

**UNIVERSITI TEKNOLOGI MARA**

**A STUDY OF EFFECTIVENESS OF  
OUTSOURCING ON GOOD SOLID  
WASTE MANAGEMENT AT MBSA  
SELANGOR**

**KHAIRULANWAR BIN ISMAIL**

Disertation submitted in partial fulfillment  
of the requirements for the degree of  
**Executive Master of Administrative Science**

**Faculty of Administrative Science and Policy  
Studies**

**June 2018**

## **ABSTRACT**

Waste collection one of the concern issues nowadays since the population kept increasing especially for local authority. The lack of management in managing the waste generation, lack of infrastructure and allocation are the factors that influence the impact towards the solid waste management. Thus, the existence of services through alternatives such as outsourcing hope be able in providing the municipality in improving the services to the people and enhancing the performance by third party involvement with monitoring by local council. Thus, the researcher conducting this study for the purpose in investigate the level of effectiveness of outsourcing towards good solid waste management at MBSA involving the staffs of MBSA in identify the results by utilizing the information gain through feedback from the respondent. As for study, questionnaire has been used by researcher in collecting the data collection from the staffs of MBSA as the respondent. Hence the finding of the study covers the level effectiveness of outsourcing on good solid waste management and the relationship between expertise in outsourcing, policy in solid waste and cost effective in outsourcing with good solid waste management.. The level of effectiveness of outsourcing on good solid waste management is low and there are good positive relationship between expertise in outsourcing, policy in solid waste management and cost effective in outsourcing.

## ACKNOWLEDGEMENT

First and foremost, Alhamdulillah all praises to ALLAH S.W.T for giving me a strength and good health condition in preparing a good set of mind in generating and contributing the ideas in this journey even though there are a lot of hardship

Next I would like express my token of appreciation and special thanks to my mentor and supervisor Dr Aliza Binti Abu Hassim who give me a lot of motivation and guided me through her knowledge and valuable experience which never stop to give advice on my journey, thank you so much.

Last but not least, I also would like to take this opportunity to express my deepest gratitude to my mother who always give advice and support for me going through this journey as well in reminding always be patience in getting the success. Not to forget my friends which always willing in giving help in term of knowledge and moral supports which is Muhammad Haziq bin Zaini Alamar, Fazarul Aswad Bin Zokri who restless give me a good advice to be in patience and always in a line. Last but not least my dearly friend Muhammad Ariff and all the people who involved direct or indirectly in this beautiful journey of mine. Thank you

## **TABLE OF CONTENTS**

	<b>Page</b>
<b>EXAMINATION CERTIFICATE</b>	<b>ii</b>
<b>AUTHOR'S DECLARATION</b>	<b>iii</b>
<b>ABSTRACT</b>	<b>iv</b>
<b>ACKNOWLEDGEMENT</b>	<b>v</b>
<b>TABLE OF CONTENTS</b>	<b>vi</b>
<b>LIST OF TABLES</b>	<b>xi</b>
<b>LIST OF FIGURES</b>	<b>xiii</b>
<b>LIST OF ABBREVIATIONS</b>	<b>xiv</b>
<b>CHAPTER ONE: INTRODUCTION</b>	<b>1</b>
1.1 Preamble	1
1.2 Background of The Study	1
1.3 Problem Statement	3
1.4 Research Questions	6
1.5 Research Objectives	6
Scope of Study	7
1.7 Significance of Study	7
1.7.1 Geographic Information System	8
1.7.2 Resource Based View	8

## CHAPTER 1

### 1.1 PREAMBLE

Every year, the world has kept increasing the garbage, day by day and the waste management needs to be handled effective and efficiently. In Malaysia as overall, each people produce 0.8-kilogram garbage each day ([www.ikim.gov.my](http://www.ikim.gov.my)). The statistics released by the Ministry of Urban Wellbeing, Housing and Local Government in 2017, the waste produced in our country had reached 37,000 tons per day and almost 13.5 million tons per year. Comparing to the 6 years before in 2011, during that time, the solid waste produced by the people in Malaysia had reached 16, 247 tons per day.

In the beginning this chapter will discuss regarding what is outsourcing and waste management and the problem arise. Besides how the outsourcing can affect the waste management quality and enhance the services. Since the local authority were having insufficient capacity to serve the people in providing a good quality of services it is needing to have the helps from the other sources which is one of the proposed method is outsourcing.

The outsourcing is one of process in creating the effectiveness and efficiency. In deliver the proactive manner and has emerged as financially feasible (Pinnacle Systems Inc, 2003). Furthermore, it is also can be defined as the coordination and integration of marketing and production towards the consolidated basis (Giustiniano & Clarioni, 2013). The previous study had been proof the outsourcing may enhance the strategy of the organization with a clear strategy (Afzal, 2012). Besides, the outsourcing may enhance the managerial flexibility and able in focusing more towards core competencies (Bong & Gurbaxani, 2012). Moreover, the globalization has force the organization in Malaysia to participate in high competition, some of the companies in the country are required to concentrate on their major business and outsource other operations (Lee, 2013).

Besides, with the existence of outsourcing it may help the effectiveness and efficiency towards a better solid waste management among the local authority. After decades, the waste system going through evolution and being more organized in term of waste management approach that been implemented, new technology, policy and regulations which may enhance and help the management to improved drastically (Jessica, 2015).

Moreover, in United States, the privatization is not something new and based on the history including the federal, state and local governments level, the hiring of private vendors is often in fulfilled the public needs (Marc,2014). The selection or criteria that been