TOPIC

THE IMPACT OF ETHICAL CONDUCT IN PROCUREMENT.

A CASE STUDY OF ZINWA MZINGWANE 2009-2014

BY

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A DISSERTATION SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS OF THE BACHELOR OF COMMERCE HONOURS DEGREE IN PURCHASING AND SUPPLY AT BINDURA UNIVERSITY OF SCIENCE EDUCATION FACULTY OF COMMERCE.

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ABSTRACT

The research assessed the impact of ethical conduct in procurement in Zimbabwe National Water Authority, (ZINWA). The research assessed the purchasing procedures and adherence of ethics in the procurement function as well as evaluating the impact of good ethical procurement behaviour on quality service delivery. Examination the ways of curbing unethical behaviour was also done. The targeted population were the ZINWA and this made up a sample size. Questionnaires and documents like Order Books and Return to Stores Vouchers were used as the research instruments to collect data. The research showed that ethics exist in ZINWA and most of the employees in the execution of their duties recognize ethics and purchasing procedures. While there is enforcement of ethics in ZINWA, there are certain factors, which include, poor remuneration, unethical demands by supplier, pressure to succeed, and supervision, unawareness or reluctance to observe ethics that influence ZINWA employees’ ethical behaviour leading to procurement of substandard materials at high prices. It was also discovered that ZINWA has ethics enforcement measures that are in place, that include code of ethics and ethics training. The study recommended that ZINWA should strive for simplification and clarification of rules in order to minimise unethical practices as well as training and education of employees on issues of good ethical practices. The conclusion was that the purchasing procedures are to be implemented and monitored to ensure adherence. This will mean that the organisation will reduce the procurement costs by a large margin.