

This study sought to investigate the extent to which strategies adopted by Kenya Medical Supplies Authority (KEMSA) seem to be ineffective as health facilities do not receive the medical supplies on time and the orders received do not match the demanded quantities. The specific objectives were to establish effect of information systems on distribution of medical supplies, to establish effect of government procedures on distribution of medical supplies, information systems and distribution channels to effective distribution of medical supplies.

The study adopted a descriptive research design. The design was preferred because it is concerned with answering questions such as who, what, which, how, when and how much. Questionnaires were used to collect primary data. Both quantitative and qualitative methods were used for analysis and data was presented in tables and figures. The research work provided answers to the questions that were raised by the researcher. An information system is of greater importance in the distribution process. This is because it enhances service delivery and ensures that operations are accomplished faster, better and in an effective manner; to succeed in the distribution process information systems must be properly put in place in any organization. Good distribution channels used are key indicators of success in the distribution process in terms of streamlining the flow of the organizations activities and providing good results. A good distribution channel enhances the organizations performances especially in the logistics function.

The study indicated that government procedures affect the distribution of goods and services in Kenya. Respondents said the government through its taxation on the service in organizations is high and it leads to the cost being transferred to the customers who are the end users. They said that heavy taxation is a major challenge.