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MAKERERE UNIVERSITY BUSINESS SCHOOL

FACULTY OF COMPUTING AND INFORMATICS

DEVELOPING A WEB-BASED CHURCH MANAGEMENT SYSTEM FOR

ST. JOHN'S PARISH CHURCH, ENTEBBE

BY

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A Project Proposal Submitted to The Faculty of Computing & Informatics of
Makerere University Business School in Partial Fulfillment for the Award of the
Degree of Bachelor of Business Computing of Makerere University

November, 2025

DECLARATION

We, the undersigned, declare that to the best of our knowledge, this proposal is our original piece of work and has never been published or submitted for any award in any other university or higher institution of learning.

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APPROVAL

This proposal has been submitted with my approval as supervisor and my signature is here appended

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INTRODUCTION

1.0 Introduction

1.1 Background of Study

Technology is now a globally essential driver of organizational transformation, having significant impacts on how institutions handle information, communicate, and provide services. Among the major developments in the digital era is the establishment of web-based systems that have significantly enhanced operational efficiencies such as those related to registration, communication, and management of financial data. These digital platforms replace traditional manual and paper-based methods by offering automated, user-friendly, and accessible solutions to organizations in handling information more accurately and with efficiency. For instance, a web-based registration or management system allows individuals to sign up for services or events online, thereby averting delays, minimizing errors, and supporting real-time data access. Increased demand for efficiency, accessibility, and real-time data management has driven many organizations to shift from traditional, paper-based means of registration to web-based systems. While organizations are growing in size and expanding geographically, manual processes like in-person sign-ups and paper forms become inefficient, time-consuming, and prone to errors. Handwritten forms, in-person registrations, and physical record-keeping are often time-consuming, prone to errors, and difficult to scale as service demand grows.

Both scholars and practitioners have underscored the transformative gains witnessed in integrating web-based systems into the core operations of organizations. For instance, Laudon & Laudon (2020) indicate that web-based applications enhance efficiency in operations and facilitate effective communication, thus enabling smooth collection, processing, and management of data that are useful in decision-making and organizational performance. Benson & Taylor (2009) add that online registration systems minimize the administrative workload and enhance data accuracy, while Satzinger et al. (2016) note that web-based systems are scalable, accommodating an increasing number of users, an aspect that is difficult to achieve with traditional systems.

The adoption of web-based systems in Uganda in recent years has been gaining speed, especially due to the global shift toward digital services. Digital transformation is championed in faith-based organizations by Ugandan scholars like Dr. Florence Tushabe (2019) and Kiggundu (2015), who emphasize the role of ICT in enhancing the operational efficiency and service delivery of such organizations.

Kiggundu (2015) cites that increasingly, the government and private institutions are adopting the use of ICT in driving service delivery and improvement. Web-based platforms are central to this transition.

St. John's Parish Church, Entebbe, was founded in 1908 during the early British colonial administration and serves as an Anglican church. The church is a focal point of faith and commitment, through service, to its congregation. As the church continues to grow, there is need for a more efficient, streamlined system to manage the various church activities. Event management, membership information, financial aspects related to events and other administrative tasks have gradually become difficult to handle. Current processes are manual or paper-based, and time-consuming, error-prone, and non-scaling.

In light of this, there is a need for the church to implement a modern web-based management application or system that will enhance communication, improve operational efficiency, and ultimately provide a seamless experience for both the church staff and congregation members. The study focuses on the development of a web-based church management system to address these challenges and support the facilitation of transparency, accountability, and data-driven decision-making within the church context.

1.2 Problem Statement

St. John's Parish Church, Entebbe, is an established and active congregation; however, for the most part, it still faces significant operational challenges in its work, which it usually runs with traditional, manual, paper-based administrative procedures. Insights from the Lay Reader and personal observations reveal that core activities include, among others, registration of membership, coordination of events, management of financial operations, and general record-keeping, which have been recorded manually. This has recently led to inefficiencies, frequent loss or misplacement of records, delays in accessing accurate information, and difficulties in generating timely reports for decision-making. In addition, communication with church members remains inconsistent, and there is no system of tracking attendance, participation, or giving by members. These limitations reduce transparency, lower administrative effectiveness, and impact negatively on planning and general service provision. Against this background, there exists a dire need for a web-based Church Management System that can centralize church data, automate routine administrative tasks, facilitate real-time access to information, and enhance communication and decision-making. This will go a long way in ensuring improved operations, accountability, and better provision of services in St John's Parish Church, Entebbe.

1.3 General Objective

To design and develop a web-based Church Management System for St. John's Parish Church, Entebbe.

1.4 Specific Objectives

- i. To analyze the current manual system used at St. John's Parish Church, Entebbe.
- ii. To identify system requirements for the proposed Church Management System (CMS).
- iii. To design, develop, test, and validate the developed and functional web-based Church Management System (CMS).
- iv. To deploy and evaluate the system's performance and usability.

1.5 Study Scope

1.5.1 Subject Scope

The study focuses on developing a web-based Church Management System for St. John's Parish Church, Entebbe.

1.5.2 Geographical Scope

The research focuses on St. John's Parish Church, located in Entebbe, and its members, within, and in the diaspora.

1.5.3 Time Scope

It will take approximately six months to finish this project, since this research requires thorough planning, analysis, design, implementation, and evaluation of the developed system.

1.5.4 Significance of the Study

- i. **Efficiency Gains:** The automation of management processes will reduce the time and effort required for manual data entry and allow church staff to focus on other essential duties.
- ii. **Increased Member Participation:** The ease of online management will likely result in increased participation in church activities, as members can sign up from the comfort of their homes.
- iii. **Improved Accuracy:** A digital system will reduce human error associated with paper-based management, ensuring data is accurately captured and stored.
- iv. **Data Insights:** Church leaders will have access to analytics and reporting features, enabling them to make informed decisions about event planning, membership management, and resource allocation.

- v. **Scalability:** The system will be scalable, capable of supporting the growing needs of the church as membership and event participation increase over time.

LITERATURE REVIEW

2.0 Introduction

The chapter reviews the related literature on web-based information systems, their characteristics, capabilities, and applications in organizational and religious management. It also covers WCMS and its benefits, challenges, and ethical concerns. Studies carried out in Uganda, particularly in the CoU, have been included to present a contextualized digital transformation of church administration and the relevance of adopting a WCMS at St. John's Parish Church, Entebbe

2.1 Web-Based Information Systems

Web-based information systems are software solutions designed to support data collection, processing, storage, and dissemination through web technologies. Laudon and Laudon (2022) emphasize that these systems provide centralized, remotely accessible platforms that facilitate efficient management of institutional operations. Tugume (2022), further notes that, Uganda has experienced rapid digital growth, prompting many institutions including churches to adopt web-based systems to enhance service delivery, improve accuracy, and reduce reliance on manual processes, this is evidenced by the way church operations have shifted from traditional ways to modern digital methods today and this fully has been supported by the emergency of Web Based systems.

Web-based systems boost organizational efficiency by automating data workflows, and support seamless communication between departments (Laudon and Laudon 2020). In agreement, Benson and Taylor (2021) also note that replacing paper-based systems with online platforms significantly reduces errors, saves administrative time, and enhances data retrieval. Furthermore, Satzinger et al. (2021) note that scalability is a key strength of modern web systems, allowing institutions to support increasing data volumes and user numbers without major structural adjustments. This makes web-based systems suitable for growing organizations such as churches, where membership and administrative tasks continue to expand.

Beyond general organizational use, churches, particularly the Church of Uganda itself, have recognized the importance of information systems. In its Provincial Master Strategic Plan (2016–2025), the Church of Uganda explicitly includes “**ICT & MIS development and management**” as a core strategic function of the church’s administrative structure, signaling institutional commitment to digital transformation. This, therefore, means that, all affiliated Anglican churches in Uganda, have to abide by the master strategic Plan.

2.1.1 Characteristics of Web-Based Systems

Modern web systems have certain characteristics that make them unique. According to Stair and Reynolds (2022), web-based systems are characterized by remote accessibility for users across different locations, multi-user support for collaborative operations, real-time updating and centralized data processing, database-driven interfaces that store and retrieve structured information. These capabilities improve operational efficiency, transparency, and decision-making (Stair & Reynolds, 2022). These characteristics collectively support accuracy, transparency, and improve decision-making in institutional operations.

2.2 Application of Web-Based Systems in Religious Institutions

Globally, religious institutions are increasingly adopting digital systems to enhance administrative efficiency. According to Thompson (2022), web-based systems help churches improve membership tracking, strengthen communication with congregations, automate financial management, and reduce record loss. This in other words makes their activities easily coordinated leading to improved church administration

In Uganda, similar adoption trends have emerged. Kiyega (2022), suggests that digital tools have helped churches minimize manual errors, preserve records, and improve accountability. Likewise, Ssewakiryanga and Odongo (2021) emphasize that church leaders benefit from timely and accurate information that supports pastoral planning and informed decision-making. This global trend is also mirrored within the Church of Uganda. The Church of Uganda's (CoU) commitment to ICT and MIS (as documented in its strategic plan) indicates that church leadership perceives clear value in digitizing administrative tasks and record-keeping. Moreover, the Church of Uganda has recently implemented a Land Information Management System (LIMS) to protect its land assets across all 39 dioceses. The archbishop of the church of Uganda recently stated that "we now know what we own" and can "track and protect every piece of land entrusted to us," signaling a major shift toward digital accountability in church governance.

This LIMS initiative demonstrates the Church of Uganda's capacity and willingness to adopt sophisticated, web-based systems, not just for internal administration but for safeguarding institutional assets. Such a track record provides strong precedent and justification for implementing a WCMS for St. John's Parish Church Entebbe

2.3 Web-Based Church Management Systems (WCMS)

A Web-Based Church Management System (WCMS) is a digital solution used to automate church operations, including membership management, financial tracking, communication, and event administration. According to Harris and Taylor (2023), WCMS platforms enhance administrative efficiency and support coordinated ministry activities. In Uganda, Kato (2021) notes that churches using WCMS have reported improved accuracy, better financial accountability, and more effective leadership oversight.

2.3.1 Core Modules of a WCMS

A standard WCMS is composed of several functional modules that help automate and streamline church operations. These include membership management module, event and attendance tracking module, financial management module, communication tools module, reporting module, role-based access control module among others

Membership Management module

This enables the church to register new members, update their personal profiles, group families together, and maintain accurate congregation records.

Event and Attendance Tracking module

This helps record attendance for services, ministries, fellowships, and church meetings, making it easier to monitor member participation and identify engagement trends.

Financial Management module

This captures all church-related financial activities such as tithes, offerings, pledges, and expenditures, ensuring transparency and accountability.

Communication Tools module

The Communication module supports sending SMS, emails, notices, and announcements, helping church leaders relay information efficiently and consistently to members.

Reporting Module

This automatically generates summaries and analytical reports for clergy, wardens, treasurers, and other committees to aid in decision-making, budgeting, and planning.

The Role-Based Access Control module

This ensures that only authorized individuals, such as priests, treasurers, wardens, and administrators, can access specific system functions, thereby protecting sensitive data. These modules are essential for St. John's Parish Church, Entebbe, as they directly address the challenges caused by manual processes, such as delays, errors, and difficulty retrieving accurate information.

2.5 Capabilities of Web-Based Church Management Systems (WCMS)

WCMS platforms possess advanced capabilities that enhance operational efficiency. According to Laudon and Laudon (2022), these systems automate repetitive tasks, support centralized data storage, and improve inter-departmental collaboration. Namara (2022) adds that WCMS platforms offer scalability, workflow management, version control, and multilingual support, making them adaptable to diverse church needs. These capabilities promote data accuracy, streamline workflows, and improve overall organizational performance.

2.6 Benefits of Web-Based Church Management Systems

Adopting a WCMS provides numerous administrative and operational benefits. According to Musoke (2021), Ugandan churches using WCMS report improved data management, reduced errors, and enhanced transparency. Omara (2023) further highlights that WCMS platforms increase financial accountability through automated contribution tracking and real-time reporting. Additional benefits include: increased operational efficiency through automation, improved communication and coordination among church ministries, secure storage of centralized, easily retrievable records, enhanced decision-making through data analytics, and better planning and reporting for church leadership. These benefits make WCMS a valuable tool for modern church administration.

2.7 Challenges of Web-Based Church Management Systems

Despite the several benefits, WCMS implementation has challenges. According to Nassaka (2021), Ugandan institutions face problems related to limited internet connectivity, budgetary constraints, and low ICT literacy levels. Furthermore, cybersecurity is also at great risk; sensitive financial and membership data can be compromised if the system is not tightly secured.

These are some of the challenges that the recent digital LIMS roll-out has shown, even within the Church of Uganda. Yes, the system promises improved asset protection, but the training for diocesan

secretaries and estates officers indicates that capacity building is necessary for its adoption. Resistance to change is also evident, especially since some diocesan leaders may be more accustomed to traditional, manual record-keeping.

2.8 Ethical and Security Considerations

Application of WCMS should consider ethical use and compliance with the laws on protection of data. According to Mwesigwa (2022), churches need to ensure that personal information is collected and stored in compliance with the Data Protection and Privacy Act 2019 of the country. Kyambadde (2022) further proposes strong access control, encryption, regular security patches, and audit trails for safeguarding system integrity and accountability within the system. This will ensure confidentiality for members and financial records in the church.

Ethical and security issues are central when introducing a WCMS.

The LIMS project in the Church of Uganda focuses on making people more accountable: Archbishop Kaziimba warned that digital records would help monitor and control land assets more closely and stop the encroachment of lands.

Some of the best practices to secure member data in a WCMS include: Role-based access controls, so that only the authorized users are able to view or edit sensitive information. Enforce strong password policies and periodic credential reviews. Using encryption and secure communications-for example, SSL/TLS-to protect data in transit. Provide detailed auditing to track access and changes, enabling greater transparency and accountability. These measures are in line with CoU's approach in its deployment of LIMS and further prove a faith-based information system can and should meet high standards when it comes to data protection.

2.9 Conclusion

From the literature reviewed, there is an increasing trend towards the adoption of digital transformation in church administration. Recent Global and Ugandan studies indicate that the development and adoption of web-based systems are particularly important for enhancement in efficiency, transparency, data management, and decision-making.

For St. John's Parish Church in Entebbe, implementing a Web-Based Church Management System will address existing manual process limitations and significantly enhance administrative performance and service delivery.

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlines the methods and procedures that will be used in carrying out the research and development of the web-based management system for St. John's Parish Church, Entebbe. It describes the research design, data collection methods, sampling techniques, system development methodology, and tools that will be used to achieve the objectives of the study.

3.1 Research Design

This chapter presents the methods and procedures that shall be used in conducting the research and development of the web-based management system for St. John's Parish Church, Entebbe. It describes the research design, methods of data collection, techniques of sampling, the methodology of developing the system, and tools to be used in accomplishing the objectives of the study.

3.1 Research Design

The study will adopt both descriptive and design science research approaches. Descriptive research will be employed to collect information regarding the prevailing management system, together with its challenges, while the design science methodology will be used for the systematic development and evaluation of the proposed web-based management system.

3.2 Study Population

According to the St. John's Parish Church Membership Registry, 2024, the estimated population in St. John's Parish Church, Entebbe, is about 1000 registered members, comprising regular church attendants, ministry leaders, administrative staff, and diaspora members who are involved in the programs and services of the church.

The target population will therefore be all 1000 members, including church staff, top parish leadership, and general congregation members. These are the people who are directly involved in or affected by the management processes of the church and, subsequently, are the people for whom the proposed web-

based management system is intended.

3.2.1 Sampling Technique and Sample Size

A purposive sampling technique will be used where selected participants are those who are directly involved with, or affected by, the management process. The sample will include:

- Five church administrative staff members
- 50 Congregation members, including both regular members and those in the diaspora
- At least 2 IT personnel or volunteers supporting church systems

This results in a total sample size of approximately 57 participants.

3.3 Data Collection Methods

Both primary and secondary data collection methods will be used to gain insights from the current manual management processes and system requirements. These methods will include:

3.3.1 Interviews

This will be conducted with church administrative staff and clergy to understand workflow challenges and expectations for the new system.

Advantages

- The method will help the researchers to get more enlightenment on how the current system works because of the direct interaction between the researchers and the manager, employees, and clients using system.
- Through the interviews conducted, a relationship between the researcher and the interviewees will be formed. This is good for further enquiries and references. There will also be an agreement on most of the discussed points.

3.3.1 Questionnaires

This will be Distributed to selected church members to collect their opinions and preferences regarding the management process.

3.3.2 Observation

This will involve Direct observation of the current manual management process to identify inefficiencies and areas for improvement

3.3.3 Document Review:

Analysis of existing management records and church reports to inform system requirements. This helps both the team fully analyze and have an idea of what actually takes place and gives direct evidence that could help in the development of the system

3.4 System Analysis and Design

The team will adopt the **Object-Oriented Design (OOD)** approach for developing the Web-Based Management System for St. John's Parish Church, Entebbe.

3.4.1 Justification for Object-Oriented Design Approach:

a) **Modularity and Reusability:**

Object Oriented Design allows the development team to model the system using real-world entities like User, Event, and Registration. These classes can be reused and extended in future updates or enhancements, making the system more flexible and maintainable.

b) **Ease of Maintenance:**

Since functionalities are encapsulated within individual classes, any changes or bug fixes can be made in isolation without affecting the entire system, improving code manageability.

c) **Better Mapping to Real-World Scenarios:**

Object-oriented modeling allows a more natural representation of church management activities such as member sign-ups, event tracking, and administrative roles. Each activity can be mapped directly to system objects and their behaviors.

d) **Support for Agile Methodology:**

Object-oriented design fits well with the Agile development approach being used in this project. Iterative development cycles benefit from the flexibility and scalability of object-oriented systems.

e) **Enhanced Data Security and Integrity:**

Object-oriented design enforces encapsulation, ensuring that data is accessed and modified only through controlled methods, improving overall data integrity and security.

3.4.2 System Design Approach

The project will follow the **Agile Software Development Methodology**, which supports iterative and incremental development. This allows continuous feedback from stakeholders and adaptive planning, ensuring that the system meets user requirements effectively.

The Agile methodology will include the following phases:

- a) **Requirement Analysis** – Gathering functional and non-functional requirements.
- b) **System Design** – Designing system architecture, data models, and user interfaces.
- c) **Implementation** – Coding and configuring the web-based system.
- d) **Testing and Evaluation** – Performing system and user acceptance testing.
- e) **Deployment** – Rolling out the system for real use at the church.
- f) **Maintenance and Feedback** – Post-deployment monitoring and updates.

3.5 Limitations of the Project

While the project aims to modernize management for the church, several limitations were noted:

- a) **The project may face financial challenges** that could limit the integration of advanced features such as SMS notifications, mobile access, or high-level security mechanisms.
The team plans to implement the system in phases, prioritizing core functionality first, and using open-source tools to reduce costs. Additional features will be added as more funding becomes available.
- b) **The project may be affected by low digital literacy among some users**, especially older church members who are less familiar with web-based systems.
The team plans to conduct user-friendly training sessions and provide simplified guides to ensure all users can comfortably interact with the system.
- c) **The team may face difficulty accessing a stable internet or technical infrastructure during development or user access.** The team plans to optimize the system for low-bandwidth environments and the team will consider setting up offline capabilities that sync data when internet access is restored.

3.6 Ethical Considerations

- i. Participation will be voluntary and based on informed consent.
- ii. Data confidentiality and privacy of respondents will be maintained.

- iii. The research will not interfere with church operations and will be conducted with full approval from church leadership.

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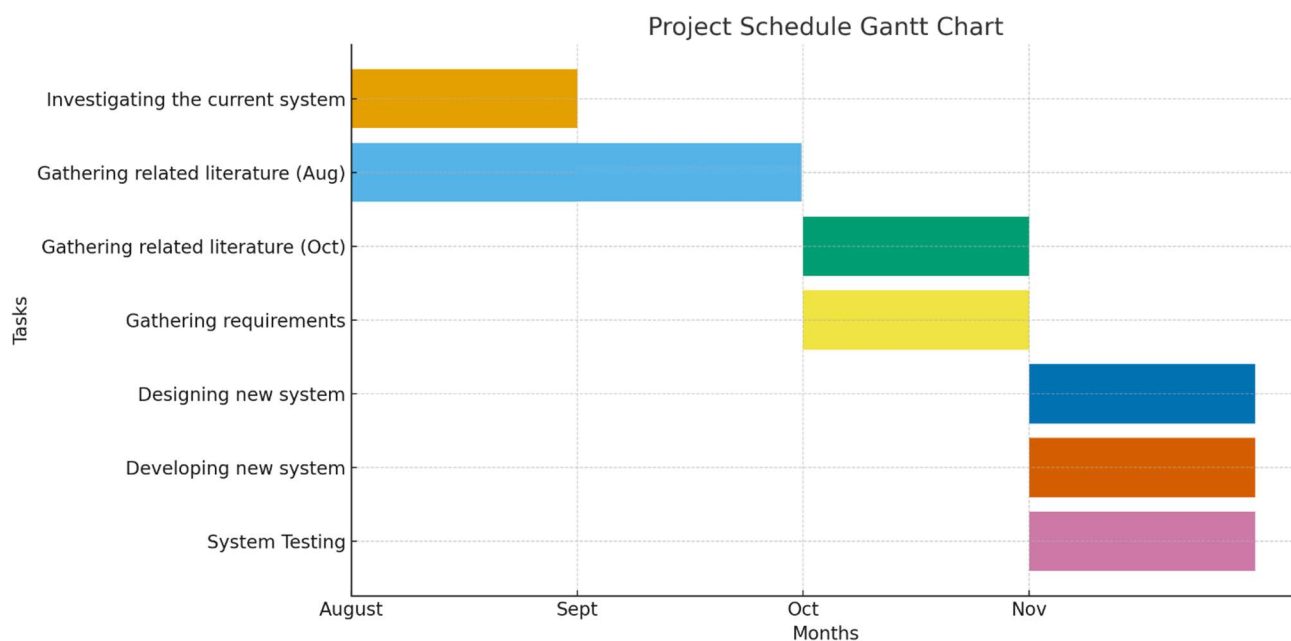
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APPENDICES

Appendix 1: Proposed Timeframe & Ghant Chart

Activity	August	Sept	Oct	Nov
Investigating the current system	✓			
Gathering related literature	✓	✓		
Gathering requirements for new system			✓	
Designing new system				✓
Developing new system				✓
System Testing				✓



Appendix 2: Proposed Budget

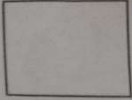
Item	Amount
Flash Disk	35,000
Printing	35,000
Photocopying	15,000
Binding	20,000
Photography	10,000
Internet	30,000
Transport	30,000
Total	180,000/=

Appendix 3: Evidence the Manual Registration Form

ST. JOHN'S PARISH CHURCH ENTEBBE

ENTEBBE ARCHDEACONRY, NAMIREMBE DIOCESE

REQUIRED INFORMATION FOR UPDATING THE CHURCH REGISTER



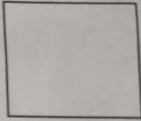
1. NAME _____ SEX _____
MARITAL STATUS _____ YEAR OF JOINING ST. JOHN'S _____
2. AGE RANGE (*Circle the letter of your category*)

A. 12-19.	B. 20-35	C. 36-45	D. 46-55
E. 56-65	F. 66-80	G. ABOVE 80	
3. WHATSAPP CONTACT _____ OR _____
4. Email Address. _____ SERVICE _____
5. ZONE: _____ VILLAGE _____ CELL _____
ROAD _____ PLOT NUMBER _____
IDENTIFYING FEATURE OR DIRECTION DETAILS _____

ST. JOHN'S PARISH CHURCH ENTEBBE

ENTEBBE ARCHDEACONRY, NAMIREMBE DIOCESE

REQUIRED INFORMATION FOR UPDATING THE CHURCH REGISTER



1. NAME _____ SEX _____
MARITAL STATUS _____ YEAR OF JOINING ST. JOHN'S _____
2. AGE RANGE (*Circle the letter of your category*)

A. 12-19.	B. 20-35	C. 36-45	D. 46-55
E. 56-65	F. 66-80	G. ABOVE 80	
3. WHATSAPP CONTACT _____ OR _____
4. Email Address. _____ SERVICE _____
5. ZONE: _____ VILLAGE _____ CELL _____
ROAD _____ PLOT NUMBER _____
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ST. JOHN'S PARISH CHURCH ENTEBBE

ENTEBBE ARCHDEACONRY, NAMIREMBE DIOCESE

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1. NAME _____ SEX _____
 MARITAL STATUS _____ YEAR OF JOINING ST. JOHN'S _____

2. AGE RANGE (*Circle the letter of your category*)
 A. 12-19. B. 20-35 C. 36-45 D. 46-55
 E. 56-65 F. 66-80 G. ABOVE 80

3. WHATSAPP CONTACT _____ OR _____

4. Email Address _____ SERVICE _____

5. ZONE: _____ VILLAGE _____ CELL _____
 ROAD _____ PLOT NUMBER _____

IDENTIFYING FEATURE OR DIRECTION DETAILS
