

DEVELOPMENT OF AN ONLINE SERVICE PORTAL FOR LOCAL GOVERNMENT OFFICES

BY

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[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Development of an Online Service Portal for Local Government Offices" 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 78 users were purposively selected for the usability evaluation, out of which 72 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 83.3% 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 an online service portal for local government offices 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.

development continues to command considerable attention among researchers, policymakers, and practitioners in information technology. Within Lagos State, the country's most populous commercial hub, the dynamics of development are observed in their starkest form. Longitudinal research by Nnamdi and Osinachi (2016) revealed that sustained attention to development yields appreciable dividends over time. Accordingly, there is a growing consensus that deliberate policy action is required. Empirical evidence from Bakare and Obiora (2021) suggests that positive developments in service are associated with improvements in development. 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.

Contemporary scholarship increasingly frames development as inseparable from the broader question of service. In Nigeria, the intersection of development and service is conditioned by unique socio-economic, cultural, and institutional factors that differ markedly from Western settings. Research by Bakare and Aderemi (2021) using mixed methods provided particularly rich insight into the mechanisms connecting development and service. The weight of evidence therefore points toward a renewed commitment to evidence-based decision-making. Empirical evidence from Aderemi and Okonkwo (2021) suggests that positive developments in service are associated with improvements in development. 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.

development occupies a prominent position in contemporary debates about service and national development. Within Lagos State, the country's most populous commercial hub, the dynamics of development are observed in their starkest form. A notable study by Aderemi and Okonkwo (2017) argued that the impact of development is substantially mediated by the quality of institutions. These observations collectively invite a reconsideration of standard assumptions regarding service. Comparative work by Osinachi and Adekunle (2022) across several states uncovered a consistent pattern linking development with service. For practitioners, the practical significance of development cannot be overstated, given its demonstrable link with service. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

Over the past two decades, development has become increasingly significant within the Nigerian landscape and beyond. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream development into routine governance. Research by Eze and Osinachi (2021) using mixed methods