اعتماد
NCAAA

T4

2020

Course Specifications

Course Title:	Global Outsourcing
Course Code:	ADMN 412
Program:	Bachelor in Business Administration
Department:	Business Administration
College:	College of Business Administration
Institution:	Jazan University

Table of Contents

A. Course Identification

1. Credit hours:	3 hours per week

2. Course type

a.　　University ☐　　College ☐　　Department ■　　　　Others ☐

b.　　　　Required ■　　　　Elective ☐

3. Level/year at which this course is offered:　Level 9/ year 4

4. Pre-requisites for this course (if any)**:**
N/A

5. Co-requisites for this course (if any)**:**

N/A

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	**Traditional classroom**	33	100%
2	**Blended**		
3	**E-learning**		
4	**Distance learning**		
5	**Other**		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	**Lecture**	33
2	**Laboratory/Studio**	
3	**Tutorial**	
4	**Others** (specify) Final Exams	3
	Total	36

B. Course Objectives and Learning Outcomes

1. Course Description

This course focuses on issues faced when organizations engage in outsourcing. It equips students with the theoretical framework and tools to identify and analyze relevant activities for outsourcing. This course will provide an overview of global outsourcing concepts and practices and discuss new directions of outsourcing. Specifically, it introduced students to the fundamentals and theoretical perspectives of these phenomena and expose them to practical issues ranging from managerial to economical, from cultural to political, from methodological to regulatory. As such, the course leads students to understand global outsourcing and examine outsourcing from a wide range of perspectives, including economic, cultural and political. Topics covered include: vendor management; global outsourcing; outsourcing

project management and strategies of outsourcing.

2. Course Main Objective

- Primary Objective of the course is to recall or recognize terms, facts and concepts related to global outsourcing.
- To summarize important and relevant elements of understanding the key concepts, frameworks, processes and strategies in outsourcing in an international context.
- To develop managerial competence in the planning, development and management of outsourcingprogram
- To determine appropriate procedures & processes involved in global outsourcing.
- To develop generic skills in effective communication, working individually and in teams, time management, data analysis and reporting, and creative problem solving.
- To understand various considerations associated with selecting outsourcing service providers in different geographical locations, and developing and negotiating the contract for an outsourcing agreement

3. Course Learning Outcomes

	CLOs	AlignedPLOs
1	**Knowledge and Understanding**	
1.1	Describe the key concepts, frameworks, processes of Global Outsourcing.	K1
1.2	Identify the business environmental factors driving the outsourcing.	K1
1.3	Identify the strategies and forms the organizations need for global outsourcing	K2
2	**Skills:**	
2.1	Analyze the relevant organizational challenges in management of global outsourcing and discuss the impact on the organization as a whole.	S1
2.2	Demonstrate the impact of the development of information and communication technologies on the outsourcing.	S3
2.3	Demonstrate the importance of communication in managing vendor relation.	S2
3	**Values:**	
3.1	Demonstrate the leadership in assessing the cost and making the decision to outsource.	V1

C. Course Content

No	List of Topics	Contact Hours
1	**Unit- 1. Global Outsourcing:** Definition and meaning, Opportunities, challenges and reasons, plan,	3
2	Lead and manage outsourcing initiatives, Examples of outsourcing activities and companies.	3
3	**Unit- 2. Changes in the business environment driving outsourcing;** Globalization and developments in information and communication technologies	3
4	Public sector reforms, and demanding consumers	3
	Evolving organization structures, Examples (Self-study)	0
5	Unit 1 & 2 Revision	2
	Mid-term Exam	1
6	**Unit- 3. Strategies of outsourcing and vendor management:** Overview of the outsourcing process, forms and strategies of outsourcing,	3
7	Selecting your vendors and managing your outsourcing vendors	3
8	Managing vendor relationships, Case study.	3
9	**Unit- 4. Analyzing outsourcing venture;** Assessing cost, benefit and risk for your outsourcing venture,	3
10	Outsourcing options, preliminaries	3
0	Making the decision to outsource. (Self-study)	0
12	Revision	3
	Total	33

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	**Knowledge and Understanding**		
1.1	Describe the key concepts, frameworks, processes of Global Outsourcing.	• Lectures	• Essay • MCQs • Fill in the blanks
1.2	Identify the business environmental factors driving the outsourcing.	• Brainstorming • Lecture	• MCQs • Fill in the blanks
1.3	Identify the strategies and forms the organizations need for global outsourcing	• Case Studies	• Essay
2.0	**Skills**		
2.1	Analyze the relevant organizational challenges in management of global outsourcing and discuss the impact on the organization as a whole.	• Problem Solving	• Essay
2.2	Demonstrate the impact of the development of information and communication technologies on the outsourcing.	• Case Studies • Problem Solving	• Essay

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
2.3	Demonstrate the importance of communication in managing vendor relationship.	• Reflective Discussion • Case Studies	• Essay • Peer Evaluation
3.0	**Values**		
3.1	Demonstrate the importance of leadership in assessing the cost and making the decision to outsource.	• Problem Solving	• Essay

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Participation , Attendance, Notes	Week 1 – Week 10th	5%
2	Assignment	Week 4th	5%
3	Quiz	Week 9 –Week 10th	10%
4	Midterm 1	Week 6, 7	30%
5	Final exam	Week 12 & 13	50%
	Total		100%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :

- Faculty members are required to set and announce their office hours, at their offices, during lectures, via course outlines and via department website and via e-learning sites.
- Faculty members required to arrange extra hours for gifted students or program for low achievers.

Faculty members required to maintain proper contact with students through Email.

F. Learning Resources and Facilities

1.Learning Resources

Required Textbooks	**Global Outsourcing and Off shoring :** **An Integrated Approach to Theory and Corporate Strategy** Farok J. Contractor , Vikas Kumar , Sumit K. Kundu The Handbook of Global Outsourcing and Offshoring 2009th Edition by I. Oshri (Author), J. Kotlarsky (Author), L. Willcocks (Author)
Essential References Materials	The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities, Leading Change- by Douglas Brown & Scott Wilson

Electronic Materials	http://www.emeraldinsight.com/insight http://www.en.wikipedia/wiki/listof_management_topics
Other Learning Materials	

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classrooms to facilitate student engagement, collaboration and connection between lecturer and student with: • Movable tables and chairs conductive to group discussion and group work. • Good lighting control.
Technology Resources (AV, data show, Smart Board, software, etc.)	- Smart classroom equipment including data show. - Instructor station with Tablet PC-like technology. - Multiple electronic display surfaces (LCD projectors, etc.). - Reliable network connectivity. - Laptop connection for instructor and student hook ups. - Electrical Outlets.
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	***Research Paper:*** ***Global outsourcing and its impacts on organizations: Problems and issues*** January 2005 International Journal of Services and Operations Management 1(2) DOI:10.1504/IJSOM.2005.006496

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Effectiveness of teaching	Students, Program Leader	Direct
Effectiveness of achievement of course learning	Faculty	Indirect
Quality of learning resources	Students, Faculty, Program leader	Indirect

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes,Quality oflearning resources, etc.)

Evaluators (Students,Faculty, Program Leaders,Peer Reviewer, Others (specify)
Assessment Methods(Direct, Indirect)

H. Specification Approval Data

Council / Committee	Department Council
Reference No.	2301-09-ADMN412
Date	13/10/2022