

DESIGN AND IMPLEMENTATION OF AN ESTATE AGENT CLIENT MANAGEMENT SYSTEM

BY

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DEGREE IN ESTATE MANAGEMENT

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Design and Implementation of an Estate Agent Client Management 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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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 Estate Management, 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 67 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 85.4% 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 estate agent client management 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.

Debates on national transformation repeatedly return to the role of design and its attendant dynamics. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream design into routine governance. Evidence assembled by Chukwu and Bello (2015) across twelve states underscored the heterogeneity of outcomes linked to design. For practitioners, the practical significance of design cannot be overstated, given its demonstrable link with implementation. Field evidence gathered by Kalu and Ogbeide (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.

The relationship between design and implementation has been the subject of sustained academic interest across several disciplines. The colonial and post-colonial legacies of the Nigerian state continue to influence contemporary patterns of design. Longitudinal research by Adigun and Umeh (2016) revealed that sustained attention to design yields appreciable dividends over time. Accordingly, there is a growing consensus that deliberate policy action is required. Studies conducted within the West African subregion by Okonkwo and Alade (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.

Scholars have long recognised design as a critical determinant of outcomes in estate management. The colonial and post-colonial legacies of the Nigerian state continue to influence contemporary patterns of design. Comparative work by Okonkwo and Alade (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. Studies conducted within the West African subregion by Adeniyi and Musa (2018) reached conclusions broadly consistent with the Nigerian evidence. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

Contemporary scholarship increasingly frames design as inseparable from the broader question of implementation. Economic pressures and resource scarcity frequently determine the pace at which design advances in practice. Studies by Famuyide and Ogunlana (2019) largely support the view that design exerts a measurable influence on outcomes of interest. Such findings reinforce the argument that design deserves a place of priority on the development agenda. Chukwu and Okonkwo (2020), in a survey of relevant