

This study is focused on problem of lack of adequate medical support facilities at secondary and tertiary levels in public sector hospitals of Azad Jammu & Kashmir (AJK). This also forms the core of the Problem Statement.

The hypothesis evolved was that the effective governance of the Health Sector will enhance the quality and quantum of medical support at secondary and tertiary levels in the public sector hospitals of AJK. The objective of this research is to look into major shortcomings in the provision of medical support facilities in Public Sector Hospitals of AJK. An extensive literature review was conducted to identify various factors bearing upon the problem. Many contributory factors lead to this issue such as ineffective planning, lack of monitoring, supervision and control, poor financial management and very limited existence of accountability mechanisms.

The crux of the research was based on primary data collected from relevant stakeholders. Descriptive as well as statistical analysis of data was carried out to understand the issue in its entirety and to verify if the data conforms to the desired statistical standards for quality research. It was reinforced by interviews with significant stakeholders to seek their views on aspects not covered in questionnaires and to reinforce the specific aspects of the collected data. The research conducted on the basis of these responses of the stakeholders revealed that there are obvious shortcomings regarding infrastructure, human resource, drugs and supplies and medical equipment.

On the basis of analysis of the data, it is concluded that these issues can be resolved through better planning based on closer interaction with the stakeholders and if the government improves the infrastructure of hospitals, fulfils the requirement of human resources and ensures the availability of drugs, supplies and medical equipment.