

DECLARATION

I, **Suzan Nakawunde Kaye**, hereby declare that this research is entirely my original work and has never at any one time been submitted for any award at this or any other university/institution of higher learning.

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DEDICATION

This book is dedicated to my family: husband Isaac, children Shawn-Ivy and Carl-Israel and my mother Jane Kaye.

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LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
ARV	Antiretroviral
ART	Antiretroviral Therapy
HAART	Highly Active Antiretroviral Therapy
HIV	Human Immunodeficiency Virus
HRD	Human Resource Development
ISO	International Standards of Operation
MBO	Management By Objectives
MDG	Millennium Development Goals
MIS	Management Information System
MSH	Management Sciences for Health
NGO	Non-Governmental Organization
PEPFAR	President's Emergency Plan For AIDS Relief
PLWHA	People Living With HIV/AIDS
TASO	The Aids Support Organization
TIE	Training Impact Evaluation
UNAIDS	Joint United Nations Program on HIV/AIDS
WHO	World Health Organization

ABSTRACT

The study examined organizational factors and their effect on the delivery of pediatric ART by NGOs in Uganda. TASO, an indigenous NGO was selected; three of its centers located in the central region were reviewed. A triangulation of methods were used to collect data; semi-structured interviews were used to collect qualitative data from TASO staff holding key positions at the centers and a self-administered questionnaire to collect quantitative data from staff who worked directly with children.

Even though ART has been in existence at TASO centers since 2004, there has been a slow increase in the registration rates of children onto the program. The organizational factors covered in this study in order to identify which ones affected delivery of pediatric ART included; systems, leadership styles, staff and policies. TASO staff agreed that the management of the different organizational factors played a major role in the delivery of services regardless of which leadership style was applied. Many noted that the procedures and guidelines for handling childcare were not adequately explained during their orientation to the organization.

Overall, the quality of management of organizational factors at TASO dictated the quality of service given to the children. TASO Uganda should therefore endeavor to provide an enabling environment to their staff, such as enlarging and extending the orientation package and time so as to introduce appropriate childcare guidelines to their work force during their induction days.