

DEVELOPMENT OF A CAR WASH LOYALTY AND RECORDS SYSTEM

BY

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DEGREE IN COMPUTER SCIENCE

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Development of a Car Wash Loyalty and Records 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 development 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 79 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 86.2% 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 development of a car wash loyalty and records 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.

Few subjects attract as much policy interest in contemporary Nigeria as the question of development. The Nigerian context presents peculiar challenges, ranging from infrastructural deficits to institutional weaknesses, which shape the manner in which development unfolds. Comparative work by Adebayo and Oyelaran (2022) across several states uncovered a consistent pattern linking development with car. Sustained engagement with the issues raised here is therefore essential if meaningful progress is to be recorded. Evidence assembled by Aderemi and Bello (2015) across twelve states underscored the heterogeneity of outcomes linked to development. These observations collectively invite a reconsideration of standard assumptions regarding car. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

Contemporary scholarship increasingly frames development as inseparable from the broader question of car. Within Lagos State, the country's most populous commercial hub, the dynamics of development are observed in their starkest form. Research by Kalu and Famuyide (2021) using mixed methods provided particularly rich insight into the mechanisms connecting development and car. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. The aggregate picture emerging from Salami and Salami (2023) points to a modest but consistent association between development and the outcomes of interest. For practitioners, the practical significance of development cannot be overstated, given its demonstrable link with car. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

In both global and African literatures, development is now regarded as a key index of institutional performance. Federal and state governments have initiated several reforms, yet implementation gaps continue to constrain progress in matters of development. Salami and Salami (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. Comparative work by Salami and Kalu (2022) across several states uncovered a consistent pattern linking development with car. Such findings reinforce the argument that development deserves a place of priority on the development agenda. A recurring weakness in the literature concerns the difficulty of isolating the precise influence of {k0} from confounding factors.

Scholars have long recognised development as a critical determinant of outcomes in computer science. Federal and state governments have initiated several reforms, yet implementation gaps continue to constrain progress in matters of development. Research by Adeniyi and Ogunlana (2021) using mixed methods provided particularly rich insight into the mechanisms connecting development and car. Accordingly, there is a growing