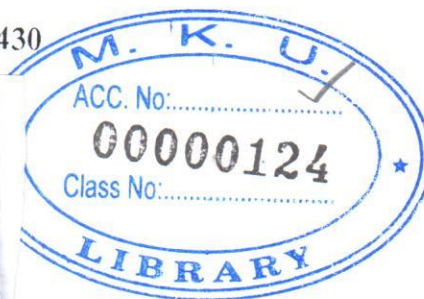


A COMPARATIVE ANALYSIS OF THE COMPUTERIZED BILLING SYSTEM ON
THE FINANCIAL MANAGEMENT OF PUBLIC HOSPITALS IN UASIN GISHU
COUNTY.

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ABSTRACT

Hospitals in Kenya are adopting and implementing ICT in order to improve transparency, efficiency and effectiveness in service delivery through the implementation of Hospital Management Systems (HMIS). This study examined the effects of computerized Billing system on the financial management of Public Hospitals, since public hospitals have been riddled with mismanagement and unethical practices which have led the public to lose confidence. The researcher chose public hospitals in Uasin Gishu County because of time and financial resources available to conduct the research. The study adopted a comparative research design methodology because the researcher wanted to analyze the underlying relationship between the computerized billing system and the financial management of public hospitals in the country. A review of the literature on financial management of public hospitals and billing techniques employed, showed that there is a gap in knowledge of the determinants of financial management concepts employed to ensure prudent billing methods are employed in developing countries, the major setback being access to proper computer softwares and hardware resources. The target population for the study was 224 both staff of MTRH and UGDH hospitals, out of which a selected sample of 119 staff were chosen using the sample size formula from Mugenda and Mugenda (2003) adopting both purposive sampling and simple random sampling procedures. The main instruments for data collection were questionnaires and interview schedules, which were administered to the officers in the hospitals. Drop and pick approach was used to collect the questionnaire. Out of 119 Questionnaires distributed, 119 were filled and returned giving a response rate of 100%. The research questions were generated from the objectives. The data collected was, coded and analyzed with the aid of SPSS package. Regression analysis was used to help in drawing conclusions. It was assumed in data analysis that the results obtained were quite a representative for the general population. The findings of the challenges faced in computerized billing system indicated that efficient financial management were attributed positively by the adoption of computerized billing system. The National and County government should adopt sound policies that advocates for the adoptions of Hospital Computerized Billing system across all its public hospitals to enhance efficient financial management of the hospitals.