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**FACTORS AFFECTING THE QUALITY OF HEALTH CARE SERVICES PROVIDED
IN GOVERNMENT HOSPITALS. A CASE STUDY OF MULAGO NATIONAL
REFERRAL HOSPITAL**

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ABSTRACT

The purpose of the study was to assess the factors affecting the quality of health care services provided in government hospitals taking Mulago National Referral Hospital as the case study. The research was guided by the following study objectives: To assess the effect of staff working condition on the quality of health care services provided in Mulago national regional referral hospital. To assess the effect of availability of equipments on the quality of health care services provided in Mulago national referral hospital. To examine the patient to health worker ratio at Mulago National referral hospital and to assess the level of budgetary estimates allocated to the health sector. The study adopted a quantitative cross sectional research design. The study utilized a cross-sectional survey design because it is flexible in both quantitative and qualitative data collection. Primary data was collected using self administered questionnaires issued to the respondents. Data was collected and analyzed using a sample size of 239 respondents from a conveniently selected population of 3024 respondents including medical workers, patients and administrative staff. The analytical work was done using statistical package for social scientists (SPSS). Study findings indicate that the working conditions of the health workers at the hospital is very pathetic where there are low pays, limited accommodation, overworking due to the shortages of workers at the hospital. Study findings also indicated that there are few types of equipment where most of them are obsolete and hence hinder effective service delivery. Due to the high turn up of patients, the doctor/nurse patient ratio is too high due to the small number of staff. Even the small budget that is allocated to health sector is insufficient to pay staff and acquire medical equipments and as well buy drugs. It was concluded that the poor working conditions, high doctor/nurse ratio and the low budgets estimates allocated affect the quality of health care services offered. It was recommended that Government should increase resource allocation to the health sector and that there should be increased training, recruitment and motivation of health workers.