

Fiji's Business Process Outsourcing Sector — Building a Skills-Export Industry Beyond Tourism

City Innovation Library · Good practice · Fiji

Quality score: 57/100

Evidence strength: Moderate

Summary

Since connecting to the Southern Cross fibre cable in 2000, Fiji has built an outsourcing sector now employing around 9,000 people and contributing an estimated F\$280 million a year to the economy, with government-backed skills accreditation aiming to reach 25,000 jobs by 2030.

Key dimensions

Dimension	Score
Evidence of impact / measured results	1/3
Transferability / demonstrated replication	2/3
Scalability	2/3
Sustainability / continuity	2/3
Innovation	1/3
Inclusiveness / equity	2/3
Multi-stakeholder collaboration	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-26

[Outsource Fiji; Fiji Investment & Trade \(government trade promotion\)](#) — accessed 2026-08-26

[Outsource Accelerator — Fiji's BPO sector expands, aims to employ 25,000 by 2030](#) — accessed 2026-08-26

[Business Advantage PNG — Fiji's other niche: business process outsourcing on the rise](#) — accessed 2026-08-26

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