FACTORS AFFECTING THE EFFECTIVENESS OF THE PURCHASING IN AN NGO: A CASE STUDY OF ACTION AID KENYA

BY

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THE RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF REQUIREMENT FOR THE AWARD OF DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT TO UNIVERSITY OF NAIROBI

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DECLARATION

This research study is my original work and has not been presented to any other examination body.

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Declaration by the Supervisor:

This research Project has been submitted for defense with my approval as University Supervisor.

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ABSTRACT

The study was aimed at determine the factors affecting customer service relation in the public transport industry. The study focuses on the management and activities of Action Aid Kenya, and will include the staff and related activities in at the NGO.

The researcher adapted a descriptive research design as there are variables which cannot be quantified but can only be described. Through random stratified sampling method the researcher selected 185 respondents out of total population of 617. Data was collected through the administering of questionnaire to the respondents. Quantitative and qualitative techniques of data analysis were used to collect Data and the findings presented through charts, tables and graphs for simple understanding of the findings.

The study found that felt that inventory management, information technology and staff ethics affect effectiveness of procurement in an NGO to a large extent. The study also found out that tendering process and training affect effectiveness of procurement in an NGO to a large extent. The study recommended that the organization should develop a good stock policy with clear maximum and minimum levels in order for the organization to be supplied well by the required amount of stock and to reduce the cases of stock outs. The organization must adapt the modern technology in the ordering process like electronic ordering systems called the EDI (Electronic data Interchange) that allows the exchange of information between the supplier and the buyer should be properly used so that ordering is systematically done whenever the stock levels reach the ordering level. There is need for the organization adapts a good professional ethical policy that advocates for best practices that are acceptable and are free from malpractices that are associated by the procurement process in the organization and carry out a free and fair tendering process. The organization should also train their staff in the best purchasing processes to ensure that all the purchasing needs of the organization are carried on well in the best manner.