

LIST OF ABBREVIATIONS

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FDI = Foreign Direct Investment	1
TCE = Transactional Cost Economics	8
RBV = Resource Based View	8
SBU = Strategic Business Unit	15
DLE = Disintegration Location Externalization	18
HR = Human Resource	26
RDT = Resource Dependency Theory	30
US = United States	32
IT = Information Technology	32
SLA = Service Level Agreement	35
MI = Management Information	36
IDC = Interactive Data Corporation	42
BPO = Business Process Outsourcing	42
MNC = Multinational Companies	43
HSBC = HongKong Shanghai Banking Corporation	43
AIG = American International Group	43
ICT = Information Communication Technology	47
MSC = Multimedia Super Corridor	47
KPO = Knowledge Process Outsourcing	47
GDP = Gross Domestic Product	47
ITO = Information Technology Outsourcing	49
BFSI = Banking, Financial Services and Insurance	51

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SCM = Supply Chain Management	51
HRDF = Human Resource Development Fund	54
MDec = Multimedia Development Corporation	54
PIKOM = Association of the Computer and Multimedia Industry of Malaysia	54
EMEA = Europe, the Middle East and Africa	60
CAPEX = Capital Expenditure	62
OPEX = Operating Expense	62
OM = Outsourcing Malaysia	64
M&A = Merger and Acquisition	64
ROI = Return on Investment	66
R&D = Research and Development	79
IP = Intellectual Property	79
WTO = World Trade Organization	79
PhD = Doctor of Philosophy	79
USD = United States Dollar	83
EU = European Union	83
OECD = Organisation for Economic Co-operation and Development	85
SME = Small Medium Enterprise	109
SPSS = Statistical Package for the Social Sciences	109
UK = United Kingdom	114
BCP = Business Continuity Plan	122
FPI = Foreign Portfolio Investment	145
GLC = Government Linked Companies	147
ASEAN = Association of Southeast Asian Nations	148