

**ASSESSMENT OF THE PROCUREMENT PROCESS IN ENHANCING
PERFORMANCE IN PUBLIC INSTITUTIONS IN KENYA. A CASE OF NATIONAL
REGISTRATION BUREAU HEADQUARTERS**

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ABSTRACT

The main aim of carrying this study was to assess the procurement process in enhancing performance in public institutions. The case study focused on National Registration Bureau Headquarters. The institution has not been delivering goods and services to the public due to ineffectiveness in the purchasing function. The study looked at factors like staff training, Government policy, co-ordination, planning and inventory control in order to discover the actual cause of the problem facing the institution. The study was done by use of questionnaire. The study targeted National Registration Bureau sample population working in the procurement department. The data was collected using questionnaire instruments. Questionnaire items were made up of structured and semi-structured questions to make it easy when filling the questions. The type of data collected was analyzed by both qualitative and quantitative techniques. This finally brought out a very useful conclusion and recommendation which will help the user to understand the data.

The study revealed that National Registration Bureau staffs need to be trained on importance and procedures successful on procurement processes for the department to run out effectively and efficiently. The study also revealed that the government needs to streamline its procedures of procuring goods and services because it was found that the government uses open tendering method which is a long method of procuring goods.

Also the department needs to improve on co-ordination because it was revealed that co-ordination was good between the user department and the procurement department and also even with suppliers. The study also revealed that the department needs to improve on the basis on planning especially on location of stores and warehouses so as to make work easier to the staffs because stores and warehouses in the department are located at different floors which makes the staffs tired when they are carrying goods from one floor to another. The study also revealed that the inventories are not well looked upon, this is because the department runs out of materials regularly which leads to delay because production has to stop therefore the department needs to improve on its inventory control techniques.

The study established that purchasing function is essential in National Registration Bureau, whereby the institution has to look toward all ways of improving the procurement activities to