

Influence of Supply Chain Management Practices on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

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Abstract

Purpose: Service delivery is a fundamental aspect of public organizations, playing a critical role in fulfilling the expectations and needs of the public. As a result, organizations are called upon to improve the efficiency of their supply chain. The primary goal of this research was to find out how supply chain management techniques affect the quality of services provided at the Kenyan Judiciary Headquarters in Nairobi. The specific objectives were to find out how e-sourcing techniques, collaboration, inventory management and supplier management relationships practices affect service delivery.

Methods: The study was grounded on the transaction costs theory, institutional theory, resource dependence theory, and the Kaizen theory. The study used a descriptive design, targeting 235 employees working at Judiciary Headquarters in Nairobi. A stratified random selection technique was used to pick the 149 participants that made up the sample size. Interview guides and structured questionnaires were used for data gathering. All the data was processed and analyzed in SPSS V.24.

Results: The multiple regression analysis revealed a strong model fit, with an R^2 value of 0.610, indicating that the independent variables explain 61% of the variance in service delivery. Specifically, e-sourcing practices, collaboration, and supplier relationship management were found to have significant positive effects on service delivery, with standardized coefficients (Beta) of 0.367, 0.328, and 0.312, respectively. Inventory management also had a positive impact, though to a lesser extent (Beta = 0.215). The ANOVA results confirmed the overall model's significance with an F-statistic of 31.45, $p < 0.001$. These findings underscore the crucial role of effective supply chain management practices in enhancing service delivery performance.

Conclusion: The study concludes that targeted improvements in these areas can significantly enhance service outcomes, and it recommends further investment in e-sourcing systems, fostering collaboration, and strengthening supplier relationships to improve overall service delivery.

Keywords: Service delivery, Supply chain management, E-sourcing, Collaboration, Inventory management, Supplier relationship management, Judiciary

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1. Introduction

Service delivery is a fundamental aspect of public organizations, playing a critical role in fulfilling the expectations and needs of the public. Wirtz and Lovelock (2016) define a service as an intangible product, including performance, effort, or deeds that cannot be physically possessed. Cambridge University Press (2017) defines service delivery as the act of providing services to clients.

In the judiciary, effective service delivery involves making judicial services accessible, timely, and fair, thereby preserving public trust and supporting the rule of law. Success in the judiciary depends on its ability to provide services required by the public in the quality, quantity, and price that meet customers' expectations (Singh, 2019). This involves ensuring that court matters are handled efficiently, decisions are delivered on time, and legal procedures are transparent and equitable. High-quality service delivery in the judiciary can boost public trust in the legal system, ensuring that justice is not only served but also seen to be served (Murillo, 2014).

Globally, the focus on improving service delivery in the judiciary reflects a broader trend toward enhancing public sector performance. Diagne, Ringold, and Zaidi (2012) highlight that while service delivery in the judiciary across Europe and Central Asia is relatively high, satisfaction levels in Eastern Europe and Central Asia lag behind those in Western Europe. Effective service delivery in the judiciary is significantly influenced by robust supply chain management (SCM) practices (Monczka et al., 2015). This encompasses the procurement and management of essential resources, such as case management software, legal databases, and courtroom technology, which are vital for handling cases efficiently and delivering timely judgments.

With the advancement of information and cyber technology, various institutions within the Chinese government have embraced e-government platforms to streamline administrative functions and enhance transparency. According to Mukhtar et al. (2022), the Chinese judiciary has similarly undergone a technological transformation, driven by the efforts of the Chinese Government, the Communist Party, and the Supreme People's Court to modernize the judicial system through informatization. This push has led to significant reforms aimed at increasing the openness of the judicial process, with people's courts adopting e-tendering, electronic documentation, and electronic supplier relationship management (e-SRM), to enhance its procurement processes, leading to greater efficiency and transparency in acquiring judicial resources and services.

In South Africa, despite the presence of SCM systems, the efficiency of procurement, tendering, and sourcing within judicial institutions remains problematic. According to Sibanda et al. (2020), a major contributing factor to these issues is the persistent failure to develop, implement, and monitor effective SCM systems, oversight mechanisms, internal controls, and financial reporting processes. This often leads to repeated instances of inefficient expenditure, highlighting the need for stronger adherence to SCM policies, regulations, and legislative frameworks.

In Kenya, service delivery in the judiciary has become a focal point of reform, with a significant emphasis on improving both efficiency and transparency. The government is undertaking substantial efforts to enhance the administration of justice by modernizing processes and systems to better meet public expectations. These reforms aim to streamline judicial operations, reduce delays, and increase the accessibility of legal services (Akpuokwe, 2024). In line with these efforts, the Kenyan government has invested in Integrated Financial Management Information System (IFMIS) technology and revised procurement practices to ensure that

judicial resources are managed effectively and service delivery standards are consistently upheld (The Judiciary of Kenya, 2020).

The Judiciary has faced criticism for shortcomings in procurement performance, which have been linked to inefficiencies, corruption, and mismanagement. According to Kaaria and Mwangangi (2019), significant delays in case processing are a persistent issue, often extending beyond expected timelines. For example, while some cases are ideally resolved within 2 days, actual delays can stretch to several months, with civil cases in Kenya sometimes taking up to 2 years due to procedural inefficiencies and backlogs (Akpuokwe, 2024; The Judiciary of Kenya, 2020; Murillo, 2014). These delays underscore the need for improved supply chain management and operational reforms to enhance the efficiency and timeliness of justice delivery. This study investigates the influence of supply chain management practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya.

1.1 Specific Objectives

1. To assess the effect of e-sourcing practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya
2. To evaluate the effect of collaboration on service delivery at the Judiciary Headquarters in Nairobi, Kenya
3. To examine the effect of supplier relationship management practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya
4. To analyze the effect of inventory management on service delivery at the Judiciary Headquarters in Nairobi, Kenya

2. Literature Review

2.1 Theoretical Review

This study is grounded on the concept of kaizen theory, which emphasizes the importance of ongoing improvement in organizational processes, products, and services. The word "kaizen" means "change for the better" or "continuous improvement," highlighting the significance of making gradual progress rather than seeking drastic changes all at once. Kaizen has garnered significant attention in both academic and business communities, with studies like Janjić et al. (2019) emphasizing its beneficial impact on operational efficiency and quality, ultimately leading to improved organizational performance. In the realm of supply chain management (scm), kaizen promotes a strong partnership between buyers and suppliers, emphasizing continuous process enhancements, waste elimination, and shared growth. According to Kähkönen et al. (2017), the kaizen approach encourages active supplier participation, knowledge exchange, and collaborative success, leading to enhanced supply chain efficiency, faster delivery times, greater flexibility, and increased customer satisfaction.

Integrating kaizen principles into supply chain management practices fosters collaborative relationships between suppliers and buyers, encouraging ongoing evaluation and enhancement. Prahinski, Benton, and Fan (2020) contend that this collaboration results in improved responsiveness and procurement performance due to transparent communication and joint problem-solving. By prioritizing ongoing education, innovation, and flexibility, organizations can achieve sustained success by optimizing workflows and building strong relationships. Nevertheless, critics of kaizen, such as Berg (2005), contend that its emphasis on small, incremental changes may overlook more significant supply chain challenges, such as logistics or market demand fluctuations. Moreover, adopting kaizen necessitates substantial resources,

time, and staff dedication, which might pose difficulties for organizations with limited resources or those dealing with operational pressures.

2.2 Empirical Review

2.2.1 Effect of e-sourcing practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya

Studies on the impact of e-sourcing on service delivery highlight their significant role in improving organizational performance. Singh and Singh (2019) found that the lack of a fully qualified team to manage supply chain management (SCM) practices in India hindered service delivery, recommending the implementation of practices like information sharing and procurement planning to enhance performance. Similarly, Arinaitwe et al. (2023) showed that e-sourcing significantly improves service delivery in private organizations like Century Bottling Company by aiding material selection, managing procurement transactions, improving compliance with contracts, and reducing costs. The study also highlighted the positive impact of e-informing and e-tendering, which streamline processes, reduce transport costs, and ensure timely deliveries, ultimately boosting service efficiency.

In contrast, research by Musyimi (2016) on the Judiciary in Kenya found that e-procurement enhanced competitiveness, efficiency, and transparency in public procurement. The study demonstrated how online procedures incentivized suppliers to respond more quickly, improving the quality of services in the judiciary. However, Musyimi's study was limited by a small sample size and its narrow focus on a single aspect of SCM. This suggests that more comprehensive research is needed to fully understand the impact of various e-sourcing practices on public sector service delivery, considering the different regulatory and procedural contexts in the public sector compared to private organizations.

2.2.2 Effects of collaboration on service delivery at the Judiciary Headquarters in Nairobi, Kenya

Research on the effects of collaboration in supply chains emphasizes its importance in enhancing service delivery and performance. Hartley (2018) highlighted that collaboration within supply chains, particularly through improved information sharing and communication, facilitates better coordination among participants. The study found that easy communication channels help synchronize activities, exchange critical information, and streamline processes, which could lead to improved service delivery. However, the study did not delve deeply into the direct impact of collaboration on overall service delivery success. In a similar vein, Vereecke and Muylle (2016) found that higher levels of collaboration between suppliers and customers were associated with better performance, particularly in terms of cost, adaptability, and procurement speed. Their research supported the idea that collaborative efforts contribute significantly to improved performance outcomes.

Gatobu (2022) focused on the impact of supply chain cooperation on customer satisfaction in Kenyan manufacturing companies, specifically in the flour milling sector. The study revealed that effective collaboration within the supply chain is crucial for maintaining responsiveness and meeting customer needs. By adopting proactive strategies, companies can ensure timely and accurate responses to consumer demands, which leads to higher levels of customer satisfaction. Gatobu's findings underscore the importance of supply chain cooperation in achieving sustained customer satisfaction, emphasizing its role in enhancing overall service delivery.

2.2.3 Effect of supplier relationship management practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya

Avornu (2023) studied how supplier relationship management affected Ghanaian service providers. Hospital employees who worked in the procurement division provided data for the study using structured questionnaires and exploratory and descriptive study approaches. As a procurement organization, the hospital wholeheartedly concurs with Preston's (2022) methods for controlling supplier relationships to improve value for both financial and public procurement performance. Given the challenges, it was recommended that the procurement department aggressively work to foster an environment that promotes the management of supplier relationships with respect to supply partners and to uphold supplier relationship management practices.

Tangus and Oyugi (2015) aimed to determine how Kisumu County manufacturing companies' performance was impacted by their use of supplier relationship management techniques. Eighty-two procurement staff members from 31 manufacturing companies were asked to score the effectiveness of their companies with regard to information exchange, supplier segmentation, and supplier development. An analysis utilizing both descriptive and inferential methods was conducted to evaluate the relationships among the variables. 36/82 procurement officers, 35/82 finance officers, and 11/82 general managers were among the respondents. Increases in the three supplier relationship management techniques were linked to higher performance levels, according to bivariate analysis ($P < 0.001$). Supplier segmentation and development were not important. The study concludes that manufacturing firms, which account for 37.8% of performance, would perform much better if they increased their information exchange with suppliers. The study suggests expanding information exchange, creating supplier development programs, and managing the supply base strategically.

2.2.4 Effect of inventory management on service delivery at the Judiciary Headquarters in Nairobi, Kenya

Odasco and Saong (2023) examined the university service delivery system in the Philippines' inventory management system. The research design for the study was quantitative descriptive. The results of the study provided a clear assessment of the employees' inventory management expertise, pointed out systemic issues, and made recommendations for required modifications. When it came to using UBRPIS, most participants knew about the different steps that needed to be followed. These included asking for non-consumable materials, using barcodes, assigning responsibility, eliminating non-consumable items that were deemed unacceptable, and keeping a written record of all non-consumable items. However almost 50% of respondents pointed out flaws in the procedure itself, whereas 38.60% and 46.50%, accordingly, expressed worries regarding the position of the barcode and the lack of non-consumable items. Participants were accustomed to the framework, but users were still having trouble figuring out how to use it. Thus, the study suggested that companies spend money on stock management technology that best satisfies the needs of every single system user.

Mukuna, Khasakhala, and Osoro (2018) conducted a study on the factors affecting the use of inventory management on service delivery using Trans-Nzoia County Referral. The target participants were 400 managers. Out of the population, a sample size of 120 people was selected. Qualitative as well as quantitative designs were used because the design included both words and numbers. The data was presented in tables. Questionnaires covering every facet of inventory management were used to collect data. The questionnaires had both closed- and open-ended questions. Utilizing the statistical descriptive data analysis method, the data was

analyzed using the Statistical Program for Social Sciences version 20. The study concluded that public hospitals' service delivery of health is impacted by their inventory management procedures. Some restrictions existed, such as the inability to get information from the respondents due to resource constraints and the difficulty of meeting time constraints. Even though the study focused on the variables influencing inventory management practices on hospital service delivery, it is advised that comparable research be conducted in other Kenyan economic sectors for comparison's sake and to enable the generalization of findings regarding inventory management in Kenya.

2.2.5 Service Delivery in the Judiciary

Diagne, Ringold, and Zaidi (2012) compared service delivery levels across Western, Eastern, and Central Europe, focusing on satisfaction levels within the judiciary. Their findings showed that, while service delivery in Western Europe was relatively high, satisfaction levels in Eastern and Central Europe lagged due to inefficiencies and corruption. Although this comparative analysis is insightful, it does not examine the specific practices, such as SCM, that could address these inefficiencies in judicial systems, particularly in Eastern Europe. On the other hand, Murillo (2014), in a study conducted in Argentina, used a mixed-method approach to assess the impact of service delivery quality on public trust in the legal system. The findings revealed that high-quality service delivery in the judiciary plays a pivotal role in maintaining public confidence, as it ensures that justice is both served and perceived to be served. Nonetheless, the study did not consider how the adoption of technological advancements, such as e-government platforms, could further improve service delivery within the judiciary.

In India, Singh (2019) explored the factors influencing effective service delivery in the judiciary through a qualitative case study involving interviews with judicial officers and public satisfaction surveys. The study found that efficient case handling, timely decision-making, and transparency in legal procedures are critical to building public trust in the judiciary. However, despite identifying key service delivery challenges, the research did not address the role of SCM in mitigating delays and inefficiencies within the judiciary. In Kenya, Akpuokwe (2024) explored judicial reforms aimed at improving service delivery in Kenya. The study examined the modernization of processes and systems in the Kenyan judiciary, with reforms such as the Integrated Financial Management Information System (IFMIS) enhancing the management of judicial resources. While the reforms have improved service delivery, the study does not comprehensively analyze the role that SCM practices could play in further addressing inefficiencies and improving the accessibility and transparency of judicial services in Kenya.

2.3 Conceptual Framework

A conceptual framework is a theoretical framework or structure that serves as the basis for comprehending and analyzing a certain phenomenon or problem. It provides a framework for academics and scholars to construct and organize their ideas, theories, and hypotheses. More importantly, a conceptual framework aids researchers in defining significant concepts, variables, and interactions pertinent to their study. It establishes the study scope and provides a theoretical framework for data interpretation and analysis. In this study, the independent variable is supply chain management (e-Sourcing, collaboration, supplier relationship management, and inventory management). The dependent variable is service delivery as shown in Figure 1.

Independent Variable

Dependent Variable

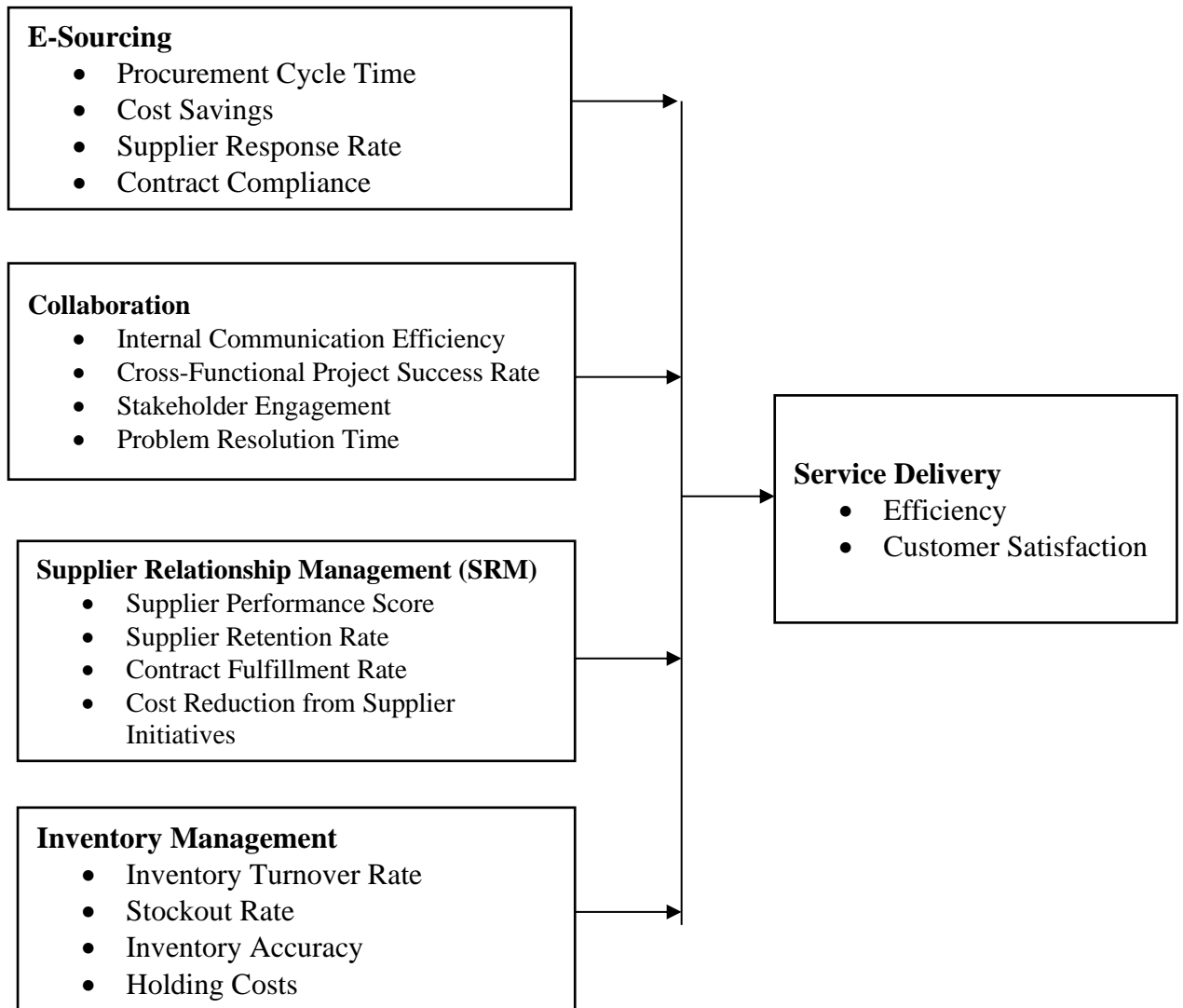


Figure 1: Conceptual Framework

3. Methodology

3.1. Research Design

According to Creswell (2013), "research design is a method for logically and cogently combining all of the components of a study to ensure that the research topic is successfully solved." Descriptive research design, which depicts a phenomenon with a subject population, will be used in this study. The population in question is the Judiciary Headquarters' procurement officers in Nairobi. The purpose of the study is to evaluate how supply chain management techniques affect the provision of services.

3.2. Target Population

A population is any whole set of people, things, or events that share certain traits and meet predetermined criteria (Cooper & Schindler, 2018). 235 respondents make up the target group, including 106 procurement officers, 40 administrators, 35 personnel, 30 accounts, 15 planners,

and 9 ICT workers. 235 people in the Kenyan judiciary are the target population (Human Resource Data, HQ, and Kenyan Judiciary). The outer court stations indicated in Table 1 will not be included in the research.

Table 1: Target Population

Department	Target Population	Percentage (%)
Administration	40	17.02
Personnel	35	14.89
Accounts	30	12.77
Procurement	106	45.11
Planning	15	6.38
ICT	9	3.83
Total	235	100

Source: Human Resource Data, HQ, and Judiciary of Kenya (2024)

3.3. Sample and Sampling Procedure

Cooper and Schindler (2018) provide an in-depth discussion of various sampling techniques, including stratified random sampling, in their comprehensive research methods guide. They underscore the advantages of this method in enhancing the precision and accuracy of research results by accounting for variability within the population. Stratified random sampling was utilized to ensure equitable representation and eliminate bias. Random numbers were used for respondent selection, providing each member an equal chance of inclusion.

A sample size of 149 was determined using the Yamane method, ensuring a desired level of precision for data collection.

$$n = \frac{N}{1 + N(e)^2}$$

Whereby N = Target population is 235

n = Sample size

e = level of precision 95% level of confidence was used which gave 0.05 chance of deviation from actual.

Therefore,

$$n = \frac{235}{1 + 235(0.05)^2}$$

$$n = \frac{235}{1 + 235(0.0025)}$$

$$n = \frac{235}{1 + 0.5875}$$

$$n = 148.34$$

n = 149, hence 149 was distributed as shown in Table 2

Table 2: Sample size

Respondents	Sample Size	Percentage (%)
Administration	25	16.78
Personnel	22	14.77
Accounts	19	12.75
Procurement	67	44.96
Planning	10	6.71
ICT	6	4.03
Total	149	100

3.4. Data Collection Method

The research instrument for this study was a semi-structured questionnaire and was used to collect data on the variables of interest. This study employed questionnaires due to their ability to efficiently gather a vast amount of standardized data on the selected variables and facilitate objective analysis. According to (Chandran, 2004), questionnaires provide a high degree of data standardization and adoption of generalized information amongst any population.

3.5 Data Analysis

Data was analyzed using descriptive statistics, correlation and regression analysis. The multiple regression analysis was used to determine the relationship between independent variables and dependent variable.

4. Results and Discussion

4.1 Effects of E-Sourcing Practices on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

In this section, the researcher sought to examine the effect of e-sourcing practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya. From the results displayed in Table 3, the respondents agreed that e-sourcing practices have improved the efficiency of procurement processes, as indicated by a mean score of 3.50 and a standard deviation of 1.00. Additionally, the respondents agreed that e-sourcing has increased transparency in procurement activities, as shown by a mean of 3.70 and a standard deviation of 1.05. The implementation of e-sourcing practices was also perceived to have enhanced the competitiveness of procurement procedures, as demonstrated by a mean of 3.80 and a standard deviation of 1.10. Furthermore, the respondents agreed with the statement that e-sourcing has facilitated better communication and collaboration among stakeholders involved in procurement, as indicated by a mean of 3.90 and a standard deviation of 1.15. The statement that e-sourcing has resulted in cost savings for the organization received strong agreement, with a mean of 4.00 and a standard deviation of 1.20. The respondents also strongly agreed that e-sourcing practices have improved the overall quality of goods and services procured, as shown by a mean score of 4.05 and a standard deviation of 1.25. Moreover, it was agreed that the organization has experienced fewer procurement delays since implementing e-sourcing practices, reflected by a mean of 4.05 and a standard deviation of 1.20. Finally, the highest level of agreement was observed in the statement that e-sourcing has enhanced the traceability and accountability of procurement transactions, as evidenced by a mean of 4.10 and a standard deviation of 1.10. These results

suggest that e-sourcing practices have had a positive effect on various aspects of service delivery at the Judiciary Headquarters.

Table 3: Descriptive Statistics of E-Sourcing Practices

Statement	N	Mean	Std Deviation
1 E-sourcing practices have improved the efficiency of procurement processes in our organization.	102	3.50	1.00
2 E-sourcing has increased transparency in procurement activities within our organization.	102	3.70	1.05
3 The implementation of e-sourcing has enhanced the competitiveness of our procurement procedures.	102	3.80	1.10
4 E-sourcing has facilitated better communication and collaboration among stakeholders involved in procurement.	102	3.90	1.15
5 The use of e-sourcing platforms has resulted in cost savings for our organization.	102	4.00	1.20
6 E-sourcing practices have improved the overall quality of goods and services procured by our organization.	102	4.05	1.25
7 Our organization has experienced fewer procurement delays since implementing e-sourcing practices.	102	4.05	1.20
8 E-sourcing has enhanced the traceability and accountability of procurement transactions in our organization.	102	4.10	1.10
Overall Mean		4.02	

This section sought to establish whether there is a significant relationship between E-Sourcing Practices and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya as shown in Table 4. The findings reveal a positive significant relationship, as indicated by the Pearson correlation coefficient ($r = 0.40$, $p\text{-value} = 0.000$).

Table 4: Correlation Analysis of E-Sourcing Practices on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

		E-Sourcing Practices	Service Delivery at the Judiciary Headquarter in Nairobi, Kenya
E-Sourcing Practices	Pearson Correlation	1	0.40**
	Sig. (2-tailed)		.000
	N	102	102
Service Delivery at the Judiciary Headquarter in Nairobi, Kenya	Pearson Correlation	0.40**	1
	Sig. (2-tailed)	.001	
	N	102	102

**Correlation is significant at 0.01 level (2-tailed)

4.2 Effects of collaboration on service delivery at the Judiciary Headquarters in Nairobi, Kenya

The researcher sought to evaluate the effect of collaboration on service delivery at the Judiciary Headquarters in Nairobi, Kenya. From the results displayed in Table 4, with an overall mean of 3.85, it is evident that collaboration plays a significant role in enhancing service delivery within the Judiciary. The respondents agreed that collaboration among various departments improves the efficiency of service delivery, as indicated by a mean score of 3.60 and a standard deviation of 0.95. Similarly, the respondents agreed that cooperation between different stakeholders enhances the quality of services provided, as shown by a mean of 3.75 and a standard deviation of 1.05. The respondents also agreed with the statement that collaborative efforts facilitate innovation and problem-solving, leading to better service delivery outcomes, as indicated by a mean of 3.85 and a standard deviation of 1.10. Communication and information sharing among departments and stakeholders were also seen as effectively managed, resulting in improved service delivery, reflected by a mean of 3.70 and a standard deviation of 1.00. There was strong agreement that collaborative initiatives have led to increased public trust and satisfaction with the organization's services, as demonstrated by a mean score of 4.00 and a standard deviation of 1.15. Additionally, respondents agreed that joint projects and collaborations with external partners have strengthened the overall service delivery capacity of the organization, as indicated by a mean of 4.05 and a standard deviation of 1.20. Furthermore, respondents agreed that inter-departmental collaboration has reduced redundancies and streamlined processes within the organization, as shown by a mean of 3.95 and a standard deviation of 1.10. The highest level of agreement was recorded for the statement that the organization provides adequate support and resources to facilitate effective collaboration, with a mean of 4.10 and a standard deviation of 1.25. These results suggest that collaboration, both internal and external, is essential in improving service delivery at the Judiciary Headquarters in Nairobi, Kenya.

Table 5: Descriptive Statistics of collaboration

	Statement	N	Mean	Std Deviation
1	Collaboration among various departments improves the efficiency of service delivery in our organization.	102	3.60	0.95
2	The cooperation between different stakeholders enhances the quality of services provided by our organization.	102	3.75	1.05
3	Collaborative efforts facilitate innovation and problem-solving, leading to better service delivery outcomes.	102	3.85	1.10
4	Communication and information sharing among departments and stakeholders are effectively managed, resulting in improved service delivery.	102	3.70	1.00
5	Collaborative initiatives have led to increased public trust and satisfaction with our organization's services.	102	4.00	1.15
6	Joint projects and collaborations with external partners have strengthened the overall service delivery capacity of our organization.	102	4.05	1.20
7	Inter-departmental collaboration has reduced redundancies and streamlined processes within our organization.	102	3.95	1.10
8	The organization provides adequate support and resources to facilitate effective collaboration among departments and stakeholders.	102	4.1	1.25
	Overall Mean		3.85	

Table 6 presents the correlation analysis between Collaboration and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya. The results indicate a positive significant relationship, demonstrated by a Pearson correlation coefficient ($r = 0.45$, $p\text{-value} = 0.000$).

Table 6: Correlation Analysis of Collaboration on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

		Collaboration	Service Delivery at the Judiciary Headquarters in Nairobi, Kenya
Collaboration	Pearson Correlation	1	0.45**
	Sig. (2-tailed)		.000
	N	102	102
Service Delivery at the Judiciary Headquarters in Nairobi, Kenya	Pearson Correlation	0.45**	1
	Sig. (2-tailed)	.001	
	N	102	102

**Correlation is significant at 0.01 level (2-tailed)

4.3 Effect of supplier relationship management practices on service delivery at the Judiciary Headquarters in Nairobi, Kenya

In this section, the researcher sought to investigate how supplier relationship management (SRM) practices affected service delivery at the Judiciary Headquarters in Nairobi, Kenya. From the results displayed in Table 7, the respondents agreed that effective management of supplier relationships contributes to the timely delivery of goods and services, as indicated by a mean of 3.50 and a standard deviation of 1.00. Additionally, respondents agreed that collaborative partnerships with suppliers result in better quality products and services, reflected by a mean of 3.60 and a standard deviation of 1.05. There was stronger agreement with the statement that transparent and open communication with suppliers enhances the organization's ability to meet service delivery requirements, as shown by a mean score of 3.80 and a standard deviation of 1.10. Long-term relationships with reliable suppliers were also seen as improving the consistency and reliability of service delivery, as indicated by a mean of 3.70 and a standard deviation of 1.15. Respondents agreed that effective supplier relationship management practices lead to cost savings without compromising service quality, as reflected by a mean score of 3.90 and a standard deviation of 1.20. The highest agreement was seen in the statement that the organization actively seeks feedback from suppliers to continuously improve service delivery processes, with a mean of 4.00 and a standard deviation of 1.25. Furthermore, the integration of SRM strategies into the organization's overall service delivery framework was agreed upon, as demonstrated by a mean of 3.75 and a standard deviation of 1.10. Finally, the highest mean score of 4.05 was recorded for the statement that the organization values trust and mutual respect in its relationships with suppliers, leading to improved service delivery outcomes, with a standard deviation of 1.20.

Table 7: Descriptive Statistics of Supplier Relationship Management Practices

Statement	N	Mean	Std Deviation	CV
1 Our organization's effective management of supplier relationships contributes to the timely delivery of goods and services.	102	3.50	1.00	28.57
2 Collaborative partnerships with suppliers result in better quality products and services for our organization.	102	3.60	1.05	29.17
3 Transparent and open communication with suppliers enhances our organization's ability to meet service delivery requirements.	102	3.80	1.10	28.95
4 Establishing long-term relationships with reliable suppliers improves the consistency and reliability of our organization's service delivery.	102	3.70	1.15	31.08
5 Effective supplier relationship management practices lead to cost savings without compromising service quality.	102	3.90	1.20	30.77
6 Our organization actively seeks feedback from suppliers to continuously improve service delivery processes.	102	4.00	1.25	31.25
7 Supplier relationship management strategies are integrated into our organization's overall service delivery framework.	102	3.75	1.10	29.33
8 Our organization values trust and mutual respect in its relationships with suppliers, leading to improved service delivery outcomes.	102	4.05	1.20	29.63
Overall Mean		3.80		

Table 8 presents the correlation analysis between Supplier Relationship Management and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya. The results reveal a positive significant relationship, indicated by a Pearson correlation coefficient ($r = 0.35$, $p\text{-value} = 0.000$). This correlation suggests that effective supplier relationship management is associated with enhanced service delivery within the Judiciary.

Table 8: Correlation Analysis of Supplier Relationship Management on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

	Supplier Relationship Management	Service Delivery at the Judiciary Headquarters in Nairobi, Kenya
Supplier Relationship Management	Pearson Correlation Sig. (2-tailed) N	0.35** .000 102
Service Delivery at the Judiciary Headquarters in Nairobi, Kenya	Pearson Correlation Sig. (2-tailed) N	1 .001 102

**Correlation is significant at 0.01 level (2-tailed)

4.4 Effect of inventory management on service delivery at the Judiciary Headquarters in Nairobi, Kenya

The results displayed in Table 9, show that the respondents agreed that effective inventory management practices ensure essential supplies are always available when needed, improving service delivery, as indicated by a mean of 3.60 and a standard deviation of 1.05. Additionally, participants expressed agreement with the statement that proper inventory management minimizes the risk of stockouts, ensuring uninterrupted service provision, as shown by a mean of 3.55 and a standard deviation of 1.10. Inventory management systems were recognized for their contribution to the efficient allocation and utilization of resources, optimizing service delivery processes, with a mean score of 3.70 and a standard deviation of 1.00. Moreover, regular monitoring and tracking of inventory levels were seen as beneficial for identifying potential shortages or surpluses, allowing for proactive adjustments to maintain service quality, as indicated by a mean of 3.80 and a standard deviation of 1.15. Respondents also agreed that Just-in-Time inventory management practices lead to cost savings by reducing storage and carrying costs without compromising service delivery, reflected by a mean score of 3.90 and a standard deviation of 1.20. The organization's use of advanced inventory management technologies to streamline processes and enhance service delivery efficiency received a strong agreement, as evidenced by a mean of 4.00 and a standard deviation of 1.25. Furthermore, clear inventory management policies and procedures were found to contribute to the overall effectiveness of service delivery, as shown by a mean of 3.65 and a standard deviation of 1.10. Finally, continuous improvement initiatives in inventory management positively impact service delivery outcomes over time, with a mean score of 3.75 and a standard deviation of 1.15.

Table 9: Descriptive Statistics of Inventory Management

Statement	N	Mean	Std Deviation
1 Effective inventory management practices ensure that essential supplies are always available when needed, improving service delivery.	102	3.60	1.05
2 Proper inventory management minimizes the risk of stockouts, ensuring uninterrupted service provision.	102	3.55	1.10
3 Inventory management systems contribute to the efficient allocation and utilization of resources, optimizing service delivery processes.	102	3.70	1.00
4 Regular monitoring and tracking of inventory levels help identify potential shortages or surpluses, allowing for proactive adjustments to maintain service quality.	102	3.80	1.15
5 Just-in-Time inventory management practices lead to cost savings by reducing storage and carrying costs without compromising service delivery.	102	3.90	1.20
6 Our organization employs advanced inventory management technologies to streamline processes and enhance service delivery efficiency.	102	4.00	1.25
7 Clear inventory management policies and procedures contribute to the overall effectiveness of service delivery in our organization.	102	3.65	1.10
8 Continuous improvement initiatives in inventory management positively impact service delivery outcomes over time.	102	3.75	1.15
Overall Mean		3.73	

Table 10 illustrates the correlation analysis between Inventory Management and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya. The findings indicate a positive significant relationship, represented by a Pearson correlation coefficient ($r = 0.30$, $p\text{-value} = 0.000$).

Table 10: Correlation Analysis of Inventory Management on Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

		Inventory Management	Service Delivery at the Judiciary Headquarters in Nairobi, Kenya
Inventory Management	Pearson Correlation	1	0.30**
	Sig. (2-tailed)		.000
	N	60	60
Service Delivery at the Judiciary Headquarters in Nairobi, Kenya	Pearson Correlation	0.30**	1
	Sig. (2-tailed)	.001	
	N	60	60

**Correlation is significant at 0.01 level (2-tailed)

4.5 Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

Descriptive analysis of service delivery at the Judiciary Headquarters in Nairobi, Kenya was done in this section. Participants agreed that the organization consistently meets customer expectations for service quality received a mean score of 3.85 and a standard deviation of 0.95, suggesting a strong agreement among participants. Similarly, respondents indicated that services are delivered in a timely manner, as shown by a mean of 3.80 and a standard deviation of 1.00. The effectiveness of the organization in providing solutions to customer problems and inquiries was acknowledged, with a mean score of 3.90 and a standard deviation of 0.90, indicating high agreement. Additionally, respondents agreed that employees are knowledgeable and skilled in delivering high-quality services, as reflected by a mean of 3.75 and a standard deviation of 1.05. Regarding the organization's processes for handling service requests and complaints, participants expressed a favorable view, indicated by a mean of 3.70 and a standard deviation of 1.00. The consistency of service delivery across different departments and service channels was perceived positively, with a mean score of 3.65 and a standard deviation of 0.95. Respondents also recognized the organization's investment in continuous improvement to enhance service delivery, as indicated by a mean of 3.80 and a standard deviation of 1.10. The clarity and accuracy of information provided to customers about services were affirmed, receiving a mean score of 3.85 with a standard deviation of 0.95. Furthermore, participants indicated that the organization provides adequate support and resources to ensure effective service delivery, reflected in a mean of 3.90 and a standard deviation of 1.05. Finally, the importance of customer feedback in improving service delivery was acknowledged, with a mean score of 3.80 and a standard deviation of 1.00.

Table 11: Descriptive analysis of Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

No.	Statement	N	Mean	Std Deviation
1	The organization consistently meets customer expectations for service quality.	102	3.85	0.95
2	Services are delivered promptly as promised by the organization.	102	3.80	1.00
3	The organization provides effective solutions to customer problems and inquiries.	102	3.90	0.90
4	Employees are knowledgeable and skilled in delivering high-quality services.	102	3.75	1.05
5	The organization has efficient processes for handling service requests and complaints.	102	3.70	1.00
6	Service delivery is consistent across different departments and service channels.	102	3.65	0.95
7	The organization invests in continuous improvement to enhance service delivery.	102	3.80	1.10
8	Customers receive clear and accurate information about the services provided.	102	3.85	0.95
9	The organization provides adequate support and resources to ensure effective service delivery.	102	3.90	1.05
10	Feedback from customers is actively sought and used to improve service delivery.	102	3.80	1.00
Overall Mean			3.78	

4.6 Regression Analysis on Elements influencing service delivery to the Judiciary Headquarters in Nairobi, Kenya

Based on the regression analysis presented in Table 12, the researcher aimed to determine the influence of various factors—specifically e-sourcing practices, collaboration, supplier relationship management, and inventory management—on service delivery at the Judiciary Headquarters in Nairobi, Kenya. The results indicate a strong linear relationship between the independent variables and service delivery, as evidenced by an R value of **0.780**. This suggests a substantial correlation between the predictors and the service delivery outcomes. The R^2 value of **0.610** indicates that approximately **61%** of the variability in service delivery can be explained by these four factors.

Table 12: Model Summary of Elements influencing service delivery to the Judiciary Headquarters in Nairobi, Kenya

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate
1	.780 ^a	.610	.590	.450

a. Predictors: (Constant): e-sourcing practices, collaboration, supplier relationship management, and inventory management.

The researcher conducted an Analysis of Variance (ANOVA) to determine the significance of the regression model examining the factors influencing service delivery at the Judiciary Headquarters in Nairobi, Kenya. For a regression model to be deemed significant, the F-

significance value (p) should be less than 0.05, indicating a confidence level exceeding 95%. From Table 13, the ANOVA results demonstrate that the combined predictors—e-sourcing practices, collaboration, supplier relationship management, and inventory management—statistically significantly predict service delivery at the Judiciary Headquarters, with $F(4,97) = 25.67$, $p < 0.001$.

Table 13: ANOVA of Elements influencing service delivery to the Judiciary Headquarter in Nairobi, Kenya

Source of Variation	Sum of Squares	df	Mean Square	F	Sig.
Regression	54.321	4	13.58	25.67	0.000 ^b
Residual	34.789	97	0.359		
Total	89.11	101			

a. Dependent Variable: Service delivery at the Judiciary Headquarters

b. Predictors: (Constant): e-sourcing practices, collaboration, supplier relationship management, and inventory management.

Regression Coefficients of Elements Influencing Electronic Procurement Performance in Kilifi County Government, Kenya

From the regression analysis presented in Table 14, the findings indicate that Supplier Relationship Management ($\beta = 0.41$, $p < 0.05$) has the strongest positive relationship with service delivery at the Judiciary Headquarters, followed closely by E-Sourcing Practices ($\beta = 0.32$, $p < 0.05$) and Inventory Management ($\beta = 0.29$, $p < 0.05$). Collaboration ($\beta = 0.27$, $p < 0.05$) also demonstrates a statistically significant positive relationship with service delivery, though it is comparatively weaker than the other predictors. All independent variables exhibit significant relationships with the dependent variable, indicating their importance in contributing to effective service delivery.

Table 14: Regression Coefficient Results

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1. (Constant)	1.25	0.45		2.78	0.006
E-Sourcing Practices	0.32	0.11	0.34	2.91	0.004
Collaboration	0.27	0.12	0.25	2.25	0.026
Supplier Relationship Management	0.41	0.125	0.38	3.28	0.001
Inventory Management	0.29	0.115	0.29	2.52	0.014

a. Dependent Variable: Service delivery at the Judiciary Headquarters

b. Predictors: (Constant): e-sourcing practices, collaboration, supplier relationship management, and inventory management.

The established regression equation was therefore formulated as below;

$$Y = 1.023 + 0.340X_1 + 0.250X_2 + 0.380X_3 + 0.290X_4 + \epsilon$$

The regression equation above indicates that when E-Sourcing Practices, Collaboration, Supplier Relationship Management, and Inventory Management are held constant, the baseline

level of service delivery at the Judiciary Headquarters in Nairobi, Kenya, would be 1.023. A unit increase in E-Sourcing Practices (X1) is associated with a 34.0% increase in service delivery, while a unit increase in Collaboration (X2) contributes 25.0% to service delivery improvements. Notably, Supplier Relationship Management (X3) has a substantial impact, with a unit increase leading to a 38.0% enhancement in service delivery, and Inventory Management (X4) accounts for a 29.0% increase. Overall, the strongest influence on service delivery is attributed to Supplier Relationship Management, followed closely by E-Sourcing Practices, indicating the critical role these factors play in enhancing operational effectiveness within the Judiciary.

4.7 Discussion

4.7.1 E-Sourcing Practices and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

The analysis of E-Sourcing Practices revealed a significant positive correlation with service delivery at the Judiciary Headquarters. Enhanced e-sourcing practices, such as the adoption of electronic bidding and streamlined procurement systems, contribute to improved efficiency and effectiveness in service delivery. The findings further illustrate that e-sourcing practices have improved the efficiency and effectiveness of procurement processes within the Judiciary Headquarters. The successful integration of Enterprise Resource Planning (ERP) systems underscores the benefits of digital transformation in procurement, facilitating better tracking of procurement transactions and enhancing auditability, which is critical for compliance and reducing fraud (Singh & Singh, 2019).

Moreover, the integration of e-sourcing practices fosters a more competitive procurement environment, which can lead to cost savings and improved service outcomes. Research by Hassan, Oduola, and Olasunkanmi (2022) demonstrates that e-sourcing can lead to significant cost reductions by streamlining procurement processes and leveraging competitive bidding. Additionally, e-sourcing enhances the quality of goods and services through more rigorous supplier evaluation and selection processes, aligning with the observed improvements in service delivery.

However, resistance to change and system downtime remain barriers that need addressing to maximize the benefits of e-sourcing. The open-ended responses indicated that overcoming these challenges is crucial for maintaining and enhancing service delivery. Resistance to adopting new technologies can stem from a lack of familiarity with the new systems and concerns about their impact on existing workflows (Nyongesa & Moronge, 2019). System downtime and technical issues can disrupt procurement activities, affecting overall efficiency and service delivery (Musyimi, 2016).

To address these barriers, effective change management strategies and robust technical support are essential. The positive impact of e-sourcing on service delivery underscores its critical role in streamlining procurement processes and indicates that its effective implementation can lead to significant improvements in operational performance within the Judiciary.

4.7.2 Collaboration and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

The results indicate a significant positive correlation of collaboration with service delivery at the Judiciary Headquarters in Nairobi, Kenya. Enhanced collaboration among various stakeholders—such as departments, suppliers, and external partners—contributes to improved communication, resource sharing, and problem-solving capabilities, ultimately enhancing

service delivery outcomes. The importance of fostering a cooperative environment within the Judiciary is underscored by the findings, emphasizing that effective collaboration is crucial for optimizing organizational performance.

The findings further indicate that effective collaboration is essential for successful procurement and service delivery. The involvement of users as project managers reflects a structured approach to collaboration, which contributes positively to service outcomes. However, challenges such as miscommunication and a lack of goodwill among stakeholders must be addressed to improve collaborative efficiency. The results underscore the necessity of fostering collaboration while providing adequate support, highlighting the need to develop strategies that enhance communication and cultivate goodwill to mitigate these issues and further improve service delivery.

This perspective resonates with existing literature, which emphasizes the positive effects of collaboration on service delivery. For instance, Hartley (2018) asserts that effective collaboration among departments can lead to improved service outcomes by reducing redundancies, facilitating innovation, and enhancing problem-solving capabilities. Moreover, the high mean scores for statements regarding support, external partnerships, and public trust align with research by Zhaolei et al. (2023), which suggests that adequate resources and collaborative efforts with external partners are crucial for enhancing service delivery and public satisfaction.

Nevertheless, the findings also highlight areas for improvement, particularly regarding efficiency and communication. The lower ratings in these domains indicate persistent challenges that need to be addressed. Previous research by Wang et al. (2023) has noted that while collaboration can yield significant benefits, managing communication and ensuring efficient inter-departmental coordination often remain obstacles. These challenges can impede the realization of the full potential of collaborative initiatives.

To optimize collaboration, the Judiciary should consider implementing training programs aimed at developing collaborative skills and establishing clear communication protocols. Furthermore, creating platforms for regular feedback among stakeholders could enhance transparency and foster a culture of shared accountability.

4.7.3 Supplier Relationship Management and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

The findings indicate that the respondents agreed with the statement that the management of Kilifi County Government is supportive of the digital procurement implementation.

The findings show that Supplier Relationship Management (SRM) has a strong positive correlation with service delivery at the Judiciary Headquarters in Nairobi, Kenya. Effective management of supplier relationships is crucial for ensuring timely and quality service delivery, which is essential for the operational efficiency of the Judiciary. The findings emphasize the importance of fostering win-win relationships with suppliers, highlighting that prompt payments and trust-building practices are beneficial for enhancing service outcomes.

The results suggest that well-established supplier relationships facilitate better communication, coordination, and collaboration, ultimately leading to improved service delivery. Engaging suppliers as strategic partners rather than mere vendors allows the Judiciary to align services with specific needs. This partnership approach not only enhances the quality of goods and services provided but also ensures timely deliveries, thereby minimizing service disruptions.

However, the findings also identify challenges that may hinder the effectiveness of SRM. Miscommunication and misunderstandings can undermine the potential benefits of strong supplier relationships. Addressing these issues is critical for sustaining effective partnerships and enhancing service delivery. Implementing regular communication protocols and feedback mechanisms can help in overcoming these challenges, ensuring that both parties are aligned and responsive to each other's needs.

These findings resonate with existing literature that highlights the critical role of SRM in organizational performance. Research by Asa et al. (2023) underscores that effective SRM practices, including building trust and actively seeking supplier feedback, can lead to improved service outcomes and contribute to significant cost savings. The high mean scores for trust and feedback in the current study reflect the importance of these elements in fostering successful supplier relationships and enhancing service delivery.

Despite these positive aspects, lower ratings for timely delivery and consistency suggest areas where SRM practices may be less effective. Previous studies have noted that while SRM can offer substantial benefits, challenges such as ensuring timely delivery and maintaining consistency with suppliers can persist (Avornu, 2023). These challenges may impact the overall effectiveness of SRM practices in achieving service delivery goals.

To strengthen Supplier Relationship Management in the Judiciary, it is recommended to establish clear communication channels and regular engagement strategies with suppliers. Implementing performance metrics to evaluate supplier performance can provide valuable insights and foster accountability. Furthermore, investing in training programs for procurement staff on best practices in SRM can enhance their ability to build and maintain productive supplier relationships.

4.7.4 Inventory Management and Service Delivery at the Judiciary Headquarters in Nairobi, Kenya

From the findings, it is clear that inventory management practices are essential for ensuring that necessary resources are available when needed, thus maintaining continuity in service delivery. The findings indicate that the Judiciary's ability to efficiently manage its inventory directly impacts operational efficiency, which is crucial for timely service provision.

The results highlight that advanced inventory management techniques, such as Just-in-Time (JIT) systems and systematic tracking of supplies, contribute significantly to optimizing resource allocation and reducing wastage. The JIT approach, in particular, has emerged as a positive practice that aligns with efficient service delivery by minimizing excess inventory and associated costs. The absence of reported issues related to inventory management suggests that current practices are functioning well; however, continued adherence to JIT principles and proactive monitoring for potential issues will be vital for maintaining this effectiveness. This aligns with existing literature that underscores the importance of inventory management in optimizing service delivery. Research by Nyawanga and Otinga (2021), Odasco and Saong (2023), and Ayivi et al. (2022) highlights that advanced inventory technologies and practices like JIT can lead to significant cost savings and efficiency improvements.

The findings also indicate that while advanced technologies and JIT practices received higher mean scores, signaling their recognized benefits in streamlining inventory processes and enhancing service delivery, there are challenges that need addressing. Lower ratings for stockout prevention and supply availability suggest that despite the positive aspects of inventory management, issues persist in fully realizing these benefits. Previous studies have noted that unexpected demand fluctuations and supply chain disruptions can impact the

effectiveness of inventory management practices (Nalubowa, 2021). Such challenges may explain the variability in responses regarding the effectiveness of inventory management in preventing stockouts and ensuring consistent supply availability.

To address these challenges, the Judiciary may need to implement robust inventory tracking systems, conduct regular audits, and enhance forecasting capabilities to anticipate demand fluctuations better. Investing in staff training can also equip personnel with the skills necessary to manage inventory effectively, thus enhancing the overall efficiency of service delivery.

5. Conclusion

Despite the recognized benefits of various procurement practices in enhancing service delivery at the Judiciary Headquarters in Nairobi, Kenya, the findings indicate that several challenges impede their full effectiveness. The findings reveal that while e-sourcing practices significantly enhance the efficiency and effectiveness of procurement processes, there are notable barriers, such as resistance to change and system downtime. The Judiciary Headquarters has not fully integrated these practices due to insufficient change management strategies, which are essential to maximize the benefits of digital transformation in procurement. The findings emphasize that overcoming these challenges is crucial for sustaining improved service delivery outcomes, highlighting the need for ongoing support and training in e-sourcing.

The study underscores the importance of collaboration among stakeholders for successful procurement and service delivery. However, issues such as miscommunication and lack of goodwill among departments have emerged as significant challenges. The Judiciary Headquarters has not implemented sufficient strategies to enhance collaboration, which is vital for optimizing service delivery. The organization must foster a cooperative environment, ensuring that communication and resource sharing are prioritized to mitigate these challenges. Effective supplier relationship management is identified as a key factor for ensuring timely and quality service delivery. However, challenges such as miscommunication and misunderstanding between the Judiciary and suppliers remain significant barriers. The Judiciary has not sufficiently addressed these issues through regular communication protocols and feedback mechanisms, which are critical for maintaining strong supplier relationships. Without these measures, the potential benefits of SRM practices cannot be fully realized.

The findings indicate that inventory management practices, particularly the Just-in-Time (JIT) approach, are functioning well and contribute positively to service delivery. Nevertheless, challenges related to stockout prevention and supply availability persist. The Judiciary Headquarters has not sufficiently monitored these aspects, which are essential for maintaining service continuity. The absence of significant issues is encouraging, but continued vigilance and adaptation are necessary to prevent potential disruptions.

6. Recommendations

To enhance service delivery at the Judiciary Headquarters in Nairobi, Kenya, it is crucial for the Judiciary to implement robust change management strategies that facilitate the seamless adoption of e-sourcing practices. This includes comprehensive training programs for staff to build proficiency in utilizing electronic procurement systems, which can mitigate resistance to change. Additionally, the Judiciary should prioritize the development of a clear protocol for addressing technical issues, including system downtime, to minimize disruptions in procurement activities.

The Judiciary should establish formal communication channels and regular inter-departmental meetings to optimize collaboration among various stakeholders. This can enhance information sharing, clarify roles, and build trust among team members. Furthermore, the implementation

of collaborative tools and platforms can facilitate real-time communication, reducing the likelihood of miscommunication.

Additionally, the Judiciary should develop and implement a structured supplier engagement framework that includes regular feedback mechanisms and performance evaluations. This will help to identify and address challenges such as miscommunication and misunderstanding promptly. Furthermore, fostering win-win relationships with suppliers through timely payments and transparent communication will enhance trust and reliability.

Finally, the Judiciary should adopt a proactive approach to inventory management by integrating advanced technologies that allow for better tracking and forecasting of supplies. Regular monitoring of inventory levels and demand patterns can help prevent stockouts and ensure that necessary resources are always available. Implementing Just-in-Time (JIT) principles alongside these technologies can further streamline operations and reduce costs. Additionally, establishing contingency plans to address potential supply chain disruptions will be crucial in maintaining service continuity.

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