

Total Quality Management and Procurement Services- A Case Study of Oyam District Local Government

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Background: This study was about total quality management and procurement services in Oyam District Local Government. The general objective of the study was to investigate the relationship between total quality management on procurement services in Oyam District Local Government. The study sought to establish whether all the three independent variables that include, top management commitment (leadership support), employee involvement, continuous improvement had significances to procurement services.

Methods: The study applied both quantitative and qualitative method and cross-sectional survey design was used on a study population of 100 with a sample size of 80 respondents and probability proportionate to size was used to generate sample frame. The study employed purposive and convenience sampling technique. Quantitative data analysis mainly descriptive statistics (means and percentages) and inferential statistics (spearman correlation, coefficient of determination and regression) was done using SPSS version 20.

Findings: The study findings were that there is significant positive correlation between top management commitment, employee involvement and continuous improvement on procurement services. It also shows that top management commitment, employee involvement and continuous improvement combined, accounts for 28% (Adjusted R square) variation in the level of procurement services. This implies that the higher the adoption Of Total Quality Management, the better is the procurement services.

Recommendations: The study recommended that policy on Procurement Management Information System/ E-Procurement be adopted and that continuous staff development be encouraged in local government to streamline procurement processes.

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