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INTERNET SOURCING AND ITS INFLUENCE ON SERVICE DELIVERY IN TURKANA COUNTY GOVERNMENT

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ABSTRACT

The aim of internet procurement adoption is to enhance the effectiveness, efficiency, transparency, and responsibility of public procurement. Kenyan county governments encountered procurement challenges during the Covid-19 period, leading to the implementation of internet procurement as a solution. This aligns with a global trend. The County of Turkana's procurement process has faced obstacles stemming from non-compliance with procurement laws and a lack of technological expertise. This study examines the impact of internet procurement on the Turkana County government's service delivery. The study aimed to assess the impact of internet sourcing characteristics on service delivery by the Turkana County administration. The study utilized the diffusion of innovation theory as an analytical framework. The research utilized correlational and descriptive survey designs. The audience comprised 60 individuals, consisting of 20 staff members and 30 procurement officers. A saturation sampling strategy was employed for sample size determination. Data was collected through questionnaires and interview schedules. Experts in management science confirmed the instruments' validity. The West Pokot County Administration carried out a pilot project. A reliability test was conducted using Cronbach's alpha, with a minimum threshold of r>0.70. A multiple regression analysis was conducted to determine the extent to which the independent variables affected the variance in the dependent variable. The R-squared coefficient of determination for the multiple regression model indicates that service delivery accounted for a significant portion of the variation in the internet procurement process. The study found that internet sourcing had a significant positive impact on service delivery. The study suggests that an online supplier contract management system would be beneficial for the County government to handle supplier selection and management. The study's results suggest that internet procurement could enhance service delivery by the Turkana County administration and federal government.

Keywords; Internet sourcing, Influence, Performance,

1.0 BACKGROUND OF THE STUDY

The normal provision of a service is referred to as delivery, whereas service is a strategy or structure that meets the needs of customers. As a result, service delivery refers to a system or

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structure for consistently addressing the needs of the public. Wagube (2011) identifies responsiveness (the willingness or desire to provide services) and communication as service delivery indicators (keeping the customer informed in their own language while being attentive to them). Performance quality factors aim to report issues like the number of mistakes made and the price of quality because quality has been defined as compliance with standards. Speed and time are critical components of operational success because they contribute to on-time delivery and have the potential to effect customer satisfaction significantly.

To attain excellent service delivery, counties must think about the effective and efficient use of all the resources available to them. For instance, in order to improve productivity and employee motivation, organizations must regard their staff as assets and utilize them in the most effective and efficient ways possible. The best use of a company's resources to achieve the most good is efficiency. Less waste results in cheaper items, and generally speaking, this allows the business to provide customers with value (Vencataya, 2011).

Parasuram et al. (1985) included dependability, tangibility, responsiveness, accessibility, and empathy as the markers of service delivery. From a strategic standpoint, internet procurement is significant, especially considering that it can be deployed despite several institutional barriers. By improving an organization's operational performance, it provides an opportunity to gain a competitive edge (Adero, 2014). In many businesses, internet procurement ensures operational performance while offering considerable cost savings. Accountability and transparency are internet procurement systems' other major benefits (Boudijilda & Pannetto, 2013).

Internet procurement is the execution of all or a part of the procurement process using integrated communication structures (usually based on the internet). phases including identifying needs, looking, investigating, ordering, negotiating, delivering, and following purchases assessment may be included in the process (Sitar, 2011). It may also refer to employing online electronic systems for things including contract administration, requirement identification, and the tendering process (Barngetuny & Kimutai, 2015).

Due to improved organizational effectiveness, higher information availability, and improved information adaptation, internet procurement sought to obtain strategic advantages by fostering stronger client relationships (Corina, 2011). Support for it is provided by technologically driven purchasing procedures that combine functional operations and purchase management (Shukla, et al, 2016). It tackles the problems with traditional procurement, which lowers costs and saves time by boosting coordination and harmonization, delivering timely information, and optimizing procedures (Sitar, 2011). Essentially, it's more than simply an internet storefront. According to critics (Rotich & Okello, 2015), it is a significant performance measure that improves the efficiency and knowledge of businesses.

Internet procurement, in accordance with Hunja (2014), is connected with better-quality administration and monitoring of the public procurement process, more efficacy, reduced transaction costs, and less corruption. Internet procurement operations include, for example,

ERP, INTERNET MRO, Internet tendering, INTERNET Reverse auctioning, INTERNET Informing, and INTERNET Market sites are examples of enterprise resource planning (ERP) technologies (Snow, 2013). To improve supply chain efficiency, Businesses can decentralize their operative procurement operations and link their tactical procurement processes via internet procurement initiatives (Singh & Punia, 2011).

Writing, filing, and mailing paper invoices is time consuming; however, thanks to the adoption of internet procurement, members of staff now have time to focus on strategic procurement issues (Muhammad, 2013). As a result, internet procurement helped to reduce rogue purchases (Uddin, 2015). Through the integration of several expense categories, internet procurement helps shorten the procurement cycle. Additionally, it can systematize stock replacement, application, and receiving, shortening time between low stock alerts and full reception at the third-party dock, and it could deliver a streamlined method for receiving, resolving, authorising, and authorising the electronic payment of suppliers (Akibate, 2015; Hardy & Williams, 2011). Distinct internet procurement strategies concentrate on distinct stages of the internet procurement cycle. Numerous literary instances of internet procurement processes have been examined in academic works. Common processes include internet ordering, internet tendering, internet invoicing, internet sourcing, and internet payment. (Barasa, Namusonge, & Fredric (2017).

2.0 STATEMENT OF THE PROBLEM

Processes and systems must be optimized for service delivery for it to be effectiveness and efficiency properly set up and adhered to. In Kenya, internet procurement functions have remained connected to drawn-out procedures. All procurement-related activities were devolved after devolution was established. The use of electronic procurement satisfies the demand to acquire essential supplies for numerous county departments. Even though Turkana County Government has adopted internet procurement, annual reports have shown that the department of procurement's performance index is appalling. During the fiscal year 2019/2020, the performance indices for the departments of revenue and procurement were respectively 18% and 56%. (Turkana County Government Report, 2020). It was further reduced to 15% for procurement and 36% for the revenue department for the fiscal year 2020–2021. The performance index fell during the course of the two fiscal years. The county's competitive edge is quite low, and the procurement department has been identified as the least effective department, posing a challenge to the department itself.

This shows that it is vital to look into the empirical relationship between service delivery and the county government's internet procurement process. Despite the fact that internet procurement is an important strategic and supply chain management tool, it is clear that research on its implementation and service delivery, notably in Turkana County, has not been decisive. Turkana County is not unusual, hence the current study seeks to fill this gap by analyzing how the internet procurement procedure affects the administrations of Turkana County's delivery of services.

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2.1 Purpose of the Study

The goal of the study was ascertaining how Turkana County's service delivery was impacted by the internet procurement procedure

2.2 Objective of the Study

The influence of internet sourcing on service delivery in Turkana county government.

2.3 Hypotheses of the Study

Ho1: There is no impact of internet sourcing on service delivery in Turkana County government.

2.4 Significance of the study

The study's conclusions are significant because they will enable local and federal procurement managers to set benchmarks for industry best practices. The conclusions of the study are crucial for the government's improvement. Waste, exploitation, and poor worth of cash in their procurement processes frequently pose obstacles to efficiency and transparency in public procurement. This study will offer fresh perspectives and tactics for enhancing Kenyan counties' procurement efficiency. The study will help procurement staff choose and evaluate vendors to prevent service delivery delays.

2.5 Scope of the study

The focus was limited to how the Turkana County administration uses internet procurement to deliver services. Only internet sourcing

2.6 Study Limitations

The research was put through a number of limitations, including the County management's lack of interest in approving data collection in their organizations, the employees' resistance to completing the questionnaires, and the study's ability to achieve a sufficient response rate once the potential respondents agreed to complete the forms. This succeeds by guaranteeing that management will interfere with the organization's operational aspects as little as possible. This was accomplished by distributing the questionnaires when they had free time.

3.0 RESEARCH DESIGN

The researcher used a descriptive survey as well as a correlational study methodology. The researcher was able to successfully summarize and organize data by using a descriptive survey method (Mugenda, 2013). A link between the independent and dependent variables was proved using correlational research methodology. It offered tools for categorizing statistical data and reducing material into manageable bits. According to Mugenda (2013), expressive research is the process of collecting data to test hypotheses or reply to inquiries concerning the study's

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participants' current situations. A descriptive research approach was used in this study, which provided ideas for additional investigation and research as well as aided in the formulation of certain conclusions (Sekaram, 2003; Abok, 2015).

3.1 Location of Study

The Turkana county government performed the investigation. Turkana is Kenya's second-largest county, located at 3009'N 35021'E. The administrative headquarters are in Lodwar. Turkana County is situated in northwest Kenya. It is bounded to the north and northeast by South Sudan, Ethiopia, and the disputed Ilemi Triangle, to the east by Lake Turkana, and to the west, north, and northeast by Uganda. The county is bounded to the south and east by West Pokot, Baringo, and Samburu counties and to the west by Marsabit County. Lake Turkana's northeastern shoreline.

Turkana County's internet procurement performance has declined during the last two fiscal years. When it comes to bidding, county governments face a challenge. The county is unable to follow correct protocol when awarding contracts to suppliers due to a lack of transparency in the procurement process. The county government's ability to negotiate the best prices for commodities provided by its suppliers is not yielding the desired outcomes, and the process continues to deny other suppliers a better opportunity to access procurement services and contracts due to a lack of relevant procurement data. This highlights the importance of researching the empirical relationship between the public sector's internet procurement process and service performance.

3.2 Target population

A study's target is a group of participants drawn from the population who share certain features and can be used to generalize certain trends observed in county government. The study's target audience composed of all procurement officials, financial officers, and personnel members of the Turkana County government. The target audience consisted of sixty individuals, including twenty employees and thirty procurement officers.

3.3 Sampling Procedures, Techniques and Sample population

Sampling is a crucial process in research that involves selecting a smaller group of individuals from a larger population to serve as a representative sample. This technique is widely used to gather data and draw conclusions about the entire population. As described by Mugenda (2008), the process of sampling involves careful consideration and selection of individuals to ensure that the sample accurately reflects the characteristics of the population being studied. Through this process, researchers can obtain valuable insights and make informed decisions based on the data collected from the sample.

3.4 Research Instruments

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In this study, data was collected from respondents using a questionnaire and interview schedules. We obtained information about the influence of the internet procurement procedure on service delivery in Turkana County government using questionnaires.

3.5 Questionnaires

Questionnaires performed best when they had standardized questions that were interpreted by all respondents in the same way (Saunders et al., 2007). A sequence of words that acted as characteristics were used to measure the variables. The study used a questionnaire with a five internet point Likert scale, with the exception of the section covering firm background information. A Likert type scale is a series of qualitative versions of a single feature or item grouped progressively from least to most commonly use in business research (Sakaran, 2000). Every question or statement contained five options, with 5 indicating strongly agree (SA), 4 indicating agree (A), 3 indicating undecided (UND), 2 indicating disagree (D), and 1 indicating strongly disagree (SA). The options indicate how strongly each answer agrees with the question. The Likert scale made it simple for respondents to answer to the questions.

3.6 Interview Schedule

An interview schedule had questions that were prepared. The questions originated from the objectives of the study, focusing information about a specific issue being investigated. Interview schedule was used to add findings and clarify ideas in the questionnaire.

3.7 Validity and reliability of the instruments

The validity and dependability of the research tools were determined before to the start of the actual investigation. According to Orodho (2003), a pilot study is required to assess the dependability of data collection tools.

3.8 Validity

The extent to which a notion measures what it is intended to assess is defined as validity (Mugenda, 2007). Several validity tests were carried out during the questionnaire preparation process to guarantee that the instrument is measuring what it is supposed to measure. Both content and construct validity were used in this investigation. During the development of the questionnaire, specialists were consulted to guarantee content validity. This was done to ensure that the measure has a sufficient and representative sample of items probing the content, as well as that, the inquiries fit the study's aims.

3.9 Pilot Study

A study was done to ascertain the research instruments were reliable. Ten percent of the total population was used comprising 5 procurement officers, 5 finance officers and 5 employees from West Pokot County government.

3.10 Reliability

Mugenda (2013) defines dependability as the ability of results to persist over time and accurately represent the entire population. The pilot study's goal was to improve the questionnaire, find any gaps, and anticipate any logistical challenges that might develop during the actual survey. Cronbach's alpha was used to measure variation attributable to subjects as well as the interaction between subjects and items. It was expected that an instrument's internal reliability would be reflected by a reliability coefficient of at least 0.70

3.11 Data Collection Procedures

The directorate of postgraduate of Turkana University College gave the researcher its consent before the data collection exercise began. The permit was subsequently provided to the Turkana County administration, which approved it. The researcher then went on to use questionnaires to gather the data.

3.12 Data Analysis Procedures

During data analysis, the researcher identified and fixed errors in order to better the quality of the answers. The research produced both quantitative and qualitative data. Using descriptive statistics such as percentages, means, percentages, standard deviations, and frequencies to examine quantitative data. The correlations between numerous variables were presented using inferential statistics. To encode and input the data for analysis, the SPSS V23 Statistical Package for Social Sciences was employed.

4.0 RESEARCH FINDING

Number of years the county has been using internet procurement process.

The study sought to establish the number of years the county has been using internet procurement. The findings are presented in table 1.

Table 2 Number of years the county has been using internet procurement process

	Frequency	Percent	Cumulative Percent
<5years	10	17.2	17.2
5-10 years	39	67.2	84.5
>10 years	9	15.5	100.0
Total	58	100.0	

According to the study's findings, the county has been utilizing internet procurement for between 5 and 10 years, according to 39 respondents (67.2%), with 15.5% working for more than 10 years and 17.2% using it for less time, as indicated in Table 1. This shows that Turkana

County has been utilizing the electronic procurement process for more than five years. This is in compliance with the provisions in the policy statement on procurement procedures.

4.1 Internet sourcing on service delivery

The study also sought to find out the meaningful description of the internet sourcing characteristics variables in line with seven items reflecting internet sourcing. The findings are presented in using a 5-point Likert scale table 2

Table 2 internet sourcing on service delivery

	SD	D	UD				A		SA		Mean	Std. Error
	F	%	F	%	F	%	F	%	F	%		
i. The county procurement maintains a list of printernet approved vendors with online access to vital data.	3	5.2	4	6.9			28	48.3	23	39.7	4.10	0.14
ii. Several providers submit online quotes to the county procurement department.	1	1.7			2	3.4	31	53.4	24	41.4	4.34	0.08
iii. To choose the least expensive but best providers, the county procurement organizes online bidding.					4	6.9	29	50.0	25	43.1	4.36	0.08
iv. An Internet sourcing program is used by the county procurement.			4	6.9	5	8.6	26	44.8	23	39.7	4.17	0.11
v. The county procurement offers providers regulated, regular online internet sourcing.	1	1.7			7	12.1	28	48.3	22	37.9	4.21	0.10
vi. The county's procurement department uses an electronic supplier tracking system.					6	10.3	23	39.7	29	50.0	4.40	0.09
Mean											**4.26**	**0.06**

Fifty one (88%) of respondents agreed that county procurement has a list of printer net qualified suppliers with online access to essential information, while 7 (12%) disagreed (M=4.10; SE=0.14). This indicates that respondents assessed the county's procurement as having a list of printer net-qualified suppliers with online access to essential information. The majority of respondents (55; 94.8%) concurred that county procurement receives online quotations from

various suppliers, with 2 (3.4%) agreeing moderately and 1 (1.7%) disagreeing (M=4.34; SE=0.07). These results indicate that the majority of respondents concur that county procurement receives online bids from various vendors.

The majority of respondents, 94 (93.1%), agreed that county procurement organizes online tendering to select the least expensive but most qualified suppliers, while 4 (6.9%) were unsure (M=4.36; SE=0.04). The majority of participants agreed, based on these results, that county procurement organizes online tendering to select the least expensive but most qualified suppliers. The majority of respondents, 49 (84.5%), agreed that county procurement employs an Internet sourcing software, while 5 (8.6%) were unsure and 4 (6.9%) were opposed (M=4.17; SE=0.11). Statistical analysis revealed that the majority of respondents agreed that county procurement employs Internet sourcing software.

The majority of respondents (50, 86.2%) concurred that county procurement provides routine, standardized online internet sourcing to suppliers (M=4.21; SE=0.07). Only one respondent (1.7%) disagreed (M=4.21; SE=0.07). Based on these findings, the majority of respondents were in favor of county procurement providing suppliers with standard, routine online internet sourcing. 52 (88%) of respondents concurred that county procurement includes Internet tracking of printer net qualified suppliers, while 6 (10.3%) were unsure (M=4.40; SE=0.03). This indicates that respondents concurred that county procurement utilizes an Internet tracking system for printer net-qualified vendors.

According to Table 3, the seven statements used to evaluate internet sourcing had a mean score of 4.26. Similarly, the 0.06 standard error indicated that the responses to internet sourcing statements did not deviate significantly from what was anticipated. The investigation determined that the county's procurement department has a list of printer net qualified vendors with online access to vital information. The county procurement office receives online bids from a variety of suppliers and conducts online tendering to select the lowest-priced but most qualified bidder. Internet sourcing and Internet tracking of printer net qualified suppliers are utilized in the county's procurement system. The county provides suppliers with routine, standardized online internet sourcing. The dependent variable was to ascertain Service Delivery in the government of Turkana County. Using a 5-point Likert scale, respondents rated their opinions on 11 internet awarding-related items, as summarized in Table 3.

Table 3. Internet awarding on service delivery

	SD		D		UD		A		SA		Mean	Std. Error
	F	%	F	%	F	%	F	%	F	%		
i. Inventory turns have increased thanks to county procurement.			1	1.7	2	3.4	31	53.4	24	41.4	4.34	0.08
ii. The capacity utilization of the county procurement has increased.					4	6.9	29	50.0	25	43.1	4.36	0.08
iii. County procurement has decreased the amount of client returns and rejects.			4	6.9	5	8.6	26	44.8	23	39.7	4.17	0.11

iv. The county's procurement program has lowered the rate of supplier defects.	1	1.7			7	12.1	2	48.2	2	37.9	4.21	0.10
v. County procurement has decreased the number of requests for remedial action.					3	5.2	3	51.7	2	43.1	4.38	0.08
vi. The county's procurement program has lowered the rate of rework.			7	12.1	8	13.8	2	39.7	2	34.5	3.97	0.13
vii. The availability time has increased thanks to county procurement.			9	15.5	7	12.1	2	44.8	1	27.6	3.84	0.13
viii. The county's purchasing department has sped up the ordering process.			7	12.1	5	8.6	2	37.9	2	41.4	4.09	0.13
ix. The county procurement has improved its commitment to on-time delivery.	6	10.3	1	1.7	6	10.3	2	44.8	1	32.8	3.88	0.16
x. Time for changeovers has increased thanks to county procurement.	3	5.2	3	5.2	5	8.6	2	43.1	2	37.9	4.03	0.14
xi The downtime rate has been significantly decreased because to county procurement.			2	3.4	1	1.7	1	31.0	3	63.8	4.55	0.09
Mean											**4.17**	**0.06**

The study's findings reveal that 55 of the respondents, or 94.8%, agreed that county procurement had improved inventory turns, whereas 2 respondents (3.4%) were unsure and 1 participant disagreed (M=4.34; SE=0.08). The majority of participants, according to the results, believed that county procurement had improved inventory turns. 54 respondents, or 93.1%, agreed that county procurement had improved capacity utilization, while 4 respondents, or 6.9%, were unsure (M=4.36; SE=0.08). The findings unmistakably show that the majority of respondents supported the county's acquisition of better capacity utilization. The results showed that 49 respondents (or 84.5%) agreed with the findings, whereas 4 respondents (or 6.9%) disagreed and 5 respondents (or 8.6%) were unsure (M=4.17; SE=0.11). These results show that the majority of respondents concur that county procurement has lowered the amounts of consumer returns and rejects them.

The research revealed that 50 respondents (86.2%) agreed that county procurement had decreased the supplier defect rate, while 1 respondent (1.7% disagreed) and 7 respondents (12.1%) were unsure (M=4.21; SE=0.10). These findings support the consensus among most participants that county procurement has decreased the rate of supplier defects. According to the findings, 55 respondents, or 74.8%, agreed that county procurement had decreased the number of requests for corrective action, while 3 respondents, or 5.2%, were unsure (M=4.38; SE=0.08). According to the findings, the majority of the participants backed the county procurement's reduction in the number of requests for corrective action.

Results revealed that 43 respondents (74.2%) agreed that county procurement had decreased the rinternet work rate, while 7 respondents (12.1%) disagreed and 8 respondents (13.8%) were unsure (M=3.97; SE=0.13). These findings support the consensus among the majority of participants that county procurement has decreased the rework rate. According to the findings (M=3.84; SE=0.13), 42 of the respondents (72.4%) agreed that county procurement has increased availability time, whereas 7 (12.1%) were unsure and 9 (15.5%) disagreed. The majority of participants supported the county procurement's increased availability time, according to the results. The results showed that 46 respondents (79.3%) agreed with this

conclusion, whereas 7 respondents disagreed and 5 respondents were unsure (M=4.09; SE=0.13). These findings support the consensus among most participants that county procurement has shortened the ordering cycle time.

The results showed that 7(12%) disagreed, 6(10.3%) were unsure, and 45(77.6%) respondents agreed that county procurement has improved on time delivery commitment (M=3.88; SE=0.16). These findings support the consensus of the majority of participants that county procurement has increased its commitment to on-time delivery. The findings showed that 47 (81%) of the respondents agreed that county procurement has reduced the time required for changeovers, whereas 6 (10%) disagreed and 5 (8.6%) were unsure (M=4.03; SE=0.14). The results show that the majority of participants accepted that county procurement has increased the efficiency of changeovers.

According to the results, 55 respondents (94.8%) agreed that county procurement has significantly decreased the downtime rate, 1 respondent (1.7% were unsure), 2 respondents (3.4% disagreed) (M=4.55; SE=0.09). These findings support the consensus among most participants that county procurement has significantly decreased the downtime rate. According to Table 4.10's findings, the average of the 11 factors utilized to gauge the quality of the service was 4.17. In assertions about service delivery, respondents concurred. Similar to this, the standard error of 0.06 indicated that the replies to questions about the delivery of services did not deviate significantly from the norm. Findings from an interview schedule one respondent asserts;

'In my view the current situation calls a lot in allocation of finances for procuring equipment for internet sourcing, there have been delays to respond to procurement issues when using internet sourcing, its faster but the county government should improve the process of procuring items to improve on service delivery'.

The findings reveal that the internet sourcing procurement is good but there is need for improvement within the county government.

4.2 Regression Analysis on the effect of Internet sourcing on Service Delivery

The regression coefficient summary describes the independent variable, dependent variable, and test hypothesis of the study. A linear regression model was used to examine the relationship between the independent and dependent variables. R2 measures the quantity of variation in service delivery that each independent variable accounted for. The findings of the regression analysis are shown in Table 4.

Table 4. Internet sourcing and Service Delivery Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.827[a]	.684	.679	.26851

From a. Predictors: (Constant), Internet sourcing

Results from the table above indicated that internet sourcing accounted for 68.4% of service delivery, as indicated by the coefficient of determination (R squared) of 0.684. Internet sourcing alone, without the constant variable, expounded the change in service delivery by 28.4%, according to the corrected R-square of 0.679. The residual % was made clearer by the factors not included in the formula. The standard error of approximation of 0.268 indicates that the independent variables diverged from the "line of best fit"

Table 5 Effect of Internet sourcing and Service Delivery ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	8.758	1	8.758	121.472	.000[b]
	Residual	4.038	56	.072		
	Total	12.796	57			

a. Dependent Variable: Service

b. Predictors: (Constant), Internet sourcing

According to the data in table 5 above, the regression coefficient's Analysis of Variance was F=121.47, with a 0.000 p value. It is clear that internet sourcing has a beneficial influence on service delivery because the p-value is less than 0.05. Internet sourcing had a significant impact on Turkana County's service delivery. The study produced the internet sourcing coefficients as an independent variable from the model to evaluate the hypotheses. Here is Table 6.

Table 6 Internet sourcing and Service Delivery Regression Coefficients

Model		**Unstandardized Coefficients**		**Standardized Coefficients**	**T**		**Sig.**
		B	Std. Error	Beta			
1	(Constant)	.361	.347		1.041		.302
	Internet sourcing	.892	.081	.827	11.021		.000

a. Dependent Variable: Service

From the above table 6, displays the estimates of β-value and gives the contribution of the predictor to the model. The β-value for internet sourcing had a positive coefficient, showing a positive influence on service delivery as summarized in the model as:

$Y = 0.361+0.892X1 + \varepsilon$ …… Equation 1

Where: Y = Service delivery, X = internet sourcing, ε = error term.

The investigation's premise was that internet sourcing has no substantial influence on service delivery. Internet sourcing has a considerable influence on service delivery, according to the study's results (=0.892 and p=0.000). Increased internet sourcing improved service delivery. The study refutes the null hypothesis (Ho1). The results are dependable with those of Masheti (2016), who investigated the association between internet procurement protocols and

operational efficiency in Nairobi pharmaceutical manufacturing enterprises. According to the results, internet planning, internet supplier selection, internet tendering, and internet sourcing have an effect on the performance of pharmaceutical manufacturing enterprises. This is incredibly persuasive proof that internet sourcing is required for high-quality service delivery. Avedi (2016) scrutinized the influence of internet procurement on the organizational performance of enterprises in Kenya's capital that use KAM-registered industries in a separate research. Data transmission, buyer/supplier organizational management, and invoicing management were shown to have a substantial positive link with manufacturing firm performance in Nairobi. In terms of quantifiable relationships, the findings of the two research support Afande's (2014) conclusion that internet sourcing is a very successful strategy for increasing service delivery.

5.0 SUMMARY

The first objective of this study was to investigate the impact of internet sourcing on Service Delivery in the government of Turkana County. The investigation determined that the county's procurement department has a list of printernet-qualified vendors with online access to vital information. After obtaining online bids from a number of suppliers, the county's procurement department arranges an online bidding to find the most cost-effective and qualified vendor. The procurement department of the county utilizes electronic sourcing and a supplier monitoring system. The county offers standard, regular online internet sourcing to suppliers.

The county procurement has decreased the supplier defect rate, the rate of requests for corrective action and rework, the rate of customer rejects and returns, and the rate of downtime. Inventory turns, capacity utilization, availability time, ordering cycle time, delivery commitment time, and changeover time have all improved thanks to county procurement.

The independent variable, dependent variable, and test hypothesis of the study are all described in the regression coefficient summary. An analysis using a linear regression model revealed that internet sourcing accounted for 68.4% of service delivery, with an R squared value of 0.684. B—value sourcing has showed a positive coefficient, showing that it has a positive impact on service delivery. In accordance with the study's findings, internet sourcing significantly affects how services are delivered in Turkana County (=0.892 and p value=0.000). Service delivery increased as internet sourcing increased. The research disproves the null hypothesis (Ho1).

6.0 CONCLUSION

The study concludes that Turkana County's service delivery was significant and favorably impacted by the internet sourcing process. The county procurement organizes online bidding to choose the least expensive but most qualified vendors after receiving online quotes from several suppliers.. The study also draws the conclusion that procurement offices are not adequately equipped with the tools required for the internet procurement process based on the data.

6.1 Recommendations of the Study

The county government should make sure the printernet qualified supplier INTERNET tracking software is up to date. The county government could organize online bidding to select the least expensive but most qualified vendors after receiving online quotes from several suppliers.

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