

The Importance of Business Services Outsourcing in Poland*

Agnieszka PESZKO

AGH University of Krakow, Krakow, Poland

Correspondence should be addressed to: Agnieszka PESZKO, apeszko@agh.edu.pl

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Abstract

The process of globalisation of the global economy and modern communication technology have made it possible for business services to be provided for enterprises from various places in the world. The aim of this article is to show the importance of outsourcing of business services in Poland. This goal was achieved using scientific literature and data that was obtained from 2019–2024 that characterised the business services sector in Poland. The article highlights that outsourcing of business services is one of the fastest-growing branches of the Polish economy. Even during the COVID-19 pandemic, the numbers of outsourcing centres grew, as did the numbers of their employees. An analysis of the data from 2019–2024 showed that increases could be seen in all forms of business services sector (BSS): IT, SSC, BPO, and R&D units. Cities such as Warsaw, Krakow, and Wroclaw represented the main outsourcing centres in Poland.

Keywords: outsourcing, Poland, business services sector, outsourcing of business services, outsourcing services centres