

ABSTRACT

Procurement plan is one of the primary functions of procurement which contribute to the success of government operations and improved service delivery. It is a function that sets in motion the entire acquisition/procurement process of government. Despite its importance, very limited scientific research has been done to examine the extent to which efforts in procurement planning can contribute to effective service delivery in Tanzania. This research studied the implementation of procurement planning on service delivery in Arusha city council, a case study Arusha city council. The findings of the study revealed that there is a strong positive relationship between procurement planning and service delivery. Most of the respondents strongly agreed with it. Data was collected using self administered questionnaires. The study used stratified and purposive sampling techniques to draw representative samples and 50 respondents were involved in the study. The study found out the following: procurement entity they defining procurement requirements, dividing requirements allocated to a single procurement process into separate lots, integration of the diverse decision and activities, ensuring availability of sufficient funds to run the plans, developing of proposals and evaluation of potential service providers. Some factors were found to be affecting service delivery and these included the following corruption, lack of finances, the challenge of getting the right service provider, limited skilled personnel, also poor communication. The study also recommends the following; Corruption should be reduced by enforcing of strict rules and giving penalties, training the recruited workers, the procurement team should carryout research so as to find out a reliable service.

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