

DEVELOPING AN EFFECTIVE PROCUREMENT PERFORMANCE DATA APPROACH FOR PREDICTING EXPECTATIONS GAPS IN CONSTRUCTION CONTRACTS

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Abstract (ID: 121)

Research addressing performance expectations gap in public procurement is sparse. The studies addressing expectation gaps are predominantly in auditing. Other studies have focused mainly on customer value and service quality, using a marketing lens. We see certain aspects of expectations gap discussed in marketing and auditing discipline that resemble what is occurring in public procurement, exhibiting similar characteristics which calls for investigation both theoretically and empirically. This study intends to borrow this concept and use it to investigate and document procurement performance expectations gap using performance data from DLGs that could explain the performance lapses in public works contracts to improve the public procurement performance expectation gaps in DLGs in Uganda.

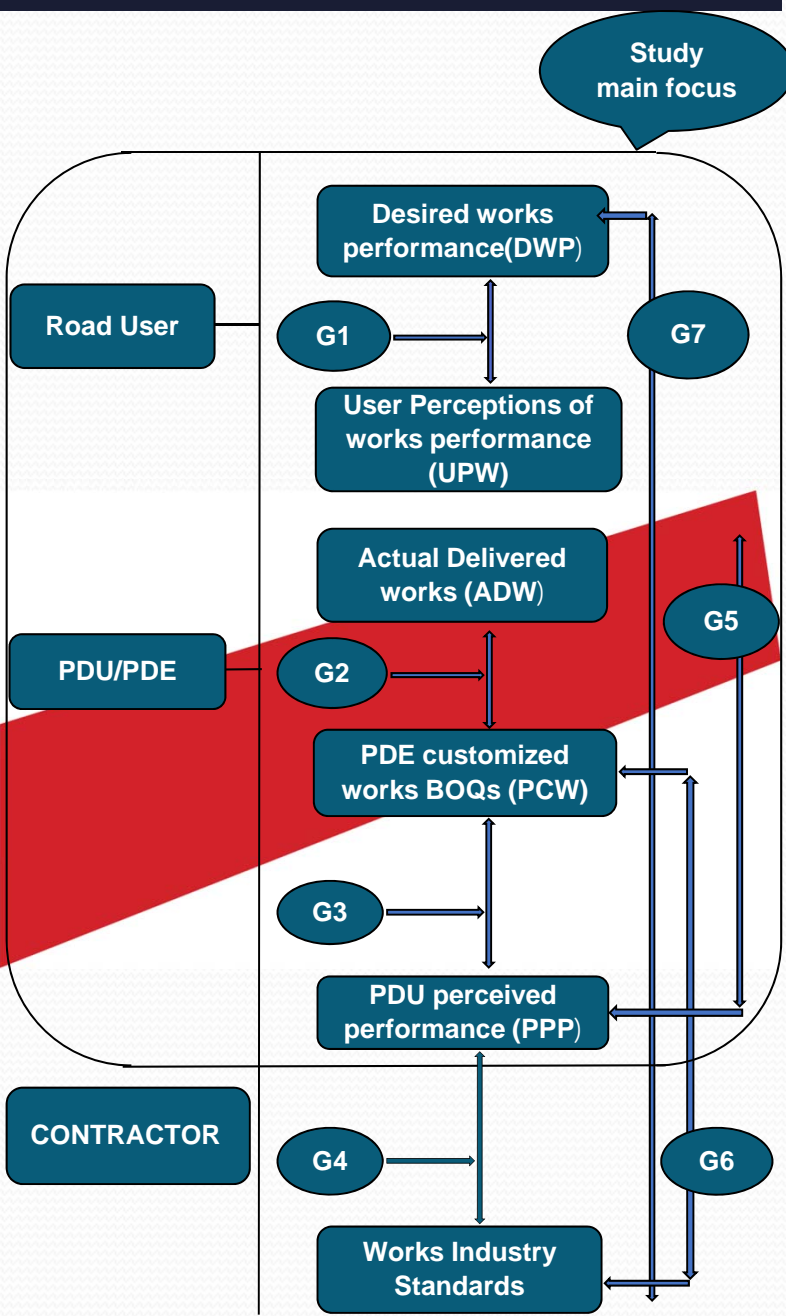
Background

Performance of construction projects requires improvement to fulfil the varying stakeholders' needs and expectations. Stakeholders involved in construction projects have different interests. Despite the variations in stakeholder needs and expectations, all must be brought on board to have inclusive participation for long term sustainability of project success. The variations in stakeholder expectations have become an ongoing concern for stakeholders, policy makers, politicians and funders and academicians in the attainment of public procurement outcomes despite the call for increasing the effectiveness, efficiency and transparency of public procurement systems. These variations have different implications based on the way the roadworks projects completion reports are presented to the community

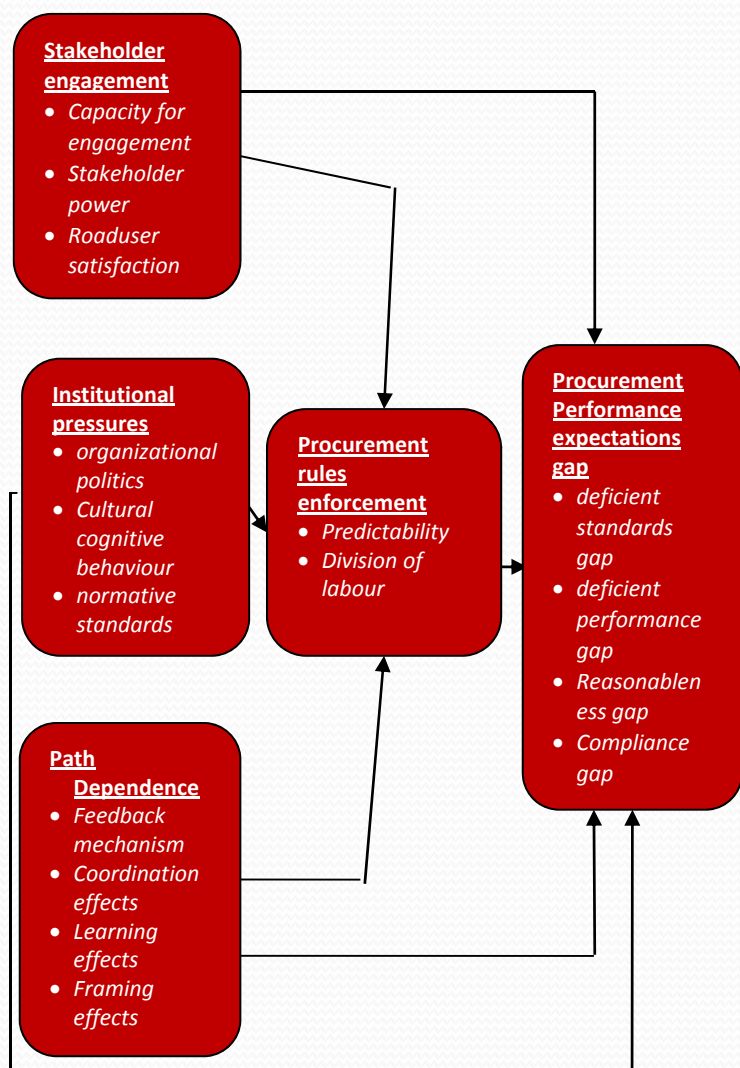
Aim

Investigate, analyse, model and improve the public procurement performance expectation gaps in DLGs in Uganda. The study will review a number of theories to explain the "how and why" of performance expectation gap in public community access roads contracts; and Hypotheses developed from the review of empirical literature will be tested and proven

Focus



Conceptual Framework



Methodology

Cross-sectional and both analytical and descriptive research design used in the study through a mixed method approach. starting with qualitative data collection through interview, to understand the nature of the performance expectations gaps and later the quantitative data collection

Sample

4 DLGs, one from each traditional region selected. poor state of the roads which required mechanized maintenance in these Districts

Sampling Approach

- First level sampling:** selection of the newly created district, one from each region
- Second level sampling:** selection of lower councils where the actual roadworks done
- Third level sampling:** fully implemented and opened community access roads projects using newly acquired equipment under the Force Account procedure

Unit of Analysis & Inquiry

Roadworks contracts that were implemented across the selected Districts, using the newly acquired road equipments; technical people represented by both the internal and the external stakeholders

Discussion

Stakeholders can influence purchasing strategies by public bodies, especially in a standardized world

Implications of Model for Public Procurement

Developing countries face several challenges that hinder their procurement performance, this study will make its contribution by providing policy frameworks that are relevant for addressing one of the functional challenges impeding efficiency effectiveness

Conclusion

Offered a theoretical model of understanding performance expectations using a theory borrowing approach to explain the current state of public roadworks performance. model will be used to review and test key variable and attributes that can explain the occurrence of the performance expectations gap in the subsequent studies