A STUDY ON THE RECRUITMENT PROCESS OUTSOURCING (RPO) DECISIONS IN PRIVATE ORGANIZATION AT KEDAH

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Title of Research Report: A Study on the Recruitment Process Outsourcing Decisions in Private Organization at Kedah

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I hereby reviewed the final and complete research report and approve the submission of this report for evaluation.

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THE DECLARATION

DECLARATION

We hereby declare that the work contained in this research is our own efforts and works except those which have been duly identified and acknowledged. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against us under the Academic Regulations of Universiti Teknologi MARA (UiTM).

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THE ABSTRACT

The purpose of this research is to study the Recruitment Process Outsourcing Decisions in Private Organization at Kedah. Recruitment Process Outsourcing (RPO) is a part of Business Process Outsourcing (BPO) and it can be defined as outsourcing all or a part of organization's recruitment activity to an external consultant or an agency. Researchers want to emphasize on the three main objective of the research which are included to study the association between RPO and skill of the staff, cost and service delivery capability in private organization at Kedah. The total number of population in this research was 100 and the number of sample chooses was 80 respondents. The researchers used cluster sampling technique to determine the number of sample size and distributed the self-administered questionnaires. In analyzing the findings, the researchers have used descriptive statistics, Pearson Correlation and Multiple Regression. The results showed that there is no significant association between RPO with skill of the staff, cost and service delivery capability. In conclusion, the respondents know the extent of RPO decisions in private organization at Kedah.

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