UNIVERSITY OF MALAYA

Zarina Zainol Abidin Director International Student Centre





• Quality of reputation and level of market recognition profile.

"...reputation for quality and name recognition/high profile have been ranked as significant sources of competitive advantage"

(Aeker, 1989;1991; Hall, 1992;1993)

"...the success [of institution] is linked to their image and reputation regardless of their teaching quality"

(Huber, 1992)



• Possession of international strategic alliances and coalitions.

"...the trend has been toward the formation of strategic alliances [and] the nature is clearly understood with performance benchmarks established"

(Pekar and Allio, 1994)

- Possession of offshore recruiting offices.
 - "...foreign manufacturing facilities"

(Nicouland, 1989)



• Quality and expertise of staff.

"...In the education services industry, for example, students select courses on the reputation of teaching staff"

(Hughes, 1988)

• Organisational culture.

"The role of culture in enhancing organizational performance has been widely supported in the literature (Peters and Waterman, 1982; Barney, 1986), in particular the need to develop a customer oriented service culture"

(Gronroos, 1990)



• Innovation

"The ability of culture to provide a source of competitive advantage is also linked to its ability to generate strategically valuable innovation via the process of organisational learning"

(William, 1992)

• Effective use of information technology and technical superiority.

"...Information technology was considered as a potential source of competitive advantage. It also examined the level of technical superiority within the institution"

(Porter and Miller, 1989)



- Financial resources
- Ability to offer a broad range of courses or programmes.

"courses and programs was a potential source of competitive advantage"

(Takeuchi and Porter, 1989)

- Scale effects strengths of alumni and market shares.
- Advertising promotions.

"It has been suggested that education institutions seeking to make use of advertising need to emphasize their positive qualities via use of testimonials"

(Danko, 2014)

UNIVERSITY OF MALAYA

MARKETING STRATEGIES

- Fundamental recruitments strategies
- Class visit
- Information Seminars/Sessions
- Exchange fairs
- Online
- International Student Centre
- Academic champions

The Leader in Research & Innovation

SMS





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