ABSTRACT

BPO (Business Process Outsource) companies play an important role in

facilitating non-core services for large companies, including technology

infrastructure management, customer service, as well as business process

administration. With increasingly rapid digitalization post-pandemic, BPO

companies have become an integral part of the business ecosystem in Malaysia.

Theory and previous research are the basic basis for making this research

which is explained in each variable which is divided into endogenous, exogenous

and moderation.

This type of research uses descriptive explanatory research. Furthermore,

this research uses a quantitative research methodology, where by using quantitative

methods, predetermined variables and hypotheses will be tested. This research has

novelty by presenting a comprehensive analysis of how factors such as outsourcing

strategies, data security, fraud risk management, cyber threats with the Good

Corporate Governance as mediation and how influencing to operational

performance of BPO companies in Malaysia.

This study concludes that strengthening effective outsourcing strategies,

enhancing data security, optimizing fraud risk management, and mitigating cyber

threats are crucial factors in improving operational performance and realizing

good corporate governance in the Malaysian BPO industry. These findings

contribute practically to companies and theoretically to the development of risk

management and corporate governance studies in the digital era.

Keywords: BPO Companies, Quantitative, Outsourcing Strategy.

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