Innovations

Effect of Risk Management on Business Performance in Outsource Global Technologies Abuja, Nigeria

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Abstract: *This study examined the effect of risk management on business performance of outsource global technology in Abuja, Nigeria. All over the world, understanding risks and risk management is important for performance of businesses since their work becomes more effective when they can reduce risk and adapt to it. To this end, risk management and business performance in outsourcing global technology company in Abuja has not perform well in the areas of risk identification, risk monitoring and risk evaluation. The study adopted a descriptive survey research design and the population comprised all 291 staff in the company and the sample size was the entire 291. Primary data was used to collect information from the respondents by using a structured questionnaire. Also, the Cronbach's alpha and the Statistical Package for Social Sciences (SPSS) version 20.00 was employed in this work to regressed the data gotten from the respondents and it showed that there was a positive and significant result after the findings on effect of risk management (risk identification and risk evaluation) on business performance (efficiency) of outsourcing global technology in Abuja, Nigeria. Risk management (risk identification (RII = .03+0.15) and risk evaluation (RIE = .03+1.15) was found to be positively significant. While risk management (risk monitoring (.03-0.14) on business performance (efficiency) was found to be negatively significant. Therefore, the study recommends that for the business to perform well, the organization should be strongly advised that the management of Outsourcing global technology renew their priority and invest in effective risk monitoring and control procedures.*

Keywords: Risk Management; Risk Identification; Risk Evaluation; Risk Monitoring; Business Performance; Efficiency.

1.0 Introduction

Everywhere in the world, risk management is seen as being crucial to boosting both the local and global economies. In the corporate world, where things change quickly, risk management has emerged as one of the most important factors that organizations must invest in to make sure they are seen on the same floor as their rivals. Both established and emerging nations use risk management to ensure that a business thrives despite any problems as a result of globalization and the free market. For example, confronting the obstacles of the current COVID - 19 pandemic and ensuring a constant profit would not have been possible without good strategies and knowledge of risk management (Hasan, 2021). To this end, decision makers in the outsource global technology business domain are required to be fully aware of the influence risk management has on helping their business flourish through decreasing the cost of production, increasing profits, and remaining as a competitor, no matter what challenges and unexpected problems they might face in the process (Hassan, 2021).

In light of this, organizations perform better when they understand risks and how to manage them since they are able to lower risk and adjust to it. As a result, risk management is now a cutting-edge procedure that helps businesses set pricing, compete in the market, increase profits, and enhance overall performance (JJi an et al., 2020). In this sense, doing tasks that contribute to the accomplishment of corporate goals is considered business performance. It also pays attention to the performance of employees and managers and how they work together to minimize any risks in order to reduce costs, increase profits and improve the financial situation, as an attempt to improve business performance (Borghesi et al., 2023). It is important to note that each of those phrases has a relationship to the others, therefore corporate organizations must be aware of the risks and have risk management plans ready. For academic researchers and working managers, measuring business success in the current economic climate is a crucial problem. In order to give owners and managers a sufficiently accurate and balanced picture of the performance of their businesses, previously employed indicators, methods, and models were mostly based on financial indicators and financial management techniques. These have since been adjusted and enhanced.

Despite these efforts for continuous improvement, it appears that the traditional management of business performance based primarily on financial management hit its limits and lately in the world are beginning to promote new non-traditional indicators, methods and models, based primarily on non-financial, strategic and often and qualitative indicators, methods and models (Chris, 2017). Strategic management and planning is the primary concern of owners and senior management of the company, whose interests must determine the basic direction and future development of the organization in the medium and long term. The

secure long-term prosperity and company performance should be at least equal importance with which they dealt with the operational and financial problems. In drawing up the strategy and strategic plans, it is important to respect the level of management, taking into account the particularities that the strategy of each level result (Anderson, 2020).
According to Andersen (2020), While risk aversion may be a characteristic of individuals, it is impractical to completely eliminate all forms of risk in business. Risk-taking behaviours often coincide with opportunities. Therefore, businesses must possess sufficient acumen in risk management to not only capitalise on its advantages but also to ensure their survival in the economic world. With this, the study examines risk management in an empirical manner, with the researcher proposing several inquiries addressing the impact of risk management on enhancing business performance.

Statement of the Problem

Over the years risk management has been very crucial to any businesses that is why Chris (2017) in his study noticed that Staco Insurance Plc, like most of the other insurance companies in Nigeria, has continued to struggle, partly as a result to low patronage and the on-going recession. The insurance sector was badly affected by the financial predicament brought on by rising inflation and the low, useless income that followed in a recessionary climate. Because many clients continued to take on risk for shorter durations of coverage, lowering the premiums that needed to be paid for their policies, insurance operators' revenues have therefore decreased. Also, organizations that have successful strategic business planning are often credited with their successes. Defining and achieving the company's goals, establishing roles and responsibilities, drawing up comprehensive strategies to accomplish those goals, allocating resources, and overseeing operations are just what planning of a business does. It is a methodical strategy to ensure that an organization's goals are met. It entails assembling a team of experts to deal with issues that affect the entire company as a whole by avoiding unnecessary risk. In spite of this, research in the area of risk management and business performance in outsource global technology company, the researcher observed that the company in Abuja has not perform well in the areas of risk identification, risk monitoring and risk evaluation. As such, this research seeks to evaluate the effect of risk management and business performance in the outsourcing global technology in Abuja, Nigeria.

Objectives of the Study

The general objective of this study is to examine the effect of risk management on business performance using Outsource Global Technology performance as a case study. Other specific objectives are to:

i.) evaluate the effects of risk identification on the efficiency of Outsource Global Technology.
ii.) determine the effects of risk monitoring on the efficiency of Outsource Global Technology.
iii.) examine the effect of risk evaluation on the efficiency of Outsource Global Technology.

Research Hypotheses

Ho_1: Risk identification has no significant effect on the efficiency of Outsource Global Technology.

Ho_2: Risk monitoring has no significant effect on the efficiency of Outsource Global Technology.

Ho_3: Risk evaluation has no significant effect on the efficiency of Outsource Global Technology.

2.0 Literature Review

This part is going to review risk management, (risk identification, risk monitoring and risk evaluation) on businesses performance (efficiency)

Concept of Risk Management

Risk management is a proficient strategy for mitigating adverse consequences of risks and maximising the advantages of precarious circumstances (Essinger and Rosen, 1991). According to Chapman and Ward (1997), the objective of risk management is to improve the process by systematically identifying, evaluating, and reducing project risks. Risk management refers to the implementation of procedures aimed at mitigating the potential adverse outcomes of specific events, such as price fluctuations,accidents, political risks, supply chain disruptions, and economic fluctuations. These hazards encompass a broad range of dangers faced by the company, which are managed by different experts. Effective risk management involves addressing market hazards that a company encounters and capitalising on potential business opportunities associated with these risks. It is a useful strategy for dealing with external market dangers that cannot be controlled by management and lead to a decrease in profit differences (AliBaba and VazirZanjani, 2009).

The strategies employed by management to address external market risks include financial hedging, insurance contracts, management control systems, resource transportation, and prudent decision-making aimed at enhancing the company's profitability. All of the aforementioned actions are implemented to mitigate the challenges that the organisation may encounter.Presently, firms mitigate market risks by employing derivatives, utilising insurance coverage, and implementing integrative risk management strategies. Furthermore, when comparing current risk management motivations to those in the past and considering historical financial commitments, there is a greater inclination towards risk management at now.

Undoubtedly, the company's level of responsibility is contingent upon its capacity to effectively exploit the novel opportunities arising from environmental shifts.
The increasing dynamism and complexity of the business environment have made risk management a primary concern for stakeholders in recent decades. The field of risk management is experiencing rapid growth. Nevertheless, the understanding and consideration of risk management, its operational and functional aspects, and its primary objective vary depending on different viewpoints. The notion of incorporating risk management into corporate operations and recognising it as a strategic concern originated in the 19th century (Bernstein, 1996). The firm's capacity to effectively handle risk, by identifying risks that need to be accepted or minimised and making well-informed and decisive choices in this regard, not only enhances the firm's resilience but also contributes to the overall stability of the country's economic system. Risk management is a highly efficient approach used to mitigate the consequences of exposures and maximise the advantages of risky circumstances (Essinger& Rosen, 1991).
Efficient risk management endeavours to offer a decent level of confidence in attaining the company's goals and aids in meeting its financial ambitions. Efficient risk management involves ongoing evaluation and identification of potential hazards, as well as minimising unexpected events that impact the organisation. Effective and integrated risk management is an essential component of excellent organisational governance (Pezier, 2002). Conversely, the risk management activity involves supplying executives and staff at various organisational levels with consistent, pertinent, and dependable information, as well as developing pragmatic frameworks and procedures to ensure that risk management decisions are based on a strong foundation. Nevertheless, the objective of risk management extends beyond only reducing risks and hazardous circumstances. Considering that business is inherently linked to potential risks, the primary objective of efficient risk management is to achieve a harmonious equilibrium between risk and reward. This allows the risk management process to encompass both defensive and offensive strategies. Hence, it is imperative for risk management to be a primary focus of corporate strategic objectives, and managers must consistently strive to strike a balance between the potential dangers and the possibilities that arise from those risks (Andersen, 2008).
A systematic and essential approach to improving project performance is risk management, which aims to reduce or eliminate the effects of hazards related to project goals. Given the dynamic and interdependent nature of cost overrun risks, a credible risk assessment framework should consider the interrelationships between risk factors (Islam, Nepal, Skitmore&Attarzadeh, 2017). The procedures used in project risk management are designed to locate and evaluate potential project-impacting unforeseen events and to choose the best course of action. To identify

risks, Bayesian Belief Network (BBN) is suggested, also in combination with FL, as an effective technique to capture risks and the relationships among them (Islam & Nepal, 2016; Khodakarami& Abdi, 2014; Qazi et al., 2016; Sousa & Einstein, 2012). For the following processes, i.e., perform qualitative/ quantitative risk analysis, Odeyinkaet al. (2018) suggest a reliable estimation model to predict the impact on the cost flow and Yazdani-Chamzini (2014) refer to the use of FL to reliably analyse the potential risks in tunnelling construction projects based on linguistic terms. To plan risk responses, optimal risk mitigation strategies for construction projects are assessed to select the ones that minimize risks (Qazi et al., 2016; Sousa & Einstein, 2012), while using AI techniques to consider resource allocation for critical events (Cárdenas et al., 2014) or to assess the effect that different actions have on other risks (Fang et al., 2013).

Since uncertainty is at the foundation of risk management, it is possible to use a probability distribution to describe the frequency over magnitude connection of disruptions. If we assume that the processes will operate in the same way going forward as they have in the past, we can only do this if we have access to adequate historical data. However, the fundamental problem is the lack of clarity about the system's post-disaster situation. This section's level of uncertainty is distinct from that in the previous one since there is a dearth of crucial knowledge. Aven (2019) believes that a business faces various uncertainties, and the difference between risk assessment and resilience is in the source of that uncertainty. According to Walker (2018), resilience is the capacity to deal with whatever arises, confirming that uncertainty plays a larger role in resilience.Identification, evaluation, and use of risk-reduction tactics are the three phases of the risk management process (9). The several steps that traditional risk management recommends to effectively control hazards include risk mitigation and process re-engineering.

Distinct disciplines have distinct meanings associated with risk. Risk is generally understood to be the product of an event's likelihood and unfavorable outcomes (UNISDR, 2009). As a result, the term "risk" has multiple meanings and applications in different fields. Risk is typically linked to how little humans can do or are able to do in a certain scenario (such as a natural danger).
The idea and process of decreasing the likelihood of disasters by methodically analyzing and controlling the factors that lead to them, such as decreased exposure to risks, decreased susceptibility of individuals and their belongings, prudent land and environmental management, and enhanced readiness for unfavorable consequences. Risk reduction is also known as just lowering risk reduction. Risk assessment, vulnerability assessment, and a number of institutional and operational capabilities are the main components of risk reduction techniques. The assessment of the vulnerability of critical facilities, social and economic infrastructure, the use of effective early warning systems, and the application of many different types of

scientific, technical, and other skilled abilities are essential features of disaster risk reduction (UNISDR, 2009).
Risk management is the process of identifying, assessing and controlling financial, legal, strategic and security risks to an organization's capital and earnings. These threats or risks, could stem from a wide variety of sources, including financial uncertainty, legal liabilities, strategic management errors, accidents and natural disasters (Aven, 2019). If an unforeseen event catches your organization unaware, the impact could be minor, such as a small impact on your overhead costs. In a worst-case scenario, though, it could be catastrophic and have serious ramifications, such as a significant financial burden or even the closure of your business. To reduce risk, an organization needs to apply resources to minimize, monitor and control the impact of negative events while maximizing positive events. A consistent, systemic and integrated approach to risk management can help determine how best to identify, manage and mitigate significant risks (Aven, 2019)

Risk Identification

In general, risk identification consists in identification of risk sources and specific forms of risks in companies. As emphasised by Jajuga (2017) an entity's risk management involves making decisions and taking measures by the entity, in order to reach an acceptable risk level" (Jaiuga, 2017). Perhaps the most important step in the risk management process is risk identification, as an exposure that is not detected cannot be appropriately managed, according to the International Risk Management Institute in Dallas (2017). Referring to project risk management, R.M. Wideman defines risk identification as (2020) the process of systematically identifying all possible risk events which may impact on a project" (Wideman, 2020). When it comes to risk management in investment projects, this definition of risk identification is unquestionably the most accurate. Nonetheless, risk identification must always be viewed as a distinct process that makes use of a variety of suitable approaches, strategies, and instruments, regardless of the industry or the profile of the firm. Furthermore, based on the demands and circumstances, different risk identification techniques might be used to varying degrees. One set of techniques will work better in some businesses than another but it should be emphasized that, regardless of the situation or the characteristics of the firm, a risk identification procedure will always be a crucial and preliminary step in risk management.
Risk identification is a purposeful and methodical endeavor to recognise and record the primary hazards of the Institution. The purpose of risk identification is to comprehend the potential risks that exist in relation to the Institution's explicit and implicit objectives, and to create a thorough list of risks based on the threats and events that could impede, diminish, postpone, or improve the attainment of these

objectives. Consequently, it was necessary to create risk identification criteria in order to guarantee that. Institutions adeptly and optimally handle risk.The process of identifying risks Thorough identification and documentation of risks is crucial, as any risk that is not recognised at this point may be disregarded in further research. To properly manage risks, institutions must possess knowledge of the dangers they are confronted with. The risk identification process should encompass all potential risks, irrespective of whether or not they fall under the direct purview of the Institution. Institutions should implement a thorough and continuous process of risk identification that include measures to promptly identify new and developing hazards. The process of identifying risks should be comprehensive, avoiding excessive dependence on the opinions of a small group of senior officials. It should also make use of impartial and independent sources of information, including the viewpoints of key stakeholders.

One of the fundamental steps in project risk management is risk identification. Through special tools to identify risks, all data collected and analyzed with the aim to identify risks is an essential basis for risk analysis projects, risk assessment and, moreover, for an accurate survey of the future potential risks (McNeil, Frey &Embrechts, 2005). Attitudes to risk, both the organization and stakeholders can be influenced by a number of factors, which are broadly classified into three groups (PMBOK, 2013)

Risk identification is the process of determining which risks may affect the project and documenting their characteristics. Documentation of current hazards and the project team's ability to foresee risk events are the main advantages of this method. Engaging in risk identification activities involves the following parties: the project manager, members of the project team, team management risk (if designated), clients, outside experts, end users, stakeholders, other project managers, and risk management specialists.

Due to the possibility of new hazards emerging or evolving, risk identification is a complicated process. To ensure that each risk is fully understood and supports efficient analysis and the development of the appropriate response, format risk scenarios consistently. Statement of risk (PMBOK, 2013) should be supplemented so that the information recorded to provide the ability to compare the relative effect of risk against other hazards on the project. In order to foster and preserve a sense of ownership and accountability for the risks involved with actions, the project team should be included in the process.

Risk Monitoring

Risk monitoring involves the evaluation of potential risks and the subsequent implementation of educated strategies to effectively manage them. The process include conducting regular assessments of risks and their potential ramifications on

business operations, recognising emerging threats, and revising plans and strategies as necessary. Risk monitoring enables organisations to take proactive measures in managing risk and mitigating its impact on operations. Effective risk management necessitates its inclusion as a crucial element, as it aids organisations in preventing or reducing losses. Risk monitoring is a crucial component of this procedure, as it enables firms to remain cognizant of alterations in the risk landscape and implement suitable measures. Although risk monitoring is commonly perceived as distinct from risk management, it is actually an essential component of the overall process. Through ongoing risk management, firms may effectively safeguard their interests and mitigate potential losses.
Risk monitoring involves periodic or continuous action to validate currently known risk sources, identify new risk sources (whether due to external threats or internal environmental changes) and verifying the implementation or validating the effectiveness of courses of action chosen as part of risk response (Gantz& Philpott, 2013). Activities related to risk monitoring carry out the strategy by collecting data, either automatically or manually, alerting or reporting on information pertinent to the goals of risk monitoring, and contributing to continuing procedures for risk assessment and response. Depending on risk assumptions, constraints, priorities, and tolerance levels, the set of risk monitoring practices actually implemented at any one time may differ from what is documented in the risk monitoring strategy (Gantz& Philpott, 2013).

Risk Evaluation

Risk evaluation is to ascertain the significance of the estimated risk for individuals who are involved with or impacted by the risk. A significant aspect of this study will involve assessing individuals' perception of hazards. Effective risk management is an essential component of new projects that firms undertake to facilitate growth. An effective risk management approach enables organisations to ensure compliance with all relevant laws and regulations. Additionally, it empowers individuals to safeguard themselves against potential harm stemming from business and digital hazards, such as data breaches, cyberattacks, and other cybersecurity vulnerabilities. Risk evaluation is a crucial component of risk management, involving the identification and assessment of risks. This process enables executives to make well-informed decisions regarding the mitigation of these risks.

To ascertain whether the cyber-risks are acceptable, the process of risk evaluation involves comparing the outcomes of the risk analysis with the risk evaluation criteria established during the context establishment. It is imperative that we contemplate if certain dangers that we have identified as distinct are, in fact, manifestations of a single risk and ought to be combined and assessed as a single risk. Additionally,

risk assessment makes an effort to clarify the true significance of the estimated risk for those who are impacted or concerned about it.

The Business Dictionary defines risk evaluation as the process of establishing qualitative and/or quantitative correlations between linked risks and rewards in order to determine risk management priorities. There are five easy stages to completing a risk evaluation.

1. List your assets in order of priority. Think about all the many kinds of managed assets, including servers, software, and data. Ascertain which of these is the most vulnerable or, in the event that it was compromised, would cause the most harm to the-business.
2. Find the resources. Locate those assets' source and list it. You should identify the source of every asset, whether they are internal servers, mobile devices, desktop office PCs, or anything else.
3. Sort the resources. Sort each asset into one of the following categories: regulated information, non-sensitive internal information, compartmentalized internal information, sensitive internal information, or public information.
4. Carry out an exercise in threat modeling. Determine and rank every threat that your best assets are facing.
5. Complete the data and draft a plan. Now that you have your assessment, it's time to address those risks, starting with the most important.

Concept of Business Performance

There are a variety of definitions of what business performance is, and one of the most common is that it's a record of one's business achievements. Another way of looking at business performance is that it's all about what you do on the job. Performance as defined by Akintonde (2013) vary depending on whether the evaluation purpose is to judge performance results or behaviour. According to Nnabuife (2009), managers measure performance by comparing the actual outcome to the expected reward. There are several factors that contribute to an organization's success, including customer satisfaction, profitability, and a solid linkage to the organization's strategic goal line. Organizations, teams, and individuals' methods of completing tasks can all be considered forms of performance (Akintonde, 2013). An act or course of accomplishing a task; an action that requires a lot of effort; or how well or critically you do something or something works are all examples of performance. Osisioma, Egbunikeand Adeaga (2015) provide a holistic definition of performance: it signifies both acts and results; activities originate from the doer and transform performance from abstract to actuality. Actions are results in and of themselves - the output of the effort put in by people to accomplish tasks – and may be assessed independently of the outcomes they produce. Both inputs and outputs (results) must be addressed while managing team and individual performance,

according to the underlying meaning. This means there is a need for performance evaluation, assessment, or evaluation that helps management plan, control, and make sustainable economic and financial decisions that are the goals of an organisation as a whole (Adeniyi, 2015).

As a result, "performance measurement or appraisal" has many different names: performance assessment; performance review; performance evaluation, for example. A performance evaluation is an assessment of an organization's entire competence, potential, and total evaluation process in order to determine whether or not it is where it should be (Nnabuife, 2009). "Performance assessment" can help managers and employees see how far they've come, which approaches worked best, and how close they are to reaching their career goals. According to Mucha (2011), "performance assessment" is a useful tool. Performance evaluation is more than just auditing or judging; it is a tool for improving performance via careful design and feedback (Mucha, 2011). It is recommended by Adeniyi (2011) that the optimal performance evaluation system should promote goal congruence, support long and short-term views, offer meaningful and regular feedback to management, as well as inspire initiative and motivation.

3.0 Methodology

In order to collect relevant data for this analysis, which used a cross-sectional survey as its research approach, questionnaires were employed as the research instrument. because it made it possible for researchers to collect data from participants in order to determine how risk management affects business performance. This method was thought to be appropriate and perfect for the investigation. To achieve the intended population, a census sampling techniquewas used. A sample size of 291 was used for the survey. Multiple regression analysis was used to examine the data, and the statistical package for social sciences (SPSS) was used to interpret the results.

4.0 Data Presentation and Analysis

Regression Result

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.873[a]	.781	.891	.07103
a. Predictors: (Constant), RII, RIM, RIE				

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	435.753	2	531.532	1406.106	.000[b]

	Residual	54.646	289	.212		
	Total	443.223	290			
a. Dependent Variable: BP						
b. Predictors: (Constant), RII, RIM, RIE						

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.039	.044		-7.315	.000
	RII	0.157	.059	.731	9.431	.001
	RIM	-1.410	.033	.693	-11.318	.020
	RIE	1.152	.171	.283	5.499	.000
a. Dependent Variable: BP						

Source: econometric output, 2024

Decision Rule: 5% level of significance

Only 78% of the variation in risk management can be used to explain the business performance (efficiency) of Outsource Global Technology in Abuja, Nigeria, according to the regression result, R2 = 0.78. The remaining 22% can be explained by other factors, known as error terms, that were not included in the regression model. Given that the f-statistics are significant at the 5% level of significance, the regression result demonstrates that the model is appropriate for the research. The outcome suggests that Outsource Global Technology's business performance (efficiency) in Abuja, Nigeria is positively and significantly impacted by risk management, including risk identification, monitoring, and evaluation.

The business performance (efficiency) of outsourcing global technology in Abuja, Nigeria is negatively impacted by the coefficient of risk management (risk monitoring). The business performance (efficiency) of Outsource Global Technology in Abuja, Nigeria will decline by 14% for every 3% rise in risk monitoring, according to the RIM =.03-0.14. Risk monitoring has a negative and negligible impact on Outsource Global Technology's business performance (efficiency), according to the p-value of 0.02, which is less than the t-statistic value of (-11.31), and the standard error value of 0.033, which is higher than the t-statistic value. Therefore, we rule out the other theories and come to the conclusion that risk

monitoring has a negligible impact on Outsource global technology's efficiency in Abuja.
Moreover, Outsource Global Technology's company performance (efficiency) in Abuja, Nigeria is positively and significantly impacted by the coefficient of risk management, which includes risk detection and appraisal. The RII = .03+0.15; and RIE = .03+1.15 which all indicates that business performance (efficiency) of Outsource global technology in Abuja, Nigeria will increase by every 15%; and 15% for every 3% increase in risk identification and risk evaluation respectively. The p-value of 0.01 and 0.00 is less than the t-Statistic value of (9.43 and 5.49) and the standard error value of 0.059 and 0.017 is less than the t-statistic value which implies that there is a positive and significant effect of risk identification and risk evaluation on business performance (efficiency) of Outsource global technology in Abuja, Nigeria. As a result, we find that risk assessment and identification have a favorable and substantial impact on Outsource Global Technology's efficiency in Abuja, Nigeria, and reject the null hypothesis and accept the alternative.

5.0 Discussion of Findings

From the regression table of 4.7, the result of the analysis indicated that there is a positive and significant effect of risk management (risk identification and risk evaluation) on business performance (efficiency) of Outsource global technology in Abuja, Nigeria. This means that risk management ((risk identification and risk evaluation) positively and significantly affect the business performance (efficiency) of Outsource global technology in Abuja, Nigeria. Based on this observation, it was noted that the study's results are consistent with those of Shaheen et al. (2020), who sought to elucidate the connection between institutional risk management and sustainable risk management in Palestinian insurance companies and discovered a correlation between risk management application and profits, particularly in the Palestinian insurance industry. Furthermore, by defining, evaluating, and explaining the most significant international business and determining the reasons why risk management is not progressing, Crovini, et al. (2020) analyzed the primary role of risk management (RM) in small and medium companies (SMEs).Ultimately, Jia, et al. (2020), who looked into the connection between the performance of the firm and the best practices of the risk management committee, discovered that risk management is crucial to improving the performance of the business. The theoretical framework that supports this study is the satisfying theory by Simon (1971). The theory states that people should not expect companies to aim solely for-profit maximisation, but rather for a particular degree of performance that fosters organisational expansion. Outsource global technology firm in Abuja require fresh resources to remain competitive by using strategic planning as a framework, the businesses may better

understand their surroundings and prepare for any eventuality or contingency that could have a detrimental impact on their objectives.

Conclusions

This study looked at how global technology outsourcing in Abuja, Nigeria, performed as a business when risk management was implemented. and concludes that risk management (risk identification, and risk evaluation) had positively and significantly affected business performance of Outsource global technology in Abuja, Nigeria. While risk monitoring had negatively affected the companies' business performance.

Making sure that the methods employed to evaluate the project's possible risks are beneficial may be done with the help of the risk analysis of the project. Developing a risk management plan begins with identifying the risks associated with the business start-up phase. By following the procedures and tasks outlined in the project on outsourcing global technology for risk identification, the business manager can lay the groundwork for creating a risk management strategy that will be used throughout the whole enterprise performance cycle. Following the conclusion of the inquiry and the identification and estimation of potential risks, the business manager forms a risk management team to oversee the oversight of risk mitigation measures and their implementation.

Furthermore, the study concludes that the effect of risk monitoring does not improve the overall performance of business for more efficiency of the Outsource global technology firm used in this work. This is because proper monitoring of Outsource global technology does not affect the overall efficiency of Outsource global technology in terms of assessment, supervising and checking. Therefore, in developing a risk monitoring plan, senior management, project team and other stakeholders of Outsource global technology should be deeply involved to ensure that all possible risks are monitored and responded to.

Recommendations

From on the formulated research hypotheses, discussion of findings and the conclusion, the study found out that risk management does enhance business performance of Outsource global technology in Abuja. This means that risk identification, risk evaluation improves the business performance (efficiency) and should be conceived with much zeal, which will further improve the other aspect of risk management in the firm, most especially in the area of risk monitoring. Furthermore, the study raises the following recommendations they are:

i) Since risk identification, which has been shown to significantly influence the business performance of Outsource global, should keep on receiving increased attention. While it is evident that risk identification positively affects efficiency, the

established effect indicates room for further improvement in this aspect. Therefore, there is an unrelenting need for development in how risks are identified within the organization.
ii) The results suggest that risk evaluation positively contribute to the business performance of Outsource global technology. Therefore, it is imperative for the organization to sustain their current level of commitment to risk evaluattion while also exploring opportunities for improvement in this area.
iii) Given the indication that risk monitoring does not significantly affect the business performance of the organization, it is strongly advised that the management of Outsource global technology revives to prioritize and invest in effective risk monitoring and control procedures.
These recommendations are grounded in the research findings and aim to support the Outsource global technology firm in optimizing their risk management practices to achieve improved business performance, particularly in terms of efficiency.

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