Research landscape of satisfaction in the public procurement context: A Bibliometric analysis

By

Gift O. Mushi[1], Alban D. Mchopa[2] and Ismail J. Ismail[1]

[1]Department of Business Administration and Management, The University of Dodoma
[2]Department of Procurement and Supply Chain Management, Moshi Co-operative University, 2024

This study conducts a bibliometric analysis of publications in the context of satisfaction in public procurement research, as retrieved from the Scopus database on 8th July 2024. The study includes publications that link aspects of satisfaction and public procurement. Data were analysed using VOSviewer and Harzing's Publish or Perish software to conduct both performance analysis and science mapping. These are relevant for analysing performance metrics and visualisation of patterns from keyword co-occurrence analysis and bibliographic coupling. The findings reveal limited research publications related to satisfaction in the context of public procurement, with only 54 publications retrieved during the search. The trend shows fluctuations in the number of publications from 1997 to 2024. Key contributors include authors such as Kalinzi, C.; Muhwezi, M.; Munene, J.K.; and Warman, G., and institutions like Universitas Indonesia, alongside global participation from countries like China, Indonesia, and the United States. Keyword analysis highlights themes related to customer satisfaction, public procurement, and e-Government, emphasizing the pursuit of enhanced service quality and efficiency. Bibliographic coupling reveals interconnected research clusters focusing on impact of e-procurement system on satisfaction, influence of technology on performance, and user satisfaction with e-procurement system implementation. This structured analysis underscores diverse global contributions and identifies pathways for future research in the research domains of satisfaction in public procurement undertakings.

Keywords: Satisfaction, Public procurement, Bibliometric analysis, Scopus