

## **VIEWING THE IMPACT OF OUTSOURCING FROM A KENYAN PERSPECTIVE**

**Dr. Wanjugu Wachira**

P.O. Box 20119, Post code: 00200, Nairobi, **KENYA**

**&**

**Dr. Michael Brookes & Prof. Richard Haines**

Nelson Mandela Metropolitan University, P.O. Box 77000

Post Code 6031, Port Elizabeth, **SOUTH AFRICA**

### **ABSTRACT**

This article investigates the impact of outsourcing practices conducted by organisations in Nairobi. Questionnaires were distributed to management of 85 profit-making organisations in Nairobi. Findings suggest that outsourcing can yield positive and/or negative outcomes depending on the risks encountered the business environment, company policy, function/s to be outsourced, and the competence and commitment of the outsourcing vendor. The article argues three improvements to enhance the positive impact of outsourcing. They are: the formulation of standard outsourcing policies, price regulations for outsourcing, and the commitment of outsourcing firms in adhering to set contract deadlines. It is concluded that outsourcing opens markets for free trade and development to take place.

**Keywords:** Outsourcing, Development, Business, Capacity Development, Technical Cooperation, Kenya.