

ABSTRACT

The purpose of the study was to examine the factors influencing effectiveness of store management in Medical Store Department (MSD), specifically the study determined the influence of Information Technology on Effectiveness of store management, examined the influence of Staff Training on Effectiveness of store management, and identified challenges facing the Effectiveness of store management. The study employed descriptive research design, questionnaire and interview methods for data collection. The sample size of the study was 185 respondents. The study concluded that information technology had positive effect on the effectiveness of management of Medical Store Department (MSD). With information technology, MSD has been able to effectively manage their inventory and avoid excess or shortage of supplies. The study also concluded that, Staff training had positive effect on the effectiveness of store management. The trainings enabled staff at MSD to maintain accurate records of all incoming and outgoing stock, ensuring precise tracking and accountability for every item that enters or leaves the organization. Lastly, the study concluded that, financial stability poses a major challenge for the operations of the Medical Store Department (MSD), exerting a significant impact on the efficiency in ensuring adequate stock availability and hindering MSD ability to address this issue effectively. The study recommended that, government should allocate sufficient financial resources to the Medical Store Department (MSD) in order to improve their capacity to procure and maintain a sufficient inventory of medical supplies and equipment. Additionally, it is recommended that MSD should address the delay in submitting orders at the district level to enable timely procurements from suppliers.

Key Words: effectiveness of store management, Medical Store Department (MSD), Information Technology, Staff Training, and challenges facing the Effectiveness of store management.