BUSINESS PROCESS OUTSOURCING FOR KUBANG

PASU LAND OFFICE

A Thesis submitted to the Faculty of Information Technology in partial
fulfillment of the requirement for the degree Master of Science
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by

FARIDAH BINTI ISMAIL

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ABSTRAK


Di Malaysia, kebanyakan organisasi kerajaan sedang meningkatkan mutu perkhidmatan dan urusan melalui IT outsourcing untuk menyahut seruan kerajaan ke arah e-Kerajaan. Lagipun outsourcing adalah satu proses yang dinamik iaitu keputusan dan tindakan berkaitan boleh disesuaikan dengan arus perubahan strategik organisasi.

Kajian ini dilakukan untuk mengungkaikan kesulitan yang dihadapi oleh setiap unit di Pejabat Tanah, Kubang Pasu lantaran terdapat 5000 fail tertunggak. Dalam masa yang sama, kajian ini juga akan mengenalpasti beberapa proses back-office yang berpotensi untuk aplikasi outsourcing bagi membekalkan perkhidmatan yang berkesan dan cekap kepada rakyat.
ABSTRACT

Many organizations are increasingly outsourcing their back-office operations through IT applications. This scenario due to number of reasons leading by the cost reduction, shortened time-to-time, lack of internal expertise and risk reduction. However, the adoptions of back-office model are still new for many organizations. Only a few organizations have formal approach to make back-office outsourcing decision.

In Malaysia context, many governmental organizations nowadays are moving towards e-government to improve their services and business through IT outsourcing. Outsourcing is a dynamic process in the sense that the related decisions and actions must continuously to changes in the strategic direction of the organization.

This work reveals on the problem facing by each units at Kubang Pasu Land Office due to the five thousand backlog files. At the meantime, this work is also determining the potential back-office process that can be outsourcing in order to give effective and efficient services to citizen.
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CHAPTER 1

INTRODUCTION

In a highly competitive world, organizations should aim for efficiency and increase their productivity services. One of the effective approaches is through using new information technologies (IT) and tools. However, according to Holohan (2000), the development and maintenance of these new technological infrastructures are both costly and time-consuming. Organization has to expand their technological infrastructure due to low supply in the IT labor market. The sudden popularity on enterprise resource planning (ERP) and e-commerce technologies in the last few years becomes new challenges to the IT departments. At the same time, IT departments feel depress to manage a lot of new technologies effectively. This is due to limited resources especially in government sector. Outsourcing application has become a wisely option. Organizations are increasingly dependent on outside expertise to provide and maintain organization data-processing resources (McFarlan and Nolan, 1995).

Coffman (2000) defines back-offices operation vendors as companies that deliver and manage application and computer services from remote data centers to multiple users via the internet. The major service categories dominating the outsourcing market
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