

The study entitled, The influence of setting direction on the level of Health service delivery in Kampala was conducted among selected PFPs. The general objective was to establish the influence of setting organization direction on the level of Health Service Delivery in selected PFPs in Kampala district. Specifically, the study established the organization direction set in PFP'S, the level of Health service delivery in PFPs, the link between the two and the proportion of other determinants of HSD. A cross sectional study design was employed and a total of 285 respondents were interviewed. 3 healthcare managers were purposively selected for the Key informant interviews. 254 patients were interviewed from Case Medical Center, Kadic hospital Bukoto and Paragon hospital, Kampala. 31 health care providers were interviewed. Self-administered questionnaires and key informant interviews guides were used. Quantitative data that was collected was analyzed using the SPSS package, version 17 and qualitative data was analyzed using the content analysis and a case dynamic matrix adopted. The key findings of the study were that 83.9% of the health care providers knew the vision and mission for their facilities. 89.8% of the patients indicated there were enough health workers to attend to patients.

The amount of time spent with health workers and the relationship between clients and health workers significantly affected level of HSD at p value 0.006 and 0.007 respectively. 70.9% of the patients thought the health workers would keep their medical information secret, and with a p value of 0.008, that did not significantly affect HSD. 76.7% of the patients agreed that HSD is greatly influenced by training, but with a p value of 0.06, this did not necessarily affect HSD. A p value of 0.06 indicated that health workers professionalism doesn't significantly affect HSD. HSD was moderate and high for the selected PFPs. There was a significant scientific relationship between Organization direction and HSD with a correlation coefficient of 0.048. The study also found out that Health providers' personal quality ranked highest among other factors that affect HSD, at 48% and improving services ranked lowest at 3%. It was safe to conclude that PFPs had a set direction for their facilities; the level of HSD was high and moderate. There was a significant scientific

relationship between Organization direction and HSD. The key recommendations arising from the study were: training and sensitization, incorporation of mission and vision of facilities in daily operations and in interface with patients, monitoring & evaluation of existing policies improving access of health facilities up country and support supervision. The study suggested areas for further research and among which was Influence of leadership to specific areas of service delivery and a deeper inquiry into the influence of health providers' individual/personal qualities on HSD.