

Outsourcing in Accounting and Expert Financial Controller: Empirical study of the Philippine Call Center Business

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Abstract: One of the major expectations from the call center business is to generate skilled personnel with expertise in providing solutions to the current business challenges through a research that enables companies to respond to the global demands. This expectation has raised a lot of pressure to the top managerial team specially in outsourcing abroad. Greater emphasis is also placed on the cost of processing the rightful personnel. This study aimed to know the reasons that make call center business outsource. It also sought to know the difference between the outsourced and internal work results and the perceptions that align in improving the quality of services in line with the gap existing in the impacts of outsourcing. Data were gathered through the phenomenological design, wherein, seventeen top managerial personnel coming from five different firms were interviewed. Risks (Downfalls) were found in the study. First, is exposing the firm's confidential financial data to the third party after being outsourced. Second, are the difficulties found in synchronizing the deliverables. And finally, the large amount of cost that is attached to outsourcing. Recommendations were given to managers that it is deem imperative to include internal swiftness and expertise, filling up internal resources, and focusing on core business process.

Keywords: Outsourcing, business process outsourcing, expert financial controller, service providers, call center business