

IMPACT OF E-PROCUREMENT ON PROCUREMENT PERFORMANCE IN SOFTWARE HOUSES OF KARACHI, PAKISTAN

BY

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A thesis submitted to the Business Studies Department, Bahria Business School, Bahria University Karachi Campus, in partial fulfillment of the requirements for MBA Degree



Fall, 2020

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Dedication

I dedicate my dissertation work to my family. A special feeling of gratitude to my loving parents, whose words of encouragement and prayer enabled me to reach this stage.

To my friends, classmates, and teachers who shared their words of advice and encouragement to finish this study.

I also dedicate this thesis to the Management Science department that made us able to reach such a stage and supported and guided us throughout the two-year period

Acknowledgement

The success and final outcome of this study required a lot of guidance and assistance from many people and I am extremely fortunate to have got this all along the completion of my research work. Whatever I have done is only due to such guidance and assistance and I would not forget to thank them.

I would like to express my deepest appreciation to all those who gave us the possibility to complete this study. A special thanks to Sir Bilawal Ali, my thesis supervisor, this study would not have been possible without his support, help, stimulating suggestions and encouragement, helped me to complete this study. He provided all the necessary information for building a good research work and invested his full effort in guiding me to achieve the goal timely.

I am thankful to and fortunate enough to get constant encouragement, support, and guidance from the faculty of Business Studies Department, which helped me in successfully completing my study.

In the end, a very special thanks to my colleagues at my workplace who helped me in understanding all the process throughout my research.

ABSTRACT

Purpose – This research aims to examine the effect of e-procurement Technology (EPT) usage on procurement performance (PP) and procurement practices (PPR) in Software development industry of Karachi, Pakistan.

Design/methodology/approach – Explanatory research approach was proposed to find out the relation between variables, defined in the theoretical framework. Data was collected from 300 respondents by sending questionnaires (via email and LinkedIn) to the procurement practitioners in Software houses of Karachi and then to assess the collected data, correlation statistical technique and regression statistical technique were used.

Findings – This study showed that implementation of electronic procurement technologies in an organization to perform traditional manual procurement tasks can significantly save transaction cost and time of the procurement activities by simplifying the processes which will ultimately enhance the procurement performance and efficiency. By automating procurement activities managers can also improve productivity as human involvement will become less and can they focus more on supplier relationship and evaluation.

Limitations – This research only assessed the operational aspects of the procurement practices performed in an organization and its impact on the procurement performance because of the limited time and other resources. Future research can work on the development of strategies by adopting e-procurement technologies.

Keywords – Supply Chain Management, procurement, cost reduction, organization performance

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