



## **Non-Government Organisations and Health service delivery in Kampala. A Case of Community Health Alliance Uganda (CHAU)**

Owomuhendo Rebecca<sup>16</sup>

keywords: *NGOs, health service delivery*

### **Introduction**


Health Service Delivery (HSD) is in the public interest of any nation not only because healthcare access and delivery form part of the SDGs package that the world agreed to the pursuit of, but also because health is a recognized human right. Unfortunately, access to health, which as a right is supposed to be universal, is afflicted by weak healthcare systems services in especially developing countries. When healthcare service delivery, for which government bears the primary responsibility to deliver as the “First Sector” and the Private Sector or the “Second Sector” delivers it for the well-to-do, the responsibility falls on the “Third Sector” or NGOs.

### **Study objectives**

The study was guided by the following objectives:

---

<sup>16</sup> Owomuhendo Rebecca graduated in February 2021 with M.A. Public Administration and Management from Nkumba University


- 
1. to examine the ways through which NGOs contribute to health service delivery in Kampala,
  2. to assess the challenges faced by NGOs specifically Community Health Alliance Uganda in improving health service delivery, and
  3. to examine the strategies that have been adopted by NGOs (Community Health Alliance Uganda) to improve health service delivery.

### **Methodology**

The study employed the case study research design and used both qualitative and quantitative approaches. Data were collected using questionnaires and interview guides. A total of 92 respondents were selected to participate in the study, out of a population of 120—using both simple random sampling for quantitative data and convenient sampling for qualitative data. The researcher used two research methods to collect data, namely, the survey method for which the tool employed was self-administered questionnaires, and the group interview method for which the interview guide was used as a data collection tool. The researcher also used the document review to collect secondary data.

### **Key findings**

The study found that NGOs have made several contributions to the health sector including the funding of health services and supporting the existing health units to improve health service provision, and engagement in research to inform and influence public policy




formulation. The researcher, however, established that challenges such as financial limitations, political interference, and donor interests negatively influenced the performance of the NGOs. The research also found that the approaches adopted to ensure health service provision include; advocacy, lobbying, and encouraging community involvement in the health projects and activities.

### **Key recommendations**

The Government of Uganda should continue to work hand in hand with the NGOs to ensure that the existing health gaps are identified to prevent duplication of healthcare services by NGOs. NGOs must maintain accountability and transparency in their operations while remaining non-partisan.

### **Key references**

- Abouassi, K., & Trent, D. L. (2016). NGOs Accountability From An NGO Perspective: Perceptions, Strategies and Practices. *Wiley Online Library*, 283-296.
- Afaq, A. (2013). Capacity Development and Leadership Challenges in the NGO Sector of Pakistan. Florida: Florida State University.
- Anbazzhagan, S., & Anbazhagan, S. (2016). Role of Non-Governmental Organizations in Global Health. *Researchgate*.
- Baluku, J. (2010). *NGO-Led Service Delivery to the Poor: The Case of Agricultural Support Program (STANET) in Kases District, Uganda*. Hague: Institute of Social Studies.

- 
- Boboya, J. (2014). The Contribution of Non-Governmental Organizations in Delivery of Basic Health Services in Partnership with Local Government: A Case of Yei Civil Hospital and Martha Primary Health . *Researchgate*, 1-8.
- Delisle, H., Roberts, J. H., Munro, M., Jones, L., & Gyorkos, T. (2005). The Role of NGOs in Global Health Research of Development. Retrieved from <https://health-policy-systems.biomedcentral.com/articles/10.1186/1478-4505-3-3>
- Ebrahim, A. (2003). Accountability in Practice: Mechanisms for NGOs. *World Development*, 31(5), 813-829.
- Geidne, S. (2012). The Non-Governmental Organization as a Health Promoting Setting - Examples from Alcohol Prevention Projects . Orebro University.