

Contract Management and Health Services Delivery in Lira District Local Government

Kia Sandra

Mr. John Ogwang

2024

ABSTRACT

The purpose of this study was to examine the effect of contract management on health service delivery in Uganda with specific reference to Lira District local government as the case study. The objectives of this study were to examine the effect of supplier relationship management on health service delivery in Lira District, to determine the effects of monitoring and evaluation on health services delivery in Lira District and to establish the relationship between contract risk management and health services delivery in Lira District. The study used cross-sectional survey design with quantitative approach used. The study population comprised the User department, Finance and planning, and Health unit management committee. A sample of 90 respondents were used for this study. The analysis found a positive relationship between supplier relationship management (SRM) and health service delivery. The study found out that monitoring and evaluation (M&E) frameworks have no effect on health service delivery and that contract risk management does not have a statistically significant effect on health service delivery. The study concluded that effective supplier relationship management (SRM) practices can lead to better healthcare delivery, improved supply chain efficiency, and innovative healthcare services, as confirmed by all empirical studies. The study recommended that there is need to implement effective supplier relationship management (SRM) practices to improve healthcare delivery, supply chain efficiency, and innovative healthcare services. The study recommended that there is need to develop and apply effective monitoring and evaluation (M&E) frameworks to enhance accountability, resource use, and best practices in healthcare delivery, and conduct further research to confirm its impact. The study recommended that there is need to develop and implement effective risk management strategies, supplier relationship management, and contract management practices to ensure high-quality health services that meet patient and medical professional demands and goals, and prioritize process improvement to enhance medical care standards.

Keywords: *Contract, Management, Health Services Delivery*

