

Outsourcing as a Strategic Tool for Enhancing Facilities Management Services in Ghanaian Manufacturing Firms

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SUMMARY

Facilities Managers in manufacturing firms worldwide including Ghana are saddled with diverse challenges that constrain effective performance of their crucial roles. The study was carried out to investigate the practice of outsourcing as a strategic tool for enhancing facilities management (FM) services at a Major Pharmaceutical Company in Ghana. In consonance with the research objectives, the study identified the key factors influencing outsourcing services, examined the role of outsourcing in enhancing FM services, and investigated the challenges that undermine the undertaking of FM services at Major Pharmaceutical Companies. In conducting the study, the researcher adopted quantitative research approach, and convenience sampling technique to select the respondents. A questionnaire was adopted as the main survey instrument, while Relative Importance Index (RII), and mean scores were adopted for the data analysis. Key findings of the study, in relation to the key factors influencing outsourcing services included: sustainability of efficient performance, freeing resources for core activities, and increased speed of implementation. Also, as regards the role of outsourcing in enhancing FM services, constructs that were evident included: efficient cost reduction regimes, delivery of superior quality service, and accessibility to enhanced technological innovations. Additionally, in tandem with the challenges that undermine the undertaking of FM services, the following cropped up amongst others: inadequate space management regimes, and disaster management inadequacies. It is recommended that top management of Pharmaceutical Companies should endeavor to strictly adhere to crafting integrated strategic plan, and regular consultation with key stakeholders in order to manage the FM inadequacies identified.

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