

The Outsourcing Policy Of Hostel Management: Issues And Challenges In Universiti Malaysia Kelantan

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ABSTRACT

The act of outsourcing is quick ending up some portion of the operational systems in Malaysian funded universities in Malaysia. This exercise gets from different approach changes of people in general foundations started by the Federal Government of Malaysia. The usage of outsourcing arrangement in the government funded universities has hurled various difficulties and issues that the administrations of this establishment are pondering. Along these lines, such difficulties and issues verge on staff separation, powerlessness of the self-employed entities to pay the lowest pay permitted by law, contracting out center scholarly capacities, for example, educating and inquire about, the joining of the outside specialist co-ops into the college culture and the inability to systematize successful and effective administrative instrument. Face to face in depth interviews were conducted with the administrators of university hostel, university students and the outsourcing party which appointed to manage the management of hostel. Studies indicate that bureaucracy of the process in the management and maintenance is the main challenges faced by stakeholders.

Keywords: Outsourcing, Public Universities, Bureaucracy.

INTRODUCTION

Public universities in Malaysia have seen different types of approach changes as of late because of wasteful aspects that are intrinsic in the tasks of this part. A portion of these changes which were considered in the 90s have been executed while some are yet to be actualized. As a major aspect of its monetary progression plan, the legislature of Malaysia left on privatization and commercialization of open organizations went for enhancing the administration conveyance and in general operational benchmarks of these establishments. For those that couldn't be privatized or marketed, the approach of outsourcing or utilizing self-employed entities was permitted to some level. This arrangement influenced key parts of the economy including the instructive division, particularly at the tertiary level. Today, most government funded universities in Malaysia are outsourcing a portion of its tasks which up to this point were a piece of the customary capacities that upheld scholarly exercises. Clearly worldwide competitiveness isn't restricted to the private part, but at the same time is affecting open claimed establishments and is winding up more articulated in the universities given expanding rivalry amongst open and private universities. Because of rivalry and the need to enhance the nature of administration conveyance as far as grant and other subordinate administrations, the administration of most government funded universities have outsourced a portion of its capacities, for example, security, cleaning, transportation, lodging convenience, administrative capacities, flask

administrations, ICT and so forth. Now and again, it is a through and through exchange of these administrations to outer specialist organization, while in different cases it is a steady change contingent upon the level of obstruction or adequacy of such arrangement change.

In spite of the fact that this approach change have been supported based on the advantages it conveys to government funded universities as far as spending control, focus on vital instructive arranging, utilization of specific staff, hazard sharing, interior asset accessibility and so on., it isn't without clear difficulties. A portion of the difficulties have come in type of opposition by the influenced laborers whose governments of administrations have changed. There is additionally the risk by the host networks whose individuals are influenced by the current outsourcing approach. Also, the combination of these outside specialist co-ops into the college culture and the inability to organize powerful and productive administrative instrument represent a test to the administration of a portion of these government funded universities.

THEORETICAL FRAMEWORK

Diverse hypothetical models have attempted to clarify the purposes for administration's choices to outsource a portion of the association's capacities. As opposed to giving an all-encompassing clarification to outsourcing choices, these speculations just contribute mostly to the comprehension of outsourcing choice. This makes disarray among the scientists of the outsourcing wonder. Different creators recognized huge number of speculations that could clarify the outsourcing wonder (Gotttschalk and Solli-Sæther, 2005; Mclvor, 2005). In any case, outsourcing choices by the administration of government funded universities in Malaysia can be best clarified by the asset based hypothesis (Barney, 1991) of outsourcing.

Asset based hypothesis recommends that associations ought to plan inside procedure to increase upper hand from its inner assets (Barney, 1991). The center commence of the asset based hypothesis is that assets and capacities can change altogether crosswise over firms, and that those distinctions can be steady (Barney and Hesterly, 1996). The asset based view in outsourcing works from a recommendation that an association that needs significant, uncommon, supreme and sorted out assets and capacities will look for an outside supplier keeping in mind the end goal to defeat that shortcoming (Peruvonic & Pedersen, 2007). Asset based hypothesis surveys characteristics of the office administration benefits in a college and assesses whether there is a hole in the execution of the administrations and the desires and if there exists a hole, regardless of whether the asset ought to be outsourced to supplement the inward assets.

Malaysia funded universities are looked with the test of poor subsidizing and deficient assets. In this way, the universities administration choice to outsource frequently gets from absence of satisfactory store to give every one of the administrations. Genuine hole exists in the administration of government funded universities in Malaysia in the execution of administrations. Such holes can be found in lodging facilities, flask administrations, control supply, water supply, transport administrations and so on.; hence the requirement for administration of these foundations to outsource to supplement the inward assets.

LITERATURE REVIEW

The term 'outsourcing' has been utilized differently in writing to depict the utilization of contractual workers, merchants, outside specialist co-ops by associations and establishments in completing a portion of their capacities. Extensively, outsourcing involves contracting with an outside merchant to give an item or administration to the firm, instead of creating the item utilizing workers inside the firm (Noe, Hollenbeck, Gerhart and Wright, 2003). Outsourcing happens whenever one undertaking makes an agreement with another to play out a procedure that is ordinarily done inside by the principal venture (National Outsourcing Policy, 2007). In business, outsourcing is the contracting out of a business procedure to an outsider. Outsourcing once in a while includes exchanging workers and resources starting with one firm then onto the next, however not generally. It might incorporate both remote and household contracting, and some of the time incorporates off-shoring or moving a business capacity to another nation (Perunovic and Pedersen, 2007). Ender and Mooney (1994) sees outsourcing as a type of privatization that alludes to a college's choice to contract with an outside association to give a conventional grounds capacity or administration.

Right now, there are confirmations that the rush of outsourcing is influencing numerous universities everywhere throughout the world. Wills (2014), watched that "in testing monetary conditions, universities have frequently taken after the overwhelming plan of action by subcontracting their low wage routine work to an assortment of cleaning, cooking and security firms. The contention is this permits shedding pointless expenses and duties of utilizing a huge number of specialists." It was recognized that while outsourcing can spare cash, it has unintended negative effects on college life. As universities give up control, it makes most unmistakable laborers on grounds less put resources into the association. "Not being a piece of the host network suggests you are less vital, that you are less esteemed" (Wills, 2014). It is additionally contended that those universities that have outsourced have no impact over their preparation, improvement, working conditions and enthusiastic connection to the universities' work.

In spite of the fact that outsourcing in government funded universities is an ongoing wonder in Malaysia, yet it's anything but a new marvel to some created nations where outsourcing have been drilled in over 10 years prior. Goldstein, et al (1993) and Gilmer (1997) have completed investigations on outsourcing in advanced education and found that outsourcing has generally been utilized to work grounds book shops and dinning administrations. An examination conveyed by Peterson (1995) in the USA demonstrates that outsourcing in advanced education is immense. Additionally, a study of schools and universities in the USA by National Association of College University Business Officers (NABUCO) uncovers that outsourcing of administrations expanded altogether finished a two-year time frame from 2000 to 2002 (UNICCO, 2002). The aftereffect of the review uncovers that 82 percent of the studied schools and universities outsourced no less than one administration; that rate expanded to 91 percent in 2002. Sixty-five percent of the organizations in 2002 outsourced two to five administrations and just about one of every seven outsourced in excess of five administrations.

Today, numerous government funded university administrators in Malaysia see outsourcing as an exit from the money related confinement which still remains the universities' primary test. Despite this test, the universities are relied upon to give quality training to their customers (understudies) whose populace has been developing quickly. Given this situation Sang

(2010) noticed "that it is a direct result of this circumstance that a few universities in their endeavors to be cheap in use have considered 'outsourcing' as a choice in their push to cut expenses, enhance productivity and meet the requests for more noteworthy responsibility." Jefferies (1996) watches that the developing utilization of outsourcing in advanced education mirrors a general acknowledgment by grounds executives that it will lessen costs while proceeding to give fundamental college administrations.

Albeit government funded universities' supervisors have defended outsourcing based on taken a toll diminishment and focus on center competency (instructing and look into), yet a few creators are cynical in view of the potential results of outsourcing customary college capacities. It has been watched that outsourcing conventional college administrations will augment imbalances inside the college – disparities between its distinctive classifications of staff – and additionally making an establishment that produces 'steady employments' for a few and 'terrible occupations' for others, essentially those from the networks in which the college is found (Campaign For The Public University, 2013). Giroux (2002) likewise included: "from a simply budgetary point of view, it is an easy decision to outsource instructing, in light of the fact that it spares so much cash... But the genuine expenses to advanced education – regardless of whether difficult to evaluate – are high. To depend on contract work in the classroom makes a framework of tradable educators with no supported obligation regarding their understudies, researchers with no connection to the scholarly existence of the establishment through which they are passing." Besides, Kirp (2008) additionally agreed, "that too every now and again, schools and universities are contracting out their fundamental capacity: educating." He noticed that the act of employing part-clocks and subordinate educators enrolled on an expense for-benefit premise to instruct a solitary course or, best case scenario, to show full time for a couple of years, are scholarly likeness hiring office fill-ins or day workers. The outcome is the forfeit of dedication for the sake of here and now survival, a training that saps the scholastic culture of the establishment (Kirp, 2008). Strengthening this point, Kirp (2008) clarified that the line between the center and the outskirts in advanced education is to be sure foggy. In this way, "for the sake of good business hone, foundations today risk killing the specific things that make scholarly house in excess of a commercial center, and in this manner privatize their spirit" (Kirp, 2008).

METHODOLOGY

This was a subjective report did in Universiti Malaysia Kelantan (UMK). Both essential and optional information were gathered from this government funded university with a specific end goal to comprehend the interesting encounters of every one of these foundations in connection to the administration's outsourcing choices. The essential information was gathered through face to face interview with which included key officers of these organizations. Data produced secured different zones/works that the organizations' administrations have totally or incompletely outsourced. A portion of these capacities incorporate cleaning and lodgings administrations.

DISCUSSIONS

The primary period of outsourcing strategy in the general population segment was presented by the Federal Government of Malaysia who supports the government funded universities. The

ramifications of this strategy are the outsourcing of cleaning occupations and lodging administrations. In spite of the fact that these activity classifications are not as specific as one would expect, but rather they have been deregulated as government is never again eager to support them straightforwardly. Notwithstanding, a considerable lot of the establishments did not think that its simple executing this part of the approach. In any case, the main capacity that numerous Public universities outsourced was providing hostel management and administrations. This did not occur without challenges as undergraduates continually gripe of low quality of the accommodation and poor administration transportation.

The significant assessment is that the standard laborers are still in the work of the universities with full pay. The normal laborers are currently repetitive and sit out of gear yet procure their full pay in a portion of the government funded universities. These universities are aware of the response this would inspire from their host networks who are their territory benefactors. The security unit is decreed to be very wasteful, yet the foundations are reluctant to outsource the administrations since it would almost certainly represent a security risk in nature over the long haul. In any case, the university would almost certainly think that its difficult to bear on adequately with massive money related weights that could be diminished through outsourcing. The vast majority of the universities in Malaysia have outsourced their data and correspondence innovation (ICT) administrations with a couple yet to join the sign. The reason behind this was the vast majority of the universities did not have the interior fitness in giving ICT administrations to their tasks. In any case, the circumstance represented a security challenge as a completely outsourced ICT in the universities may influence evaluating and result calculation. In this way, there is the propensity of trading off measures. Besides, there is the issue on the privilege of outsourced representatives in the government funded universities. Worker's parties fear under employment of outsourced representatives and employment misfortunes independent of the laws in task. It has been watched that none of the outsourced representatives in these universities is gaining up to the lowest pay permitted by law of Ringgit Malaysia One thousand only. In this way, there is on-going unsettling in terms of professional career associations against outsourcing as it has been contended that it is making undue abuse of laborers and occupation misfortunes.

CONCLUSION

For the most part, there is a blended inclination concerning the outsourcing arrangement in the government funded universities in Malaysia. The universities are careful about a complete execution of the arrangement for different reasons including the public fomentations that would take after occupation misfortunes influencing individuals from the host networks. The universities are yet to increase operational proficiency from the outsourced strategy. Rather, the strategy has ended up consuming more cash in the college operational cost as a few representatives whose occupations are outsourced are as yet held with full pay. It isn't likely that the arrangement will bring down joblessness as foreseen by the administration on the grounds that the merchants would rather like to utilize workers and pay compensation that isn't proportionate with what gets in people in general administrations. Along these lines, it is essential that government funded universities ought to purposely plan their own interior outsourcing arrangement. This will empower them relate things their activities legitimately to

their capabilities and asset base so as to guarantee productivity. They should practice the opportunity to adjust things to suit their neighborhood conditions in the territory to be outsourced. Consequently, the issue of uniform outsourcing mandates by the Federal Government ought to be evaluated. Be that as it may, since outsourcing has picked up top to bottom establish in global business the college laborers and administration ought to create appropriate cooperative energy to suit the training.

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