
ANALYZING THE ROLE OF ELECTRONIC PROCUREMENT ON ORGANISATIONAL SERVICE DELIVERY. A CASE STUDY OF CENTURY BOTTLING COMPANY**1 Unzimai Leonard Emilio, 2 Otim John William, 3 Ntirandekura Moses****1, 2, 3 Metropolitan International University****ABSTRACT**

The purpose of the study was to analyze the role of e-procurement on organisational service delivery of Century Bottling Company. The study was guided by the following objectives; to examine the role of e-sourcing on organisational service delivery of Century Bottling Company, to identify the role of e-informing on organisational service delivery of Century Bottling Company and to examine the role of e-tendering on organisational service delivery of Century Bottling Company. The study was carried out at Century Bottling Company (CBC) at Kampala Industrial and Business Park in Namanve, Wakiso District. It was found out that e-sourcing has far reaching impacts on the organisational service delivery of an organisation like Century bottling company limited. It is so useful in the selecting the best materials for service delivery, helps in headcount of purchasing transactions for effective service delivery, improves compliance with existing contracts and also has helps in budgetary controls for effective service delivery. It was found out that e-informing has far reaching impacts on the organisational service delivery of an organisation like Century bottling company limited. It can be seen that e-informing has reduced transport costs in the purchasing function something that can impact on improved service delivery, that e- informing has helped in selecting the best materials for service delivery, that e- informing has enhanced headcount supporting purchasing transactions for effective service delivery and that e- informing has led to improved compliance with existing contracts hence effective service delivery. It was found out that e-tendering has far reaching impacts on the organisational service delivery of an organisation like Century bottling company limited. It can be seen that e-tendering reduces stress on the procurement function for effective execution of works, that e- tendering makes it sure that the goods required are delivered on time for effective service delivery, that e-tendering reduces the transmission of viruses like *Covid 19* for effective and continued delivery of goods and services and that e-tendering reduces costs in the tendering process hence effective service delivery. Century Bottling Company should update its ICT essentials in order to effectively utilize the power of electronic procurement.

Key words: **electronic procurement, organisations and service delivery**

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Within the latest years the internet has had progressive consequences on purchasing practices, in both direct and oblique purchases. The impact of e-procurement on organisational carrier delivery has emerge as a complicated difficulty among scholars (Pdu et al., 2023). The e-procurement value chain includes indent control, e-Informing, e-Tendering, e-Auctioning, seller control, catalogue management, buy Order Integration, Order reput, ship observe, e-invoicing, e-price, and contract control (Alex & Kazaara, 2023). Indent management is the workflow worried in the education of tenders. This part of the fee chain is non-obligatory, with man or woman buying departments defining their indenting procedure (Alex et al., 2023). In works procurement, administrative approval and technical sanction are acquired in electronic format. In goods procurement, indent generation pastime is completed on-line. The quit end result of the degree is taken as inputs for issuing the NIT (Ntirandekura et al., 2022).

Provider delivery as a planned obligatory choice by way of the elected or appointed officials to serve or supply goods and offerings to the recipients. Provider transport framework is a set of ideas, standards, policies and constraints used to manual the layout, improvement, deployment, operation and retirement of services delivered by using a service company a good way to offering a steady provider enjoy to a particular person network in a particular enterprise context. provider delivery framework is the context wherein a service issuer's talents are organized into offerings (Christopher, Muhindo, et al., 2022).

Problem Statement

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E-procurement is the commercial enterprise-to-business or business-to-patron or enterprise-to-government purchase and sale of supplies, work, and offerings thru the net as well as other information and networking systems, consisting of electronic statistics interchange and enterprise useful resource making plans (Ronald et al., 2023). It has big superb affects at the purchasing characteristic of agencies due to its power to connect providers and consumers, shoppers and dealers, companies in any respect degrees each small and huge have followed e-procurement systems for you to enhance buying roles as a method to acquire organizational dreams (Paul & Kazaara, 2023). It has terrible results because of the fact that it's miles steeply-priced and it is attributed to gadget breakdown which affects the organisational carrier transport (Christopher, Komunda, et al., 2022). according to the 2018 monetary year report for Century Bottling enterprise, years 2016 and 2017 have been characterized by way of low sales quantity, deliver rigidities, insufficient low materials and fraud tendencies which hampered the general performance of the enterprise hence terrible carrier delivery to its customers (Micheal et al., 2023). in keeping with (Mark et al., 2023)'s review, Century Bottling corporation become attempted to undertake e-procurement structures in 2010 in its purchasing feature as a approach to attain profits, repeated sales, equitable uncooked materials to enhance the overall performance (Winny et al., 2023). Ever due to the fact that, no examine were performed to assess the effectiveness of e-procurement in improving overall

performance and service delivery yet one of these have a look at can be beneficial in designing destiny corporation enterprise possibilities (Gracious, 2023).

The researcher is therefore attempted to research the

function of e-procurement on organisational provider transport of Century Bottling organization (Faridah et al., 2023).

Objectives of the study

1. To examine the role of e-sourcing on organisational service delivery of Century Bottling Company.
2. To identify the role of e-informing on organisational service delivery of Century Bottling Company.
3. To examine the role of e-tendering on organisational service delivery of Century Bottling Company.

Research Questions

1. What is the role of e-sourcing on organisational service delivery of Century Bottling Company?
2. What is the role of e-informing on organisational service delivery of Century Bottling Company?
3. What is the role of e-tendering on organisational service delivery of Century Bottling Company?

Methodology

Research design

The researcher employed a cross-sectional study design incorporating both quantitative and qualitative methods of data collection. The data was systematically collected and presented to give explanatory analysis to particular phenomena with emphasis to cover the extent of the problem. Qualitative research design was used to study things in their natural settings, attempting to make sense of or to interpret, phenomena in terms of the meanings people bring to them. However, quantitative research is a formal, objective, systematic process in which numerical data which was used to obtain information about the world. It was chosen because the study involved a cross section of people.

Population of the study

According to Hartl, (2007), population is the collection of individuals or objects known to have similar characteristics. All individuals or objects within a certain population usually have a common, binding characteristic or trait. The study population included the management and employees of Century Bottling Company limited. The total population of (45) respondents were used. It is from this population that a sample was picked.

Sample Size Determination

A sample of 40 respondents were drawn from the population of 40 as guided by the Krejcie and Morgan (1970) sample table which was attached under appendices. These included 4 administrators, 12 procurement personnel, 12 store managers and 12 finance managers. The sampling distribution is indicated in table 1 below.

Table 1: Summary of targeted population and Sample Size

Category of respondents	Population of the study	Sample size
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Administrators	4	4
Procurement personnel	13	12
Store managers	13	12
Finance managers	15	12
Total	45	40

Source: Krejcie and Morgan (1970)

Sampling Technique

Purposive sampling was used to enable researcher select the respondents easily by looking at their characteristics based on the requirements of the study. For example, employees in the administrative department were used in order to get in-depth information concerning with dealings of the company with the suppliers using electronic means, employees were selected to share their experiences concerning the service delivery.

Data Collection instruments

Questionnaire

Primary data was obtained using self-administered structured questionnaire using both open ended and closed ended questions. A self-administered questionnaire was used to address staff. In total, 40 questionnaires were distributed. These were designed to gather information from the respondents of the study. Both open and closed ended questionnaires were used to let the respondents give their own opinion about the research problem.

Data analysis

In order to come up with significant findings, data processing and analysis was handled effectively. After data collection, data was processed and then edited and coded to ensure that authentic results are got from the data. Obvious errors and omissions were then removed to ensure accuracy, uniformity and completeness so as to facilitate coding for easy entry into MS, Excel (2010) to extract graphs and tables for analysis. After data processing, data was analyzed and then entered into SPSS (Nelson et al., 2022). Frequencies and percentages tables were used to portray statistics that were used to analyze and interpret the findings of the study. Frequency tables, graphs and charts aided in presenting the data using statistical packages like SPSS.

RESULTS

Table 2: Role of e-sourcing on organisational service delivery of Century Bottling Company

Response	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	f/40	%	f/40	%	f/40	%	f/40	%	f/40	%
e-sourcing has helped in selecting the best materials for service	32	80	3	7.5	-	-	-	-	5	12.5

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delivery										
e-sourcing has enhanced headcount supporting purchasing transactions for effective service delivery	32	80	4	10	-	-	-	-	4	10
e- sourcing has led to improved compliance with existing contracts hence effective service delivery	27	67.5	7	17.5	-	-	-	-	6	15
e-sourcing has enhanced budgetary controls for effective service delivery	27	67.5	9	22.5	-	-	-	-	4	10
E-sourcing has reduced transport costs in the purchasing function hence improved service delivery	27	67.5	9	22.5	-	-	-	-	4	10

Source: Primary data

From table 2 above, the largest proportion of respondents 80% Strongly Agreed that e-sourcing has helped in selecting the best materials for service delivery. 7.5% Agreed where as 12.5% Strongly Disagreed (Ntirandekura & Samwuel, 2022). The table also shows that 80% strongly agreed and 10% agreed that e-sourcing has enhanced headcount supporting purchasing transactions for effective service delivery. Only 10% Strongly Disagreed. The table also showed that 67.5% strongly agreed that e- sourcing has led to improved compliance with existing contracts hence effective service delivery. 17.5% Agreed to this same issue where as 15% Strongly Disagreed (Moses et al., 2022). The table further showed that 67.5% strongly agreed and 22.5% agreed that e-sourcing has reduced transport costs in the purchasing function hence improved service delivery and that e-sourcing has reduced transport costs in the purchasing function hence improved service delivery (Christopher, Moses, et al., 2022).

The observation here is that e-sourcing has far reaching impacts on the organisational service delivery of an organisation like Century bottling company limited. It is so useful in the selecting the best materials for service delivery, helps in headcount of purchasing transactions for effective service delivery, improves compliance with existing contracts and also has helps in budgetary controls for effective service delivery.

Table 3: Showing the role of e-informing on organisational service delivery of Century Bottling Company

Reponses	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	f/40	%	f/40	%	f/40	%	f/40	%	f/40	%
e-informing has reduced transport	39	97.5	1	2.5	0	0	0	0	0	0

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costs in the purchasing function hence improved service delivery										
e-informing has helped in selecting the best materials for service delivery	37	92.5	2	5	1	2.5	0	0	0	0
e-informing has enhanced headcount supporting purchasing transactions for effective service delivery	35	87.5	3	7.5	2	5	0	0	0	0
e-informing has led to improved compliance with existing contracts hence effective service delivery	30	75	5	12.5	2	5	3	7.5	0	0
e-informing has enhanced budgetary controls for effective service delivery	8	20	12	30	6	15	10	25	4	10

Source: Primary data

From table 3 above, the largest proportion of respondents 97.5% strongly agreed and 2.5% agreed that e-informing has reduced transport costs in the purchasing function hence improved service delivery. The table goes on and shows that 92.5% strongly agreed and 5% agreed that e-informing has helped in selecting the best materials for service delivery. Only 2.5% were not sure regarding this issue (Faith et al., 2023). Furthermore, the table goes on and shows that 87.5% strongly agreed and 7.5% agreed that e-informing has enhanced headcount supporting purchasing transactions for effective service delivery. On this issue, only 5% were not sure. Similarly, the table goes and shows that 75% strongly agreed and 12.5% agreed that e-informing has led to improved compliance with existing contracts hence effective service delivery (Derrick et al., 2023). Regarding this issue, it is clear that 7.5% disagreed, and 5% were not sure. Interestingly, the table also shows that 25% disagreed and 10% agreed that e-informing has enhanced budgetary controls for effective service delivery. However, only 10% were not sure (Tasha et al., 2023).

Table 4: Showing the role of e-tendering on organisational service delivery of Century Bottling Company

Reponses	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	f/40	%	f/40	%	f/40	%	f/40	%	f/40	%
e-tendering reduces stress on the	40	100	0	0	0	0	0	0	0	0

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procurement function for effective execution of works										
e- tendering makes it sure that the goods required are delivered on time for effective service delivery	39	97.5	1	2.5	0	0	0	0	0	0
e-tendering reduces the transmission of viruses like Covid 19 for effective and continued delivery of goods and services	37	92.5	3	7.5	0	0	0	0	0	0
e-tendering reduces costs in the tendering process hence effective service delivery	34	85	4	10	2	5	0	0	0	0
e-tendering helps in the purchase of effective goods and services	29	72.5	7	17.5	4	10	0	0	0	0

Source: Primary data

From table 4 above, all respondents strongly agreed that e-tendering reduces stress on the procurement function for effective execution of works. The table goes on and shows 97.5% of the respondents who strongly agreed and 2.5% agreed that e- tendering makes it sure that the goods required are delivered on time for effective service delivery (Oromo et al., 2023). The table goes on and shows that 92.5% strongly agreed and 7.5% who agreed that e-tendering reduces the transmission of viruses like Covid 19 for effective and continued delivery of goods and services (Faridah et al., 2023). Furthermore, the table goes on and shows that 85% strongly agreed and 10% agreed that e-tendering reduces costs in the tendering process hence effective service delivery. On this issue, only 5% were not sure. Similarly, the table goes on and shows that 72.5% strongly agreed and 17.5% agreed that e-tendering helps in the purchase of effective goods and services (Kazaara et al., 2023). On this issue, 10% were not sure.

Conclusions

The study also concluded that e-informing has reduced transport costs in the purchasing function something that can impact on improved service delivery, that e- informing has helped in selecting the best materials for service delivery, that e- informing has enhanced headcount supporting purchasing transactions for effective service delivery and that e- informing has led to improved compliance with existing contracts hence effective service delivery (Allan et al., 2023).

The study also concluded that e-tendering reduces stress on the procurement function for effective execution of works, that e- tendering makes it sure that the goods required are delivered on time for effective service delivery, that

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e-tendering reduces the transmission of viruses like Covid 19 for effective and continued delivery of goods and services and that e-tendering reduces costs in the tendering process hence effective service delivery (Annet et al., 2023).

Recommendations

Century Bottling Company should update its ICT essentials in order to effectively utilize the power of electronic procurement. This can be effective in utilizing e-procurement in service delivery. Century Bottling Company should train its employees mostly those in the procurement department in order to offer them with the required skills and knowledge on e-procurement essentials. This can be effective in utilizing e-procurement in the service delivery (Turyatamba et al., 2022).

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