



ABSTRACT

SERVICE DELIVERY IN PRIVATE HEALTH INSTITUTIONS IN UGANDA. A CASE OF INTERNATIONAL HOSPITAL OF KAMPALA (IHK)

The study was carried out to examine the challenges of service delivery of Kampala International Hospital. Simple random sampling was used to select staff for the study. A Sample of 40 staff of Kampala International Hospital was used. It was observed that the hospital staffs were genuinely interested in attending to patient's needs amidst several challenges including shortage of health workforce, staff working for long periods and having short breaks. In addition to inadequate pay and interference in the day to day management and administration of departments by top management. Therefore there is need for management to implore use of Health Management Information Systems (HMIS) to monitor service delivery through capturing data on drug stock, functioning of outreach services and health worker availability to enhance service delivery. Besides, there is need for an inclusive human resource approach because of the underlying psychological fact that where basic human needs are not met (security, respect, freedom and personal power) frustration builds up. In the process of satisfying these basic needs, the personal attitude and behavior often lead to violent protests that lead to panic and the sabotage of service delivery.