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**THE ROLE OF ADMINISTRATIVE JUSTICE IN PUBLIC SECTOR  
MANAGEMENT IN CENTRAL UGANDA. A CASE OF WAKISO DISTRICT**

**BY**

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## **ABSTRACT**

The objective of this study was to explore the role of administrative justice in public sector management in Central Uganda; a case study of Wakiso District. The study was motivated by the fact that administrative justice significantly influences quality service delivery in public sector. The study was guided by three research objectives: to examine the role of administrative justice in public sector management, to examine the challenges of effecting administrative justice in public sector management, to document the strategies of improving service delivery in public sector management through administrative justice.

The study used a qualitative cross-section survey design, unit of analysis was Wakiso District Local government. Primary data was collected from judgmental sampled 24 participants, using the interview guide.

Results revealed that openness and transparency, following procedures and protocol, clear direction, fair treatment of people were the dominant roles of administrative justice which enable public officers to know that everyone is entitled to reasons, a request for reasons is need, and rights must have material which promote an efficient public administration to offer desirable service. The contribution of public officers to administrative justice were sensitization of people on services available, keeping the office open for everyone to access the services, making work easy and appreciable, giving them the right needed information, directing them to right officers like those clients who get lost in the corridor. Challenges of effecting administrative justice were inadequate funding, biased attitude of people, ignorance of client, fraud and corruption, lack of democratic forms, prioritizing individual interest and lack of ethics and inadequate awareness about relevance of justice. The strategies to improve public sector management through administrative justice were knowing people-challenges, embrace moral/core values, adequate funding, well-structured organisational structure, good governance practice, regular training of staff, sensitization of the officers and the public.

The study recommends that local government should increase funding and train staff to embrace administrative justice due to its significant role in ensuring quality service delivery in public sector.