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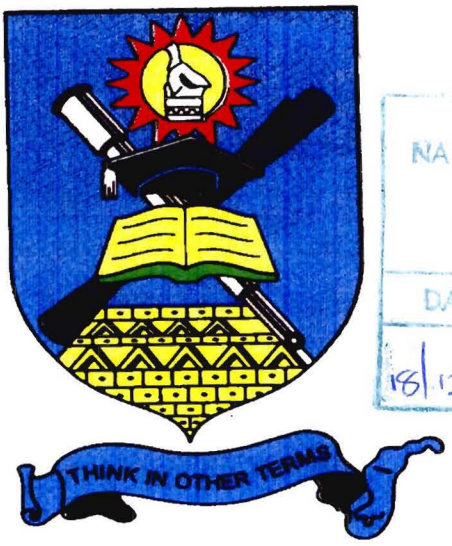

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P.O. BOX 1405, BULAWAYO
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FACULTY OF APPLIED SCIENCES

DEPARTMENT OF COMPUTER SCIENCE

Title: Developing An Adoption Framework For E-Justice Systems In Zimbabwe

Name: Rujeko Madzinga

Student Number: N01521975E

Supervisor: Mrs S. Moyo

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Abstract

Access to justice has become an important issue in many justice systems around the world. ICT can be used to enhance efficiency, access, timeliness, transparency and accountability in helping Judiciaries to provide adequate services. The growing use of technology, information and communication to improve access of citizens to justice and effective judicial action, has brought interest in this study to look into judicial problems in Zimbabwe on matters like corruption, backlog of court cases and inefficiency. Increasingly, technology is seen as a potential facilitator of access to justice, particularly in terms of improving justice sector efficiency. The e-justice literature emphasizes the significance of unique law and technology concerns that are especially relevant to implementing and evaluating information technology systems in the justice sector specifically. This dissertation aimed to investigate the judicial system currently in place in Zimbabwe and coming up with an adoption framework that will advocate for better judicial corporate administration as well as building an excellent service and reputation of the Zimbabwean justice system. Researcher used ICT adoption and acceptance related case study's from other nations that implemented e-judiciary for the enhancement of overall quality of judiciary administration through use of technology in the justice system. Researcher conducted both descriptive and exploratory qualitative research by using methods like observation data collection techniques and semi-structured interviews, in conducting this applied research (applied because it aims to solve a problem).