



**A STUDY ON THE DETERMINING FACTORS OF OPERATIONAL  
EFFICIENCIES DERIVED FROM OUTSOURCING: MALAYSIA AS AN  
ATTRACTIVE HUB**

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## **ACKNOWLEDGEMENT**

First and foremost, we would like to offer our sincerest gratitude to our lecturer; Prof. Madya Dr. Abdul Razak bin Ibrahim who supported us throughout the thesis with patience and knowledge whilst allowing us the room to work in our own way. We attribute the level of our Masters degree to his encouragement and effort. Without him, this research project would not have been completed or written. One simply could not wish for a better or friendlier supervisor.

The Faculty of Business and Accountancy, University of Malaya has provided the support and equipment we needed to produce and complete this research project.

Finally, we thank our parents, colleagues and friends for their supporting throughout this research project.