**INDUSTRIAL PRODUCTIVITY AND HEALTH SECTOR PERFORMANCE**

**Interview guide: Shops**

1. **Identifying sources of commodities in shops**

PHARMACEUTICALS

1. Where do you usually buy your **medicines** (drugs/pharmaceuticals)
   1. What are the names of the wholesaler(s)?
   2. Where are the wholesaler(s) located?
   3. What is the ownership of the wholesaler(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medicines bought from the wholesaler(s).
2. What are the reasons for the selection of these different wholesalers?

(If single wholesaler is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. wholesaler owns shop; reliability; only wholesaler available; trust the quality; after sales /delivery services.)*

MEDICAL SUPPLIES

1. Where do you usually buy your **medical supplies** (non-pharmaceuticals such as syringes, gloves)?
   1. What are the names of the wholesaler(s)?
   2. Where are the wholesaler(s) located?
   3. What is the ownership of the wholesaler(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medical supplies bought from the wholesaler(s).
2. What are the reasons for the selection of these different wholesalers?

(If single wholesaler is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. wholesaler owns shop; reliability; only wholesaler available; trust the quality; after sales /delivery services.)*

LABORATORY SUPPLIES

1. Where do you usually buy your **kits, reagent and chemicals** for laboratories?
   1. What are the names of the wholesaler(s)?
   2. Where are the wholesaler(s) located?
   3. What is the ownership of the wholesaler(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of laboratory supplies bought from the wholesaler(s).
2. What are the reasons for the selection of these different wholesalers?

(If single wholesaler is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. wholesaler owns shop; reliability; only wholesaler available; trust the quality; after sales /delivery services.)*

OTHER ESSENTIAL COMMODITIES

1. Where do you usually buy **other essential commodities** relevant forhealth (such as disinfectant, soap, bed sheets)?
   1. What are the names of the wholesaler(s)?
   2. Where are the wholesaler(s) located?
   3. What is the ownership of the wholesaler(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of other essential commodities bought from the wholesaler(s).
2. What are the reasons for the selection of these different wholesalers?

(If single wholesaler is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. wholesaler owns shop; reliability; only wholesaler available; trust the quality; after sales /delivery services.)*

MEDICAL EQUIPMENT

1. Where do you usually buy **medical equipment** (such as thermometers, slides for microscopes)?
   1. What are the names of the wholesaler(s)?
   2. Where are the wholesaler(s) located?
   3. What is the ownership of the wholesaler(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medical equipment bought from the wholesaler(s).
2. What are the reasons for the selection of these different wholesalers?

(If single wholesaler is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; buy for emergency supplies/stock-outs in main wholesaler; funders require this buy.)*

1. **Understanding the purchasing processes and logistics for the different types of commodities**

PHARMACEUTICALS

1. How do you go about selecting which **medicines** to buy?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medicines.

***Prompts:*** *for each of these aspects of purchasing, please describe the process, giving examples if possible; comment on challenges faced in stocking your shop and also examples of good purchasing and supply; explain the reasons for any problems identified, and* *tell us how you think this might be improved.*

1. What are the challenges/problems in ordering, transporting, and buying medicines from the suppliers?

MEDICAL SUPPLIES

1. How do you go about selecting which **medical supplies** to buy?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medical supplies.

***Prompts:*** *for each of these aspects of purchasing, please describe the process, giving examples if possible; comment on challenges faced in stocking your shop and also examples of good purchasing and supply; explain the reasons for any problems identified, and* *tell us how you think this might be improved.*

1. What are the challenges/problems in ordering, transporting, and buying medical supplies from the suppliers?

LABORATORY SUPPLIES

1. How do you go about selecting which **kits**, **reagents and chemicals** to buy for sale for laboratories?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the laboratory supplies.

***Prompts:*** *for each of these aspects of purchasing, please describe the process, giving examples if possible; comment on challenges faced in stocking your shop and also examples of good purchasing and supply; explain the reasons for any problems identified, and* *tell us how you think this might be improved.*

1. What are the challenges/problems in ordering, transporting, and buying laboratory supplies from the suppliers?

OTHER ESSENTIAL COMMODITIES

1. How do you go about selecting which **other essential commodities (e.g. disinfectants)** to buy?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the commodities.

***Prompts:*** *for each of these aspects of purchasing, please describe the process, giving examples if possible; comment on challenges faced in stocking your shop and also examples of good purchasing and supply; explain the reasons for any problems identified, and* *tell us how you think this might be improved.*

1. What are the challenges/problems in ordering, transporting, and buying other essential commodities from the suppliers?

MEDICAL EQUIPMENT

1. How do you go about selecting which **medical equipment** to buy?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medical equipment.

***Prompts:*** *for each of these aspects of purchasing, please describe the process, giving examples if possible; comment on challenges faced in stocking your shop and also examples of good purchasing and supply; explain the reasons for any problems identified, and* *tell us how you think this might be improved.*

1. What are the challenges/problems in ordering, transporting, and buying medical equipment from the suppliers?
2. **Exploring the effect of supply chain gaps (bottlenecks/ challenges in the supply chain)**
3. From your experience, how do the challenges highlighted above affect:
   1. Your customers?

***Prompts:*** *which medicines and commodities are most in demand by customers? Which supply problems and gaps most affect your customers? What could be done to overcome the supply problems identified?*

* 1. Your business?

***Prompts****: could supply improvements help you to develop your business? Please explain how and why?*

* 1. Staff working conditions and morale?
  2. What can be done to overcome the supply problems mentioned?

***Prompts*:** *for example, if unable to supply customers’ needs?*

1. Do you sell to health facilities as well as to individuals?
   1. If so, which facilities (names, location)
   2. What do they buy?
   3. Are there demands from them you are unable to supply? Please give examples.
2. Are there any other supply gaps and bottlenecks that we have not talked about?
   1. Which ones? Please explain further what they are and their effects?
3. **Exploring local vs. imported supplies**

1. Which of the items (medicines, medical, laboratory and other supplies, and medical equipment) that you stock are bought locally (in Kenya), regionally (East African countries), other African countries, from Asia and in high income countries?

*(Probe: please give details.)*

* 1. Do you prefer certain countries or specific manufacturers for buying different types of items?
     1. Are local products better or worse than imported items?
     2. Which and how? (*Probe: price, quality, availability*, *other reason*)
     3. Does the choice of a manufacturer matter when buying the medicines and other supplies?
     4. Do you have a choice?
  2. What are the preferences of your customers concerning different countries’ products?
     1. Which particular items (*probe: examples*)?
     2. Why?
  3. What type of products can only be obtained from imports?
     1. Why?

1. Do you think that the availability of these different types of commodities has changed in the last few years?
   1. How has it changed from the local manufacturers?
      1. Why?
   2. How has it changed from the importers?
      1. Why?
   3. Have new wholesalers emerged?
      1. Can you tell me who they are?
   4. What have been the effects of the changes for your shop and for customers?
2. **Exploring the way forward**
3. Do you think there is a need to improve the supply chains to this shop?
   1. Why, what and how?
4. In your view, what could the local manufacturers do to:
   1. Improve supplies relevant to health care?
      1. Why do you say so?
   2. Improve access for your customers to medicines and supplies that they need?
      1. Why do you say so?
5. Do you think the health system including shops such as yours can buy more from local manufacturers than it does now?
   1. Why and how?

***We have come to the end of the interview. Thank you for your time.***