



**INVENTORY MANAGEMENT TECHNIQUES AND SERVICE DELIVERY IN PUBLIC
HOSPITALS IN UGANDA**

A CASE STUDY OF PALLISA GENERAL HOSPITAL

BY

ASENO JESCA

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DECLARATION

I ASENO JESCA, a student of Bachelors in Business Administration with registration number BU/UP/2017/1705 hereby declare that the content of this research proposal has been prepared and produced out of my effort and findings and it has never been submitted anywhere for any academic award.

ASENO JESCA

SIGNATURE.....~~##~~.....

DATE 31st 08 2024.....

REG NO. BU/UP/2017/1705

APPROVAL

I confirm that this research proposal was done under my supervision and has been submitted for examination with my authorization.

Signature 

Date: 31/08/2024

Mr. EMUSUGUT DESTERIO

Academic Supervisor

DEDICATION

I dedicate this research report to my parents for the marvellous and endless financial and non-financial support they are rendering towards my education.

I also dedicate this report to the committed and dedicated work of my supervisor **Mr. EMUSUGUT DESTERIO** for the guidance and support he rendered to me during this exercise.

May the good Lord reward you abundantly and His mercy be upon you forever and ever.

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LIST OF ACRONYMS

EOQ	Economic Order Quantity
GoU	Government of Uganda
JIT	Just In Time
MRPI	Material Requirements Planning
NDA	National Drug Authority
NMS	National Medical Store
PGH	Pallisa General Hospital
WHO	World Health Organization

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ABSTRACT

This study intended to find out the effect of Inventory Management Techniques on Service Delivery in Public Hospitals in Uganda, particularly Pallisa General Hospital. Inventory Management Techniques was viewed in three dimensional constructs consisting of Inventory Analysis Techniques, Inventory Control Techniques and Inventory Counting Techniques. Service delivery on the other hand was viewed in terms of Customer satisfaction, Timely Delivery and Cost Reduction. The study used cross sectional research design and quantitative approach. Data was collected from 32 respondents, a sample obtained using Simple Random Sampling out of a population of 35, comprising of senior management, Stores department staff, Outpatient staff, pharmacy staff and accounts department staff members of the hospital. Data was collected using a closed end questionnaire and statistical package of social science was used for analysing data from which frequency tables, descriptive statistics, reliability, validity, correlation and regression results were obtained. The findings of the study revealed that there is a positive and significant effect between Inventory Analysis Techniques, Inventory Control Techniques and Inventory Counting Techniques on Service Delivery. Therefore, the study recommends that in order for public hospitals to improve on service delivery, the employees should be trained and have refreshers pertaining inventory management techniques.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter contains the background of the study, the statement of the problem, purpose of the study, research objectives, research questions, scope of the study, significance of the study, conceptual framework, and assumptions of the study and definition of significant terms used in the study.

1.1 Background of the Study

Service delivery is referred to as any type of activity offered to a customer before, during and after purchase, designed to enhance customer satisfaction thus meeting the customer needs (Gilbert, Meyer & Vaughan 2000). Service delivery will be measured in terms of Customer satisfaction, Timely Delivery and Cost Reduction that under root organizational performance (E. Bakana, 2020).

Managers are concerned about maximizing shareholder's wealth as it reflects future prospects, steady growth, and provides a risk shield. Despite the potential benefits of inventory management practices, there is debate about whether and how their adoption improves hospital Service delivery (Fisher, 2007).

Globally; in Australia, hospitals in Queensland felt most positive toward hospitals service delivery (50.2%), followed by Victoria (30.7%), while NSW hospitals were much less positive (19.1%), and that while there is plenty of effort currently going into acquiring new techniques, there is much less effort going into keeping existing clients happy (P.Bartholomew, 2020).

A study conducted in selected companies in the United States showed that 80% of the patients are satisfied with the services given by hospitals (MedGenius, 2021). This implies that the majority of the patients are loyal to the sector and therefore get the services they require.

A study carried out in Most hospitals in China showed that there's a decline in service delivery rendered to patients by 9% from 48% in 2022 (L. Jiao, 2020). This implies an increase in number of patients that are dissatisfied with the hospital services.

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