

**FACTORS AFFECTING THE EFFECTIVENESS OF THE TENDERING
PROCESS IN PUBLIC INSTITUTIONS; A CASE STUDY OF
NAIROBI CITY WATER AND SEWERAGE COMPANY**

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ABSTRACT

This study sought to investigate the factors affecting the effectiveness of the tendering process in public institutions, a case study of N.C.W.S.C. The study specifically focused on the headquarters of the institution located at Kampala road, Industrial Area. Tendering process has been a serious issue and if not well managed it can be very costly to the Government. Tendering is the function that costs an organization a great deal of money and this has to be performed correctly in order to maximize effectiveness and minimize costs. The Study aimed at achieving the following specific objectives: To determine how Ethical issues, training of employees, procurement policies and information technology can affect the effectiveness of the tendering process in public institutions. The study targeted a population of 550 employees of the organization who included the members from the departments of Human Resource, Finance and the Supply Chain Department. The study used a descriptive research design. The researcher also used a random sampling technique and a sample size of 55 of the target population. Data was analyzed using SPSS where descriptive analysis was generated and presented by use of tables and chars. The findings revealed that information technology, ethical issues, procurement policies and employee training affected the effectiveness of the tendering process in the N.C.W.S.C to a great extent.