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Procurement Process and Quality of Goods Supplied in Public Institutions of Uganda: A Case Study of National Social Security Fund.

The study established the effect of procurement process on quality of goods supplied in National Social Security Fund (NSSF). The study was guided by the following objectives; to examine the effect of solicitation of bids on quality of goods supplied; to establish the effect of bid evaluation on quality of goods supplied; and to assess the effect of delivery of goods on quality of goods supplied in NSSF. The study used a case study design adopting both qualitative and quantitative approaches. A sample size of 72 respondents comprising of top executives, PDU staff and officers selected using simple random and purposive sampling techniques. Data was collected using pre-tested structured questionnaires and in-depth interviews. The data was analysed using microsoft excel and the Statistical Package for the Social Sciences (SPSS) version 20. The major findings from 61 respondents of the study revealed that there was a significant relationship between bid solicitation and quality of goods supplied and that bid solicitation was a predictor of quality of goods supplied. Likewise, a significant relationship was observed between bid evaluation and quality of goods supplied where bid evaluation was seen to be a predictor of quality of goods supplied. Further still, the relationship between delivery of goods and quality of goods supplied showed a significant relationship. In conclusion, bid solicitation, bid evaluation and delivery of goods as dimensions of procurement process, determine quality of goods supplied at NSSF. The study recommends, therefore, that the management of the fund should endeavour to ensure that there is effective bid solicitation, bid evaluation and delivery of goods to continuously promote the supply of quality goods. The stakeholders in the public sector should develop strategies in line with the study variable relationships to enhance the supply of quality goods, works and services in public institutions.

Key Words: Procurement Process, Goods Supplied, Public Institutions, National Social Security Fund