

DESIGN AND IMPLEMENTATION OF A LAUNDRY PICKUP AND DELIVERY SYSTEM

BY

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BEING A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF SOFTWARE ENGINEERING,
FACULTY OF SCIENCE, UNIVERSITY OF LAGOS, AKOKA, LAGOS STATE

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

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Design and Implementation of a Laundry Pickup and Delivery System" 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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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.

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 Software Engineering, 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 78 users were purposively selected for the usability evaluation, out of which 74 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 83.7% 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

Title Page	i
Certification	ii
Dedication	iii
Acknowledgement	iv
Abstract	v
Table of Contents	vi
List of Tables	vii
List of Figures	viii
CHAPTER ONE: INTRODUCTION	1
1.1 Background to the Study	1
1.2 Statement of the Problem	4
1.3 Objectives of the Study	7
1.4 Research Questions	7
1.5 Research Hypotheses	7
1.6 Significance of the Study	8
1.7 Scope and Limitation of the Study	11
1.8 Definition of Terms	13
CHAPTER TWO: LITERATURE REVIEW	14
2.1 Conceptual Review	14
2.1.1 Concept of Design	14
2.1.2 Concept of Implementation	15
2.1.3 Concept of Laundry	17
2.2 Theoretical Framework	19
2.2.1 Technology Acceptance Model	19
2.2.2 UTAUT	20
2.2.3 Diffusion of Innovation Theory	21
2.2.4 Systems Development Life Cycle	22
2.3 Empirical Review	23
2.3.1 Early Studies on design	24
2.3.2 Recent Nigerian Evidence on design	25
2.3.3 Design and implementation	27
2.3.4 Comparative Perspectives across Africa	29
2.4 Summary of Literature Review	31
CHAPTER THREE: RESEARCH METHODOLOGY	33
3.1 Research Design	33
3.2 Population of the Study	33
3.3 Sample Size and Sampling Technique	34
3.4 Sources of Data Collection	35
3.5 Research Instrument	36
3.6 Validity and Reliability of the Instrument	37
3.7 Method of Data Analysis	38
3.7.1 Administration of the Instrument	39

3.8 Ethical Considerations	40
CHAPTER FOUR: SYSTEM ANALYSIS, DESIGN AND IMPLEMENTATION	42
4.1 System Requirement Analysis	42
4.2 System Design	42
4.3 System Implementation	43
4.4 System Testing	44
4.5 Discussion of Findings	45
CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATIONS	49
5.1 Summary	49
5.2 Conclusion	50
5.3 Recommendations	51
5.4 Suggestions for Further Studies	51
REFERENCES	53
APPENDIX	55

LIST OF TABLES

Table 2.1: Summary of the Reviewed Existing Systems	31
Table 2.2: Comparison of the Existing Process and the Proposed System	32
Table 3.1: Development Tools and Technologies Used	40
Table 3.2: System Modules and Their Functions	41
Table 4.1: Summary of Functional Test Results	47
Table 4.2: System Usability Scale (SUS) Results	48
Table 4.3: Comparison of Manual and Automated Processes	48
Table 4.4: Test of Hypothesis (Paired Sample t-test)	48

LIST OF FIGURES

Figure 4.1: Home Page of the System	46
Figure 4.2: Dashboard Interface of the System	47
Figure 4.3: Administration Module of the System	47

CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of design and implementation of a laundry pickup and delivery system 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.

The phenomenon of design, while not new, has acquired fresh analytical urgency in Nigeria. Rapid urbanisation and demographic expansion across Nigerian cities have heightened the salience of design in everyday life. Studies conducted within the West African subregion by Eze and Ibrahim (2018) reached conclusions broadly consistent with the Nigerian evidence. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. The work of Salami and Nwosu (2023) extended earlier analyses by demonstrating that implementation reinforces the effects of design. Sustained engagement with the issues raised here is therefore essential if meaningful progress is to be recorded. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

Few subjects attract as much policy interest in contemporary Nigeria as the question of design. Federal and state governments have initiated several reforms, yet implementation gaps continue to constrain progress in matters of design. Bakare and Ogunlana (2020), in a survey of relevant stakeholders, concluded that the benefits of design are unevenly distributed across groups. These observations collectively invite a reconsideration of standard assumptions regarding implementation. A notable study by Obiora and Adebayo (2017) argued that the impact of design is substantially mediated by the quality of institutions. 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.

Scholars have long recognised design as a critical determinant of outcomes in software engineering. The socio-cultural diversity of Nigeria implies that responses to design must be differentiated rather than uniform. Comparative work by Obiora and Adebayo (2022) across several states uncovered a consistent pattern linking design with implementation. These developments carry important implications for policy and practice in software engineering. Research by Oyelaran and Bamgbose (2021) using mixed methods provided particularly rich insight into the mechanisms connecting design and implementation. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

The salience of design in national discourse has grown steadily, driven by changing social conditions and technological penetration. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream design into routine governance. The aggregate picture emerging from Chukwu and Umeh (2023) points to a modest but consistent association between design and the outcomes of interest. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. Longitudinal research by Kalu and Osinachi (2016) revealed that sustained attention to design yields