

**PROCUREMENT PLANNING AND SERVICE DELIVERY AT COLLEGE
OF EDUCATION AND EXTERNAL STUDIES, MAKERERE UNIVERSITY**

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MASTER OF BUSINESS ADMINISTRATION

(Procurement and Logistics)

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**PROCUREMENT PLANNING AND SERVICE DELIVERY AT COLLEGE
OF EDUCATION AND EXTERNAL STUDIES, MAKERERE UNIVERSITY**

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19/MPL/BU/G/1001

A Thesis Submitted to the School of Graduate Studies, Bugema University, in Partial
fulfillment of the requirements for the Award of Master of Business Administration

(Procurement and Logistics Management)

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ACCEPTANCE SHEET

“PROCUREMENT PLANNING AND SERVICE DELIVERY AT COLLEGE OF EDUCATION AND EXTERNAL STUDIES, MAKERERE UNIVERSITY,” Prepared and Submitted by **ARUGAI FABIAN** in partial fulfilment of the requirements for the degree of **MASTERS OF BUSINESS ADMINISTRATION (Procurement and Logistics Mgt)**

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DECLARATION

I **Arugai Fabian**, do hereby declare that this Research Thesis is my own work, and to the best of my knowledge, it has not been presented for the award of a degree at any University or College.

That the work does not in-clude material from other works or a paraphrase of such a material without due and appropriate acknowledgement.

That the work has been subjected to anti – plagiarism process and has met below 25% similarity index threshold of Bugema University.

I do understand that the issues of academic integrity are paramount and therefore I may be suspended or expelled from the university or my degree may be recalled for academic dishonesty or any other related academic malpractices.

Signed

.....

Date

.....

Arugai Fabian

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DEDICATION

My sincere thanks and dedications go to my family; Mrs Polline Linder Arugai, for giving me courage to launch this study, persistence in relationship even amidst financial shortages and discouragements.

Special thanks to My dear Children; Atukoit Angle Arugai, Alichu Kereen Arugai, Amero Praise Arugai, Arugai Israel and Otim Gabriel Arugai for the tolerance amidst Financial Challenges that resulted from these studies.

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Above all thanks to the almighty God, whose blessings are always upon me day-by-day. Without His compassion, generosity, I might do nothing.

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I also thank the Almighty God for his abundant Love, protection, provision of good health, Knowledge and for granting me the gift of life

Thank you all.

BIOGRAPHICAL SKETCH

Arugai Fabian was born in 1976 to the family of John Eduan (late) and Sophia Atim of Napakol Village, Omodoi parish, Omodoi Sub County, Toroma County, Katakwi District. He is the 4th born out of six to the same family.

He completed his Primary Leaving Examination (PLE) in Aparisa / Toroma primary school in 1992; He attained his Uganda Certificate of Education (UCE) at Light College Katikamu in 1997 and Uganda Advanced Certificate of Education at Mukono Town Academy in 1999. He pursued Certificates in various fields of: Public procurement and Contract management, Stores Management and Materials Management, Logistics and Supplies Management, Information Technology and Computer Applications, Public Administration and Management at Makerere University.

In 2006, he joined Basic Military Training at Uganda Military Training School - Kawaweta in Nakaseke District and graduated in late 2007. He was immediately enlisted for Advanced Armoured Warfare Military Training School in Kalama, Mubende district where he graduated in 2008. Fabian was then appointed as General Secretary - a position he has been holding up to 2016.

In 2012-2013, he enrolled for Diploma in Procurement and Logistics Management at Makerere Business Training Centre, Moroto Branch. Fabian later enrolled at Bugema University in 2016 and graduated in 2019 with a second-class upper Bachelors Degree of Business administration - Procurement and Logistics Management. In 2019, he enrolled for a Master's degree of Business Administration (Procurement and Logistics Management) and graduated in 2022. He is also a registered graduate Member of the Public Association of Procurement Professionals of Uganda (IPPU).

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LIST OF ABBREVIATIONS AND ACRONYMS

AO	Accounting Officer
CC	Contract Committee
CEES	College of Education and External Studies
CLL	Centre for Lifelong Learning.
COBAMS	College of Business and Management Sciences
CTLS	Centre for Teaching and Learning Support,
CVI	Content Validity Index
IODE	Institute of Open Distance and eLearning,
IPPU	Institute of Procurement Professionals of Uganda
PDU	Procurement and Disposal Unit
PPDA	Public Procurement and Disposal of Assets
SD	Standard Deviation
SPSS	Statistical Package for the Social Sciences
UPDF	Uganda Peoples Defence Force

ABSTRACT

ARUGAI FABIAN, School of Graduate studies, Bugema University, Kampala, Uganda, August 2022. **THIS TITLE: PROCUREMENT PLANNING AND SERVICE DELIVERY AT COLLEGE OF EDUCATION AND EXTERNAL STUDIES, MAKERERE UNIVERSITY,**

Advisor: Philip Oundo Okumu, MBA

This study was conducted to assess the relationship between procurement planning and service delivery at College of Education and External Studies, Makerere University. The study employed Analytical Cross-sectional and Descriptive approach to integrate elements of quantitative approach and Analytical Cross-sectional design. The study was based on the Principal Agency and Institutional Theories. The objectives of the study were; To assess the level of procurement planning and the level of service delivery at College of Education and External Studies so as to put an intervention to the problem of service delivery; To assess the relationship between supplier evaluation criteria (practices) and service delivery at College of Education and External Studies. To assess the relationship between Budget allocation and service delivery at College of Education and External Studies and to assess the relationship between choice of the procurement method and service delivery at CCES. Purposive sampling was used to select key informants and simple random sampling using lottery method was used to select respondents from other departments. The study targeted 120 employees comprising of academic staff and administrative staff of College of Education and External studies. Prior to data collection, a pilot study was conducted to measure validity using Content Validity Index and the instrument was found valid at 0.8 above the recommended 0.7. The study used a statistical package (SPSS) to ascertain reliability and Cronbach's Alpha value of 0.7 was used to measure reliability. Self-Administered questionnaire and key informant interview guide were designed and used to obtain primary data. The response rate was obtained at 100%. The study used SPSS version 22.0 for data analysis and results were presented using tables and graphs and interpreted using mean and standard deviation.

Finding of the study indicated service delivery with grand mean level of 3.60 and Std deviation of 0.88. Findings of the study revealed strong significant relationship between procurement planning practices and service delivery. The study recommended continuers application of procurement practices of supplier evaluation, Budget allocation, and Choice of procurement method practices to maintain high level of service delivery at College of Education and External studies, Makerere University. Further findings of the multiple linear modals were used to determine the contribution of each parameter. Pearson correlation and findings showed procurement planning with high grand mean level of 3.61 and standard deviation of 1.20. The study recommends multiple linear modals as a measure for the contribution of each parameter.

CHAPTER ONE

INTRODUCTION

Background of the Study

Supplier Evaluation Criteria is one of the factors influencing Service delivery in any Organization (Hamad, 2020). According to Jepchumba (2019), over seventy percent (70%) of public sector organizations in Kenya including Public Universities experience supplier evaluation development and management challenges and this negatively affects effective service delivery.

According to Hamed (2019), Supplier selection criteria are processes followed by firms to identify, evaluate, and contract suppliers. The choice of supplier Evaluation Criteria is influenced by factors such as capacity to perform tasks, strategic location, network, state of technology, production experience, staff competence and the labor force skills of suppliers' employees which significantly leads to an improvement in the performance of the organization in terms of reduced lead time, operational costs, procurement costs and improved customer satisfaction (Katheo, 2018).

The system used by Higher Educational Institutions in Ghana for budgeting and allocating fund is based on annual requests for public funds by Higher Education Institutions and the negotiations undertaken on behalf of the institutions by the National Council for Higher Education with Ministry of Finance. However, Treasury (2020) and Budget (2020) designed procedures on how Government budget is allocated on basis of annual budgets, quarterly budgets and supplementary budgets (Newman, 2013) These budgets should be affordable, controllable and efficient. In Ghana's Institutions of Higher Education, it therefore means that funds budgeted and allocated for service delivery depend on the agreement between the National Council

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