

Evaluating Effective Outsourcing Strategy in Facility Management

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SUMMARY

Managing financial risks effectively will save an organization's resources, and this can be achieved through appropriate strategy of outsourcing or in-house services through facility management. End-users' responses can help shape the proper proportion of outsourcing; to fulfill the ultimate goal of an organization's competitive advantages for surviving in the market. In this study, a local case study will be adopted to investigate the merits/demerits, effectiveness and extent of outsourcing/in-housing services in meeting an organization's objectives. Quantitative approach, through a structured questionnaire, will be dispatched to major stakeholders to verify the main target of this research. It is expected to project some insights in considering the appropriate mix of outsourcing/in-house services in the facility management industry.