

ABSTRACT

The purposes of this research were to study and compare the levels of satisfaction of managerial-level and operational-level officers in public sectors and , state-owned enterprises, and private sectors toward outsourcing ,to study personal factors of managerial-level and operational-level officers in public, state-own enterprise, and private sectors that relate to the levels of satisfaction of outsourcing . To study organizational factors in both service providers and service receivers and to provide useful advice to have a good relationship between service providers and service receivers.

In this study, to collect data , questionnaires were distributed to a sample group of 175 customers. Some of them were executives and some officers from public sectors, state-enterprises, and private sectors. The data were computed in terms of frequency, percentage and mean. And the hypothesis has been tested 2 times, by both the Pearson coefficient and ANOVA. The collected data were statistically analyzed with the use of Statistical Package for Social Sciences (SPSS) Software.

The research results show that the personal factors in terms of knowledge about outsourcing is related to the level of satisfaction in cost, quality, timeliness, worthiness and the effectiveness of outsourcings from the management and operation.

The conclusion of the study told us that the governmental agencies, state enterprises, and private companies can use outsourcings as a management strategy to increase efficiency, and effectiveness of the organization which could lead to a better competency in this dynamic market.