FACTORs INFLUENCING PERFORMANCE OF MATERIAL MANAGEMENT DEPARTMENT IN ORGANIZATIONS: A CASE STUDY OF SAFARICOM KENYA LIMITED (MLOLONGO CALL CENTER)

BY

MAINa NELLY WANGARI

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DECLARATION

Declaration by student.
This project was my original work and has not been presented to any other examination body. No part of this research should be reproduced without my consent or that of University of Nairobi

Name Nelly Maina   Sign..........................  Date..............................

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Declaration by the supervisor
This research project has been submitted for approval with my consent as the University on Nairobi supervisor.

Name ELIZABETH GITAU   Sign..........................  Date..............................
Lecturer supervising
ABSTRACT

The purpose of the study was to establish the factors influencing performance of material management department in organizations with reference to Safaricom Kenya Limited, Mlolongo call center. The specific objectives of the study were to find out how ethics, staff training, information technology and documentation affect performance of material management department in organizations. The study findings and the recommendations of the study will help implement the management of organization employees and customers.

The researcher used descriptive research design as it is the most applicable as the problem had been defined specifically. Stratified random sampling was employed to select a sample size of 40 respondents from a target population of 80 respondents. Stratified random sampling was used during sampling as its very appropriate since its not biased hence it gave every member of the population an equal chance to participate in the research study. The findings were then analyzed both quantitatively and qualitatively and represented inform of frequency tables and figures. The findings of the study indicated that manual systems were also used which was 83% in most departments in Safaricom Kenya Limited which led to inefficiency and ineffectiveness in of material management and procurement. Corruption was a main factor hindering the process of material management and procurement which was 70% of the respondents. Staff training policies would ensure that management stay on course. Information technology choice had an important implication for growth and productivity that purchasing industry use which show that 50% that the organization was highly advance and 20% fairly advanced.

The recommendations of the study were: Some measures such as creating an approved vendor list should be used to reduce unethical practices. Staff training should be done oftenly which represented 25%, 35% fairly often and 40% rarely, proper measures should be put in place in use of information technology and the organization should implement a computerized filing system. Finally a further study should be carried out on new ways to improvement efficiency in material management function.