



**IMPACT OF OUTSOURCE HUMAN SKILL AT NATIONAL INSTITUTE
OCCUPATIONAL SAFETY AND HEALTH, BANGI**

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A PROPOSAL SUBMITTED FOR MKT 672

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OCTOBER 2018

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1.2 PROBLEM STATEMENT

In build up a strong organization, it is very important to maintain and ensure all the process involve in the company is running smoothly. The company strategy will not running by itself when there is have no manpower or staff's skill to handle all the operation involve. As we know, the key success lead to the strong management in the organization is not only comes from the company capital and the strategy itself, but it is surely comes from the employee involvement who put an effort to make all of them it comes true. An employee involvement can bring a big changes to the organization when they totally take it as a responsible.

According to the (Fenton-O'Creivy, 2001), 'employee involvement be as a combination of process which increase the power of employees, enhance the use of appropriate reward and performance measurement systems to align the interests of individuals with organisational goals, improve communication (both vertically and laterally) and increase performance feedback. It is show that the employee involvement in the organization is very important in ensure the company process going well. When the company facing a growth and going large, the number of manpower also must be balance and follow the company requirement for the company operation. It is will be more exciting when the skill own by the staff can fulfil and cover the company weaknesses. But, the shortage of manpower will be as a disaster to the company when it is can cause an interruption to the company operation. An employee's skill shortage can cause a problem either to the company or customer as well. It is because, when the company failed in their operation it is directly will affect to the customer services and company reputation.

So, to overcome the problem, the company decide to outsource a human skill to close the gap in the company weaknesses. When they are outsourcing the human skill, they thought that they can reduce the cost for hiring a new staff and also for the training cost as well. But in other side, for the long term strategy, it might be hard for the company to maintain their profitability. It is cannot be deny when they do an outsource activities, it will directly impact to the organization.

SUMMARY

On this chapter, the researcher stated overview of the research about the impact of outsource human skill at National Institute Occupational Safety and Health, Bangi. The researcher also come out with the list of the factor that will affect by the outsource activity which are organization capabilities, interaction process, relationship intensity and company performance. Each of factor will be use in further the studies of this research to find out which is the most impact of outsource human skill at National Institute Occupational Safety and Health, Bangi.