

INFORMATION AND COMMUNICATION TECHNOLOGY SKILLS AND USAGE AMONG HEALTH WORKERS IN UGANDA

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ABSTRACT

Information and communication technology (ICT) has potential to enhance service delivery in health institutions. ICT services at health institutions in Uganda have been affected by lack of necessary ICT skills among health workers, poor Internet bandwidth for effective communication; lack of motivation to use ICT services for health information services and poor or no funding for ICT services at health centers. The proper usage of computer applications, Internet and mobile phone services can improve on health service delivery in the country. The purpose of this research is to find out the level of ICT skills among health workers; establish the extent to which health workers use ICT for health service delivery; and find out the availability of Internet services and usage at hospitals and other health centers. A sample size of 10 health units is selected for the survey with 20 participants from every health unit participating in the survey. Hence, 200 questionnaires are administered to the health workers. The research results indicate that ICT skills among health workers at health centers and hospitals are average; Internet services at health centers is irregular; and use of mobile phone communication for public education and patient services is not effective. A contextual framework for ICT-based service delivery is developed.

KEYWORDS: Health Service Delivery, Internet, Mobile Communication and Contextual Framework