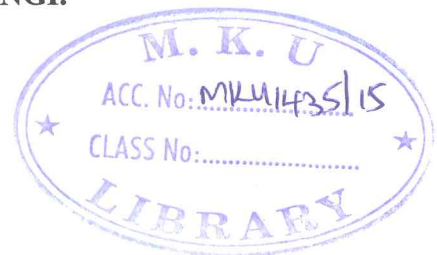


**EFFECTS OF SUPPLY CHAIN MANAGEMENT ON HEALTH CARE
PERFORMANCE: CASE STUDY OF TUNZA CLINICS EMBAKASI BRANCH.**

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ABSTRACT

The supply chain management involves a network of roles and relationships and usually helps in the process of ensuring that collective effort is explicitly organized to achieve specified ends. The study was to analyze the effects of supply chain management on health care performance, where the objectives included establishing the effects of organizational structure, management style workforce size and operational costs on performance of Tunza Clinic. Organizational performance in today's business world is a major focus for many organization, both profit and nonprofit. Performance should be broader based to include effectiveness, efficiency, economy, quality, consistency behavior and normative measures. The study seeks to explore the effects of supply chain management on performance of health care organizations with special references on Tunza clinics Embakasi branch. The study adopted a descriptive research design. The target population was 60 employees of Tunza clinic at the Embakasi branch in Nairobi. The study used stratified random sampling to select 60. The study collected both primary and secondary data. Primary data was gathered using semi-structured questionnaires. The researcher selected a pilot group of 10 individuals from the target population to test the reliability of the research instrument. Descriptive statistics was used to summarize the data. This included percentages and frequencies. Tables and other graphical presentations were appropriately used to present the data that was collected for ease of understanding and analysis. From the findings the study found that organizational Structure, management style, workforce and operational cost affect the performance of health care to a greater extent and it is in this regards that actions not limited to reviewing of policies by the government were recommended.