Course Specification

(Bachelor)

Course Title: Global Outsourcing	
Course Code: ADMN 412	
Program: Bachelor in Business Administration	
Department: Business and Marketing	
College: College of Business	
Institution: Jazan University	
Version: *Course Specification Version Number*	
Last Revision Date: *Pick Revision Date.*	

Table of Contents

A. General information about the course:

1. Course Identification

1. Credit hours: (3)

2. Course type

A.	☐ University	☐ College	☒ Department	☐ Track	☐ Others
B.	☒ Required			☐ Elective	

3. Level/year at which this course is offered: (11ᵗʰ level/4ᵗʰ year)

4. Course general 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.

5. Pre-requirements for this course (if any):

N/A

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

N/A

7. Course Main Objective(s):

- 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 outsourcing program
- 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

2. Teaching mode (mark all that apply)

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

3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	**Lectures**	33
2.	**Laboratory/Studio**	
3.	**Field**	
4.	**Tutorial**	
5.	**Others (specify)**	
Total		**33**

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of PLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	**Knowledge and understanding**			
1.1	Describe the key concepts, frameworks, and processes of Global Outsourcing.	K1	▪ Lectures ▪ Group discussions ▪ Individual and collaborative activities ▪ Pair and group discussions	▪ Midterms ▪ Final exam ▪ Quizzes ▪ Class participation ▪ Assignments
1.2	Identify the strategies and forms the organizations need for global outsourcing	K2	▪ Lectures ▪ Group discussions ▪ Individual and collaborative activities ▪ Pair and group discussions	▪ Midterms ▪ Final exam ▪ Quizzes ▪ Class participation ▪ Assignments
...				
2.0	**Skills**			
2.1	Analyze the relevant organizational challenges in the management of global outsourcing and discuss the impact on the organization as a whole.	S1	▪ Lectures ▪ Group discussions ▪ Individual and collaborative activities ▪ Pair and group discussions	▪ Midterms ▪ Final exam ▪ Individual Assignments ▪ Group Assignment
2.2	Demonstrate the impact of the development of information and communication	S3	▪ Lectures ▪ Group discussions ▪ Individual and	▪ Midterms ▪ Final exam ▪ Individual Assignments

Code	Course Learning Outcomes	Code of PLOs aligned with program	Teaching Strategies	Assessment Methods
	technologies on outsourcing.		collaborative activities ■ Pair and group discussions	■ Group Assignment
2.3	Demonstrate the importance of communication in managing vendor relations.	S2	■ Lectures ■ Group discussions ■ Individual and collaborative activities ■ Pair and group discussions	■ Midterms ■ Final exam ■ Individual Assignments ■ Group Assignment
3.0	**Values, autonomy, and responsibility**			
3.1	Demonstrate leadership in assessing the cost and making the decision to outsource.	V1	■ Individual problem-solving activities ■ Pair and group discussions and activities	■ Class participation ■ Observation ■ Individual Assignments ■ Group Assignment
3.2				
...				

C. Course Content

No	List of Topics	Contact Hours
1.	**Unit- 1. Global Outsourcing:** Definition and meaning, Opportunities, challenges and reasons, plan,	3
2.	Importance of Global Outsourcing (Students Self Study)	3
3.	Lead and manage outsourcing initiatives, Examples of outsourcing activities and companies.	3
4.	Importance and advantages of Outsourcing in Saudi Arabia (Students Self Study)	3
5.	**Unit- 2. Changes in the business environment driving outsourcing:** Globalization, Developments in information and communication	3

	technologies, Public sector reforms, and demanding consumers, Evolving organization structures	
6.	**Unit- 3. Strategies of outsourcing and vendor management:**	**3**
7.	Overview of the outsourcing process, forms, and strategies of outsourcing,	3
8.	Selecting your vendors and managing your outsourcing vendors, Managing vendor relationships	3
9.	**Unit- 4. Analyzing outsourcing venture:** Assessing cost, benefit, and risk for your outsourcing venture,	3
10.	Outsourcing options, preliminaries	3
11.	Making the decision to outsource	3
Total		**33**

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Class participation, Assignments	1 - 10th	10%
2.	Quiz 1, 2	9 - 10th	10%
3.	Midterm	Week 5 & 6	30%
4.	Final exam	Week 12&13	50%

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	**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)
Supportive References	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. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, 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 equipment (projector, smart board, software)	▪ 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 equipment (depending on the nature of the specialty)	

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Students	Indirect
Effectiveness of Students assessment	Program Leader, External evaluator	Direct
Quality of learning resources	Instructor, Students	Indirect
The extent to which CLOs have been achieved	Quality Committee	Direct
Other		

Assessors (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval

COUNCIL /COMMITTEE	SCIENTIFIC COMMITTEE OF THE DEPARTMENT OF MANAGEMENT AND MARKETING
REFERENCE NO.	2ND MEETING, ACADEMIC YEAR 2025, SUBJECT NO.3
DATE	12-09-2024