

**Supply Chain Management Practices and Organisational Performance In Flour Mill of
Nigeria, Plc**

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Administration (MBA) Degree in Procurement & Supply Chain Management**

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Certification

This is to certify that this research work titled “*Supply Chain Management Practices and Organisational Performance In Flour Mill of Nigeria, Plc*” was carried out by Adebukola Omolara MEDAIYEDU - LCU/PG/000424 in the Department of Management and Accounting, Faculty of Management and Social Science, Lead City University, Ibadan, Oyo State, for the award of Master of Business Administration (MBA) Degree in Procurement & Supply Chain Management and that this has not been previously submitted.

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Date

Dedication

This research work is dedicated to the Almighty God and also to my amiable Mother Rev.

Deborah Ibironke Abegunde.

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The completion of this research work has been made possible by the assistance of many individuals that no adequate expression of appreciation can be made here. We sincerely thank Lead City University for providing a very conducive environment for us to pursue our academic programmes. We appreciate the support we got from Lead City University libraries for giving us the opportunity to gain access to related materials.

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The above-mentioned persons have assisted in the completion of this project work, but the responsibility for any error or omission is, however, ours alone.

Abstract

This study investigated the impact of supply chain management practices and organisational performance in Flour Mill of Nigeria, Plc. In order to achieve the research objectives, the study synthesised existing theoretical and empirical literature relating to SCM and organisational performance. A quantitative research design was selected for the study since it provided numerical and statistical analysis of the primary data collected. Semi-structured questionnaires were used for the collection of relevant primary data from employees and management since they allowed for the collection of a huge amount of primary data within the given time period. The study targeted 387 respondents from FMN, Plc in which 324 of them successfully fill the questionnaire which represented a response rate of 83.72%. The collected data were collated, coded and entered Statistical Package for Social Sciences (SPSS). The statistical program was used to analyse the demographic characteristic of the respondents and to obtain the result by frequencies and percentages. Pearson correlation, linear regression and one-way ANOVA analysis were used to analyse the relationship between study variables. The study confirmed that SCM is very significant in enhancing the performance of organisations. The study has confirmed that SCM is very significant in enhancing the performance of organisations. Based on the findings, it was suggested that FMN, Plc should focus on increasing the awareness of ICT tools and benefits in managing supply chain activities and functions. It should also be noted that the use of technology in the manufacturing sector can facilitate information sharing and help in better integration. The study recommends that the organisation should strengthen their SCM by putting greater effort to the implementation of some key best practices and this should be done by keeping all practices updated.

Key Words: Customer Relationships, Information Sharing, Logistics Outsourcing, Knowledge management, information technology, Strategic Supplier Partnership, SCM

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Table of Contents

Preliminary	Page
Title Page	i
Certification	ii
Dedication	iii
Acknowledgment	iv
Abstract	v
Table of Contents	vi
List of Tables	x
List of Figure	xi
List of Acronyms	xii
Chapter One: Introduction	
1.1 Background to the Study	1
1.2 Statement of the Problem	6
1.3 Research Questions	7
1.4 Aim & Objectives of the Study	8
1.5 Hypotheses	8
1.6 Scope of the Study	9
1.7 Significance of the Study	9

1.8	Limitations to the Study	11
1.9	Operational Definitions of Terms	11
	Endnotes	13

Chapter Two: Review of Related Literature

2.1	Concept Review	
2.1.1	Concept of supply chain management	17
2.1.2	Importance of Supply Chain Management	22
2.1.3	Managing Supply Chain	24
2.1.4	Supply Chain Management Practices	26
2.1.5	Organizational Performance	42
2.2	Theoretical Review	
2.2.1.1	Theory of Resource Base View	51
2.2.1.2	Diffusion of Innovation Theory	53
2.2.1.3	System Theory	55
2.2.1.4	Transaction Cost Economics Theory	55
2.3	Empirical Review	58
2.4	Conceptual Model	66
2.5	Summary of Gaps in Literature	67
	Endnotes	68

Chapter Three: Methodology

3.1	Research Design	90
3.2	Population of the Study	91
3.3	Sample and Sampling Techniques	91
3.4	Description of Research Instrument	93
3.5	Validity of Research Instrument	94
3.6	Reliability of Research Instrument	94
3.7	Method of Data Collection	95
3.8	Method of Data Analysis	96
3.9	Ethical consideration	97
	Endnotes	98

Chapter Four: Presentation and Analysis of Data

4.1	Analysis of Questionnaire Distributed	100
4.2	Socio-Demographic Characteristics	101
4.3	Test of Hypotheses	117
4.4	Discussion of Findings	119
	Endnotes	122

Chapter Five: Conclusion

5.1	Summary of Findings	124
5.2	Conclusion	127
5.3	Recommendations	128

5.4	Contribution to Knowledge	129
5.5	Suggestions for Further Studies	129
	Bibliography	130
	Appendix I: Cover Letter	145
	Appendix II: Questionnaire	146
	Appendix III: List of FMN Plc Subsidiaries	149
	Appendix IV: Bio-data	150
	Appendix V: University Compliance Certificate	153

List of Tables

Table	Title	Page
Table 4.1.1	Gender of respondents	102
Table 4.1.2	Age group of respondents	103
Table 4.2	Effect of Supply Chain Practices on Organizational Performance	109
Table 4.2.1	Descriptive Statistics: effect of customer relationships on the performance of Flour Mill of Nigeria, Plc.	111
Table 4.2.2	Descriptive Statistics: influence of strategic partnership on the performance of Flour Mill of Nigeria, Plc.	112
Table 4.2.3	Descriptive Statistics: impact of information sharing on the performance of Flour Mill of Nigeria, Plc.	113
Table 4.2.4	Descriptive Statistics: impact of information Technology on the performance of Flour Mill of Nigeria, Plc.	114
Table 4.2.5	Descriptive Statistics: impact of knowledge management on the performance of Flour Mill of Nigeria, Plc.	115
Table 4.2.6	Descriptive Statistics: impact of logistics outsourcing on the performance of Flour Mill of Nigeria, Plc.	117
Table 4.2.7	Regression Analysis	118
Table 4.2.8	Analytical model	119
Table 4.2.9	Research Hypotheses tested	120

List of Figure

Figure 2.0	Conceptual Framework	67
Figure 4.1.1	Gender of respondents	102
Figure 4.1.2	Age of respondents	104
Figure 4.1.3	Educational qualification of respondents	105
Figure 4.1.4	Working Experience of respondents	106
Figure 4.2	Adoption of Supply Chain Management Practices	108

List of Acronyms

Abbreviation	Meaning
ICT	Information Communication Technology
CRM	Customer Relationship Management
FMN	Flour Mill of Nigeria
KM	Knowledge Management
SCM	Supply Chain Management
TQM	Total Quality Management
TCE	Transaction Cost Economics
CSCMP	Council of Supply Chain Management Professionals
ROA	Return On Assets
ROE	Return On Equity
ROI	Return On Investment
POS	Point-Of-Sale
VMI	Vendor-Managed Inventory
EDI	Electronic Data Interchange
ERP	Electronic Resource Planning
CR	Customer Relationship
SSCP	Strategic Supply Chain Partnerships
SSP	Strategic Supplier Partnership
IS	Information Sharing
IT	Information Technology

OPM

Operational Profit Margin

RFID

Radio frequency identification

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