

**ORGANISATIONAL JUSTICE, EMPLOYEE TRUST, EMPLOYEE COMMITMENT
AND SERVICE QUALITY IN UGANDA REVENUE AUTHORITY**

BY

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ABSTRACT

The purpose of the study was to investigate the relationship organizational justice, employee trust, employee commitment and service quality. The study adopted a quantitative cross sectional design. It involved descriptive and analytical research designs. The study sample comprised of 269 revenue officers and 375 customers who were selected through simple random sampling. The data was tested for reliability, analyzed using SPSS and results presented based on the study objectives.

Results revealed a significant positive relationship between organizational justice, employee trust, employee commitment and service quality. Organizational Justice and service quality ($r = .295, p < .01$), organizational justice and employee trust ($r = .466, p < .01$), organizational justice and employee commitment ($r = .594, p < .01$), employee trust and service quality ($r = .285, p < .01$), employee commitment and service quality ($r = .307, p < .01$). Organizational justice and employee commitment were significant predictors of service quality in URA and this was supported by the value of R square which showed that they predicted the dependent variable by 17%.

However, the study adopted measurement tools used in previous studies and therefore any limitations that were encountered in such studies also affected the study. In conclusion, URA needs to reinforce organizational justice to enhance Revenue Officers' commitment in order to ensure that quality service is delivered to URA customers.