

**THE INFLUENCE OF WORKING CAPITAL  
MANAGEMENT ON THE EFFECTIVENESS  
OF SERVICE DELIVERY AT THE ISLAMIC  
UNIVERSITY IN UGANDA**

**BY**

**KIYUUKA ASHRAPH  
BBS (HON) IUIU**

**A DISSERTATION SUBMITTED TO THE DEPARTMENT OF  
BUSINESS STUDIES, FACULTY OF MANAGEMENT STUDIES IN  
PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE  
AWARD OF THE DEGREE OF MASTER OF BUSINESS  
ADMINISTRATION OF THE ISLAMIC UNIVERSITY IN UGANDA.**

**MARCH, 2005**

## ABSTRACT

The research was designed to investigate the influence of Working Capital Management on the effectiveness of service delivery in Universities in Uganda with the Islamic University in Uganda as a case study. The objectives of the study include identifying the effect of Working Capital on effective delivery of services, establish the challenges that IUIU faces in its Working Capital Management and to determine the level of Management of Working Capital in IUIU.

A sample of respondents proportionate to the total population was selected in order to determine their perception with regard to the effect of Working Capital as a component of financial Management on the effective delivery of services in Universities.

In order to identify the impact Working Capital has on the effectiveness of service delivery, spear man's correlation test, multi variable linear regression model and descriptive statistics were all employed in the analysis of the data that was collected using both qualitative and quantitative methods of data collection.

Results of the study revealed among others, that Working Capital has a positive and significant impact by reasonable proportion on the effective delivery of services at IUIU with policy prescription a component of Working Capital as the most significant factor followed by funds flow, management practice and students enrolment in order of reducing significance.

The researcher recommends that to effectively deliver services, Universities should come up with policies oriented towards proper Working Capital Management. This is based on the foundation that policy is the starting point of the entire planning and management process.