



Content list available at:  
<https://journals.irapa.org/index.php/TIBS/issue/view/29>

International Journal of  
**Trends and Innovations in Business & Social Sciences**

Journal homepage: [www.journals.irapa.org/index.php/TIBS](http://www.journals.irapa.org/index.php/TIBS)



# Role of e-Procurement on Organization and Its Performance of Textile Segment in Karachi

Waqas Waqar,\* Raheel Farooqi, Usman Aleem, Qaiser Abbas, Syed Rizwan Ali,  
Muhammad Faraz

Bahria Business School - Pakistan



## ARTICLE INFO

### Article history:

Received: March 13, 2023  
Revised: June 21, 2023  
Accepted: June 22, 2023  
Published: June 30, 2023

### Keywords:

Information system  
Information technology  
Procurement internal processes  
Procurement staff competencies

## ABSTRACT

This study examined the e-procurement parameters that is information system, procurement staff competences, information technology, procurement internal process, and its positive impact on organization performance. The study used multivariate regression techniques for data analysis. The results showed that information technology maximized the income limits of organizations. It observed that the 2d speculation records device could additionally have a wonderful effect on the company's overall performance. Increasing the use of records systems in firms that have higher knowledge to increase those talents to set up a mechanism that helps and collaborates in attaining the company goals. The third variable team of workers competency defined that the agency workforce having to be sufficiently trained and geared up that allows you to compete with the organizational performance parameters. This cognizance and training give advanced understanding to personnel, thru which organization paintings higher in our future initiatives. The last hypothesis that is common is procurement inner approaches consistent with the company's performance point of view. Research recommends that timely duty of employee's actions and right justifications regarding their choices is beneficial for destiny lawsuits in company affairs.

Copyright © 2023 International Journal of Trends and Innovations in Business & Social Sciences. Published by International Research and Publishing Academy – Pakistan. This is an open access article licensed under CC BY:

(<https://creativecommons.org/licenses/by/4.0>)

## 1. INTRODUCTION

Procurement events are relatively concentrated in the various stages and are critical in the organizations. Procurement can be of highly structured, generic, or regular products or services. This procurement process was the main aim of current e-platforms, especially electronic procurement systems and e-marketplace systems. Such systems have been shown to have beneficial impacts on

supply chain management, and the spectrum of advantages is various, ranging from basic operating cost advantages to more strategic advantages such as improved flexibility and responsiveness.

In recent years, businesses have experienced major advances in digital procurement. Worldwide, e-procurement is used by public works to raise competition and decrease costs. There are shifts in practice between private and public procurement in private sector problems. The procurement is geared towards identifying the best cost advantages. While accountability and openness are important, public procurement isn't always the case. The specific objective of the public e-procurement initiatives can be to dramatically reduce costs. Laws governing public procurement do not extend to private procurement. E-procurement is introduced in both industries to provide the business community with an improved and further efficient service and to reduce costs.

\***Corresponding author:** Waqas Waqar, Bahria Business School - Pakistan

E-mail: [waqaswaqar18@gmail.com](mailto:waqaswaqar18@gmail.com)

### How to cite:

Waqar, W., Farooqi, R., Aleem, U., Abbas, Q., Ali, S. R., & Faraz, M. (2023). Role of e-Procurement on Organization and Its Performance of Textile Segment in Karachi. *International Journal of Trends and Innovations in Business & Social Sciences*, 1(2), 38–45.

DOI: <https://doi.org/10.48112/tibss.v1i2.531>

Many businesses want to conduct procurement at the lowest cost and expense level possible while preserving reasonable efficiency, reducing repetition, and retaining the company's competitive position (Zenz & Thompson 1994). Though the measures are qualitative such as customer satisfaction level or supplier relationship performance is highlighted by trade managers and meet organizational criteria, they are difficult to measure. Most managers prefer more transaction-oriented operational measures such as cost, and distribution time (Fearon & Bales, 1997). While the greatest settlements are typically obtained when changed procedures, such as firm innovations and information technology, are used together to widely re-engineer a program, the lowest line effects could still be measured in terms of quantitative metrics, such as for example expense, prime time.

### **Theoretical Background and Hypothesis Development.**

There are major shifts in public sector organizations' business structures and marketing strategies. Procurement influences dramatically how a company achieves its goals. Practice in procurement is an environment that can be enhanced in order to better contribute to firm success. Organizations prefer to select procurement processes that are aware to them; instead, they can select the ones that are best appropriate and beneficial to the accomplishment of their organization. The demand for buying integration has increased. Integration buying ties buying practices to the firm. Consequently, the direct connection between operational excellence and supply chain and firm efficiency means the implementation of procurement practices is critical to firm achievement. Aiming to enhance overall firm performance, it is necessary to simplify the entire procurement process leading to the implementation of procurement activities such as e-procurement, total quality management, just-in-time delivery, and green procurement. Simplified procurement processes contribute to productivity and increase employee, customer, and firm stakeholder trust.

Moving away from old-style purchasing and shifting into new, procurement that is more effective performs leads to nonstop upgrading and benchmarking. It is here firm takes action against its class-leading firms. Purchasing is not a method anymore but a strategic mechanism within the business, minimizing costs and generating optimum savings for the companies. Some of the procurement activities that companies can engage in include green procurement assurance, just-in-time delivery assurance, complete quality management compliance, and e-procurement. Firms must expand their productivity point of view from a likely business-oriented perspective to a dual business-customer viewpoint. Companies will still measure to the 'best in class and incorporate their processes into continuous growth.

## **2. LITERATURE REVIEW**

### **Information System**

The information system is among the most important element of today's business atmosphere and offers chances for businesses to succeed in the timely and organized processing, storage, delivery, and exchange of data (Almazán, et al., 2017). Enterprise resource planning (ERP) provides enterprise-wide information on internal and external management including financial accounting, development, sales, service, and CRM. ERP systems use an

advanced software application to simplify this operation. Its aim is to promote the flow of information within the organization's boundaries between all business functions and to manage relations with external shareholders (Telgen, et al., 1997). With the growing interest in rising profitability of their human, financial, material, technological, and knowledge these types of firms are facing a massive challenge. Enterprise resource planning is a business managing structure that consists of a set of software or elements that combines business functions such as accounting, manufacturing, sale, and logistics (Helo & Szekeley, 2005). Enterprise resource planning uses computer software to track and organize business-related data including customer, vendor, worker, and finance-related data. All firm transactions are recorded, stored, monitored, and written. For instance, inventory management, production, and delivery planning. The requirements for information technology are a summary of a software product or service that a customer wants to purchase, and also an analysis of what a vendor needs to be prepared to accept. International studies suggest that the management of these costs and 13 processes in relation to the cost control of direct and indirect products is not yet very advanced, given the growing proportion of the purchased facilities (Caldwell, et al., 2009).

Users expect the information system to satisfy their requirements, which determines their fulfilment with them, and that end-user fulfilment is a key factor in the information systems performance, which will lead to the anticipated paybacks. Quintero, et al., (2009) argue that user satisfaction with information systems is significant due to their possible impact on the objectives of the firm, quality of work-life, and ability to use these structures. The perception of information system users can also affect their perception of aspects relating to their work and, therefore, the features of the firm, disturbing their arrogance and behaviour, which is directly related to the satisfaction and assurance of individuals to work (Sánchez, et al., 2013).

**H1:** There is a significant impact of the information systems on organizational performance in Karachi textile industry

### **Information Technology**

Business advantages gained by successful e-procurement creativities include cost savings, better partnerships, improved intelligence, expanded expertise, and strategic use of staff purchases. It leads to lower prices when purchasing greater amounts of individual goods. In support of this hypothesis, the National Association for Purchasing Management states that If an employee makes a transaction that does not take advantage of an existing deal, the client charges 15-25% more for the products and services (Man, 2008). Enhanced delivery terms can be arranged by tighter partnerships with a limited number of vendors with different orders merged into single shipments. By restricting employee purchases to a number of approved vendors, "Maverick buying" is minimized, thereby managing and reducing overall procurement expenses. The Aberdeen Group's work reports leakage (contract purchase) alone. Likewise, in negotiating terms with suppliers and assessing procurement approaches for products /categories of goods, supplier efficiency metrics for on-time delivery, reliability and billing can be considered. This saving of time has led to lower stock prices, leading to additional financial gains through increased cash flow and lower carrying stock fees (Rai, et al., 2006). Lowest demand quantities and cost volumes may be set for firms or users to allow for

aggregation of multiple purchase requests. (Lui, August 2008). In e-business ventures, the effect on people outside and within the enterprise is a risk field frequently overlooked and misunderstood (Lewis & Roehrich, 2009).

When the buying position assumes strategic importance as an alternative to operational, organizational trade ensues. While procurement in an organization has continually been a long, central process, altering the method to enable authorized personnel to order desktops is a widespread exchange that wishes to be managed. A significant factor in handling this change is the planning and support to buy staff with new roles and end-users. Furthermore, by insisting on compliance, senior administration must demonstrate leadership and support the employment of change. Project priorities should include contact with suppliers stressing message that e-procurement should also help established supplier relationships.

Changes in internal processes can go beyond organizational boundaries and impact on supplier and customer relationships (Yi, 2005). It allows manufacturers to see programs rather than risks as opportunities (Lewis & Roehrich, 2009). This offers an opportunity to support business partnerships with a view to further enhancing proficiencies and maximizing the positive effects on companies' underpinnings. When part of a whole grant administration strategy, an e-procurement venture have to be pursued. The project starts evolved by inspecting the current dealer quantity and the 16 amount spent with each supplier. It may additionally be challenging to decide this data due to the fact the facts can also not be usable or in a same format. The basis for this find out about is to rationalize the quantity of suppliers and determine with whom to discuss prices and conditions (Shook, 2003). Determining what businesses are trying to attain and how to assess success is also significant (Yi, 2005). Organizations should determine their preferred elements earlier than acquiring a software package to systematize the new process. Instead, by using understanding what questions to ask and evaluating many vendors, they can determine the satisfactory match.

Organizations will then analyse current strategies and take the chance no longer solely to improve current processes, but to change and reinforce them. A thorough evaluation will furnish adequate ground for re-engineering procedures taking the time. The remainder of the key to enhancing procedures is to ensure suitable measures are placed in place to minimize risk or track enforcement (Deming, 1986). Deployment processes include activities to be performed every time an IT unit or carrier is purchased (Shook, 2003). Precise procurement can be viewed in terms of an existence cycle that begins with the dedication of specifications, continues to things to do involving the true acquisition of a product, and is concluded as the contract points are met. Every obtained IT product or carrier has its own special generation of this lifestyles cycle of shipping. Evaluation of requirements is the process by which business rationale, conditions, criteria and approvals are determined to persevere with the procurement structure (Deming, 1986). It applies to sub processes such as coordinating project crews, using cost advantages or different theoretical approaches to defend expenditure, defining replacements, evaluating comparative hazards and advantages while determining criteria, and securing the requisite approvals to begin the procurement process. Attainment is the section the place appropriate vendors are assessed and selected and

procurement agreements are concluded for the imperative merchandise and services.

This entails discovering selections to procurement, producing correspondence to suppliers, studying offers for suppliers, and assigning agreements with dealers. Contract success is the mechanism by way of which all things to do concerned in assembly contract requirements are handled and organized. It includes order acceleration, product or manufacturer acceptance, system delivery, contract management and pre-installation services such as assurance, repair, and removal of obsolete belongings (Shook, 2003). Management techniques are these operations that are concerned in IT procurement standard governance. Such practices are no longer special to any single procurement activity, however are common in all such cases. Supplier management, asset management, and fantastic management are three frequent classes of IT procurement techniques. This entails tasks such as growing a dealer portfolio strategy, developing key dealer relationship strategies, analysing and influencing supplier quality, and managing dealer interplay (Shook, 2003). Strength management is the approach of maximizing the use of all information technology resources over their entire life cycle in order to meet enterprise wishes.

**H2:** There is a significant impact of the information technology on the organizational performance of textile industry in Karachi.

### **Procurement Staff Competencies**

Skills mean having sufficient experience and skills to allow a person to act in different situations (Aketch & Karanja, 2013). Boyatzis (2008) defined skill as an individual's ability, potential or underlying function that is casually associated with powerful or advanced performance. For the purposes of this article, the ability to refer to particular knowledge and skills, output production and the conduct needed to do things very well is exploited (Armstrong & Baron, 1995). Skills are classified into two categories: Technological and interpersonal competencies. Public procurement practitioners must address three challenging demands for meeting business priorities with key topics such as value for money, development, productivity, and quality; regulatory priorities with key topics such as profitability, transparency, fairness, and compliance; and public benefits with key topics of public attention, education and environmental strategy (Erridge & McIlroy, 2002).

Organizations are actively searching for workers with the requisite skills to manage the broad variety of tasks challenged by purchasing specialists in an attempt to fulfill these criteria. Boyatzis (2008) described skill as an individual's ability, ability, or underlying characteristic that is loosely associated with successful or superior performance. Competencies refer to having enough knowledge and skills to allow a person to behave in variability of conditions (Aketch & Karanja, 2013). Competency also applies to applicable knowledge and skills, implementation of quality, and actions needed to do things in a good manner (Armstrong & Baron, 1995). Russell (2004) accepts that competence in public procurement relates to the level of schooling, the expertise of the staff, and also the specialized style of how company practices are carried out.

To ensure that all staff inside the corporation are familiar with the newly introduced ICT programs in the procurement

process, company management must emphasize staff exercise and development to ensure they are well qualified with the appropriate skills to properly implement the new software. Simultaneously, the company will emphasize its ability to outsource the new program for new employees. Awareness and willingness to adapt the existing system and adapt rapidly to the new system should be among the considerations to be taken into account by the human resources department when making the collection (Lewis & Roehrich, 2009). The firm should also ensure that workers are positive about the new program by highlighting how important it is to the business compared to previously used systems. In addition, Sultana, et al., (2012) claimed that it is necessary to maximize the commitment of workers to the organizations' goals and purposes in order to keep economic development and successful efficiency. Competence will also mean that the benefits of the organization's latest products and technologies are brought to the attention of the right individual.

**H3:** There is a significant impact of procurement staff competencies to organizational performance of textile industry in Karachi.

### Procurement Internal Processes

Organizations require uniform procurement processes covering all facets of the procurement process including selection of vendors, contract agreements, placement and payment of orders. The public procurement processes seemed to be marked by high levels of administration, regardless of the value of the order; low coordination, and based on unit amount rather than long-term bonds. Employees may not participate in or claim to be, in acts that are deceptive or immoral. Both are detrimental to the understanding of honest government by the public. You may have access, as a government employee, to procurement and other non-public details that may affect a contract offer or the award process (Wymer & Regan, 2005). Thomson and Jackson (2007) stated that the actions of public officials must be beyond suspicion and not lead to any actual or perceived conflict of interest and their relationship with commercial and other interests should be investigated as closely as possible. This has adversely affected the speed and quality of progress towards attaining national development goals, particularly in developing and transition countries (Tan, et al., 2009). Implementing government procurement rules efficiently is a far more critical and daunting job than formally adopting public procurement guidelines. Public procurement procedures were totally transparent and unregulated, and the institutional structure actually did not exist.

Each company establishes procedures for the implementation of policies and strategies by its staff; structured to meet its aims. In Kenya, Parliament stipulates a framework for implementing public procurement and asset disposal policies that can include benefits or punishments for contractors who fail to carry out fraudulent practices in compliance with workwise controlled processes, predetermined arrangements or laws or persons found embarrassed. The law sets out procurement processes for different procurement strategies to improve public trust, promote local business and stimulate economic growth. A detailed collection of standardized guidelines and standard functioning procedures defines and controls div behaviour governs the bureaucratic control mechanism.

**H4:** There is a significant impact of procurement internal process to organizational performance of textile industry in Karachi.

### Organizational Performance and E-procurement

The e-procurement program plays a significant part in buying B2B by reorganizing the procurement process and providing the necessary information to make purchasing decisions further productive (Osmonbekov et al., 2002). Past research suggests that the E-procurement structure they launched has found advantages for other businesses. Using the B2B purchasing sector Web-based e-procurement platform helps companies reduce sector costs, improve the efficiency of internal procurement processes and increase supplier cooperation (Barbieri & Zanoni 2005). According to Wahda (2017), an organization measured by such metrics characterizes organizational success as an achievement over a given period of time. Organizational performance and organizational effectiveness are the main metrics to organizational progress. The benefits of tech-based procurement support can be divided into two broad categories: level of organization and level of interagency. At the firm level, earlier studies indicated that the implementation of the e-procurement system could make companies' procurement processes more efficient and competitive by automating procurement processes, redefining internal processes, and improving inter-company cooperation.

By introducing e-procurement, lower inventory rates, product charges, and administrative costs of procurement, the organization could shorten the order accomplishment cycle. Eakin (2003) concluded that e-procurement benefits could be categorized as hard, soft, and intangible benefits. Chaffey (2004) argued that the advantages of e-commerce contain lower buying cycle times and costs, better budgetary control, reduced administrative errors, increased buyer performance, lower prices through product standardization and transaction consolidation, improved payment processes, and improved data management.

Implementing the e-procurement system on the web would not only make the purchaser company's working procedures operative but would also make the supplier company's order fulfilment process well organized and boost relationship management. The main goal of the customer's order process is to deliver quality items at the right time and place to fulfil his orders. The efficiency of demand fulfilment would be increased if the supplier were aware of the order so that the trends for the supplier's demand are more apparent. Buyers and dealers have to exchange details in order to improve order fulfilment efficiency. For example, Toyota exchanges information about its inventories and sales with its suppliers. Accessing this knowledge helps Toyota suppliers to better prepare and control their activities and Toyota can effectively organize purchase orders (Chopra & Meindl, 2001). Web-based e-acquisition allows trading partners to exchange details, such as demand estimates, production plans, inventory rates, and product specifications.

An organization has two primary external channels, the sales, and the purchasing division. This entire means that the activities of these two parties are widely known, and

thus essential to the organization's public image. The conduct of the purchasing department in ethical matters directly affects the activities of the rest of the business, in particular the circumstances. Moreover, ensuring ethnic activity influences the buying department is important. The author argues that by developing and enforcing a specific ethics framework, and continuing education and training, the best way to ensure this is.

A buyer is a representative of her business that has been approved to contribute funds by the owner or manager. There is also a monetary cap on the amount that any single purchaser can spend without the general management authorizing the expenditure. The writers further note that authority should be equal to obligation and duty efficiency capacity. Executives grant purchaser authority usually they monitor costs by restricting the sums that the purchaser can sign for.

**Research Questions**

- What is the impact of information technology on the determination of the organizational performance of the textile industry in Karachi?
- What is the impact of the information system on determining of organizational performance of the textile industry in Karachi?
- What is the impact of staff competencies on the determination of the organizational performance of the textile industry in Karachi?
- What is the impact of the internal process on the determination of the organizational performance of the textile industry in Karachi?

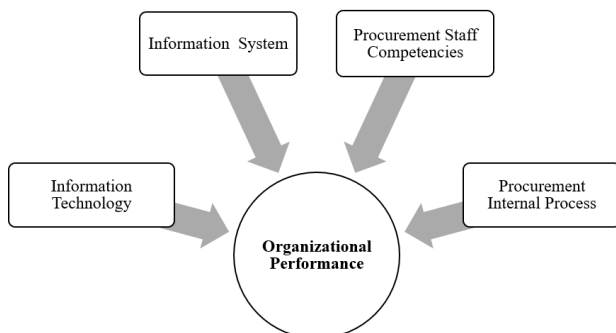


Figure. 1. Conceptual Framework

**3. METHODOLOGY**

Research approach has generally defined a set of comprehension stages followed during the educational investigation process. It is used to explain a phenomenon based on observation and relying on founding assumptions. It has found with a significant capacity to question addressed through problem statement steps of the research approach including a description of the targeted population, sample, and sampling technique along with a selection of statistical techniques and research model. This research investigation has followed a quantitative research approach. It is important to explain numerically statistical figures to explain the strength and nature of the relationship for the textile sector in Karachi city.

A collection of procedures and methods adopted during research investigation usually reflect the research design. It

usually explains the set of steps adopted to perform data collection and its investigation along with measurement for a selected set of variables. It is focused on the construction of hypotheses. This research investigation has applied the quantitative approach as explained above to understand the influence of firm-specific and decision-making-specific characteristics on a firm's propensity to organization performance. This study has also adopted a collection of primary data. It is marginal important as there is no sufficient option to get secondary data on all selected variables. Hence, data collection tools have been used to collect information. It has also found that primary data has found sufficient capacity to input value-added information.

This study has focused on firms in the textile sector in Karachi city. In this context, management is observed with the investigation of the constructed problem statement. Those managers are observed with different education levels, age brackets, experience, risk-taking behaviour, positions within the textile organization along with dynamic roles to get a diversified set of responses during the current study. The sample size selected for the current study is around 316 respondents as the management level population of the textile firm has not possible to be observed more than 2000 in Karachi city. Hence, it has been found sufficient at a 5 % level of significance to represent the targeted population. Furthermore, a convenience sampling technique has been adopted during the current study to get the desired number of responses.

This research investigation has observed a collection of primary data using a questionnaire as a data collection instrument. This question has provided an equal number of questions for each section and subsection. These sections are constructed based on the variable defined above. Furthermore, the Likert scale has been used to get the varying level of responses. This research study adopted with selection of survey techniques as a data collection approach. In this approach managers from different textile, firms are approached through physical visits, email, contacts, telephonic conversation, or social contacts. Each respondent is briefed on the questionnaire to ensure optimum responsiveness of each respondent. This research investigation has adopted the application of descriptive statistics on primary collected information along with the application of multivariate regression techniques to identify the most critical along with its nature with dependent variable with the extraction of coefficient values at a 5 percent level of significance.

**4. RESULTS AND FINDINGS**

The description of the 316 respondents based on the questioner responses are as following:

**Table 1**  
Respondent Profile

Age	Percentage
18 to 25	7%
26 to 35	15%
36 to 45	28%
46 to 55	32%
56 and above	18%
Education	Percentage
Post Graduate	38%
Graduate	41%

Under Graduate	15%
Intermediate	4%
Matric	2%

**Reliability Analysis**

Cronbach's Alpha tests variables for reliability or steadiness (Shi & Conard, 2009). The internal consistency of the variable is determined by the alpha of the cronbach and the value should be equal to or greater than 0.6. Table 4.3 – Shows that the alpha value of cronbach for all 5 variables is in the acceptability range.

**Table 2**  
Summary of Reliability Analyses

Construct/Variable	Cronbach's alpha
Information Technology	.877
Information System	.856
Procurement Staff Competences	.791
Procurement Internal Process	.866
Organization Performance	.909

**Hypothesis Testing**

The statistical regression technique is used so that we check the significant impact of the dependent variable on the independent variable (Chatterjee & Hade, 2015). In our research, we have used the regression technique so that the relationship between independent (information technology, information system, procurement personnel competencies, and internal procurement process) and dependent variables, i.e. firm performance, can be defined. R<sup>2</sup> and sig. are two important factors and their assessment is used to analyze the regression statistical method. R<sup>2</sup> shows how much dependent variables are being described by the independent variable taken together. The table shows that the overall model relationship strength among the independent and dependent variables is 80.9%. Hypothesis analysis and assessment can be achieved by developing the results of statistical model Regression. Value of sig. use to examine the Null hypothesis. If the value of sig. less than 0.05 then the alternative hypothesis was accepted and the rejected Null Hypothesis (Chatfield, 2018). If the value of sig. greater than 0.05 then the Null Hypothesis is accepted and the rejected alternative hypothesis.

**Table 3**  
Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.376	.120		3.122	.002
IT	.254	.051	.231	5.008	.000
IS	.264	.041	.254	6.470	.000
PSC	.111	.051	.095	2.182	.030
PIP	.326	.030	.427	10.799	.000

**Table 4**  
Summary of Hypotheses Testing

Hypothesis	Sig. value	Results
H1: There is a significant impact of the information technology on organizational performance	.000	Accepted
H2: There is a significant impact of information system on organizational performance	.000	Accepted
H3: There is a significant impact of procurement staff competencies on organizational performance	.030	Accepted
H4: There is a significant impact of procurement internal process on organizational performance	.000	Accepted

**Discussion**

The findings of the study are consistent with Morton (2001), who considered IT to be a way to encourage collaboration and information sharing among different departments and functions within the firm and, information technology serves as an enhancer of cooperation and networking between staff, consumers and partners as it eliminates obstacles to efficient communication and knowledge sharing in real-time (Morton, 2001). The argument is that the use of IT services has a huge effect on the company, including staff, community, structure, processes, and responsibilities (Leavitt, 2013). Organizations with greater technical capacity, their programmers' technology methodologies, and expertise improve the system output outcomes and lead to the company's individual and organizational growth.

Information systems (IS) are used in all types of firms and by people at all levels of the business who expect these systems to satisfy their needs, turning this into user satisfaction, which is a key factor in the performance of IS, thereby achieving the desired results or outcomes of the firm. (Calderón & Rodriguez, 2010). The above is important to the success of an IS, as it suggests that the respondents see improvements in efficiency gains, inside production or decreases in operating costs, thus defining the IS as a means of enhancing business efficiency Abrego, et al., (2014). Leaders should be at the forefront when it comes to encouraging their staffs to use a particular technology. A boss always needs to be a pioneer in achieving optimal results. Furthermore, organizational leaders can alter organizational performance positively by improving the aspects that influence success of a company.

**5. CONCLUSION AND RECOMMENDATION**

This portion of our research topic investigates the proceeding of our research findings. On the bases of these research findings, we draw our future recommendations. Our research helps relevant stakeholders with the reflection on their role in bringing betterment within organization performance of the textile sector in Karachi. Our first

hypothesis accepted is information technology which is an important variable according to an organizational point of view. Analysis of the above study suggests that introducing innovative ideas in information technology maximizes the profit limits of the organizations. The study found that the second hypothesis information system would also have a positive impact on firm performance. Increasing use of information systems in firms that have a better understanding to develop these abilities to establish a mechanism that facilitates and collaborates in achieving the firm aims. The third variable staff competency explained that company staff must be sufficiently trained and equipped in order to compete with the organizational performance parameters. This awareness and training give superior knowledge to employees, through which the organization works efficiently in our future projects. The last hypothesis which is accepted is procurement internal processes according to the firm's performance point of view. Research suggests that timely accountability of employee's acts and proper justifications regarding their decisions is beneficial for future proceedings in company affairs.

### Managerial Implications

On the basis of the above results, the study recommended managers working in the textile sector bring betterment within organization performance with the help of information technology and information systems as it brings the sustainable development with the help of staff competency which is sufficiently trained and motivates to cope organizational performance and bring awareness for superior knowledge and efficacy for the whole organization.

### Limitations of the study

The first barrier that comes underway is limited responses that do not depict the complete scenario of the textile industry. as these limitations create biasedness regarding research work to some extent. Due to which research work is time-bound, some areas still need more consideration. Also, with the recent Pandemic situation, physical interactions with industry people are not possible. So, get their telephonic interview or received their views via email.

### Competing Interests

The author has declared that no competing interests exist.

### References

- Abrego, D., Sánchez, Y., & Medina, J. (2014). Evaluación de la calidad de los sistemas de información en los resultados y capacidades organizacionales de empresas del noreste de México. In *XIX Congreso Internacional de Investigación en Contaduría, Administración e Informática*.
- Aketch, J., & Karanja, P. (2013). Factors influencing procurement performance in Constituency Development Fund (CDF): Case of CDF use in Makadara constituency. *International Journal of Social Science & Entrepreneurship*, 1(2), 41-55.
- Almazán, D. A., Tovar, Y. S., & Quintero, J. M. M. (2017). Influence of information systems on organizational results. *Contaduría y Administración*, 62(2), 321-338. <https://doi.org/10.1016/j.cya.2017.03.001>
- Armstrong, M., & Baron, A. (1995). *The job evaluation handbook*. CIPD Publishing.
- Barbieri, P., & Zanoni, A. (2005). The e-procurement experience in Italian universities. *Journal of Public Procurement*, 5(3), 323-343. <https://doi.org/10.1108/JOPP-05-03-2005-B002>
- Boyatzis, R. E. (2008). Competencies in the 21st century. *Journal of Management Development*, 27(1), 5-12. <https://doi.org/10.1108/02621710810840730>
- Calderón, J., & Rodríguez, C. (2010). Efecto de las estrategias competitivas y los recursos y capacidades orientados al mercado sobre el crecimiento de las organizaciones. *Contaduría y Administración*, 57(1), 79-102.
- Caldwell, N. D., Roehrich, J. K., & Davies, A. C. (2009). Procuring complex performance in construction: London Heathrow Terminal 5 and a Private Finance Initiative hospital. *Journal of purchasing and supply management*, 15(3), 178-186. <https://doi.org/10.1016/j.pursup.2009.05.006>
- Chaffey, D. (2007). *E-business and E-commerce Management: Strategy, Implementation and Practice*. Pearson Education.
- Chopra, S., & Meindl, P. (2001). Supply chain management: strategy. *Planning and Operation*, 15(5), 71-85.
- Deming, W. E. (1986). Out of the crisis, vol. 510. *Massachusetts Institute of Technology, Centre for Advanced Engineering Study, Cambridge, MA*, 419-425.
- Eakin, D. (2003). Measuring e-procurement benefits. *Summit: Canada's magazine on public sector purchasing, United Kingdom*.
- Erridge, A., & McIlroy, J. (2002). Public procurement and supply management strategies. *Public Policy and Administration*, 17(1), 52-71. <https://doi.org/10.1177/095207670201700105>
- Fearon, H. E., & Bales, B. (1997). Measures of purchasing effectiveness: Focus study. *Center for Advanced Purchasing Studies (CAPS)*.
- Helo, P., & Szekely, B. (2005). Logistics information systems: an analysis of software solutions for supply chain coordination. *Industrial Management & Data Systems*, 105(1), 5-18. <https://doi.org/10.1108/02635570510575153>
- Leavitt, H. J. (2013). Applied organizational change in industry: Structural, technological and humanistic approaches. In *Handbook of Organizations (RLE: Organizations)* (pp. 1144-1170). Routledge.
- Lewis, M. A., & Roehrich, J. K. (2009). Contracts, relationships and integration: towards a model of the procurement of complex performance. *International Journal of Procurement Management*, 2(2), 125-142. <https://doi.org/10.1504/IJPM.2009.023403>
- Man, L. K. (2008). Software development process management and improvement. Tsinghua University Press, Beijing, China.
- Morton, M. S. S. (Ed.). (1991). *The corporation of the 1990s: Information technology and organizational transformation* (Vol. 9). Oxford University Press, USA.

- Osmonbekov, T., Bello, D. C., & Gilliland, D. I. (2002). Adoption of electronic commerce tools in business procurement: enhanced buying center structure and processes. *Journal of Business & Industrial Marketing*, 17(2/3), 151-166. <https://doi.org/10.1108/08858620210419781>
- Quintero, J. M. M., Pedroche, E. G., & de la Garza Ramos, M. I. (2009). Influence of the implementation factors in the information systems quality for the user satisfaction. *Journal of Information Systems and Technology Management*, 6(1), 25-44.
- Rai, A., Patnayakuni, R., & Seth, N. (2006). Firm performance impacts of digitally enabled supply chain integration capabilities. *MIS Quarterly*, 225-246. <https://doi.org/10.2307/25148729>
- Russell, I. (2004). People management and competency profiling. *South Yarra: Test Grid Pty Ltd.*
- Sánchez, D. G., Reyes, R. G. R., Sekeres, M. F. A., & Ortiz, J. H. G. (2013). Satisfacción laboral y compromiso en las organizaciones de Rio Verde, SLP. *Revista de Psicología y Ciencias del Comportamiento de la UACJS: RPCC-UACJS*, 4(1), 59-76.
- Shook, R. L. (2003). *Systems thinking*. Harper and Raw Publishers.
- Sultana, A., Irum, S., Ahmed, K., & Mehmood, N. (2012). Impact of training on employee performance: A study of telecommunication sector in Pakistan. *Interdisciplinary Journal of contemporary research in business*, 4(6), 646-661.
- Tan, K. S., Chong, S. C., Lin, B., & Eze, U. C. (2009). Internet-based ICT adoption: evidence from Malaysian SMEs. *Industrial Management & Data Systems*, 109(2), 224-244. <https://doi.org/10.1108/02635570910930118>
- Telgen, J., Zomer, G., & de Boer, L. (1997). The efficiency and effectiveness of government purchasing in The Netherlands. Retrieved September, 2, 2008.
- Thomson, J., & Jackson, T. (2007). Sustainable procurement in practice: Lessons from local government. *Journal of Environmental Planning and Management*, 50(3), 421-444. <https://doi.org/10.1080/09640560701261695>
- Wahda, W. (2017). Mediating effect of knowledge management on organizational learning culture toward organization performance. *Journal of Management Development*, 36(7), 1-16. <https://doi.org/10.1108/MBE-09-2016-0047>
- Wymer, S. A., & Regan, E. A. (2005). Factors influencing e-commerce adoption and use by small and medium businesses. *Electronic Markets*, 15(4), 438-453.
- Yi, W. (2005). Database Security Threats and Counter Measures. *University of Washington*.
- Zenz, G. J., & Thompson, G. H. (1994). Purchasing and the Management of Materials. John Wiley and Sons, New York, NY, 1994.