

Mediating Influence of Information Technology Infrastructure in the Relationship between Supply Chain Process Integration Capabilities and Supply Chain Performance of Public Universities in Kenya

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Abstract

The purpose of the study was to investigate the mediating effect of information technology infrastructure in the relationship between Supply Chain Process Integration Capabilities (SCPIC) and Supply Chain Performance (SCP) of public universities in Kenya. Information technology was hypothesized to have a positive mediation influence on the relationship between supply chain process integration capabilities and supply chain performance of public universities in Kenya. The study was grounded on Resource Dependency Theory and adopted a descriptive survey design. A self-administered questionnaire was distributed to 31 public universities in Kenya. The response rate was 81%. Descriptive statistics, correlation and regression techniques were used to analyze the data. The results of the study show a statistically significant relationship between SCPIC and supply chain performance. The approach for testing the mediation was adopted from Memon, Cheah, Ramayah, Ting, & Chuah, (2018). The results show that the relationship between SCPIC and SCP is mediated by information technology infrastructure. The study contributes to our understanding of the effect of information technology infrastructure in the relationship between supply chain process integration capabilities and supply chain performance of universities. From the study, an integrated information technology infrastructure enables consistent and real-time transfer of information between supply chain management related applications and functions that are distributed across partners. The study recommends that public universities should invest in technology not only in their institutions but also in partnership with stakeholders like suppliers so as to streamline operations in the supply chain for organizational competitiveness.

Keywords: Supply chain process integration capabilities, Information technology infrastructure, and Supply chain performance.

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