

DESIGN AND IMPLEMENTATION OF AN AGENCY COMMISSION TRACKING SYSTEM

BY

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[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Design and Implementation of an Agency Commission Tracking 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

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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 75 users were purposively selected for the usability evaluation, out of which 69 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 85.1% 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 an agency commission tracking 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 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. Bakare and Aderemi (2020), in a survey of relevant stakeholders, concluded that the benefits of design are unevenly distributed across groups. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. Longitudinal research by Ekwueme and Obiora (2016) revealed that sustained attention to design yields appreciable dividends over time. These observations collectively invite a reconsideration of standard assumptions regarding implementation. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

The relationship between design and implementation has been the subject of sustained academic interest across several disciplines. In Nigeria, the intersection of design and implementation is conditioned by unique socio-economic, cultural, and institutional factors that differ markedly from Western settings. An examination by Osinachi and Okonkwo (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. For practitioners, the practical significance of design cannot be overstated, given its demonstrable link with implementation. Research by Obiora and Chukwu (2021) using mixed methods provided particularly rich insight into the mechanisms connecting design and implementation. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. A recurring weakness in the literature concerns the difficulty of isolating the precise influence of {k0} from confounding factors.

Few subjects attract as much policy interest in contemporary Nigeria as the question of design. Nigeria's federal structure and its diverse cultural geography ensure that the experience of design varies considerably from one region to another. The aggregate picture emerging from Obiora and Chukwu (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. Comparative work by Alade and Nnamdi (2022) across several states uncovered a consistent pattern linking design with 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.

In both global and African literatures, design is now regarded as a key index of institutional performance. Rapid urbanisation and demographic expansion across Nigerian cities have heightened the salience of design