

ABSTRACT

This study aimed to assess factors affecting procurement process in public sector: a case of Arusha city council. The specific objectives were to examine procurement practices that influence procurement process at the ACC, to assess the impact of effective supplier selection procedure towards effective procurement process at ACC and to determine challenges hindering effective procurement process at the ACC. This study employed the explanatory research design and used the survey strategy. Also, the study used the concurrent mixed method triangulation which engages a single study that deployed quantitative and qualitative data that are collected at the same time. The target population was made up of staff from 13 different departments. A sample of 41 study respondents was determined to be appropriate for this study. Primary data was collected from respondents through self-completed semi-structured questionnaires. Interview guide was used to collect qualitative data. Cross tabulation with Chi Square Test, and Fisher Exact Test were used to analyse quantitative data and content analysis was engaged for the qualitative data. The study found that procurement planning, Adoption of E-Procurement system, supplier relationship management, effective communication and procurement cost estimation are very important elements of the procurement practices that contribute to the effectiveness of the procurement process at ACC. The study recommends that ACC and other public organizations should make sure they hold on to best practices on procurement process with due consideration to national standards along with international standards on public procurements and formulate standardized check lists for the best practices in procurements. Top management at ACC and other public organization should fulfil their responsibilities effectively by providing prompt decisions relating to public procurements in their respective areas of authorities. Approved funds for procurement needs should be provided adequately and timely to ensure procurement process is carried out effectively.

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