

**EMPLOYEE PERFORMANCE EVALUATION SYSTEM  
A CASE STUDY: KYAMUHUNGA PEOPLE'S CO-OPERATIVE  
CREDIT AND SAVING SOCIETY LIMITED (KYAPS)**

**BY**

**ATUHAIRE SYLVIA      DCS/20007/82/DU**

**AND**

**ODONGO JIMMY      DCS/20010/82/DU**

**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF COMPUTER  
SCIENCE IN THE PARTIAL FULFILMENT OF THE REQUIRMENT  
FOR THE AWORD A DIPLOMA COMPUTER SCIENCE OF  
KAMPALA INTERNATIONAL  
UNIVERSITY**

**2011**

## DECLARATION

I declare that I am the author of this work and that assistance I received in its preparation is fully acknowledged and disclosed in this project. I have also cited any source from which I obtained data, ideas or words, either quoted directly or paraphrased.

Signed  .....

Date 25<sup>th</sup> - July - 2011

ATUHAIRE SYLVIA

DCS/20007/82/DU

Signed  .....

Date 28<sup>th</sup> July 2011

ODONGO JIMMY

DCS/20010/82/DU

## APPROVAL

This Research is submitted to Kampala international University, School of Computer Science and management with the approval of my Supervisor, ENGINEER FAIK KASAWULI.

Signature.....

Date.....  
25<sup>th</sup> July 2011

## **DEDICATION**

I dedicate this work to my parent, my friends for the care and love given to me for the betterment of my future.

## **ACKNOWLEDGEMENT**

The Research is greatly indebted to the Supervisor who gave his time, attention, experience and professionalism in supervising the project during this research writing process.

Special thanks also got all my lecturers, parents, friends for guidance's during two years I have been in university

Be blessed

## TABLE OF CONTENTS

DECLARATION.....	ii
APPROVAL.....	iii
DEDICATION.....	iv
ACKNOWLEDGEMENT.....	v
TABLE OF CONTENTS .....	vi
 CHAPTER ONE.....	 1
1.0 INTRODUCTION AND BACKGROUND OF THE STUDY.....	1
1.1 Statement of the problem .....	2
1.2 Objectives of the study .....	2
1.2.1 Main Objective.....	2
1.2.2 Specific objective .....	2
1.3 Justification .....	3
1.4 Scope or the outcomes of the study/the project .....	3
 CHAPTER TWO .....	 4
2.0 Literature review .....	4
2.0:1 Call Monitoring.....	5
2.1:1 VIDEO SURVEILLANCE.....	8
2.1:2 Computer Monitoring .....	9
2.1.3 THE ROLE OF FINANCE.....	13
2.1.4 Roles and Responsibilities Employee performance Evaluation Review ....	13
2.1.5 FINANCIAL PLANING.....	15
 CHAPTER THREE.....	 16
3.0 Methodology .....	16
3.1 Introduction .....	16
3.2 Data collection procedure .....	16
3.2.1 Primary data source. ....	16
3.2.2 Secondary data source .....	16
3.3 Data collection methods .....	16
3.3.1 Observation.....	17
3.3.2 Questionnaires .....	18
3.3.3 Interview .....	19
3.3 DATA ANALYSIS.....	20
3.4 programming languages .....	20
3.5 Limitations .....	20
 CHAPTER FOUR.....	 21
4.0 System analysis, design and Presentation.....	21

4.1 Requirement analysis .....	21
4.1.2 Functional Requirements.....	21
4.1.3 Non Functional Requirement .....	22
4.1.4 System Requirements .....	22
4.1.5 Software Requirements .....	22
4.1.6 User Requirements .....	22
4.2.1 System Design.....	23
4.2.2 Weakness of the old system .....	25
4.2.3 Old system .....	25
4.2.4 Stages .....	25
4.2.5 Physical design.....	26
4.2.6 Logical design.....	26
4.2.7 The Logical flow of the new system. ....	26
CHAPTER 5.....	29
DOCUMENTATION OF THE SYSTEM.....	29
5.0 Introduction .....	29
5.1 Installation of the System .....	29
5.2 Menus.....	30
CHAPTER 6 .....	32
PROBLEMS ENCOUNTERED, RECOMMENDATIONS AND CONCLUSIONS ....	32
6.0 INTRODUCTION .....	32
6.1 Problems encountered .....	32
6.2 Recommendations .....	33
6.3 Areas of further research .....	33
6.4 Conclusions .....	34
APPENDIES.....	35
APPENDIX I.....	35
Budget .....	35
APPENDIX II.....	36
Time frame .....	36
APPENDIX III.....	37
Questionnaire .....	37
Reference .....	39

## **CHAPTER ONE**

### **1.0 INTRODUCTION AND BACKGROUND OF THE STUDY**

Kyamuhunga people's co-operative credit and saving society limited (KYAPS) is located 12 kilometers from Ishaka town along kasese road, it started on December 1998 and was started by the Igara tea factory. It has since grown to the level of commissioning a branch katerera in July 2004. Due to the high demand for the facilities KYAPS works from 8:00am to 4:00pm and provides offers services like youth saving account, parents educate their children using school fees loans policy, Agriculture loans for inputs, employees benefits from salary loans, bodaboda loans and employment related things.

KYAPS currently has a total number of 900 customers and over 300 workers, therefore KYAPS uses manual tools or methods for keeping and recording detailed information of their customers and workers who do work in, for example receipt books, box files and counter books to store and track bank's documents. At the end of every day, month and the year the bank accountants makes a report of the customers and workers who have done the depositing, withdrawing, who have gone to fields, those who are working within the Bank and who have taken the loans. The Bank's Aim and objectives are:

Employment of the locals

Save money to eradicate poverty:

To provide high quality products and services aiming at meeting members needs.

KYAPS offers both Demand savings product and commitments savings product. To be a leading financial institution providing demand driven products and services to members.

## **1.1 Statement of the problem**

It is not easy to use file manual record systems to track complaints of an employee's performance in the Bank. Management and supervisors are therefore not able to make timely intervention to prevent unnecessary delays in investigation of complaints.

## **1.2 Objectives of the study**

### **1.2.1 Main Objective**

To introduce and design a computerized employee performance evaluation system that would help the management overcome the file manual system of keeping and recording employee's information and quickly retrieve the employee's information to reduce data loss, data insecurity, data redundancy in an organization management.

### **1.2.2 Specific objective**

To carry out feasibility study that would identify the problem of the current system.

To analyze and identify the plans for the new system.

Design and develop a system that would help to overcome the manual file problem in the bank both locally and which would result into increased efficiency in the management.

Testing the system for any bugs in it and understanding how it runs.

Implementing the new system.

Documenting the system for the future use.

### **1.3 Justification**

The system will help the management to retrieve quickly employee's information and Employee monitoring are being used to increase customer and employee satisfaction, improve employee performance, and enhance productivity. A company can monitor its employees using various like cell monitoring, computer monitoring and video surveillance since it is well accessed on a computer based information system. The bank management will find it easy with this system to deliver services to its employees and its employees using current computerized employee performance evaluation system. Employees' information are kept well for example when an employee wants to know his or her monthly payments they must be easy to find it.

### **1.4 Scope or the outcomes of the study/the project**

The project aims at designing a computer based oriented Information system mainly in the human resource management department in the bank. The design of the system under this project was in modules and is too handled over to the management of KYAPS after a successful testing and presentation. The management is expected to take full responsibility for the proper maintenance of the project. The project information system was expected to help the user view and access information for a designed data base by use of user friendly interfaces, using input and output forms.

## **CHAPTER TWO**

### **2.0 Literature review**

**James A. O' Brien (Introduction to information systems. Essentials for the e-Business Enterprise) 18th Ed pg 240,**

Accounting information systems are the oldest and most widely used information system in business. They record and report business transactions and other economic events.

Accounting information systems are based on the double entry book keeping concept, which is hundreds of years old, and other, more recent accounting and activity – based costing.

Computers based accounting systems record and report the flow of funds through an organization on a historical basis and produce important financial statements such as balance sheets and income statements. Such systems also produce forecasts of future conditions such as projected financial statements and financial budgets. A firm's financial performance is measured against such forecasts by other analytical accounting reports. Computer based financial management systems support financial managers in decisions regarding the financial business and the allocation of financial resources within a business financial information systems terms includes cash management online investment management, capital budgeting, financial forecasting and planning.

**According to Hartman and Bucci, 1999 based on the internet work,**

The type of monitoring system that is most effective depends on the type of workplace it is to be implemented (Hartman and Bucci, 1999). Many employers feel that employee monitoring through call-monitoring, video surveillance, or computer monitoring, has helped increase efficiency, develop customer service and improve the evaluation process of the employees. However, stress and other human aspects should also be considered when choosing a monitoring system. According to the law, it is legal to view employees and the equipment

they use. It is up to each company to implement a policy on monitoring and plan for whatever the future may hold.

According to a survey done by the American Management Association, forty-five percent of large and mid-sized companies in the year of 1999, "record and review their employees' communications and activities on the job, including phone calls, e-mail and computer files." ("Privacy Issues at Work," 1999)." With the fast paced advancement of technology today, businesses are taking advantage and controlling the performance of the company through electronic employee monitoring. According to the Office of Technology Assessment, electronic monitoring is the "computerized collection, storage, analysis, and reporting of information about employees' productive activities (qtd. in Mishra and Crampton, 1998)." Employee monitoring is being used to increase customer satisfaction, improve employee performance, and enhance productivity. A company can monitor its employees using various monitoring systems including call-monitoring, video surveillance, and computer monitoring. The type, cost, and advantages versus disadvantages of the system should be considered in the selection process, as well as the laws regulating employee monitoring in the workplace.

### **2:0:1 Call Monitoring**

The first type of monitoring system is the call monitoring system. Call monitoring is "listening to live phone calls and recording one's observations (Riechley, 1996)." The most important aspect of this system is the observer. The observer can sit next to the person making the call, which can be helpful with new employees who need training tips. The observer can also be a secret caller and judge the phone representative by playing a customer role. Lastly, the observer could wear a headset or another electronic device and listen to the calls from a separate room. This last method could consist of the observer recording the various calls and listening to them at a later time. Throughout

the phone call, the observer takes notes on an evaluation form in order to evaluate the call and give feedback to the employee (Riechley, 1996).

When designing the form used for the evaluation process, a few points should be followed. First, the form should be continuously revised in order to accommodate the ever-changing business world. The forms are pretty complex and sensitive to change, so revising should be done at least once every quarter. Second, the forms should list various items in to test the skills and understanding of the employee. If the form is kept too general, then testing in a wide variety of areas such as knowledge skills, listening skills and verbal skills cannot be accomplished. Next, the form should be designed directly toward the job it is evaluating. According to Dr. Kathryn E. Jackson, "the call monitoring form is an assessment instrument used to determine if the rep has mastered all the skills and knowledge required to deliver excellence on the phone. The form is used to determine when reps master a skill or if they are struggling with it (Jackson, 1998)." The supervisor can then determine whether recognition or coaching is needed for the employee. The form should contain enough space for the observer to take note of different occurrences or ideas he or she may encounter throughout the process. This way the observer can give examples when noting a discrepancy. The employee will then be aware of the exact moment he or she did something right or wrong. Lastly, the form should take all components into consideration in the determination of the results. Some categories should be weighted more than.

### **Advantages and Disadvantages:**

There are various advantages and disadvantages to using a call-monitoring system.

The first advantage is that call monitoring will result in a higher quality establishment. The employees will know that they can be monitored at anytime, so they will always try their best. This effort will, in turn, make the customers much happier.

Call monitoring is also an easier way to develop the staff. Because employees are being monitored, supervisors are constantly aware of the problem areas. Call monitoring can also let top management judge the overall operations of the company.

The top management will have an easier time seeing how their company is performing (Riechley, 1996). Call monitoring also lets management find out who the stronger employees might be. The supervisors will be able to distinguish between those who work hard and those who do not make an effort (Mishra and Crampton, 1998).

One disadvantage is the stress that will be placed on the employees because of the knowledge that they could be watched at anytime. "According to John R. Aiello and Kathryn J. Kolb, writing in the 1995 Journal of Applied Psychology Vol. 80, research studies link electronic monitoring with increased stress, decreased job satisfaction, feelings of social isolation, and belief that quantity is more important than quality (qtd. in Phipps, 1996)." This stress can affect the motivation of the worker leading to a decrease in productivity. Employees could also feel that their employers do not trust them. This feeling of mistrust can also lead to decreased productivity and decreased motivation. "Stress levels and job dissatisfaction increase when workers feel they have no control over their jobs and when there is a lack of trust in the work environment (Mishra and Crampton 1998)."

### **Video Surveillance**

The next type of employee-monitoring system is video surveillance. Video surveillance is the viewing of employees through the use of various video cameras placed throughout the facility. Technology has advanced a great deal, and because of this, more and more employers are installing video cameras to view their employees' behaviors (Turk, 1996). "Employers may use video surveillance cameras to monitor the workplace in areas where employees have no reasonable expectation of privacy (Turk, 1996)."

**review (Mishra and Crampton, 1998).**" When the manager using the video surveillance evaluates the employee, he or she will base the review only on the taped performance. The manager will present the employee's actions directly to the employee with various criticisms and compliments. The employee will be able to view his or her performance on a particular date and have the benefit of being able to see exactly where the problem areas lie. This will make it easier for an employee to improve his or her performance. The tapes can be **"used as a tool to show employees their work habits and what they need to change to improve their performance (Mishra and Crampton, 1998)."**

Another advantage to having video surveillance is the fact that they can act as deterrents for bad behavior by the employees. If the employees know they are constantly being viewed, more than likely they will do their best to work harder to please the customer (Turk,1996). The cameras act as motivators that encourage workers to perform to the best of their abilities. Good work can then be recognized.

There also are some disadvantages to a video surveillance system. Being constantly watched can make some employees feel that there is no trust between the management and employees (Mishra and Crampton, 1998). The system can also lead to higher stress levels for the employees. They do not want to underperform, so they are constantly worrying about their performance. This type of stress could lead to working conditions that could harm the production of the company (Mishra and Crampton, 1998). "These conditions include paced work, lack of involvement, reduced task variety and clarity, reduced peer social support, reduced supervisory support, fear of job loss, routinized work activities and lack of control over tasks (Mishra and Crampton,1998)."

## **2:1:2 Computer Monitoring**

"Electronic mail is becoming as common as the telephone as a workplace communication tool. But, unfortunately, employees' personal use of the e-mail

has resulted in lost worktime and occasional improper use of the e-mail system (Shostak and Wong, 1999)." This fact leads to the next type of employee monitoring system, which is computer monitoring. This type of system could monitor certain key strokes a worker may hit, the errors made, length of time, internet access, and view the e-mail accounts (Kidwell and Kidwell, 1996).

"Computer-based monitoring is the use of computerized systems to automatically collect information about how an employee is performing his or her job (George, 1996)." There are programs available that can track Internet activity by storing the websites the employee visits and record the time spent on that website (Xenakis, 1998). Some companies use a video display terminal which can track the number of mistakes an employee makes on the keypad, the speed of their typing, the accuracy of the typing and the number of jobs they are performing at once (Mishra and Crampton, 1998). By using this system, a supervisor can keep a record of an employee's particular performance. Also, it makes it easier to give advice to the employee on how they can improve in their position. This type of system makes it easier for supervisors to perform other responsibilities without having to constantly watch over the employees (Mishra and Crampton, 1998).

Tracking employees' e-mail is an important part of this system. Having e-mail available for the employees has greatly increased their ability to communicate. Every time the employee sends an e-mail from their job, the company's name is embedded in the address. To ensure the quality of a company's good name, the employer has the right to monitor the e-mails sent and received (Hartman and Bucci, 1999). Some monitoring systems can select and view e-mails on a random basis. They can also be programmed to check for certain key words that could signal a problem with the employee (Hartman and Bucci, 1999).

Some companies use this system to ensure that the e-mail is only being used for company situations (Hartman, 1998). Monitoring an employee's time on the Internet can also tell a company a great deal about the employees. First, if a certain employee is not performing up to standards and seems to be lagging behind, their activity on the Internet can be a crucial factor linked to their

performance. The employee could be wasting time visiting various sites, causing their customer service skills to suffer (Hartman and Bucci, 1999). Employees can also unintentionally bring viruses into the company's system by downloading from the Internet. If a company uses a computer-monitoring system, they can prevent a situation like this from occurring.

**Advantages and Disadvantages:**

There are various advantages and disadvantages to the computer monitoring system as well. By tracking the time spent on the computer, an employer will be able to evaluate an employee's performance better (Hartman, 1998). With a clearer understanding of what the employee needs to improve on, training and coaching can be given to the employee, which benefits them. For example, if an employee is taking a longer time in between keystrokes, the monitoring system will catch this. A supervisor can then find out why this is occurring by asking the employee. The employee might not understand the computer program. By having the monitoring system, the company would find this out and train him or her on the program. The employer benefits from this as well because productivity will be increased and customer service will be improved. "If electronic surveillance gives employees information to improve performance as well as remove bias from evaluating work, efficiency may be enhanced (Kidwell and Kidwell, 1996)." One disadvantage to the computer monitoring system is the lack of trust felt by the employees. This is especially high in this type of monitoring system because the employer is actually going into the employees' e-mails and watching their every move on the computer. Workers tend to feel "powerless (George, 1996)." "One of the most often discussed issues related to computer-based monitoring is whether monitored workers will shift their primary attention to quantitative aspects of their jobs, those things that can be counted through monitoring, and away from more qualitative aspects detracting from the level of service in the process (George, 1996)." Employees can become stressed by the fact that they are constantly being monitored, which will lead to a decrease in good customer service. "The advocacy literature routinely reports direct causal relationships between computer-based

monitoring and increased stress and incidents of stress-related illnesses (George, 1996)." The employees will focus more on the speed and numerical results on their computer and less time talking to customers or being hospitable to them.

**EFFY Oz (Management Information Systems) 3rd Ed pg 82, pg 96,** Finances and information systems can significantly improve financial management. The goal of financial managers, including controllers and treasurers is to manage an organization's money as efficiently as possible. They achieve this goal by collecting payables as soon as possible, making payments at the latest time allowed by contract or law, ensuring the sufficient funds are available for day to day operations, taking advantage of opportunities to accrue the highest yield on funds not used for current activities. These goals can be best met by careful cash management and investment analysis.

**Nickels McHugh, M Berman (UNDERSTANDING CANANIAN BUSINESS) pg 579, 580,** Finance is the business function that is responsible for the efficient and effective acquisition and disbursement of funds. The major preoccupation of finance managers is to develop a financial plan for the amount of funds required and how to obtain them. Without a carefully calculated financial plan; the firm has little chance for survival regardless of its product or marketing effectiveness. Managing finances is the crucial link that makes both production and marketing effective.

Both credit and collections are important responsibilities of financial managers must be sure that the company does not lose too much money to bad debt losses. Naturally, this means that the finance is further responsible for collecting overdue payments. There functions are critical to all types of businesses but particularly important to small and medium size businesses, which typically have smaller cash or credit cushions than large corporations. Finally, the finance department has an internal audit division. In the internal auditor makes sure company assets are properly controlled and secured,

company accounting and financial procedures are carried out, and all transactions are properly recorded. In smaller companies, the internal auditing role is divided between the owners and the external auditors. Without internal audits, accounting statements would be much less reliable. Regular internal audits offer the firm assurance will be effective. We turn next to how financial planning is carried out.

### 2.1.3 THE ROLE OF FINANCE.

An account in a company may be compared to a skilled laboratory technician who takes blood samples and other measures of a person's health and writes the findings on a health report (financial statements). A financial manager in a business is the doctor who interprets those reports and makes recommendations to the patient regarding changes that would improve the health. Financial managers use the data prepared by the accountants and makes recommendations to top management regarding strategies for improving the health (financial strength) of the firm. Therefore, a finance management system would be an effective tool to help managers and accountants accomplish their work.

### 2.1.4 Roles and Responsibilities Employee performance Evaluation Review

**Rater** - The rater is usually the employee's immediate supervisor of record. However, in cases where the employee is temporarily assigned to a project or another work area, it may be the project team leader or temporary supervisor. In all cases, the rater is to be knowledgeable of the employee's work performance. Raters are to:

Develop and convey performance standards to employees at the start of the rating cycle and as work assignments dictate. Prior to the start of the rating cycle, supervisors are to provide employees with performance standards. These

may be conveyed in any manner that facilitates mutual understanding of the assigned work and performance expectations. Specific standards are to be conveyed regarding job knowledge/skills; work results; communication; initiative/problem solving; interpersonal relations/equal employment opportunity; work habits; and supervision (where applicable). Did you know that the number one reason employees don't do what they are supposed to do is that they don't know what they are supposed to do? If you haven't already conveyed performance standards to an employee whose annual review is due in the next six months, it's not too late. Take the opportunity now to meet with the employee and talk about your expectations so that when it is time for the review there are no surprises.

Identify, discuss, and coordinate training needs and developmental opportunities.

Conduct required progress reviews and provide substantive feedback to employees.

Maintain adequate documentation to support ratings and provide employee recognition or sanctions.

Complete performance reviews according to internal policy *in a timely manner*.

**Reviewing Officer** - A reviewing officer typically is the immediate supervisor's supervisor. Reviewing officers are to:

Ensure supervisors comply with their performance management responsibilities and evaluate supervisors accordingly.

Provide input and assessments into performance standards to ensure appropriateness to System goals and consistency among similar positions.

Participate in the evaluation process as provided on Form 363L.

Discuss ratings/standards with employees at their request and resolve discrepancies between supervisors and employees.

**Human Resources** - The Human Resources office is to:

Establish effective monitoring processes to track the completion of performance evaluations.

Review completed ratings for completion and adherence to instructions.

Ensure that a meeting with the reviewing office occurred if it was requested by the employee.

Establish follow-up procedures to ensure that delinquent ratings are completed.

Notify executive management of timeliness problems and continuing problems concerning proper completion of forms

#### **2.1.5 FINANCIAL PLANING**

Financial planning involves analyzing the short and long term picture of money flows to and from the firm. The overall objective of financial planning is to optimize profits by making the best use of money. It's probably safe to assume that we all could use better financial planning in our lives.

Financial planning involves the steps.

Forecasting financial needs, both short and long terms.

Developing budgets to meet those needs.

Establishing financial control to ensure the company is following the financial plans.

## **CHAPTER THREE**

### **3.0 Methodology**

#### **3.1 Introduction**

This chapter aimed at giving an account on how research is to be carried out. It constituted the data collection procedure, sources of data, data collection methods, programming languages and the expected limitations of the study.

#### **3.2 Data collection procedure**

The researcher identified respondents and collected data using both primary and secondary data sources.

##### **3.2.1 Primary data source.**

This is the first hand information that was obtained from the field using the data collection instruments like questionnaire and interviews. This method is advantageous in that it produce accurate and reliable information.

##### **3.2.2 Secondary data source**

This contains information that already exists about the subject matter under the study. Like journals, company records.

#### **3.3 Data collection methods**

In collecting data, the researcher employed mainly three methods and they included:-

Observation

Interview

Questionnaire

### **3.3.1 Observation**

The researcher directly observed the current system in use. This method was highly reliable and gave more relevant and accurate information.

#### **Observation looks out for the following**

Different rules and procedures is used.

Operation inefficiency.

Information communication channels.

Use of files.

Interruption in normal flow of work.

#### **Advantages of observation**

The method is relatively cheap.

People's work and their schedules were not interrupted.

Provided a cross view of the work, that is to say people, objects, documents and other occurrences were observed concurrently.

#### **Disadvantages of observation**

Many people do not like to be observed during time of work.

For better results the researcher had to be kin which is time consuming.

This shows how all data is handled plus the positive and negative impacts of using the old system.

### 3.3.2 Questionnaires

A comprehensive questionnaire is designed basing on the research objectives and questions. The questions were both close ended and open ended. This gave a chance to respondents to express their opinions.

#### **Advantages of using questionnaires**

- They can be answered quickly.
- Responses are tabulated and analyzed quickly.
- The researcher was able to get relatively simple options from a large group of data.
- They allowed people to give real facts to the researcher.
- They were useful in getting feedback in the cost implementation audit.

#### **Disadvantages**

- The number of respondents is always low.
- Good questionnaires are difficult to prepare.
- There is no immediate opportunity to clarify a vague answer.
- It is not possible for the system analysts to observe and analyze the respondent's body language.

### 3.3.3 Interview

The interview is conducted with top management and other intermediate level employees to obtain the required information about the existing system and to establish the possibilities of establishing an employee performance evaluation system. The interview guide is extracted from the main questionnaire.

#### **Advantages of conducting interview**

- The management is so excited when they discovered the benefits of the proposed system hence the interview was to be done smoothly.
- The interviews were all carried out on the same day thus time saving.
- All members who participated in the interview were quite fluent in English and friendly so communication barriers were not encountered.
- Many views were also collected from the casual talks.
- A copy of the questions asked during the interviews has to be attached to this report.

#### **Disadvantages.**

- The major problem with this method is that some interviews give in opinions not facts. Other problems faced are bureaucracy, inconvenient results, expenses and difficulties faced.
- The interview demanded a lot of patience and persistence especially when the interviewees were so busy.
- Interview may be impractical due to the location of interviewees.
- It is highly time consuming and therefore a costly, fact-finding approach.
- The success of it was highly dependent on the systems analyst's human relations skill.

### **3.3 DATA ANALYSIS**

The data collected from the respondents is screened in order to obtain the wanted information from the responses. The data is then later recorded under objectives and research questions. During this process, the researcher also translated the data into numerical figures to add meaning and understanding and interpretation of the data.

### **3.4 programming languages**

The Microsoft access 2003 as the database management software to build database, and Microsoft Visual Basic 6.0 to build interfaces.

### **3.5 Limitations**

- The research was expensive to carry out in terms of money and costs.
- Some respondents were reluctant to give information during system analysis stage. This is in line with the fear or lack of knowledge about new technology to be introduced.
- Delay of questionnaires by the respondents.

## **CHAPTER FOUR**

### **4.0 System analysis, design and Presentation**

This is the decision maker. It involved identifying a better course of action and making a better decision than one might have otherwise made.

#### **4.1 Requirement analysis**

Encompasses those tasks that go into determining the needs or conditions to meet for a new system, taking account of the possibly conflicting requirements of the various stakeholders, such as beneficiaries or users requirement analysis.

Conceptually, requirements analysis includes three types of activity

- Eliciting requirements: the task of communicating with customers and users to determine what their requirements are.
- Analyzing requirements: determining whether the stated requirements are unclear, incomplete, ambiguous, or contradictory, and then resolving these issues.
- Recording requirements: Requirements might be documented in various forms, such as natural-language documents, use cases, user stories, or process specifications.

Requirements can therefore be functional and non functional

##### **4.1.2 Functional Requirements**

- (i) weekly form records
- (ii) Monthly form Records
- (iii) Employee detail Records
- (iv) Users Records
- (v) Staff Record

#### **4.1.3 Non Functional Requirement**

- (i) Upgrade- The system shall be replaced of its component with another.
- (ii) Security- Describes how the system manages customers security.
- (iii) Availability- Hours of operation and reliability. The first refers to what times a system will be available for production. The second refers to it's availability during the stated hours of operation.
- (iv) Capacity deals with the projected load that a system will handle. This includes its growth and the timing around when heavy load conditions will occur.
- (v) Data currency. How up-to-date does your information need to be?

#### **4.1.4 System Requirements**

- (i) Pentium (R) 4 CPU with 3.00GHZ, the higher, the better.
- (ii) 1GB of RAM.
- (iii) 80GB Hard Disk, the higher, the better.
- (iv) Screen resolution setting, 800 by 600 pixels or any better.
- (v) Other computer components like a keyboard, mouse, Removable drives like flash disk, CDROM (Re Writable) drives and a printer.

#### **4.1.5 Software Requirements**

- (i) Operating system shall be Windows 2000 or any high version.
- (ii )Ms Access 2000 or any higher version.

#### **4.1.6 User Requirements**

- (i) Data Security Data is the most important asset. Therefore, there is a need for data security.

(ii) The database can be used simultaneously by a number of users. Various users can retrieve the same data simultaneously.

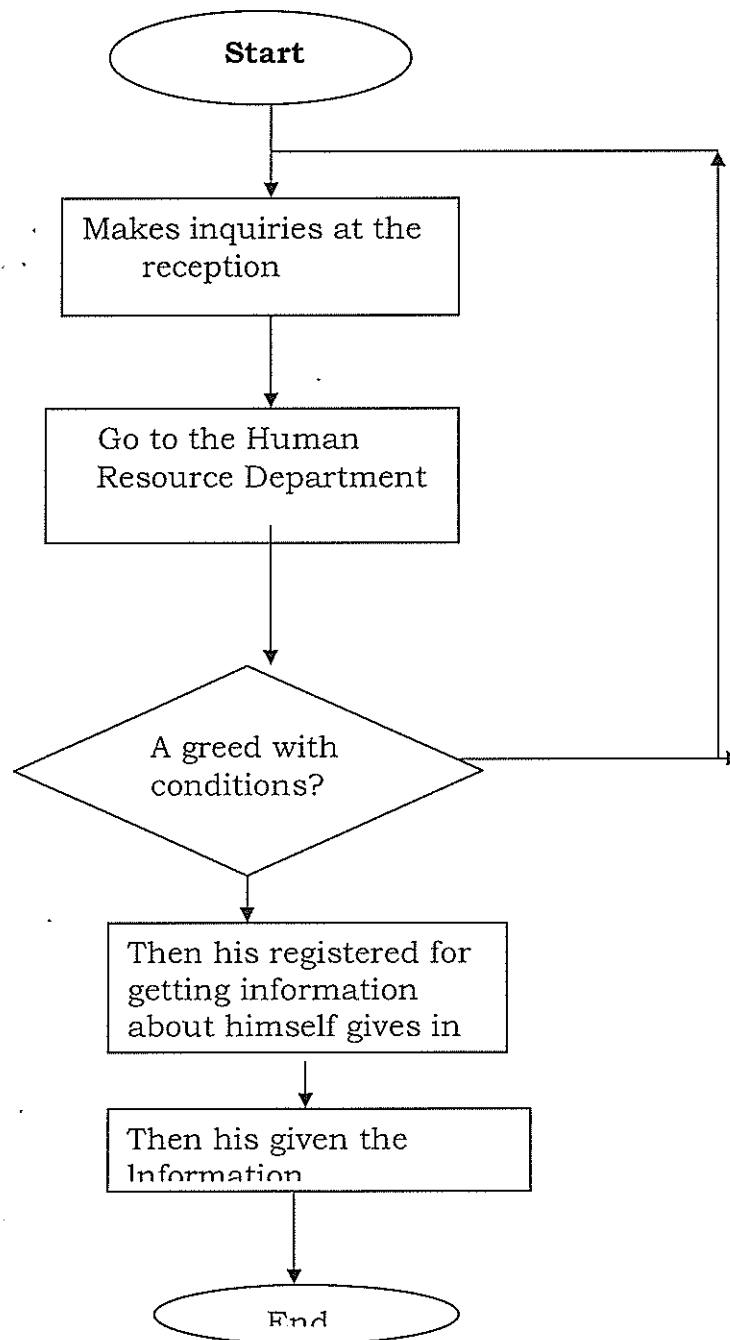
(iii) Different privileges can be given to different users. For example, some users can edit the database, but are not allowed to delete the contents of the database.

(iv) Data consistency ensures a consistent view of data to every user. It includes the accuracy, validity and integrity of related data. The data in the database must satisfy certain consistency constraints, for example, the age of a candidate appearing for an exam should be of number data type and in the range of 20-25.

#### **4.2.1 System Design**

Systems design puts together art of defining the architecture, components, modules, interfaces, and data for a system to satisfy specified requirements. These theory pilots towards system development.

### The old system flow chart



From the old system flow chart, when an employee's comes for his information, she /he first makes inquiries at reception then is sent to the human resource department when he/she agreed the conductions them the security method like his Names or other things like which type of he or she do in the bank which allows him to get into the system, she/he wants, then human resource officials registers her or him then his given the information after a long period of time or they are asked to come the following day.

#### **4.2.2 Weakness of the old system**

- Lack of security to the clients' information as the registers would be accessible.
- A lot of time wasted in search of files.
- Wasted space
- Very costly to manage

#### **4.2.3 Old system**

The system used by KYAMPS was a manual system in which all transactions and workers information's were kept on box files. When a client was to get his information. He/she could go to the human resource department and get information manually through the person in the department which it time wasting.

#### **4.2.4 Stages**

System design encompasses all weekly form, monthly and annually form for the system front end to back end. Basically the creation of forms, that lets the programmer set the module and the manipulation to the database.

This design phase has been put together with Flow Charts, Data Flow diagrams and Entity relationship diagram.

#### **4.2.5 Physical design**

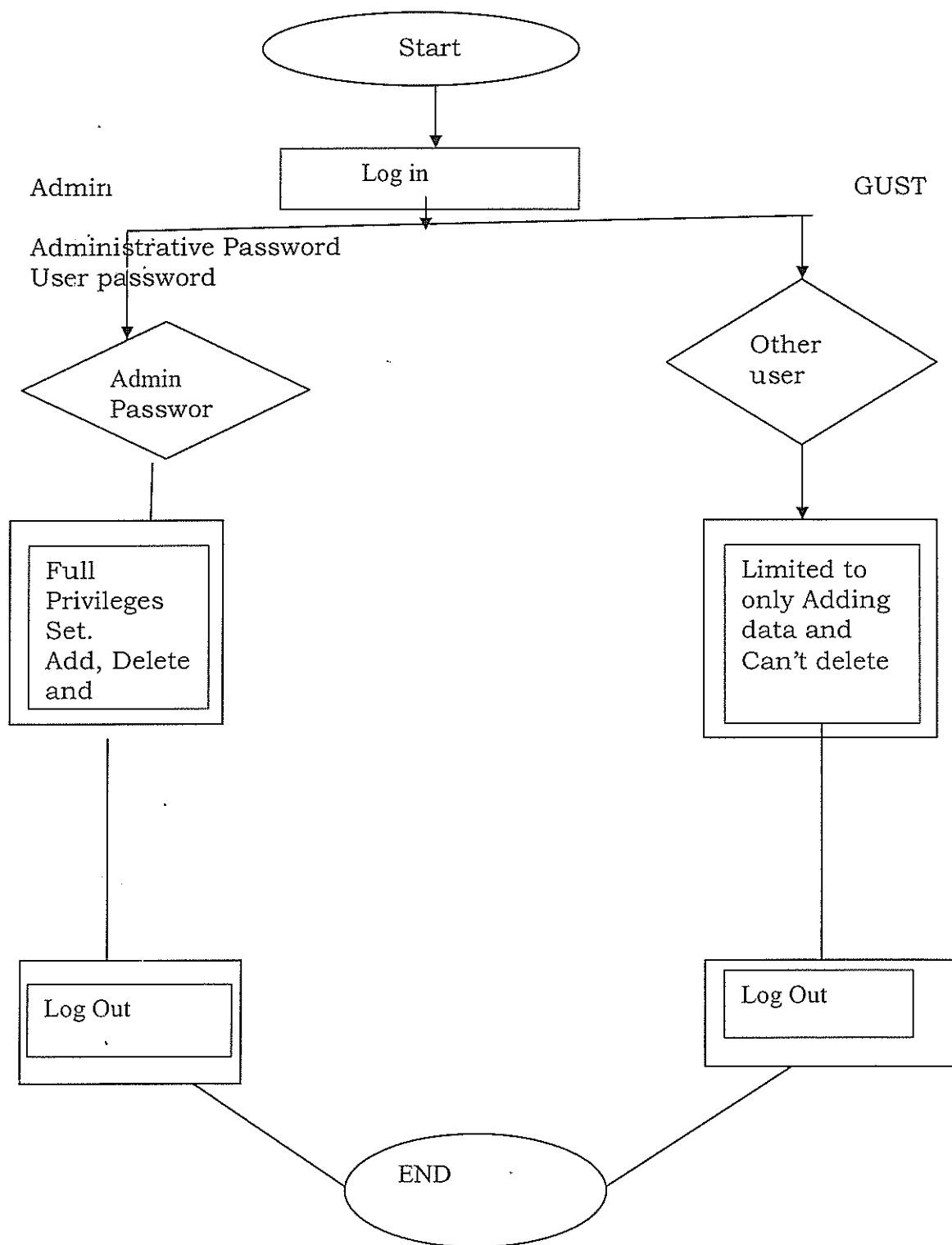
Physical design involved the hard ware and soft ware used and how the two were integrated to achieve the desired performance. The physical design involved designing the architecture to support the information system; this architecture includes designing databases, user interface, hardware configurations, and application diagrams.

#### **4.2.6 Logical design**

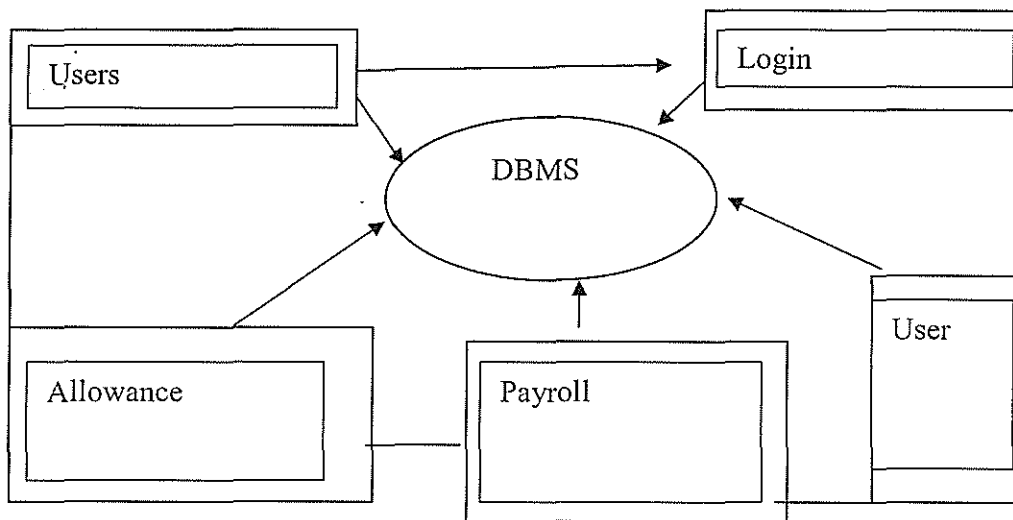
Logical design shows how the user interacts with the designed architecture, this involves interaction with data bases, user interface and others, how the user logs into the system, views the information to fill in when getting the loans.

#### **4.2.7 The Logical flow of the new system.**

The logical flow of the system graphically shows the flow the system within. The system shall be launched with a welcome form that will proceed to the login form. One shall have to insert a password, as a security measure imposed within the system. The user shall an Administrator or any other user in these case a member of staff or Teller and being either Administrator or any other User will matter as less privileges are given to the non administrative account.



## The Data flow diagram of the system



## **CHAPTER 5**

### **DOCUMENTATION OF THE SYSTEM**

#### **5.0 Introduction**

This includes the descriptions of how an information system works from either a technical or end-user stand point. It basically includes operational, system and user documentation.

In this chapter the user is given details on how to load, access and run a computerized employee performance evaluation system, description of the various menu options is included. The system is computer based and extremely user friendly; hence it provides for data capture, storage, data processing and record production.

#### **5.1 Installation of the System**

The system requires the user to first install the Wamp 5 server software which can be downloaded from the internet as open source software. This software can be installed by double clicking the set up and then following the steps provided to the user.

After successfully installing the Wamp 5 server the user can now install the system. Installation of the system requires the user to first load the system database by the user using the path.

C:\wamp\mysql\bin\mysql.exe whereby the user copies the database source code from the notepad and the pastes it into the executable file above.

At this stage, the user copies the other system files and then pastes them into the www directory folder. The user can now readily use the system by accessing it through the local host directory using internet browsers like internet explorer and then selecting the Hall allocation system to log in into the system.

## 5.2 Menus

A menu consists of at least one option. Each option leads to a sub menu or invokes a specific task in the system. Selecting a menu option is either by clicking at it or using a combination of keys on the key board for example Alt + F4 that exists the system.

Once the system has been installed correctly, a login screen will be availed on starting the system. The user will be required to enter the name and the password which is verified by the system. If the password and username are correct, the main form will be displayed. On this screen, the user can use the browser options like Refresh and Exit which are vital for the user in a way that Refresh can be used to refresh the username and password dialog box for new entries.

### Log in menu

A screenshot of a web form titled "Member Login". The form has a light gray background. It contains two input fields: "Username" and "Password", each with a corresponding label to its left. Below the "Password" field is a "Login" button with a rectangular border. The entire form is enclosed in a thin black border.

The main form appear with three different options on top of the options availed by the browser like Print, Exit, Refresh, Print preview, Save, Save as to mention but a few which the user can still normally use concurrently.

Allowance form option takes the applicant to the allowance application form;  
Payroll form takes the applicants to payroll application form and user form to  
user fill in form.

## **CHAPTER 6**

### **PROBLEMS ENCOUNTERED, RECOMMENDATIONS AND CONCLUSIONS**

#### **6.0 INTRODUCTION**

This chapter presents the problems encountered during the research, recommendations and then draws the conclusions of the study.

#### **6.1 Problems encountered**

##### **1. Programming language used**

One of the languages used in the system design was not part of the course units studied in the course and the other languages was partly studied. Therefore there was need to find new ways of learning them. This led to increase in the cost since this required purchasing some reading materials covering these languages like electronic books other books which were a bit expansive.

##### **2. Limited time**

Due to the fact that there was need to understand the Languages before the researcher could program using them meant that the whole process required ample to read and understand the languages not forgetting the discussions with individuals familiar with the language made him realize that time wasn't his best friend.

However despite all the above, the author is happy because he managed to complete the project so he doesn't regret the topic and the course he chose.

## **6.2 Recommendations**

In order to ensure that this system remains in good working condition, the researcher recommends that all users of the system should be educated about the system and the need for security. Also measures should be put in place to avoid unauthorized persons from tampering or gaining access to the system. However, the administrators are advised to keep the backup files of the system records so that in case of any crash of the computer system due to external attacks, the data may be recovered.

The researcher also recommends the system for the hall of residents at any university since the system is self administered to students and adjustments can be made in the code and database to suit the given institution,

## **6.3 Areas of further research**

The system was designed basing so much on few students details which were relevant to the weighing procedures that were used to carry out room allocation, however it did not cover all the available information the students bio-data like the course, student's number and the past history which could stored in the database.

Also more research should be carried out on the room allocation for students with disabilities a case in point being ; conflicting information was availed to the researcher some of which indicated that any student with disabilities was always allocated a double room with out competing with other students or the same student was given a room with competition but with higher points allocated thus making him able to beat any competitor for the same room since these students rarely engage in hall activities like sports. In this case, the researcher chose the latter there need to find out the best procedure to allocate rooms for people with disabilities in the system.

C programming, C++ and many other programming languages can be used to develop a system that gives similar or more detailed output since using MS Access and V.B 60 slow the system with many variables.

#### **6.4 Conclusions**

It was discovered that with the designed system in place, it would lead to efficiency in room allocation and management of rooms in the hall. This is because the system could be used to avail information to the administrators any time it is needed.

Further still, it can give an urgent processing of room number. This reduces the time and manpower wastage which formerly has been involved in room allocation

Last but not least the system guarantees security in terms of limiting unauthorized persons who would access the package. This has a number of problems which include corrupting the system, loss of data. Therefore, the system is worth using.

## APPENDIES

### APPENDIX I

#### Budget

<b>Equipment</b>	<b>AMOUNT</b>
2 GBs removable flash disk	25,000=
Compact disks (6)	5,000=
<b>Stationary</b>	
Pens and papers	30,000=
2 reams of photocopying papers	15,000=
Transport and facilitation	70,000=
<b>Software's</b>	
Microsoft access 2003	25,000=
Microsoft visual basic 6.0	20,000=
<b>Others</b>	
Photocopying, binding and printing	80,000=
Internet services	30,000=
Back up	50,000=
<b>TOTAL</b>	<b>32,0000=</b>

## APPENDIX II

### Time frame

Date	Activity	Duration
May 2010	Submission of concept paper	2 weeks
May 2010	Proposal writing	2 weeks
May – June 2010	Approval and submission of proposal	2 weeks
June – July 2010	Data gathering	15 days
July – August 2010	Report writing	1 month
August 2010	Submission of report	1 month
<b>Total</b>		<b>4 months and 1 day</b>

## APPENDIX III

### Questionnaire

Dear participant,

The purpose of this questionnaire is together some useful information about the bank. The information given will be treated as confidential.

**First name**.....**second name**.....

**Designation** .....

(Please tick where appropriate)

1. Do you have internet services?

Yes

☐

No

☐

2 (a). Do you have a bank website?

Yes

☐

No

☐

(b) If yes, how frequent is it visited?

I. so frequently

☐

ii fairly

☐

iii frequently

☐

iv never

☐

3. Which category of people do normally work in the bank?

i. Internationals

☐

ii.Nationals

☐

iii.locals

☐

iv.Others

(specify).....

.....

4(a). On estimation how many employee in do a week?

i. 1-15 people

☐

ii 16-30

☐

iii. 31-50

☐

iv 50 and above

☐

(b) How does your customer get information about you?

i Internet

ii Telephone

iii Newspapers

☐

iv Letter writing

☐

5(a). Is the staff computer literate?

i Yes

ii No

(b). If yes, how often do you use computers?

i. Very often

ii often

iii. Average

iv never

6(a) Briefly state how employees acquire their information.

(b) From (a) above, how good do you find the system that is currently being used?

7. Briefly state and explain the problems you face in the department?

8. Briefly explain procedures taken when an employee who wants to acquire his information in your bank?

9. Give your personal view and recommendations on how customers can acquire his information?

Date...../...../.....

Names..... Sign.....

**Thanks.**

## **Reference**

James A. O' Brien (Introduction to information systems. Essentials for the e-Business Enterprise) 18th Ed pg 240.

EFFY Oz (Management Information Systems) 3rd Ed pg 82, pg 96.

Nickels McHugh, M Berman (UNDERSTANDING CANADIAN BUSINESS) pg 579, 580.