



Outsourcing

Now, with the world integrating into a global village, it is not uncommon to hear of the word

“outsourcing”. The entire concept revolves around the ability to produce a service or manpower supply which is cheaper and more capable of mass production, possibly through external or even overseas sources, in order to fulfill a demand.

I thought about this that one day when I was considering an application for an overseas credit card. Dialing a number lead me to initiate a transaction with a lady operator, who had a different accent. After mulling through the long list of questions that she put to me (for what seemed like a good 30 minutes and more), she rejected my application at the end for a Visa card. This frustrated me, for it seemed rather nonsensical to reject my application. I immediately demanded to speak to the manager when the lady handling my queries seemed rather snobby, and the manager immediately noted the mistake made by the woman and profusely apologized. He went so far as to assure me that if I reapplied (by re-answering all those questions), I would definitely receive a credit card issued by their bank, but that was too much hassle for an old guy like me, and I certainly was not hard up for their card since I already had two from banks that gave incredible service.

Another experience of outsourcing I had was at the airport. I was rather astonished to find 3 or 4 other airlines congregating to help out with flights. These are hard times, and with falling passenger loads, the aircraft industry was going through a belt tightening time with the depressive economical crisis. Some airlines would carry passengers from other airlines going to the same destination, which

allowed airlines to cost save. It was interesting to see outsourcing being performed under such means.

I am sure that many can relate to the feeling of mobile advertisement. I recall a phase when my mobile company sent consistent advertisements which I had to pay for. Not only was this annoying, it was coming at a consistent pace, continually zapping and increasing my phone bill. Decidedly I called the hotline for customer service (which, led me to a phone conversation with a lady from India) and demanded to have that service removed for being such a nuisance, and the lady informed me that it would take 3 working days for the process to be completed. I accepted, but those three days were completely disturbing, with more adverts being streamed into my phone and setting my message tone off every few seconds.

Seeing how outsourcing is used in our global climate, I have to be the one to state the obvious and brace everyone for what seems like a definite trend in our community. We simply have to be prepared for these sorts of issues and there is no holding back. Workers no longer have to travel to work, for most of their jobs can be done over the phone or computer. What tasks we take for granted can be snatched from right under our noses, so unless we try to have alternative interests and skills to upkeep our quality standards, the future is going to be daunting and challenging.

What this concept ultimately means as well is that people have to adapt to changes, and we will need more smart individuals who run smarter businesses and systems to keep up with our changing times. Our world is progressively changing, and becoming this huge melting pot of performance and intelligence. People worry more about the abilities rather than ethic details of a person. We are at a new awakening where there will be different power sources from different places. These will be important as a whole. Like the airlines where different types join forces together to bring a more efficient and effective system, the same will happen to other jobs so that each individual will be able to do their own thing and hopefully, together well in the most important system of all: survival.