

IMPACT OF BUYER SUPPLIER RELIATIONSHIP AND INFORMATION
QUALITY ON PERCEIVED PERFORMANCE OUTCOMES USING
MEDIATION INDUSTRIAL VENDING SYSTEM SUCCESS: AN
EMPIRICAL STUDY FROM PAKISTAN HEALTHCARE

DEPARTMENT



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01-396191-003

A thesis submitted in fulfillment of requirements for the
award of the degree of Masters of Science in

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DEDICATION

To my lovely Parents *Mr and Mrs. Asif Zahoor* who always stood beside me in all hardships and no doubt the prayers of them are always like a shadow in the sun.

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In the name of Allah, “the most” Beneficent, “the most “Merciful.

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Thank you.

ABSTRACT

The current study sheds light on the effect of buyer supplier relationship and information quality on perceived performance outcomes in terms of cost, customer services and inventory management with mediation of industrial vending machine systems in Health Care sector of Pakistan. An empirical survey was conducted in which sample of 250 respondents (supply chain managers) was collected from pharmaceutical companies, pathological labs and other health care systems which are using industrial vending machines in their operations. Data was analyzed through Smart PLS software and Structural Equation Modelling (SEM) was done on collected data. Results signify that buyer supplier relationship and information quality significantly influence perceived performance outcomes and these relationships are also mediated by industrial vending system benefits.

Keywords: *Industrial Vending System, Buyer Supplier Relationship, Information Quality, Perceived Performance Outcomes, Health Care Sector*

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List of Symbols/Abbreviations / Notation/ Terminology

- **ANOVA** – Analysis of Variance
- **BSR** - Buyer Supplier Relationship Quality
- **CAD** –Computer aided modeling
- **CNC** – Computer Numerically Controlled
- **CR** - Cost Benefits
- **CS** – Customer Service
- **IMB** – Inventory Mgt Benefits
- **IQ**-Information Quality
- **IVM**-Industrial Vending Machine
- **HEI**-Higher Education Institutions
- **Max** – Maximum
- **Min** – minimum
- **PI** – Principal Investigator
- **MGT**-Management
- **RQ**-Research Question
- **RO**-Research Objectives
- **SCM**- Supply Chain Management
- **SEM** - Structural equation modeling
- **Std** – Standard
- **Sig.** – Significance
- **SPSS**-Statistical Package for Social Sciences
- **TLS** – Transformational Leadership
- **T-test**-Independent Samples T Test
- **%** - Percentage

List of Appendices

Appendix - I Survey Form - Questionnaire
