

**SIGNIFICANT FACTORS THAT AFFECTS THE
PERFORMANCE OF SUPPLY CHAIN MANAGEMENT
IN
HEALTH INSTITUTIONS OF KARACHI**

By

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Dedication

I would like to dedicate this Research to my Parents and to my family members who have always supported me throughout my MBA program. They have always been my source of inspiration and their encouragement through this entire period cannot be neglected. Also, I would like to thank my friends and my teachers for always giving me unconditional support whenever I needed.

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Abstract

Purpose: This study's purpose is to highlight the factors that affect supply chain performance in health institutions in the Karachi City. The objective of the study is achieved by conducting a descriptive census survey.

Methodology & Design: The targeted population was all health institutes in Karachi which included 6 hospitals. The approachable populations were doctors, administrations, supply chain managers and other working members of the hospitals. The data collected quantitative analysis using questionnaires and guides from employees who are working under these health institutions in Karachi. For the collected data was analyzed through factor analysis and descriptive statistics using SPSS.

Findings: Our results show that there is positive and significant relationship between ICT factors and Value-added processes on the performance of supply chain whereas Environmental uncertainty and Management support system does not have significant relations with the performance of Supply Chain.

Implications: This study contributes to existing knowledge by testing various significant factors that affects the performance of supply chain management in health institutions of Karachi. The results of this study will provide health institutions with better insights into some practices that could abbreviate performance of supply chain management.

Recommendations: The study recommends that the management remains committed to offering satisfactory health care services to patients through a sense of positive commitment in ensuring adequate funding that supports investment in ICT resources. There is need to establish independent compliant units within the institutions to ensure that rules and regulations are adhered. Also, establishment of stronger networking and collaboration platform that facilitates sharing of real-time information between supply chain partners. The study further recommends flexible systems that allow for modern state of art technology like just-in-time supply of the required items to reduce storage-related cost.

Keywords: ICT Factors, Environmental Uncertainty,

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