Preface

I have written this thesis titled, “A critical study of accessing the growth potential for knowledge process outsourcing in India”. The work has been conducted at the Post Graduation Research Center, (PGRC) of the Indira Institute of Management, Pune, affiliated to the Savitribai University of Pune for the Degree of “Doctorate of Philosophy”. The research work described in the thesis has been done under the able guidance of Dr. Dilip Sarwate. The research was conducted from the period of February 2009 to January 2016.

This journey was one of the best in of my learning life. The journey started with reading a research report on the outsourcing industry for the preparation of my lectures. There onwards I was attracted towards this field of outsourcing and came across various concepts like Information Technology Outsourcing, Business Process Outsourcing and the latest addition Knowledge Process Outsourcing. Soon I realised that the concept of Knowledge Process Outsourcing is completely misunderstood, and no work has been done on it encompassing the entire sector. A few authors have done work in bits and pieces. I have also realised that India can be the main center for KPO. So I decided to take this up as my topic for Doctoral research.

After finalising the topic, my guide Dr. Sarwate and I, decided that this thesis would focus on the history and reasons of Knowledge Process Outsourcing and would also try to find out potential for India. This research was focused on the third party outsourcer. I have started work by defining the KPO and it has given me a feeling of a true researcher.

The research work was divided into three parts. The first was to understand the theoretical work done on KPOs, the second was collecting the primary data and the third was drawing the conclusions.

The data collection work was very interesting. It was really difficult to get the appointment of the knowledge workers and then getting the crucial information from
them. Due to non-disclosure agreements I had lot of trouble in collecting the primary data. Also along with this primary data my guide had suggested that I should work on a few case studies to understand the basic prevalent trends. Accordingly I have developed four case studies, two from secondary data and two from primary data. This work has given me complete satisfaction and I consider that this has made me mature as a management researcher.

I have written this thesis in five chapters namely Introduction, Research Methodology, Literature Review, Data Analysis and Interpretation and Conclusions and Recommendations. The thesis writing experience was very valuable. It has made me a sincere management student which I would intend to be one throughout my life. The main aim of this thesis was to give an overview of the Knowledge Process Outsourcing and if anybody takes inspiration from this and takes the work further I would really think that I have achieved my objective.

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