

FACTORS AFFECTING EFFECTIVENESS OF PROCUREMENT PROCESS IN PUBLIC  
SECTOR (CASE STUDY: MINISTRY OF TRANSPORT AND ROAD)

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## ABSTRACT

Public procurement is crucial to government service delivery. For decades procurement performance has been attracting great attention from practitioners, academicians and researchers due to poor levels of performance. Despite Government efforts for improvement, it is still marred by shoddy works, poor quality goods and services. Stakeholders complain about poor service delivery.

Benefits deriving from improved procurement performance at the ministry of roads are dependent on systems and staff. The general objective of the study was to assess effectiveness of procurement process in Kenyan public sector with specific focus on the ministry of roads. It sought to assess the extent to which procurement procedures, information communications technology and staff qualifications influence procurement performance. Descriptive design was used in executing the study. Primary and secondary sources of data were collected using questionnaires, interviews and observation. Data was presented using graphs and figures. Based on the analyses of information presented above, the following findings were noted: Demographic indicators show that majority of the study participants are qualified and have attained education levels sufficient to influence favorably their comprehension to effective management of the procurement function. Further findings on years of experience indicate that officers participating in the procurement function in the ministry have long work experience. Key drivers in procurement performance are procurement procedures, procurement staff qualifications and ICT. It is recommended that reforms in the Department be accelerated with a view of streamlining procurement processes as well as automating activities and back office operations.