

**WORKING CAPITAL MANAGEMENT AND SERVICE DELIVERY IN PUBLIC
HOSPITALS OF RWANDA
A CASE STUDY OF NYAGATARE DISTRICT HOSPITAL**

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ABSTRACT

This research study dealt with the “impact of working capital management on service delivery of public hospital in Rwanda” a case study of Nyagatare District Hospital. Working capital management is an important tool to achieve organizational performance by delivery quality of service to the customers as noted by Scholars, poor working capital management will impact negatively on service delivery and this has drew the attention of the researcher to assess the management of working capital in Nyagatare District Hospital. The objectives of this research involved examining the role of working capital management on service delivery in Nyagatare District Hospital, to examine working capital management policies employed by Nyagatare District Hospital, to identify the problems encountered in the management of working capital in Nyagatare District Hospital and the remedies to overcome those problems and lastly but not least was to identify if there was a relationship between working capital management and service delivery. The research project examined through introducing the subject, literature review, methodology used findings, interpretations conclusions and recommendations. The introductory part of the research was included the history of working capital management, statement of the problem, objectives of the study, the scope of the study, significance, organization of the study. Chapter two is literature review where the researcher reviews the other researcher’s literature and how other scalars wrote about the concept of working capital management as a tool of organization performance by delivery quality of service. The data collected for the purposes of this research involved both primary data and secondary data. The primary data was collected through interviews and questionnaires where the respondents gave responses to questions ranging from demographic characteristics to the way working capital is managed in addition to its impact on services delivery, while the secondary data was retrieved from past records. The population of the research involved a total workforce of 171workers. The sample size for this research was 30% which made 51 individuals who included the doctors, Nurses, hospital administrators and finance officers. After data had been collected relevant statistical methods were employed to analyze the data and come up with findings, the analysis of the data incorporated the use of Microsoft excel analysis tool pack. Data presentation made use of histogram’s, pie charts and tables to present the findings. From the findings, a majority of the respondents were males at 66% and most were diploma holders and the degree holders were also well represented. A majority of the respondents agreed that the hospital manages working capital and that working capital had impact on services delivery. Key recommendations aimed at bettering of the service delivery through effective working capital management.