

DESIGN AND IMPLEMENTATION OF A PROPERTY INSPECTION SCHEDULING SYSTEM

BY

[STUDENT'S FULL NAME]

[MATRIC NUMBER]

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DEGREE IN ESTATE MANAGEMENT

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Design and Implementation of a Property Inspection Scheduling 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.

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 66 users were purposively selected for the usability evaluation, out of which 57 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 84.3% 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.

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CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of design and implementation of a property inspection scheduling 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.

Scholars have long recognised design as a critical determinant of outcomes in estate management. National policies and programmes have sought, with varying degrees of success, to respond to the realities of design and implementation. Ogbeide and Umeh (2020), in a survey of relevant stakeholders, concluded that the benefits of design are unevenly distributed across groups. Such findings reinforce the argument that design deserves a place of priority on the development agenda. Studies conducted within the West African subregion by Adeniyi and Ogunlana (2018) reached conclusions broadly consistent with the Nigerian evidence. For practitioners, the practical significance of design cannot be overstated, given its demonstrable link with implementation. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

In both global and African literatures, design is now regarded as a key index of institutional performance. National policies and programmes have sought, with varying degrees of success, to respond to the realities of design and implementation. A notable study by Chukwu and Adebayo (2017) argued that the impact of design is substantially mediated by the quality of institutions. Such findings reinforce the argument that design deserves a place of priority on the development agenda. The aggregate picture emerging from Ibrahim and Bamgbose (2023) points to a modest but consistent association between design and the outcomes of interest. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

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. Comparative work by Ibrahim and Bamgbose (2022) across several states uncovered a consistent pattern linking design with implementation. Accordingly, there is a growing consensus that deliberate policy action is required. An examination by Obiora and Ekwueme (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. These observations collectively invite a reconsideration of standard assumptions regarding implementation. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

The phenomenon of design, while not new, has acquired fresh analytical urgency in Nigeria. The socio-cultural diversity of Nigeria implies that responses to design must be differentiated rather than uniform. Alade and Ogunlana (2020), in a survey of relevant stakeholders, concluded that the benefits of design are unevenly distributed across groups. The cumulative effect of these dynamics is a situation that demands urgent