FACTORS AFFECTING PROCUREMENT PROCESS IN THE RETAIL INDUSTRY IN KENYA: A CASE STUDY OF JOSTER SUPERMARKET IN EASTLEIGH, NAIROBI.

BY

ABDULLAHI ABDIRAHMAN OMAR

A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT FOR THE REQUIREMENTS FOR THE AWARD OF THE DIPLOMA IN PURCHASING AND SUPPLY MANAGEMENT, UNIVERSITY OF NAIROBI.

JUNE 2014
DECLARATION

Declaration by the Student

This project is my original work and it has not been presented for any academic award in any institution.

Name: Abdullahi Abdirahman Omar
Reg. No.: L126/23086/2013

This project has been submitted for examination with my approval as University of Nairobi supervisor.

Mr. Moses Kimani
Sign: [Signature]
Date: 11/6/14

Lecturer
ABSTRACT

The purpose of the study was to determine factors affecting the procurement process in the retail sector with reference to Joster supermarket in Eastleigh Nairobi. The specific objectives were to examine the effects of information communication technology, procurement ethics, completion, capital and government policy on procurement process. The study findings are of importance to the management of Joster supermarket, other retailers, the government and other researchers.

The study used descriptive research design and data was collected by use of questionnaires. The target population of this study was the 110 staff of Joster Supermarket. The population was divided into three strata namely managers, supervisors and operation staff. Stratified random sampling was used to select a sample size of 55 respondents. This sampling method was preferred as it gave each member of the population an equal change of being selected.

Collected data was analyzed using qualitative and quantitative techniques and the results were presented in frequency tables and figures.