

Procurement Management Practices and Service Delivery in District Local Governments: A Case of Butaleja District

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Background: The purpose of this study was to assess procurement management practices and service delivery in Butaleja DLG. This result examines the nature of the effect of planning in the procurement relative to the quality of output the district has.

Methods: Targeting the sample of 100 respondents, the data collection instruments of the study were questionnaire and interview guide. The research questionnaire was designed using the Likert scale and it tapped data on the study variables. And data analysis involved the use of such tools as frequencies, correlations and regressions to address the research study objectives.

Findings: Results indicated that the research instruments results indicated that there are positive relationships between the procurement planning elements and service delivery. The correlations show that the procurement planning is positively related to service delivery of the institution. This was a clear indication that if the procurement planning process is managed efficiently and professionally, then this causes an inevitable improvement in the service delivery of the institution.

Recommendations: The research study thereafter suggests a number of workable recommendations for instance the use of training programs to improve the use of controls in managing the resources of the municipality and the overall productivity of the employees to cooperation with other key bodies such as other local governments. Procurement solicitation affects service delivery in Butaleja DLG. A correlation coefficient of 0.442 at 0.01 level of significance was obtained for the relationship. The degree of confidentiality in the evaluation process, level of transparency in the award process coupled with non-discrimination against the bidders affected service delivery. Findings revealed that there was no transparency in the solicitation process and that there was preferential treatment for some of the bidders.

Keywords: *Procurement management practices, service delivery, procurement planning, and solicitation.*

