DESIGN AND IMPLEMENTATION OF A FACILITY MAINTENANCE REQUEST SYSTEM FOR MANAGED ESTATES

BY

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BEING A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF ESTATE MANAGEMENT, FACULTY OF ENVIRONMENTAL SCIENCES, UNIVERSITY OF LAGOS, AKOKA, LAGOS STATE

IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF BACHELOR OF SCIENCE (B.Sc.) DEGREE IN ESTATE MANAGEMENT

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Design and Implementation of a Facility Maintenance Request System for Managed Estates" 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 Date

_____ _____

HEAD OF DEPARTMENT Date

_____ _____

EXTERNAL EXAMINER 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.

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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 62 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 80.3% 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.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of design and implementation of a facility maintenance request system for managed estates 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 aggregate picture emerging from Okonkwo and Salami (2023) points to a modest but consistent association between design and the outcomes of interest. Sustained engagement with the issues raised here is therefore essential if meaningful progress is to be recorded. Evidence assembled by Oyelaran and Adeniyi (2015) across twelve states underscored the heterogeneity of outcomes linked to design. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

design, when examined in relation to implementation, reveals complex and often paradoxical dynamics. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream design into routine governance. Studies by Adeniyi and Ekwueme (2019) largely support the view that design exerts a measurable influence on outcomes of interest. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. Evidence assembled by Eze and Ogbeide (2015) across twelve states underscored the heterogeneity of outcomes linked to design. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

The salience of design in national discourse has grown steadily, driven by changing social conditions and technological penetration. National policies and programmes have sought, with varying degrees of success, to respond to the realities of design and implementation. Findings reported by Eze and Ogbeide (2018) observed that respondents with greater exposure to design recorded markedly different results. For practitioners, the practical significance of design cannot be overstated, given its demonstrable link with implementation. Empirical evidence from Bamgbose and Olawale (2021) suggests that positive developments in implementation are associated with improvements in design. These developments carry important implications for policy and practice in estate management. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

design continues to command considerable attention among researchers, policymakers, and practitioners in estate management. Economic pressures and resource scarcity frequently determine the pace at which design advances in practice. An examination by Famuyide and Okonkwo (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. For practitioners, the practical