

**CHALLENGES OF STORES MANAGEMENT IN PUBLIC
ORGANIZATIONS AND THEIR IMPACT ON STAFF PERFORMANCE**

**A CASE OF KENYA POWER & LIGHTING COMPANY
(KPLC)**

By

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ABSTRACT

The main objective of this study was to find out the challenges of stores management in public organizations and their impact on the performance of staff. It was carried out in KPLC Nairobi region. Four major departments were represented namely Central Stores, Mechanical Engineering, Electrical Engineering and Operations sub-stores.

A descriptive case study was used to determine the challenges facing stores management on public organization across the country. Purposive sampling technique was used to arrive at the departments of KPLC that were used for study i.e. Central Stores and the sub-stores of mechanical workshop, electrical workshop and operations departments. A simple random sampling technique was used to downsize the large target population of 100 respondents that could be cumbersome to work with into a workable sample of 50 respondents. Both the questionnaire and an observation were used to collect data. The data was then analyzed using tables and charts.

The main challenges of stores management function as found out by the study include lack of technical knowledge to identify stock items, poor stock coding, non-availability of required items in the local market, unreliability of predetermined lead times, delays in authorizing stores issuance, small number of staff in the stores, system failure, pilferage, lack of enough storage space, server delays and insufficient training in computer software application.

For stores management challenges to be eliminated, the study recommends that the following actions be undertaken: Burglar proofing of storage areas, segregation of pilferable stores items, restricted access to the storage area, overseas material sourcing, Technical training of storekeepers, regular order follow-ups, construction of more storehouses, Just-in-Time delivery of materials, effective stock coding, continuous stocktaking and comprehensive stock labeling.