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**SERVICE DELIVERY SYSTEMS AND SERVICE QUALITY
OF SMALL SCALE ORGANIZATIONS IN UGANDA.
A CASE OF THERMOCOOL UGANDA LIMITED**

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ABSTRACT

The study examined the effect of Service Delivery Systems on the Quality of Service at Thermocool Uganda. The study established whether Thermocool follows appropriate service delivery system procedures, evaluated the effectiveness and efficiency of service delivery systems used, and the factors that influence quality and cost of service delivery. The study further examined the effect of service delivery systems on service quality.

The study adopted a cross-sectional descriptive survey design that used both quantitative approaches. The study population involved Thermocool staff members and facility managers for clients. Data were collected using questionnaires. Data were analyzed to obtain frequencies percentages, correlations and regressions.

The study revealed a positive significant relationship between service delivery systems and service quality at Thermocool ($r=.672$, $p=.000$). It was revealed that Thermocool service department follows appropriate service delivery system. They employ good methods of service delivery to minimize customer operations interruptions. Employees strictly follow the set procedures, employing quick and effective methods to solve customers' problems using appropriate tools. It was found out that some of the factors that influence the quality and cost of services include professional conduct of technicians, proper communication with users, availability of up-to-date equipment and the prompt responsiveness of technicians when called upon.

It was found out that effectiveness and efficiency of service delivery systems is well expressed in the first class services given to clients, the reliability of the rendered services and user friendliness of the technology used. It was therefore concluded that the company follows the set delivery system procedures that help it to deliver quality services.

Response to clients' complaints is however still a challenge as technicians take a lot of time to report on site and the attitude of employees is still lacking. It was therefore recommended that the response time be improved, unnecessary procedures be curtailed, employee remuneration be revised and new vehicles be acquired to ease the mobility of technicians.