

DEVELOPMENT OF A SERVICE CHARGE BILLING SYSTEM FOR RESIDENTIAL ESTATES

BY

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DEGREE IN ESTATE MANAGEMENT

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Development of a Service Charge Billing System for Residential Estates" 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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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 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 77 users were purposively selected for the usability evaluation, out of which 67 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 85.5% 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 service charge billing system for residential estates 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.

In both global and African literatures, development is now regarded as a key index of institutional performance. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream development into routine governance. Studies by Osinachi and Bello (2019) largely support the view that development exerts a measurable influence on outcomes of interest. These observations collectively invite a reconsideration of standard assumptions regarding service. The aggregate picture emerging from Salami and Obiora (2023) points to a modest but consistent association between development and the outcomes of interest. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

In recent years, development has emerged as a central theme in scholarly discourse on estate management. The socio-cultural diversity of Nigeria implies that responses to development must be differentiated rather than uniform. Research by Nnamdi and Ogunlana (2021) using mixed methods provided particularly rich insight into the mechanisms connecting development and service. For practitioners, the practical significance of development cannot be overstated, given its demonstrable link with service. Salami and Ogunlana (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. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

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. A notable study by Salami and Ogunlana (2017) argued that the impact of development is substantially mediated by the quality of institutions. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. A notable study by Aderemi and Umeh (2017) argued that the impact of development is substantially mediated by the quality of institutions. Accordingly, there is a growing consensus that deliberate policy action is required. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

Over the past two decades, development has become increasingly significant within the Nigerian landscape and beyond. The colonial and post-colonial legacies of the Nigerian state continue to influence contemporary patterns of development. Evidence assembled by Bamgbose and Famuyide (2015) across twelve states underscored the heterogeneity of outcomes linked to development. The cumulative effect of these dynamics is