FACTORs AFFECTING QUALITY PURCHASES IN PUBLIC COMPANIES

(A case study of the Kenya Power and Lightning Company)

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THIS IS A RESEARCH PROJECT IN THE PARTIAL FULFILMENT OF THE
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JANUARY 2014
DECLARATION
I declare that this is my original work and has never been presented or submitted in any other institution.

SIGNATURE..................DATE............3rd June 2014

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This work has been submitted for examination with my approval as a University Supervisor.

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ABSTRACT
The major purpose of the study aims at assessing factors affecting quality purchases in Public Company, the specific objective of the study will be funding, training, technology and management. The study is to find out how these challenges affects quality purchases.

The research design to be used is descriptive research design. Random stratified sampling method is employed also to select the required respondent which is about half the population.

Data collected by use of both open and closed questionnaire and interviews; the target population for the study is 70% while sample size is 60% of the population which is 30% of the entire purchasing department and other related departments which include finance, management and Human Resources. The data analyzed is during qualitative and quantitative analysis.

Literature review on the other hand gives facts and opinion on world class quality purchasing, previous and past studies done by other researchers and writers is also highlighted. Finally, Summary is provided at the end of Literature review for the management to find out the causes of the problem and try to come up with possible solutions.

The findings of the study is evident that for the organization to achieve quality purchases the independent variables like technology, Training, management and Finance is taken into account. Failure to observe the above on Organization can’t achieve the quality required.

Key recommendation is training, technology, finance and management should be observed as they have major impact on quality purchases. From the recommendation, those expected to benefit include the employees of the company and management; also customers with benefit from the improved services. Organization uses the findings to improve on the performance.