A Framework for Implementation of Business Process Outsourcing in Kenya

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Abstract:

This study focuses Business Process Outsourcing (BPa) implementation in Kenya with an aim to develop a framework for BPO implementation. The work was undertaken in recognition of the fast growing Global BPa business. The landing of submarine fibre optic cable was expected to make the sector highly competitive with other establish BPO destinations like India and South Africa which has not been achieved. In other developing countries, unlike Kenya, there is a well established BPa Implementation framework which accounts for their success in the sector. As demonstrated in this project lack of a structured approach to implementation of the sector in Kenya is a major problem. A conceptual framework for BPa implementation was derived from the literature review. In order to validate the conceptual framework, the researcher used self administered questionnaire that had both open-ended questions and structured questions. The study was facilitated by use of primary data, which was both qualitative and quantitative. From the study it was evident that there are number of factors that encourage and factors that limit the growth of BPO sector in Kenya. Through the framework validation political stability was identified as the highest factor that supports BPa implementation, also availability of no-accent-English speaking graduates. Lack of Government incentives was listed as the major factor limiting growth of BPa sector in Kenya.