

AN INVESTIGATION OF THE TRANSITIONAL CHALLENGES FROM THE NATIONAL
HOSPITAL INSURANCE FUND IN-PATIENT SCHEME TO THE UNIVERSAL HEALTH
INSURANCE: A CASE OF NAIROBI COUNTY-KENYA

by

Peris Chepkurui Kerich

A thesis presented to the School of Human and Social Sciences

of

Daystar University
Nairobi, Kenya

In partial fulfillment of the requirements for the degree of

MASTER OF ARTS
in Monitoring and Evaluation

April 2017

DAYSTAR UNIVERSITY

APPROVAL

AN INVESTIGATION OF THE TRANSITIONAL CHALLENGES FROM THE NATIONAL HOSPITAL INSURANCE FUND IN-PATIENT SCHEME TO THE UNIVERSAL HEALTH INSURANCE: A CASE OF NAIROBI COUNTY-KENYA

by

Peris Chepkurui Kerich

In accordance with Daystar University policies, this thesis is accepted in partial fulfillment of requirements for the Master of Arts degree.

Date:

Mary Mogute, PhD,
1st Supervisor

Jane Cheruiyot, MA,
2nd Supervisor

Solomon Nzyuko, PhD,
HoD, Development Studies

Kennedy Ongaro, PhD,
Dean, School of Human and Social
Sciences

DAYSTAR UNIVERSITY

Copyright © 2017 Peris Chepkurui Kerich

DECLARATION

AN INVESTIGATION OF THE TRANSITIONAL CHALLENGES FROM THE NATIONAL HOSPITAL INSURANCE FUND IN-PATIENT SCHEME TO THE UNIVERSAL HEALTH INSURANCE: A CASE OF NAIROBI COUNTY-KENYA

I declare that this thesis is my original work and has not been submitted to any other college or university for academic credit.

Signed: _____

Peris Chepkurui Kerich
(14-2492)

Date: _____

ACKNOWLEDGMENTS

I wish to acknowledge and thank God for enabling me come this far. I also express my deepest appreciation to Daystar University, lecturers and staff of the School of Human and Social sciences and especially my supervisors, Dr. Mary Mogute, and Mrs. Jane Cheruiyot, for their diligent guidance and encouragement during the entire period of thesis writing. I also thank the entire Daystar community for their support during the time I studied at the University. Lastly, I would like to thank my family, and my siblings for their support, understanding and prayers. God bless you all abundantly.

DAYSTAR UNIVERSITY

TABLE OF CONTENTS

<u>APPROVAL</u>	ii
<u>DECLARATION</u>	iv
<u>ACKNOWLEDGMENTS</u>	v
<u>TABLE OF CONTENTS</u>	vi
<u>LIST OF TABLES</u>	viii
<u>LIST OF FIGURES</u>	ix
<u>LIST OF ABBREVIATIONS AND ACRONYMS</u>	x
<u>ABSTRACT</u>	xi
<u>DEDICATION</u>	xii
<u>CHAPTER ONE</u>	1
<u>INTRODUCTION AND BACKGROUND OF THE STUDY</u>	1
<u>Introduction</u>	1
<u>Background to the Study</u>	1
<u>Statement of the Problem</u>	6
<u>Purpose of the Study</u>	7
<u>Objectives of the Study</u>	7
<u>Research Questions</u>	8
<u>Justification of the Study</u>	8
<u>Significance of the Study</u>	8
<u>Scope of the Study</u>	9
<u>Assumptions of the Study</u>	9
<u>Limitations and Delimitations of the Study</u>	9
<u>Definition of Terms</u>	10
<u>Summary</u>	10
<u>CHAPTER TWO</u>	11
<u>LITERATURE REVIEW</u>	11
<u>Introduction</u>	11
<u>Theoretical Framework</u>	11
<u>General Literature Review</u>	13
<u>Empirical Literature Review</u>	17
<u>Conceptual Framework</u>	19
<u>Summary</u>	21
<u>CHAPTER THREE</u>	22
<u>RESEARCH METHODOLOGY</u>	22
<u>Introduction</u>	22
<u>Research Design</u>	22
<u>Population of the Study</u>	22
<u>Target Population</u>	23
<u>Sample Size</u>	23
<u>Sampling Technique</u>	24
<u>Data Collection Instruments</u>	24
<u>Types of Data</u>	25
<u>Data Collection Procedures</u>	25
<u>Pretesting</u>	26

Data Analysis Plan	26
Ethical Considerations	27
Summary	27
CHAPTER FOUR	28
DATA PRESENTATION, ANALYSIS AND INTERPRETATION	28
Introduction	28
Presentation, Analysis and Interpretation	28
Summary of Key Findings	46
Summary	47
CHAPTER FIVE	49
DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS	49
Introduction	49
Discussion of Key Findings	49
Conclusions	52
Recommendations	53
Recommendation for Further Studies	53
REFERENCES	54
APPENDICES	58
Appendix A: Study Questionnaire	58
Appendix B: In-Depth Interview Guide for NHIF Branch Managers	62
Appendix C: Daystar Introduction Letter For Data Collection	63
Appendix D: NACOSTI Research Authorization Letter	64
Appendix E: Research Permit	65

LIST OF TABLES

<u>Table 3. 1: Samplinh Frame Questionnaire Respondents</u>	23
<u>Table 4. 1: Gender Distribution</u>	30
<u>Table 4. 2: Level of Education1</u>	31
<u>Table 4. 3: Position in Organization.</u>	31
<u>Table 4. 4: NHIF as a Universal Health Insurance.</u>	32
<u>Table 4. 5: NHIF Accredited Health Providers</u>	33
<u>Table 4. 6: Health Benefits Package</u>	34
<u>Table 4. 7: Increasing Enrolment Rate</u>	35
<u>Table 4. 8: Improving Processes for More Efficiency</u>	36
<u>Table 4. 9: Compliance with Government Regulations.</u>	37
<u>Table 4. 10: Managerial Challenges</u>	38
<u>Table 4. 11: Human Resource Challenges</u>	39
<u>Table 4. 12: Technological Challenges</u>	40
<u>Table 4. 13: Customer Care Challenges</u>	41
<u>Table 4. 14: Information Management Challenges</u>	42
<u>Table 4. 15: Constrains of Information Dissemination at NHIF</u>	43
<u>Table 4. 16: Strategies to Enhance Univerxal Health Insurance</u>	44
<u>Table 4. 17: Stakeholders Involvement in Minimizing Transitional Challenges</u>	45

LIST OF FIGURES

[Figure 2. 1: Conceptual Framework](#).....20
[Figure 4. 1: Response Rate](#).....29
[Figure 4. 2: Gender Distribution](#)30

DAYSTAR UNIVERSITY

LIST OF ABBREVIATIONS AND ACRONYMS

GOK	Government of Kenya
HR	Human Resource
KOTU	Kenya Organization of Trade Unions
MDG	Millennium Development Goals
NACOSTI	National Commission for Science, Technology and Innovation
NGOs	Non- Government Organizations
NHIF	National Hospital Insurance
PMBOK	Project Management Body of Knowledge
SPSS	Statistical Package for Social Science
WHO	World Health Organization

ABSTRACT

Universal health insurance is about people having access to health care they need without suffering financial hardships in Kenya. Kenya like other countries is faced with transitional challenges in achieving universal health insurance in Africa. The purpose of this study was to investigate the transitional challenges from the National Hospital Insurance in-patient scheme to the universal health insurance. Its objectives were to investigate the reasons that validated the change from the in-patient insurance to universal health insurance, establish challenges faced by NHIF transitional process and to recommend strategies that can be used to achieve universal health insurance in Kenya. Descriptive research design was used and the target population was 300 employees drawn from seven NHIF branches in Nairobi County. Simple random and purposive sampling techniques were used to select a sample of 90 respondents. Data was collected using semi-structured questionnaires for primary respondents and in-depth interview guides for key informants, and data analysis was done using Statistical Package for Social Sciences (SPSS) version 22. Findings of the study revealed that a major validating factor for transition was to make NHIF a universal health insurance in the market and enhancing of benefit package. It was also revealed that the challenges that marred transitional process at NHIF included managerial, technical, human resource, customer oriented and information dissemination. It concluded that the major reason for transition from the NHIF in-patient scheme to the universal health insurance was to make it a universal health insurance in the Kenyan market and enhance the benefits package. It recommended that NHIF should involve stakeholders in the transition process to minimize challenges from NHIF in-patient scheme to universal health insurance in Kenya and that the suggested strategies by the respondents should be implemented to achieve universal health insurance.

DEDICATION

I dedicate this thesis to my husband, Charles, and my children, lexy and Ray.

DAYSTAR UNIVERSITY