ABSTRACT
This dissertation was undertaken to study the relationship between procurement process management and service delivery in local government in Uganda taking a case study of Mbarara Municipality. The study was guided by the three research questions; to investigate how procurement planning leads to efficiency; to assess the participation of stakeholders in procurement process management towards effective service delivery and; to examine the challenges faced in procurement process management towards service delivery in Mbarara Municipality. 384 respondents were involved in the study and they included civil servants, political leaders, company directors and community members or local residents selected using both non probability and probability sampling. The case study design was used with qualitative and quantitative approaches. A quantitative technique was used in numerical data collection and analysis and a qualitative approach was used to handle descriptive data. The study findings revealed procurement planning leads to service delivery in local governments through, initiative of procurement actions, determining the process needs and timing of funding to entry, high degree of procurement cycle, answering the procurement questions, stakeholder satisfaction, cost saving and reduced error. The study also revealed that participation of procurement stakeholders for effective service delivery in Mbarara Municipality inclined on the involvement of stakeholders at different stages, having technical people at all stages to give technical input, PDU and PDEs ensures proper procedures and guidelines, ministries determine, approves projects and release of funds for local governments, PPDA regulates the procurement process to suit principles, contracts committee for contracts management, accounting officers certifying the availability of funds. The biggest percentage strongly agreed and agreed correspondingly that procurement planning leads to efficient service delivery than those who disagreed, strongly disagreed and not sure. The challenges included like lack of collaboration, many tender and procurement stakeholder who conflict, bureaucratic nature of procurement process, poor government and resistance from the center, technological change, poor social mobilization and insufficient community participation, shortage and inefficient technical staff, limited information on local politics, corruption and performance of public service, corruption, nepotism and patronage in procurement, political interference, weak capacities and unreliable sources of funds and could be solved by increasing procurement sector funding, access to information, quality control, proper planning and evaluation, considering priorities, community consultative techniques, preparation of release of standardized bid documents, contractor registrar or data base and involving oversight and regulatory bodies. The study concluded that procurement management process leads to high degree of procurement efficiency, effectiveness, performance, productivity rates, reduced error rates, professionalism,
improved information flow, quality management and reduced protests which improve timely service delivery. The study recommended stakeholder participation to reduce conflicts and misunderstandings in local government pursuit for better service delivery, standardizing the procurement on transparency, cost saving procedures, recruitment of qualified staff, emphasizing audits and proper management of all the resources by reducing political influence. Local governments to ensure that local challenges are dealt with in speedy manner to reduce delays hence service delivery.