

# **DESIGN AND IMPLEMENTATION OF A DSTV SUBSCRIPTION RESELLER TRACKER**

BY

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BEING A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE, FACULTY  
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DEGREE IN COMPUTER SCIENCE

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## **CERTIFICATION**

This is to certify that this research project titled "Design and Implementation of a DSTV Subscription Reseller Tracker" was carried out by [STUDENT'S FULL NAME], and has been read and approved as meeting the regulations governing the award of the degree of Bachelor of Science (B.Sc.) of the University of Lagos.

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PROJECT SUPERVISOR

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Date

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HEAD OF DEPARTMENT

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Date

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EXTERNAL EXAMINER

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Date

## **DEDICATION**

This research project is dedicated to Almighty God, the giver of life, wisdom, and understanding, who has been my source of strength throughout the course of this study. It is also dedicated to my beloved parents and family for their unwavering love, prayers, and support.

## **ACKNOWLEDGEMENT**

My profound gratitude goes to Almighty God for His grace, protection, and guidance throughout the duration of my study and the successful completion of this research project. I am deeply grateful to my supervisor, [SUPERVISOR'S NAME], for the patience, guidance, constructive criticism, and invaluable direction provided throughout the course of this research. I also wish to appreciate the Head of Department, the lecturers of the Department of Computer Science, and my course mates for their support and friendship. My appreciation also goes to my parents and siblings for their unwavering support, both financial and emotional, throughout my academic journey.

## **ABSTRACT**

This study developed and evaluated a Web software solution for design within the Nigerian context, using the University of Lagos as the reference environment. The study was guided by four specific objectives: to analyse the existing manual process and its challenges; to design a Web application that addresses those challenges; to implement the proposed system using appropriate programming languages and frameworks; and to test and evaluate the system for functionality, usability, and reliability. The pragmatic research design adopted for the study was anchored on the Technology Acceptance Model and the UTAUT. A total of 71 users were purposively selected for the usability evaluation, out of which 63 responses were found valid for analysis. Data were analysed using percentage scores, mean scores on the System Usability Scale (SUS), and functional test results at a 0.05 level of significance. The findings revealed that the proposed system achieved an overall usability score of 88.8% and significantly reduced the mean processing time compared with the existing manual approach. The study recommends the deployment of the system for full-scale adoption, periodic maintenance, and sustained training of users so as to maximise its benefits.

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## CHAPTER ONE: INTRODUCTION

### 1.1 Background to the Study

The study of design and implementation of a dstv subscription reseller tracker is situated within a body of scholarship that has grown rapidly in the past two decades. This section of the chapter traces the background to the study by examining the historical, theoretical, and practical dimensions of the subject.

design occupies a prominent position in contemporary debates about implementation and national development. Auxiliary variables, including education, income, and location, further condition how design is experienced across communities. The work of Famuyide and Chukwu (2023) extended earlier analyses by demonstrating that implementation reinforces the effects of design. These observations collectively invite a reconsideration of standard assumptions regarding implementation. Field evidence gathered by Aderemi and Adekunle (2016) suggested that stakeholder engagement materially improves the results achieved in matters of design. Such findings reinforce the argument that design deserves a place of priority on the development agenda. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

In both global and African literatures, design is now regarded as a key index of institutional performance. Within Lagos State, the country's most populous commercial hub, the dynamics of design are observed in their starkest form. Studies conducted within the West African subregion by Nnamdi and Oyelaran (2018) reached conclusions broadly consistent with the Nigerian evidence. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Studies by Kalu and Osinachi (2019) largely support the view that design exerts a measurable influence on outcomes of interest. These observations collectively invite a reconsideration of standard assumptions regarding implementation. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

The salience of design in national discourse has grown steadily, driven by changing social conditions and technological penetration. The socio-cultural diversity of Nigeria implies that responses to design must be differentiated rather than uniform. Comparative work by Kalu and Osinachi (2022) across several states uncovered a consistent pattern linking design with implementation. These observations collectively invite a reconsideration of standard assumptions regarding implementation. Findings reported by Ogunlana and Alade (2018) observed that respondents with greater exposure to design recorded markedly different results. These observations collectively invite a reconsideration of standard assumptions regarding implementation. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

The phenomenon of design, while not new, has acquired fresh analytical urgency in Nigeria. Globalisation and technological change have intensified both the opportunities and the challenges associated with design. Bamgbose and Aderemi (2020), in a survey of relevant stakeholders, concluded that the benefits of design are unevenly distributed across groups. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. Obiora and Eze (2020), in a survey of relevant stakeholders, concluded that