

ANTECEDENTS OF OUTSOURCING DECISION AMONG SERVICE INDUSTRY IN SABAH

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ABSTRACT

Outsourcing was defined as a method of new management thinking that allowed external parties to perform some of the organization's business functions which were used to perform internally before. When making the outsourcing decision, organizations had to consider the factors of demographic like age, size, and location of organizations, strategic factors like cost efficiency, risk management and core competencies enhancement and environmental factor like economic condition because they were main drivers in influencing the outsourcing decision. From the seven hypotheses that tested, four of the hypotheses were significant, where the independent variables were age of organizations, size of organizations, location of organizations, and cost efficiency. It meant that all these four independent variables had an impact/relationship on outsourcing decision, while the other independent variables like risk management, core competencies enhancement and economic condition had no impact toward outsourcing decision.

ABSTRAK

Penentu-penentu Keputusan Persumberan Luar di Kalangan Industri

Perkhidmatan di Sabah

Persumberan luar boleh didefinisikan sebagai satu jenis kaedah pengurusan yang baru dengan membenarkan parti-parti luar untuk menguruskan sebahagian fungsi-fungsi perniagaan yang biasanya diuruskan oleh organisasi-organisasi sebelumnya. Dalam proses membuat keputusan untuk menjalankan kaedah persumberan luar, organisasi-organisasi harus mempertimbangkan faktor-faktor demografik seperti umur, saiz dan tempat organisasi, faktor-faktor strategik seperti keefisien kos, pengurusan risiko, dan peninggian tahap pencapaian, dan keadaan ekonomi kerana faktor-faktor ini adalah penentu dalam pelaksanaan kaedah baru ini. Daripada tujuh hipotesis yang telah diuji, terdapat empat hipotesis daripadanya adalah signifikan, dimana pembolehubah tidak bersandarnya adalah umur organisasi, saiz organisasi, kedudukan of organisasi dan keeffisien kos. Ini bermakna keempat-empat hipotesis ini mempunyai impak terhadap persumberan luar, sementara faktor-faktor yang lain seperti pengurusan risiko, peninggian tahap pencapaian dan keadaan ekonomi tidak mempunyai impak terhadap persumberan luar.