

# **DEVELOPMENT OF A DSTV INSTALLER DISPATCH MANAGEMENT SYSTEM**

BY

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DEGREE IN SOFTWARE ENGINEERING

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## CERTIFICATION

This is to certify that this research project titled "Development of a DSTV Installer Dispatch 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.

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PROJECT SUPERVISOR

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Date

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EXTERNAL EXAMINER

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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 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 72 users were purposively selected for the usability evaluation, out of which 66 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 89.3% 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 development of a dstv installer dispatch 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.

A growing corpus of literature draws attention to the pivotal role of development in shaping developmental trajectories. Evidence from national agencies indicates that development has grown considerably in recent times, underscoring the need for systematic inquiry. Chukwu and Adeniyi (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. Studies conducted within the West African subregion by Obiora and Dauda (2018) reached conclusions broadly consistent with the Nigerian evidence. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. 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 development. Economic pressures and resource scarcity frequently determine the pace at which development advances in practice. Field evidence gathered by Chukwu and Osinachi (2016) suggested that stakeholder engagement materially improves the results achieved in matters of development. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. Research by Ogunlana and Okonkwo (2021) using mixed methods provided particularly rich insight into the mechanisms connecting development and dstv. 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.

Few subjects attract as much policy interest in contemporary Nigeria as the question of development. The colonial and post-colonial legacies of the Nigerian state continue to influence contemporary patterns of development. Ogunlana and Okonkwo (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. These observations collectively invite a reconsideration of standard assumptions regarding dstv. The aggregate picture emerging from Adebayo and Ogbeide (2023) points to a modest but consistent association between development and the outcomes of interest. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

A growing corpus of literature draws attention to the pivotal role of development in shaping developmental trajectories. Globalisation and technological change have intensified both the opportunities and the challenges associated with development. Studies conducted within the West African subregion by Nwosu and Okonkwo