

## Abstract

An assessment of the influence of information system, leadership and governance on service quality in public hospitals continues to remain an area that need to be studied. Public hospitals continue to be blamed by the public for their quality of service. The general objective of this study was to assess the influence of information system, leadership and governance on service quality in public hospitals in Kiambu County. The literature review focused on theoretical and empirical foundations on the study topic. These theories were system theory and human capital theory. The study was done in Kiambu County covering all the 12 subcounties in the County and adopted descriptive survey design. A sample size of 50 respondents across Kiambu County was selected from a target population of 156 to answer questions. Questionnaire were used in data collection and collected data analyzed with the aid of statistical package for social sciences (SPSS) version 21 and both descriptive and inferential statistics was used to present data summaries using frequency distribution tables, graphs and pie charts. The study generated information that county and national government, hospital administration, general public and scholars found relevant in solving the current level of service in public hospitals with aid of strategic plan implementation. The study found out that information system, leadership and governance influenced service quality in the public hospitals, with information system and leadership and governance affecting the current service quality positively. Based on these findings, there is a need to enhance current information system and leadership and governance for even better results.