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Thinking and suggestion of creative and international services outsourcing talented personnel training

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ABSTRACT

With the quickly development of global services outsourcing industry, the demand for services outsourcing industry talented person has risen sharply. As the new force of global services outsourcing industry, China will play a role more and more important. But the Chinese e specialized talented person still deficient so as not to meet the quickly developing demand of Chinese services outsourcing industry. So, how to train qualified applied, mixed mode, creative and international services outsourcing personnel, it puts forward the own thinking and suggestion from the aspect of course offered, teaching method, evaluation method and so on.

KEYWORDS

Services outsourcing; Creative; International; Personnel training.



INTRODUCTION

The information technique is developed quickly in today's world. The key point of the global trade is changing from goods trade to service trade, and the service industry becomes more and more important in today's world economy. So the services outsourcing emerges at a historic moment and is developing quickly.

With the quickly development of global services outsourcing industry, the demand for services outsourcing industry talented person has risen sharply. As the new force of global services outsourcing industry, China will play a role more and more important, and hopes to be the new center of global services outsourcing, even overstep India. Now, there are 21 services outsourcing demonstrated base cities, but the Chinese specialized talented person still deficient so as not to meet the quickly developing demand of Chinese services outsourcing industry. So, how to train qualified applied, mixed mode, creative and international services outsourcing talented personnel has become the key problem of Chinese higher education.

THE CURRENT SITUATION OF THE DEMAND OF SERVICES OUTSOURCING TALENTED PERSON IN CHINA

Now the Chinese services outsourcing is still a beginner, it takes not more than 10% of the global services outsourcing market. That's because the lack of talented person also becomes the bottleneck in the development of Chinese services outsourcing, besides the gap with international advanced countries such as India in the aspects of the scale, the ability of hand over, brand, and so on. From the view of human resource, there is more low side talented person than middle-end and high-end talented person. From the view of knowledge structure of human resource, it is lack of mixed mode talented person who has comprehensive knowledge and ability, and is experienced. Even more the dislocation of services outsourcing personnel training is occur: On the one hand enterprise is badly in need of talented person having professional knowledge but they cannot hire suitable talented person, on the other graduated students in university face heavy pressure to find job, they cannot find suitable job.

THINKING AND SUGGESTION OF CREATIVE AND INTERNATIONAL SERVICES OUTSOURCING PERSONNEL TRAINING

Train objective of services outsourcing talented personnel

Talented personnel of services outsourcing should be professional, applied, mixed mode, should have good attainment of humanity, science and specialty, should pay more attention to train sitting up exercise. They not only have rich professional knowledge (for example, they are good at one developing language, related system software, knowledge of finance, financial affairs and human resources management)), but also have practice ability; not only have ability of fitting society and continue study, but also have gracious professional attainment (for example, superior quality of business protocol, ability of supply the best solution, understand local client's language and culture background); ability of team communication and cooperation, and so on, to face the need of quickly developing of services outsourcing.

Thinking and suggestion of course offered

Here we choose two curriculums to compare, as TABLE 1 and TABLE 2. One is from computer information systems, information & computer sciences department, college of arts and sciences, Metropolitan State University. The other is from information management and information system, information management department, college of management, Beijing Union University. Both of them are bachelor degrees.

The Bachelor of Arts in computer information systems in Metropolitan State University enables the students to become a developer, designer or analyst of the information systems of today and tomorrow. The computer information system major provides a strong foundation of both theoretical a practical knowledge in the many aspects of information sciences, including an emphasis on Web and

other Internet technologies. Course work to develop effective communication and analytical and problem-solving skills is complemented by hands-on course work in Metropolitan State University's state-of-the-art computer labs.

The Bachelor of Arts in information management and information system in Beijing Union University enables the students to become advanced special practical people with ability who can solve the practical problems in information management and information system area. The information management and information systems major provides the students strong abilities of using and developing information resources, developing information system, operating and maintaining information system, managing information.

By the way, the information management and information systems major of Beijing union university relies on the national level and Beijing innovation test region of services outsourcing personnel training mode.

In TABLE 1 the curriculum version of Beijing union university is the year of 2008, in TABLE 2 it is 2011.

TABLE 1 : Two curriculums to compare

	Total Credits	GelsCredits	Major Credits	Elective Credits
America (Computer Information Systems)	120	48 (40%)	56 (47%)	16 (13%)
China (Information Management and Information System)	204	74 (36%)	130 (64%)	10(already included in the total credits 204)

TABLE 2 : Two curriculums to compare

	Total Credits	Gels Credits	Major Credits	Elective Credits
America (Computer Information Systems)	120	48 (40%)	56 (47%)	16 (13%)
China (Information Management and Information System)	170	53 (31%)	101 (59%)	16 (9%)

Usually the minimum credits in American universities are at least 120 credits, including 48 credits Gels, 40-60 credits major, the other is 40 credits Elective. For information systems major in Metropolitan State University, the minimum credits are 120, including 48 credits Gels, 56 credits major, 16 credits Elective. 1 credit is about 12 ½ class hours.

For information management and information system major (version of 2008) in Beijing Union University, the minimum credits are 204 credits, including 74 credits Gels, 130 credits major; the other is 10 credits Elective which is already included in the 74 credits Gels. For (version of 2011) , the minimum credits are 170 credits, including 53 credits Gels, 101 credits major; the other is 16 credits Elective which is already included in the 74 credits Gels. 1 credit is about 11 5/12 class hours.

From table 1 the Gels courses in computer information systems includes liberal studies communication, higher order thinking, natural sciences, mathematical / logical reasoning, history and the social and behavioral sciences, humanities and the fine arts, human diversity in America, global awareness, ethical and civic responsibility, people and environment. The Gels courses in information management and information system major include history, philosophy & political science, math, English, PE, arts, innovation courses.

The American students are required to study both written and oral communications whereas the Chinese students have no communication requirement. On the other hand, American mathematics requirements are weak in comparison to the Chinese requirements. American students are typically introduced to a wide variety of topics in the sciences, social and behavioral sciences, the humanities and fine arts. In contrast, the Chinese students focus on a few areas in depth - math, politics, English and physical education, with limited elective choices in art, science and the social sciences. Overall, the

Chinese general education requirements are much larger than their American counterparts. The Chinese general education requirements are tailored to support the Information Management and Information Systems major. But from the version of 2011, this situation has improved a lot. The total credits reduce from 204 to 170; credits of major course reduce from 204 to 170; elective credits add from 10 to 16, especially add courses of quality education, courses of innovation and starting a business. It is encouraged for the students to pass an entrance examination and get professional certificate, listen to academic report, attend kinds of contests to get related credits, so as to train student abilities of creative, applied and practice.

But in the aspect of Gels education, it is lack in China, especially in humanity attainment. It suggests that encourage the training of innovation and creation of services outsourcing personnel training. Increase Gels education in curriculum, such as language culture, math, IT technique, and so on, to train the communication ability of students.

Because the study of language, culture background and foreign protocol has become one of the indispensable parts in international outsourcing services, students should master one foreign language, and train the business protocol attainment, study client language and all kinds of country's culture background, build the idea of lifetime study, and build the consistence among science, society and study.

Reform of teaching method

First, teaching students according to the teaching objective, teaching contents and teaching object of one course. In the study of teaching method based on applied, use "participative", "project drive" teaching method in class, integrate teaching methods like case teaching, talking lass into traditional teaching. To carry forward elicitation method of teaching, talking class and participative teaching method to help the students learn how to study, learn themselves, and improve their practice skill and problem solving ability. To emphasize the principal position of the students in teaching, emphasize the interaction between teacher and students, fully shift the students' active, initiative and creative. Pay more attention to inspire the active of the students to learn themselves; exercise students' coordinate ability, communication skills and integrated apply ability of theoretical knowledge; train ability of solving practice problem and team work spirit.

Here it chooses "Oracle database developing" course as an example to explain the use of "project drive" teaching method. Usually "project drive" includes stages like project choose and design, project implement and project evaluation. In the stage of project choose and design, the teacher design several project task, after discuss with students then define the object and task of the project. 3 to 5 students can be one group, and the students define everyone's work and cooperate. In this stage there is a higher comprehensive demand to the teacher, they should have rich experience of developing project. The detailed project could come from enterprise's practical project, and could be also developed by teacher. Every project obeys the rule of module rise, again every model design in detail to be different level of ability demand. The difficult and easy level is different according to students' different abilities. Students could choose different project according to their own situation. In the stage of project implement, the teacher should mainly guide students the method to solve the problem when students meet problem. The guide depth is different according to different level students. In the stage of project evaluation, teacher and students altogether give evaluation after discussion and exhibition; the evaluation should pay more attention to the student's ability training in project. Students learn as one project group and teacher give different level guide according to student's different level, so it dig deeply the students' study potential.

Students finish the study of the course after finish the "project task", and the evaluation is mainly according to their "project result" so as to train the students' innovation ability and team work spirit.

Second, to enhance practice teaching, it is the important way to train services outsourcing talented person for university cooperate with enterprise. University altogether with services outsourcing enterprise to design practice plan, develop services outsourcing teaching software, train faculty, and could also invite technicians from enterprise to give class to students. The students could also visit enterprise for short term and professional practice in enterprise.

Third, to full of use advanced technique such as network class as teaching assistant to well extend and supplement class teaching. The students could directly communicate with teacher and

students from different country through network class, could search materials, and discuss theme with foreign students and finish study task cooperate with foreign students, so as to train services outsourcing talented person who has international view, intercultural communication and cooperation and international competitive power.

Reform of evaluation

We can find huge difference to compare the evaluation method between China and America. In American universities, it is the student's responsibility to pass the course. From the syllabus, the students know how they can pass the exam of the course. In the syllabus, it is clear how many assignments you need to hand out and how much score every assignment is. How many quizzes you have and how much score every quiz is. And how the final grade is consists of.

In Chinese universities, it is the faculty's responsibility to get students pass the course. Usually the final exam determines student's final grade of the course. Students do not have much control over the final grade. Doing well on exam remain to be the only path to be successful in most of the course. Before the final exam, students would like to recite their notes in order to pass the exam. It is bad for training students' apply knowledge ability and creative.

It suggests reforming the evaluation method to more scientifically evaluate students. It could build diversified evaluation system according to students' comprehensive applied ability. The evaluation contents could be basic knowledge, skills and professional skills, and so on. The evaluation way could be diverse, such as evaluate on computer, works evaluation, practice reports, survey reports and enterprise evaluation, and so on. Pay more attention to evaluate procedure and also evaluate the comprehensive ability and professional skills.

CONCLUSION

It puts forward suggests and implements training of creative and international services outsourcing talented person from aspects of course offered, teaching method, evaluation method and so on. The services outsourcing industry is industry of intelligence talented person concentrated services industry, which has characteristics such as information technique load heavily, products that yield a high added value, lower resource consume, lower environment pollution and high international level. The need of international services outsourcing talented person leads to the middle and high level services outsourcing talented person should have international view and creative ability besides local conscious. It has significance for speeding up changing economy developing mode and promoting region economy coordinate developing to train more services outsourcing talented person and improve the employment ability of college students.

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