

DEVELOPMENT OF A HOTEL CHANNEL MANAGER FOR SMALL HOTELS

BY

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DEGREE IN SOFTWARE ENGINEERING

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Development of a Hotel Channel Manager for Small Hotels" 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 69 users were purposively selected for the usability evaluation, out of which 65 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 87.8% 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 hotel channel manager for small hotels 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.

Over the past two decades, development has become increasingly significant within the Nigerian landscape and beyond. Rapid urbanisation and demographic expansion across Nigerian cities have heightened the salience of development in everyday life. Evidence assembled by Bello and Adeniyi (2015) across twelve states underscored the heterogeneity of outcomes linked to development. Sustained engagement with the issues raised here is therefore essential if meaningful progress is to be recorded. Adekunle and Osinachi (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. Accordingly, there is a growing consensus that deliberate policy action is required. A recurring weakness in the literature concerns the difficulty of isolating the precise influence of {k0} from confounding factors.

Contemporary scholarship increasingly frames development as inseparable from the broader question of hotel. Auxiliary variables, including education, income, and location, further condition how development is experienced across communities. Okonkwo and Nwosu (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. Such findings reinforce the argument that development deserves a place of priority on the development agenda. The aggregate picture emerging from Bakare and Adigun (2023) points to a modest but consistent association between development and the outcomes of interest. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

Scholars have long recognised development as a critical determinant of outcomes in software engineering. Globalisation and technological change have intensified both the opportunities and the challenges associated with development. Bakare and Adigun (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 hotel. Comparative work by Dauda and Aderemi (2022) across several states uncovered a consistent pattern linking development with hotel. Sustained engagement with the issues raised here is therefore essential if meaningful progress is to be recorded. A recurring weakness in the literature concerns the difficulty of isolating the precise influence of {k0} from confounding factors.

The relationship between development and hotel has been the subject of sustained academic interest across several disciplines. Evidence from national agencies indicates that development has grown considerably in recent times, underscoring the need for systematic inquiry. Comparative work by Obiora and Salami (2022) across several states uncovered a consistent pattern linking development with hotel. The practical import of