

THE RELATIONSHIP BETWEEN REQUEST FOR BIDS AND SERVICE DELIVERY IN KABALE DISTRICT LOCAL GOVERNMENT: A DESCRIPTIVE, CORRELATIONAL AND CROSS-SECTIONAL SURVEY.

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Abstract

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Background

This study aims to determine the relationship between requests for bids and service delivery in Kabale District Local Government.

Methodology

This study employed descriptive, correlational, and cross-sectional survey design. The study further adopted a mixed approach whereby both qualitative and quantitative techniques were used to analyze the data to reach a logical conclusion about the findings. A target population of 85 respondents was used from which 70 respondents were selected. Data was collected using questionnaires and interviews and analyzed using SPSS.

Results

Findings showed that the Kabale District local government advertises through newspapers to call for bids from eligible contractors, call for bid adverts containing description information of the proposed works, and bids also provide information on timelines for providing needed services.

On the statement “A call for bid advert contains a description of the proposed works hence gives light to contractors on the standards of services to be offered”, findings revealed a 4.2 average response with a standard deviation of 0.4. Also, the findings showed that 90.8% (59) of the respondents agree that call-for-bid adverts contain a description of the proposed works hence giving light to contractors on the standards of services to be offered.

Conclusion

There was an insignificant relationship between requests for bids and service delivery in Kabale district local government and thus requests for bids do not necessarily guarantee quality service delivery. The correlation between requests for bids and service delivery in the Kabale district was 0.317 with a sig value of 0.071. This indicated an insignificant positive relationship between requests for bids and service delivery in the Kabale district. Therefore, requesting bids from contractors does not guarantee quality service delivery in the Kabale district.

Recommendation

The Kabale district local government should ensure there is vigorous and timely monitoring to ensure the timely delivery of quality services to citizens.

Keywords: Bids, Service Delivery, Relationship, Kabale District Local Government

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Background of the study

Request for proposals (RFP) and service delivery are important topics within the field of local government. Over the years there has been a great deal of research conducted to understand the role they play in local government, and this literature review will focus on several key areas related to this topic.

The first area that will be discussed is the importance of RFPs in local government. An RFP is a document created by the local government to solicit qualified bids and proposals from potential vendors or contractors (Bernal et al., 2019). Research has shown that RFPs are an important

tool for local governments to ensure that they are obtaining fair and competitive pricing for goods and services that they receive. In particular, they provide a transparent framework for vendors to make their case and be held accountable to the expectations outlined in the RFP. Further, research has shown that RFPs can provide the benefits of efficiency, cost savings, and improved time management (B. Basheka, 2017).

The second area of focus for this literature review is service delivery in local government. Service delivery in local government is typically characterized as the implementation of policy, provision of services, and creation of solutions for

the public. Much research has been conducted to understand the effectiveness of service delivery in local government and to evaluate the impact of policies, services, and solutions on the public (Saka, 2020).

A study conducted by (Wasnik, 2021), published in the book *Public Administration Review*, evaluated the effectiveness of service delivery across Indiana's county governments. He concluded that, on average, counties with larger populations had better service delivery than smaller counties. Additionally, the study concluded that counties with higher property tax rates had better service delivery and more efficient use of public funds than counties with lower property tax rates.

Another study, conducted by (Alonso & Andrews, 2021) and published in the *Journal of Public Administration Research and Theory*, compared the effectiveness of service delivery in city and county governments. The study concluded that due to higher public engagement, city governments were more effective than county governments in terms of service delivery. The authors attributed this to the increased public oversight within city governments and increased community-level engagement.

Research conducted by (Abutabenjeh & Rendon, 2023) and published in the journal *Public Administration Review* looked at the efficacy of requests for proposals (RFPs) in local government service delivery. The study found that RFPs can result in greater price competition, create more efficiency, and provide greater levels of accountability to local governments than traditional service delivery approaches. Additionally, the authors argued that RFPs are effective for streamlining local government services to achieve greater cost-effectiveness.

Research published in the *Journal of Public Administration Research and Theory* by Benjamin Miller and Ashley Biotte explored the impact of RFPs on service delivery in local government by looking at the specific roles of contractors, elected officials, and local citizens. The authors argued that the RFP process is a way for local governments to coordinate and direct the resources of contractors, elected officials, and local citizens to meet their service delivery goals. They concluded that RFPs are an effective tool for improving local government service delivery because they enable accountability and planning (Kakwezi & Nyeko, 2019).

The research of Stewart Wise, published in the *American Review of Public Administration*, examined the use of RFPs to improve service delivery in local government. Wise argues that RFPs are an effective tool for local governments

to use to increase transparency and ensure proper delivery of services. The data gathered from his study showed that, when used properly, local governments can increase efficiencies and cost savings (Sekamatte et al., 2019).

Ellen Hill, published in the *Public Administration Quarterly*, studied the influence of various elements on RFP service delivery in local governments. Her research indicated that the elements of procurement, customer focus, well-defined goals and objectives, and the development of a positive working relationship between local government and contractors are all influential in successful RFP service delivery. Additionally, her research showed that the earlier these elements are established, the more favorable and effective the overall RFP service delivery becomes.

This study aims to determine the relationship between requests for bids and service delivery in Kabale District Local Government.

Methodology

Research Design

This study employed a descriptive, correlational, and cross-sectional survey design. The study was based on a mixed approach whereby both qualitative and quantitative techniques were used to analyze the data to reach a logical conclusion about the findings. The quantitative technique provided a detailed numerical analysis of the research problem and investigated the relationship between the research variables, while the qualitative approach collected information on the attitudes and behaviors of the study elements.

Study Population

The study population included staff at the Kabale district local government, service providers in the Kabale district, and members of the public (opinion leaders). A target population of 85 respondents was used as the study population and comprised of; 34 administrators, 12 members of procurement committee, 05 parish chiefs, 14 service providers, and 11 opinion leaders.

Determination of Sample Size

A representative sample size of respondents from selected respondents was determined by using the table provided by Krejcie & Morgan R, (1970). A sample size of 70 was selected from a population of 85 as shown in Table 1;

Table 1: Table for determining sample size techniques to be used for the study

Samples Category	Population Target	Sample Size	Selection Technique
Administrators	34	32	Simple random sampling
Members of the procurement committee	15	12	Purposive sampling
Parish chiefs	09	05	Purposive sampling
Service providers (Successful candidates before)	14	10	Simple random sampling
Opinion leaders	13	11	Census
Total	85	70	

Source: Kabale District Chief Administrative Office (2022)

Sampling Techniques Procedure

The study used a purposive sampling technique for members of the procurement committee and Parish chiefs. Simple random sampling was used to select administrators and service providers. The researcher used purposive sampling because it ensured that only the useful respondents were selected and it also saved time. Simple random sampling was used to eliminate bias in selecting service providers and administrators.

Data Sources

Data was selected from both primary and secondary sources:

Primary Sources

According to Victor (2017), primary data is original and unique data, which is directly collected by the researcher from sources like observations, questionnaires, case studies, and interviews. Primary data was obtained by use of questionnaires and interview guides to look for information about the study directly from the field by the researcher.

Secondary sources

Cook and Campbell; (1979) define secondary sources as the use of second-hand information that is obtained from available records. Secondary data was obtained from journals, reports brochures, newsletters, libraries, internet research, newspapers, and written literature by earlier scholars on the effects of procurement contract processes on service delivery.

Data Collection Instruments

Three research instruments were used in conducting the study. The instruments were questionnaires, interview guides, and documentary reviews. The questionnaire was the main instrument and the interview guide was used to gain an in-depth understanding of the subject and the interface with the respondents. Documentary review intended to obtain a framework for interpretation of the findings to arrive at realistic conclusions and recommendations.

Questionnaires

Questionnaires were sent to respondents to obtain primary data. This made it more convenient and easier to collect data from respondents with busy schedules like administrators, Parish chiefs, Members of the procurement committee, and Service providers as they answered the questions at leisure while consulting documents, the instrument also ensured a high response rate and elicit the required information on a wide range of issues on the effects of procurement contract processes on service delivery. Closed-ended questions using Likert scales were used to enhance the simplicity of straightforward questions. Open-ended questions on the other hand were intended to permit a greater depth of response on specialized issues of the interview.

Interview Guides

An interview method was used to secure the depth of information from the interviewees by the researcher. A probe with additional questions and gathering supplemental information enabled the researcher to cross-check the accuracy of the data collected as recommended by Sekaran (2004). The interviews were conducted for about 5 minutes on average among the Opinion leaders. They were mainly conducted using face-to-face techniques but when respondents were busy; the researcher used telephone calls to obtain clarity on certain issues.

Documentary checklist

The study was conducted on a wide documentary review to help the researcher avoid unnecessary and unintentional duplication of studies and provide a framework within which the research findings were interpreted as stated by (Mugenda and Mugenda, 2003). Data was gathered using this method and was secondary from a critical examination of public and private recorded information related to the issue under investigation. The documentary evidence method was used to get dependable data as it was permanent and reliable information. The researcher reviewed reports, minutes of meetings held with beneficiaries, procurement work plans, and newspaper articles from the library together with other relevant written material on the study.

Data Quality Control

These will be the steps and measures taken to ensure that the instruments used will be good and clear enough to give the right findings of the study. To control the quality of the data, the researcher will carry out validity and reliability tests of the instrument as reflected below:

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Validity

According to Amin (2005), the validity of an instrument is when it measures what it is supposed to measure; that the data is collected honestly and accurately represents the respondents' opinions. The internal validity of the instrument will be measured based on the Alpha Cronbach test and a score above 0.70 will be accepted. The validity of the questionnaire will be determined by pre-testing the questions on a group of ten staff who will have expertise in the field of research but out of the intended sample. They will be required to fill out the questionnaires and comment on the clarity of the questions.

Structured interviews will be used to overcome biases and the researcher pledged confidentiality of the information given by respondents. Content Validity will be calculated using the formula below:

Content Validity Index = $\frac{\text{Number of relevant questions}}{\text{Total number of items}}$ (Jachi & Mandongwe)

Reliability

Reliability is the measure of the degree to which a research instrument yields consistent results if administered on different occasions. According to Amin (2005), reliability is dependability, trustworthiness, or the degree to which an instrument yields consistent results after repeated trials. The researcher will administer the questionnaire to only target groups and will be used for selective data which will only be relevant to the research objectives to minimize the errors and increase its reliability. A pretest will be done whereby the research instrument to be used will be tested with ten respondents to find out its accuracy and relevance to the research topic.

Using Cronbach's Alpha (1951), as a measure of the reliability of the variables the following model

will be utilized; $\alpha = \frac{K-1}{K} \left[1 - \frac{\sum \sigma^2 k}{\sigma^2} \right]$

Where;

α = Reliability, Alpha Coefficient (Cronbach)

K = Number of items in the instrument

$\sum \sigma^2 k$ = Variance of individual items

σ^2 = Variance of the total instrument

Data Collection Procedures

After obtaining an introductory letter, the researcher will seek permission from the relevant respondents of the Kabale district local government to start the data collection by physically delivering questionnaires. Follow-ups with

respondents will be made after the agreed period to find out if the researcher can collect the questionnaires. Interviews will be conducted to verify the data provided in the questionnaires. For procedures of obtaining secondary data, inquiries will be made about access and availability of the information. A critical analysis of documents will be made to squeeze out the required data.

Measurements of Variables

The study will use both nominal and ordinal scales to measure the variables. The nominal scale of measurement will mainly be used to measure demographic data which will comprise items with the same set of characteristics such as gender, age, education levels, and period of working at Kabale district local government. The rest of the items in the questionnaire will be measured using the ordinal scale in which the five-point Likert scale ranging from 5-strongly agree, 4-agree, 3-no sure, 2- disagree, and 1-strongly disagree will be used to measure both the independent and dependent variables against each other. The independent variables of the procurement contract process will include requests for bids/proposals, selection of candidates, contract signing, and contract monitoring while the dependent variable will be efficiency, quality, and timeliness.

Data Analysis

Data collected will be edited, coded, and later analyzed using the Statistical Package for Social Scientists (SPSS) version 17 computer program. Quantitative data will be analyzed using tables, correlation analysis to show the relationships, and regression analysis to show the influence of performance audits and governance. Pearson's correlation coefficients (r) and significance (p) will be used to identify the significance levels to test the hypotheses at the 99 and 95 confidence levels in the correlation analysis. This will involve running a bivariate correlation analysis using Pearson's correlation analysis allowing it to find any significant relationship at 2-tailed. The adjusted R², t-value beta, and significance values will be used to measure the influence of the independent variables on the dependent variable in the regression analysis.

Ethical considerations

To ensure the confidentiality of the information provided by the respondents and to ascertain the practice of ethics in this study, the following activities will be implemented by the researcher:

- (i) The researcher will seek an introductory letter from the School of Graduate Studies and Research of Team University that will introduce her to the concerned authorities for permission to collect data for this study.
- (ii) He will also solicit permission through a written request to the concerned officials

- (iii) of the selected Departments included in the study.
- (iii) The researcher will then request the respondents to sign the *Consent Form*.
- (iv) Acknowledge the authors quoted in this study through citations and referencing.
- (v) Confidentiality: The researcher ensured confidentiality and anonymity of the information collected and the information given was used for academic purposes.

the total number of research questionnaires issued to the respondents.

$$\text{Response rate} = \frac{\text{Received questionnaires}}{\text{Total number of issued questionnaires}} * 100$$

$$\text{Response rate} = \frac{65}{70} * 100$$

$$\text{Response rate} = 92.8\%$$

Results
Response Rate

To determine the response rate, the researcher adopted a formula where she divided the received questionnaires by

According to the findings, 5 respondents did not return the questionnaires hence reducing the response rate by 7.2% hence the response rate for this study was 92.8%. However, the response rate was too small to change the study results hence the research continued with the study.

Demographic characteristics of respondents.

The gender of the respondents

Table 2: Gender of the Respondents

Gender	Frequency	Percent (%)
Males	45	69.2
Females	20	30.8
Total	65	100

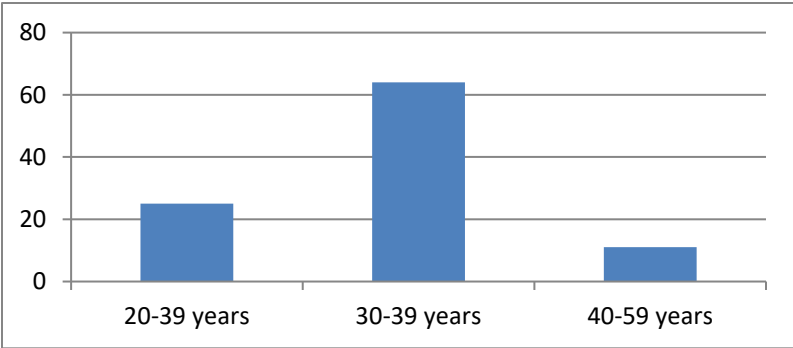
Source: Primary (2023).

According to Table 2. 45 (69.2%) of the respondents were males and 20 (30.8%) of the respondents were females. Therefore, the majority of the respondents were males and thus there is gender inequality in procurement systems in Kabale District Local Government.

Age of the respondents

The respondents selected for this study were 20 years and above. This is because the Kabale district employment policy doesn't allow minors to work or be awarded contracts. Further, no person above 59 years was selected for this study since they are considered retirees

Figure 1: showing the age of the respondents



Source: Primary (2023).

Figure 1 shows that the majority of the respondents were aged 30 to 39 years, followed by those aged 20-39 years and 40-59 years. This shows that the majority of the stakeholders in the procurement are energetic and productive in ensuring

quality of service delivery in Kabale District Local Government.

The level of education of the respondents**Figure 3: Level of education**

Level of education	Frequency	Percent (%)
Secondary	9	13.8
Tertiary	13	20
University	43	66.2
Total	65	100

According to figure .3, 43 of the respondents had University Education, 13 of the respondents had tertiary education and 9 respondents had secondary education. Therefore majority (66.2%) of the respondents had University education and the least educated respondents (13.8%) had secondary education. Further, the findings indicate that the staff at Kabale District has the Qualification to perform procurement services diligently.

Procurement contract award process

For this section, the researcher used findings from interviews that were conducted with opinion leaders, members of the District Procurement committee, and a few senior technical procurement staff of the district. The procurement process was as follows;

- i) Identifying the Need: The local government identifies a need for goods, services, or construction. This could be anything from office supplies to infrastructure development projects.
- ii) Determine Procurement Method: The local government determines the appropriate procurement method for the specific project. This could include methods such as open competitive bidding, requests for proposals (RFPs), or requests for quotations (RFQs).
- iii) Advertising or Solicitation: The local government advertises the project and solicits proposals from potential vendors. This could involve publishing advertisements in local newspapers, posting on government procurement websites, or sending invitations to known vendors.
- iv) Vendor Submissions: Interested vendors submit their bids, proposals, or quotations in response to the advertising or solicitation. They provide the required documents and information as specified in the procurement documents.
- v) Evaluation of Submissions: The local government evaluates the submissions

received from vendors based on predetermined evaluation criteria. This could include factors like price, quality, experience, past performance, and compliance with specified requirements.

- vi) Selection of Preferred Vendor: Based on the evaluation results, the local government selects a preferred vendor or a shortlist of vendors who meet the criteria and requirements of the project.
- vii) Negotiation (if applicable): In some cases, the local government may enter into negotiations with the preferred vendor to finalize the contract terms, such as pricing, delivery schedules, and requirements.
- viii) Contract Award: After negotiations (if applicable) are completed, the local government awards the contract to the selected vendor. This is typically done through a formal contract award letter or notification.
- ix) Contract Execution: Once the contract is awarded, both the local government and the vendor execute the contract by signing the necessary documents. This formalizes the agreement and establishes the legal relationship between the two parties.
- x) Contract Management: The local government manages the awarded contract throughout its duration. This includes monitoring vendor performance, ensuring compliance with contract terms and conditions, resolving any disputes or issues that may arise, and administering payments.

Quality of services

The researcher asked respondents to rate the quality of services in Kabale District. Their opinions were ranked as (1-39) % =poor, (40-59) % = Fair (60-75) = good, and (76-100) = Excellent. The findings are shown in Table 4.

Table 4: Quality of service delivery

Mean	36%	
Range	10-70 %	
Quality of services (%)	Frequency	Percentage
1-39	39	60
40-59	23	35.4
60-75	3	4.6
76-100	0	0
Total	65	100

According to Table 4, 60% (39) of the respondents rated the quality of services to be poor, 35.4% of the respondents rated it to be fair and 4.6% of the respondents rated it to be good. Further, the findings indicated an average of 36% in service delivery. Therefore, the quality of service delivery in Kabale District was relatively poor and needs to be addressed.

Request for bids and service delivery in Kabale District Local government

The descriptive findings on request for bids and service delivery in Kabale District Local government

The researcher used a Likert scale where the answers were on a scale of 1 to 5. Where 5= Strongly Agree, 4= Agree, 3 = Neutral, 2 = Disagree and 1 = Strongly Disagree. The table also includes the summary of the participant’s responses based on percentages (%), frequency (F), standard deviation (Std), and mean. Tick the most appropriate answer using codes.

Table 5. Descriptive findings on request for bids and service delivery in Kabale District Local government

Statement	SA	A	N	D	SD	μ	Std
The district advertises through newspapers to call for bids from eligible contractors.	14 21.6	42 64.6	9 13.8			4.1	0.3
A call for bid advert contains a description of the proposed works and hence gives light to contractors on the standards of services to be offered	21 32.3	38 58.5	6 9.2			4.2	0.4
A bid document also consists of a budget which provides a detailed plan of expected resources for the provision of quality services.		23 35.4	33 50.8	9 13.8		3.2	0.4
A bid also provides information on timelines for providing needed services	21 32.3	37 56.9	7 10.8			4.2	0.4
There is a relationship between requests for bids and service delivery in the Kabale district	15 23.2	45 69.2	5 7.6			4.1	0.3

Source: Primary data (2023)

The findings in Table 5, on the statement “The district advertises through newspapers to call for bids from eligible contractors” showed an average response of 4.2 with a standard deviation of 0.3. Further, the findings showed that 86.2% (56) of the respondents agree that the district advertises through newspapers to call for bids from eligible contractors.

On the statement “A call for bid advert contains a description of the proposed works hence gives light to

contractors on the standards of services to be offered”, findings revealed a 4.2 average response with a standard deviation of 0.4. Also, the findings showed 90.8% (59) of the respondents agree that call-for-bid adverts contain a description of the proposed works and hence give light to contractors on the standards of services to be offered

On the statement “A bid document also consists of a budget which provided a detailed plan of expected resources for the provision of quality services”, findings revealed an average

response of 3.2 with a standard deviation of 0.4. Further, the findings revealed that 50.8% of the respondents were not sure whether bid documents also consist of a budget that provided a detailed plan of expected resources for the provision of quality services.

On the statement “A bid also provides information on timelines for providing needed services”, the average response was 4.2 with a standard deviation of 0.4. Further, the findings revealed that 89.2% of the respondents agree with the statement that a bid also provides information on timelines for providing needed services

On the statement “Budgets allow the district to effectively monitor and ensure value for money in service delivery”,

there was a 4.25 average response with a 0.98 standard deviation. Also, the findings showed that 70% of the respondents agree that budgets allow the district local government authorities to effectively monitor and ensure value for money in the provision of services.

On the statement “There is a relationship between a request for bids and service delivery in Kabale district”, the average response was 4.1 with a standard deviation of 0.3. Further, the findings revealed that 60% of the respondents agree that there is a relationship between requests for bids and service delivery in the Kabale district.

Correlational findings of request for bids and service delivery in Kabale district

Table 6: Correlation request for bids and service delivery in Kabale district

Correlations

		Request for bids	Service delivery
Request for bids	Pearson Correlation	1	.317**
	Sig. (2-tailed)		.071
	N	65	65
Service delivery	Pearson Correlation	.317**	1
	Sig. (2-tailed)	.071	
	N	65	65

** . Correlation is significant at the 0.05 level (2-tailed).

Source: Primary (2023)

According to the findings in Table 6, the correlation between requests for bids and service delivery in the Kabale district was 0.317 with a sig value of 0.071. This indicated an insignificant positive relationship between requests for bids and service delivery in the Kabale district. Therefore, requesting bids from contractors does not guarantee quality service delivery in the Kabale district

Discussion

The findings revealed that the Kabale District local government advertises through newspapers to call for bids from eligible contractors, bid adverts contain descriptions of the proposed works and timelines for providing needed services.

Therefore, there is a relationship between requests for bids and service delivery in the Kabale district

The research of Stewart Wise, published in the American Review of Public Administration, examined the use of RFPs to improve service delivery in local government. Wise argues that RFPs are an effective tool for local governments to use to increase transparency and ensure proper delivery of services. The data gathered from his study showed that, when used properly, local governments can increase efficiencies and cost savings (Sekamatte et al., 2019).

Another study, conducted by (Alonso & Andrews, 2021) and published in the Journal of Public Administration Research and Theory, compared the effectiveness of service delivery in city and county governments. The study concluded that due to higher public engagement, city governments were more effective than county governments in terms of service delivery. The authors attributed this to the increased public oversight within city governments and increased community-level engagement.

In summary, the Kabale District local government advertises through newspapers to call for bids from eligible contractors, call for bid adverts contain description information of the proposed works, and bids also provide information on timelines for providing needed services. Therefore, there is a relationship between requests for bids and service delivery in the Kabale district.

Conclusion

There was an insignificant relationship between requests for bids and service delivery in Kabale district local government and thus requests for bids do not necessarily guarantee quality service delivery.

Recommendation

The district local government should ensure there is vigorous and timely monitoring to ensure timely delivery of quality services to citizens.

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List of Abbreviations

LG	Local government
NSDS	National Service Delivery Survey
PPDA	Public Procurement and Disposal of Public Assets
TOR	Terms of Reference
SOW	Statement of Work
OCFS	Office of Children and Family Services
UNDP	United Nations Development Programme

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Conflict of interest

The author had no conflict of interest.

Author Biography

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