chain Management, Logistics management, third party logistics, domestic courier industry.

ACKNOWLEDGEMENTS

Firstly, I would like to thank my research supervisor Dr.MahindaYapaBandara, Senior lecturer of Transport and Logistics Management, University of Moratuwa, Sri Lanka, for helping me in every step of the way throughout this research. His vast experience and knowledge in the field of academic research and using analytical tools was a very great contributing factor to carry on this research.

Also, I am grateful to professor Amal Kumarage, Eng. Nishal Samarasekera, Dr.IndikaSigera and all the lecturers who taught me on the Supply chain management MBA at the University of Moratuwa. In addition, I thank all the academic staff in the University of Moratuwa.

Further I thank my batch mates of the University of Moratuwa who shared their knowledge and experience and helped me throughout this MBA in supply chain management.

In addition, I would like to thank my work colleagues, seniors, juniors, managerial staff, experts in the courier industry and friends from the courier industry in Sri Lanka for sharing their opinion about the courier industry.

Finally, I would like to thank my wife for helping me complete this research.

LIST OF ACRONYMS

CEP: Courier, express and parcel

HR: Human resource

UPS: United parcel services

FedEx: Federal express

ICT: Information and communication technology

COD: Cash on deliveries

POD: Proof of deliveries

EC: Economic barriers

FC: Financial barriers

OC: Operational barriers

HR: Human resource barriers

TC: Technological barriers

RC: Regulatory barriers

SC: Social barriers

EV: Environmental barriers

CS: Customer service barriers

TH: Threat from other industries

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