Outsourcing and Service Delivery in Public Universities in Uganda: A Case Study of Kyambogo University

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Introduction

The study examined the influence of outsourcing on service delivery in public universities in Uganda based on a case study of Kyambogo University.

Study objectives

The study was guided by three objectives:

1. to examine the influence of outsourcing techniques on service delivery in Kyambogo University,
2. to evaluate the influence of supplier selection on service delivery in Kyambogo University,
3. to examine how the selection of target areas influences service delivery in Kyambogo University.

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Methodology

The study adopted a design encompassing a phenomenological and positivist philosophy, mixed methods, cross-sectional duration, and case study strategy to establish the relationship between outsourcing and service delivery. The study used a sample size of 118 respondents and registered a response rate of 93.2%.

Key findings

Findings yielded regress value r = 0.699 with Adjusted R square at 0.475 which is an indication that 47.5% of the changes that occurred in service delivery were due to changes in outsourcing. The test also revealed that Kyambogo University's outsourcing had a statistically significant positive relationship with service delivery.

Key recommendations

The study suggested that Kyambogo University should deliberately re-design its internal outsourcing policy to enable the University to relate its operations properly to its competencies and resource base to ensure improved service delivery. It also recommended that the University adopts good practical techniques of outsourcing as way of obtaining value for money and of registering general improvement in service delivery.

Key references

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