

**STAKEHOLDERS' PARTICIPATION AND PERFORMANCE OF MEDICAL
MANAGED EQUIPMENT'S SERVICES PROJECT IN NAIROBI COUNTY, KENYA**

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UNIVERSITY**




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DECLARATION

Declaration by Student:

This research project is my original work. It has never been presented to any other institution or university for the award of any degree, diploma or certificate.

Signature  Date..... 8/7/2022

King'ori Mwangi Peter

D53/CTY/OL/26642/2015

Supervisor: Department of Management Science

Dr. Lucy Ngugi

Signature 

Date 8/7/2022

DEDICATION

This project is dedicated to my dad Gerald King'ori and mother Margaret Wamuyu for instilling the value of education in me.

ACKNOWLEDGEMENT

I am indeed thankful to the Almighty God for His grace and blessings throughout my time at Kenyatta University. His assurance of success in this project propelled me and gave me hope to endure. I am also indebted and grateful to my Supervisor, Dr. Lucy Ngugi for her wealth of experience throughout the research project as well as her valuable guidance which has made me reach this far. To my colleagues and Kenyatta University staff, I am truly humbled by the support you accorded me during my entire study at the University. I cannot forget to extend my heartfelt appreciation to my family and friends for their support and encouragement during the period of my study. To those who I may not have mentioned yet their contributions added value and quality in the project, please feel appreciated and recognized. May God bless all who contributed in any way.

ABSTRACT

The government has been committed in providing the best healthcare services for its citizens. However, this has been faced by numerous challenges due to the escalated disease burden, lack of political goodwill, inaccessibility of health facility, changes in disease pattern, changes in technology and insufficient funding. In an effort to mend the delivery of healthcare services, the government of Kenya collaborated with a private company to provide medical equipment services over a period of 10-15 years. After its inception, the project has faced a number of challenges relating to Participation of stakeholders. This problem has remained unaddressed and thus the project continues to face several challenges. The study's specific objectives were to found the effect of Participation of stakeholders in the project life cycle: project identification, implementation, planning, evaluation, monitoring on performance of the Managed Equipment Services project in Nairobi County. The study employed three theories; the Stakeholders' Theory, the Theory of Performance and the Reasoned Action Theory. The study employed descriptive research design. Stratified random sampling research design was used with a target population of 150 heads of department and senior management of Mbagathi Hospital, Mathare hospital, Mama Lucy Kibaki Hospital, and Kenyatta National Hospital to get a sample size of 60. descriptive statistics was used to analyzed data using (mean, frequency mode, and standard deviation), Primary data was collected using self-administered structured questionnaires correlation coefficient and multiple regression. Presentation was done through charts, percentages and tables. The study established that stakeholder' participation and MES project performance related. Further, stakeholders were minimally involved in project identification, and planning whereas, there was great extent participation in project implementation and monitoring. Project monitoring and planning significantly affected project performance. The study therefore recommended that stakeholders be involved in the entire process to increase MES project performance. In addition, the research recommended that the management should enhance internal and external communication to increase the MES project awareness, train and increase manpower capacity to equip them with skills needed to manage the MES project.