

An empirical study of the influence of information technology infrastructure on supply chain performance of public universities in Kenya

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Abstract

Organizations are becoming seemingly productive through the adoption and utilization of integrated information systems by use of enabling technologies. This has become possible through creating seamless supply chains linkages by suppliers to customers in order to eliminate poor performance of suppliers, unpredictable customer demands, and uncertain business environment. The purpose of the study was to empirically ascertain the influence of information technology infrastructure on supply chain performance of public universities in Kenya. Information technology plays a critical role in organizational performance by enabling information flow which enhances supply chain robustness and resilience for efficiency. The study was guided by the Collaborative Network Theory (CNT). Information technology infrastructure was hypothesized to have a significant influence on supply chain performance of public universities in Kenya. The study adopted descriptive census survey. A self-administered questionnaire was distributed to 31 public universities in Kenya targeting 62 heads of procurement and Information Communication Technology departments. The response rate was 81 per cent. Descriptive statistics, correlation and regression techniques were used to analyze the data. The results of the study indicate that information technology infrastructure positively influences supply chain performance in public universities in Kenya. Hence the conclusion that information technology infrastructure influences the supply chain performance of public universities. The study has contributed to the existing body of knowledge on the role of information technology infrastructure on supply chain management of organization. The implementation of the study findings can enhance supply chain operational performance. The study recommends that public universities should invest in information technology infrastructure not only in their institutions but also in partnership with suppliers and other stakeholders so as to streamline end to end operations in the supply chain.

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