

**MOUNT KENYA UNIVERSITY**

**EFFECTS OF E-PROCUREMENT SYSTEMS ON HOTEL PERFORMANCE IN  
KENYA**

**(A Case Study of White Rhino Hotel in Nyeri County)**

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## ABSTRACT

This study was undertaken to determine the supply actors influencing performance at White Rhino Hotel. The objectives of the study were to establish the influence of e - purchasing, e - customer billing, e- capacity planning, and e- ordering on performance of hotel. The study reviewed several literatures in line with these objectives of the study. This review enabled the researcher to demonstrate and familiarize with performance of hotel. This study aimed at filling in these gaps in order to come up with a comprehensive insight of the relevant issues relating performance of hotel. The study employed a case study research design so as to carry out an in depth study of the coffee firm in order to come up with the relevant data for analysis. This method was best suited to systematically give an exhaustive analysis of the situation. The study targeted 100 employees at White Rhino Hotel. The research employed a census approach. The data collected was analyzed using quantitative techniques. Graphs and pie charts were used to present frequencies and percentages for each variable. The qualitative data generated was analyzed by use of each variable or objective. The study found out that 42% of the respondents strongly agreed that e- purchasing affects performance at White Rhino hotel, 55% strongly agreed that e- customer billing affects, 45% strongly agreed that e- capacity planning affects, and 40% strongly agreed that e- ordering also affects. The study concludes that the use of e- purchasing, e- customer billing, e- capacity planning, and e- ordering as technologically oriented procurement initiatives affects the performance at White Rhino hotel in Nyeri as more potential customer would like to use these systems in their transactions. The research recommends that the decision makers of the White Rhino hotel in Nyeri needs to continually upgrade their cash management systems by full entrenching the technologically oriented payment approaches for it to be dynamic. The researcher recommends that ordering food from your favorite restaurant should be made easier than ever before. White Rhino hotel should create their websites where orders can be easily placed, many singular restaurants, cafes, and diners' places either do not have the resources or the knowledge to effectively get online.