

OUTSOURCING FUNCTIONS ADOPTED BY THE GOVERNMENT INSTITUTION IN KENYA: (A STUDY OF KENYA REVENUE AUTHORITY)

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ABSTRACT

The study was undertaken to establish whether there are any benefits in outsourcing services. The research was carried out in Kenya Revenue Authority.

The study critically examines the outsourcing functions adopted by government institution in Kenya. Kenya Revenue Authority was selected as the principle area of study. The researcher analyzed what various authors had stated in relation to the stated objectives in the literature review section. The researcher used a descriptive survey research design. This design was used to determine the nature of the prevailing condition of relationship and practices.

The study concludes that outsourcing can help government organizations that are growing or undergoing structural changes. One of the major advantages of outsourcing HR activities is that it allows small and rapidly growing businesses with limited resources to achieve the same level of efficiency and service consistency in their HR functions as larger organizations, without having to invest in large amounts of capital. The study finally recommends that government organizations that undergo major structural changes such as mergers, acquisitions and divestitures can also benefit from outsourcing HR functions, not only by cutting costs, but also by gaining greater flexibility and being able to react and adjust to changing conditions.