Summary

The subject of the dissertation are the conditions for the functioning and development of outsourcing in financial services. The main goal of the dissertation is to diagnose the conditions for the functioning and development of outsourcing of financial services to financial centers of banks located in Poland. The main problem of the dissertation focuses on the issue of examining the conditions for the functioning and development of outsourcing financial services to shared centers located in Poland. In view of the research problems formulated in this way, the main hypothesis was contrasted in the form of the statement that the main premises for outsourcing financial services to shared centers located in Poland include: competitive operating costs, speed of the process and high quality of services due to the use of the contractor's experience and technology. Qualitative and quantitative research was carried out using an interview questionnaire addressed to the management staff of shared services centers located in Poland, as well as a questionnaire addressed to employees. The research was carried out at shared service centers providing financial services and outsourcing in this respect. The location of the research areas concerned Warsaw, Kraków, Wrocław and the Tri-City. The conclusions of the study relate to such research areas as: determinants of the use of outsourcing in financial services of shared centers located in Poland, factors determining the success or failure of outsourcing contracts in the financial services of shared centers located in Poland and the projection of the tendency of the development of the outsourcing services market in shared centers located in Poland. In the course of research analyzes, the hypotheses have been fully or partially confirmed, because in fact the main premises for outsourcing financial services to shared centers located in Poland include: competitive operating costs, speed of the process and high quality of services due to the contractor's experience and technology.