



BUYER-SUPPLIER RELATIONSHIP QUALITY AND ORGANISATIONAL PERFORMANCE: A CASE OF CENTRAL GOVERNMENT PROCURING AND DISPOSING ENTITIES IN UGANDA

ABSTRACT

The research designed to explore the effect of buyer-supplier relationship quality on the organizational performance. The study used a cross-sectional research design which applied quantitative approach. In particular, the researcher administered questionnaires to respondents to collect data. The research objectives included; to establish the components of buyer-supplier relationship quality among the procuring and disposing entities (PDEs), to assess the indicators of organizational performance of the PDEs, to examine the relationship between buyer-supplier relationship quality and organizational performance, to analyze the moderating role of relationship age in the study. The respondents from the central government PDEs were selected to participate in the study. The sample of study comprised of 103 respondents out of a population of 147 organizations (PDEs). Data were analyzed using SPSS software through mean, standard deviation, ANOVA, correlation and regression analysis. The conclusion of the study resulted that buyer-supplier relationship quality is embraced with significant trust showing improved organizational performance, result portrays that buyer-supplier relationships covered by significant communication showing enhanced organizational performance, result illustrates that buyer-supplier relationships quality consist of significant satisfaction showing superior organizational performance, and result showed that buyer-supplier relationship quality comprised of significant commitment showing improved organizational performance. Regression analysis observed that relationship quality and the relationship age are significant predictors of the Organizational

Performance. In general, buyer-supplier relationship quality has helped to improve and have impact on organization performance.