

**PROCUREMENT PROCESS AND SERVICE DELIVERY OF CATHOLIC RELIEF
SERVICES IN THE FOREST
REGION OF GUINEA**

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ABSTRACT

The purpose of the study was to assess the effect of procurement process on service delivery of the Catholic Relief Services in the forest Region of Guinea. It was based on three objectives that included establishing the effect of bidding practice on service delivery, to examine the effect of evaluation practice on service delivery and establish the effect of contract award and service delivery of the Catholic Relief Services the forest Region of Guinea. The study used a descriptive research design in this study based on the quantitative research approach. The data was collected from 190 respondents who were the employees of Catholic relief services using the research questionnaires to collect data from the respondents. The findings were that the first objective reveals an effect of bidding practices on service delivery. In this case, bidding practices accounts for 44.9 percent of the changes in service delivery. The second objectives reveal that procurement evaluation practice has 30.9% effect on service delivery in CRS. It implies that other factors had much effect on service delivery in CRS Guinea. The findings further reveal that the evaluation practice has a paramount effect on service delivery in CRS. On the third objectives reveal the results on the third objective reveal that contract award has 88.3% service delivery of CRS in forest region. The results further imply that contract award have a higher effect on service delivery. The results reveal that the manner of contract award responsively contribute to the service delivery effectiveness. The researcher conclude that on the first objective the researcher established that the bidding practice however fair it was in performance and operationalisation has a paramount effect on the service delivery because it contributed and allowed for fair competition for the suppliers a key avenue for service delivery. On the second objective the researcher conclude that procurement evaluation practice were on average though contributed to the effective service delivery, the researcher conclude that evaluation need to be enhanced for the service delivery improvements to be realised in the operational mechanisms. On the third objective the researcher conclude that the process of procurement awards to the contracts was fundamental though not effective give that some loopholes of assessment, communication and expediting were signalled therefore to improve the award for effective service delivery in CRS of Forest region in Guinea need effective handling of the procurement awards. The researcher recommends that the procurement department and departments affiliated to procurement need to adequately adopt competitive procurement in order to realize value for money. Relevant measures should be instituted to sharpen the translation of the observance of the Act into value for money. The government should ensure that procurement officers are well trained and are professionally qualified staff for public sector procurement, CRS should increase its capacity in staffing especially the procurement department that was deemed to be a key area where corruption can easily be dealt with and other, Time and effort must also be spent on determining how the contract will work once it has been awarded and there is need increasing need to use costing approaches that accommodate environment related activities and costs.