

Haula Nankya

NANKYA HAULA and Group

 BBC III Proposals Submission November 23 2025

 BBC IT Project Reports

 Makerere University Business School

Document Details

Submission ID**trn:oid:::1:3421539215****Submission Date****Nov 23, 2025, 1:41 PM GMT+3****Download Date****Nov 24, 2025, 11:25 AM GMT+3****File Name****EliteStay_Proposal_Final.docx****File Size****48.9 KB****23 Pages****4,101 Words****25,716 Characters**



49% detected as AI

The percentage indicates the combined amount of likely AI-generated text as well as likely AI-generated text that was also likely AI-paraphrased.

Caution: Review required.

It is essential to understand the limitations of AI detection before making decisions about a student's work. We encourage you to learn more about Turnitin's AI detection capabilities before using the tool.

Detection Groups

-  **39 AI-generated only 49%**
Likely AI-generated text from a large-language model.
-  **0 AI-generated text that was AI-paraphrased 0%**
Likely AI-generated text that was likely revised using an AI-paraphrase tool or word spinner.

Disclaimer

Our AI writing assessment is designed to help educators identify text that might be prepared by a generative AI tool. Our AI writing assessment may not always be accurate (i.e., our AI models may produce either false positive results or false negative results), so it should not be used as the sole basis for adverse actions against a student. It takes further scrutiny and human judgment in conjunction with an organization's application of its specific academic policies to determine whether any academic misconduct has occurred.

Frequently Asked Questions

How should I interpret Turnitin's AI writing percentage and false positives?

The percentage shown in the AI writing report is the amount of qualifying text within the submission that Turnitin's AI writing detection model determines was either likely AI-generated text from a large-language model or likely AI-generated text that was likely revised using an AI paraphrase tool or word spinner.

False positives (incorrectly flagging human-written text as AI-generated) are a possibility in AI models.

AI detection scores under 20%, which we do not surface in new reports, have a higher likelihood of false positives. To reduce the likelihood of misinterpretation, no score or highlights are attributed and are indicated with an asterisk in the report (*%).

The AI writing percentage should not be the sole basis to determine whether misconduct has occurred. The reviewer/instructor should use the percentage as a means to start a formative conversation with their student and/or use it to examine the submitted assignment in accordance with their school's policies.

What does 'qualifying text' mean?

Our model only processes qualifying text in the form of long-form writing. Long-form writing means individual sentences contained in paragraphs that make up a longer piece of written work, such as an essay, a dissertation, or an article, etc. Qualifying text that has been determined to be likely AI-generated will be highlighted in cyan in the submission, and likely AI-generated and then likely AI-paraphrased will be highlighted purple.

Non-qualifying text, such as bullet points, annotated bibliographies, etc., will not be processed and can create disparity between the submission highlights and the percentage shown.



MAKERERE UNIVERSITY

MAKERERE UNIVERSITY BUSINESS SCHOOL FACULTY OF COMPUTING & INFORMATICS

DEVELOPING A REAL TIME SMART BOOKING PLATFORM FOR SHORT STAY ACCOMMODATION IN UGANDA

By

Name	Registration number	Phone number
Arnold Kazibwe	23/U/09532/PS	+256-756783757
Gelilian Juliet Nassaka	23/U/15487/PS	+256-705221342
Haula Nankya	23/U/15136/EVE	+256-782523292
Denis Omilo	23/U/16802/PS	+256-740585696

Supervised by

Mr. Charles Olupot

Department of Applied Computing & IT

A Project Proposal Submitted to the Faculty of Computing and Informatics of Makerere University Business School in Partial Fulfillment of 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 project proposal titled EliteStay, A Real Time Smart Booking Platform for Short Stay Accommodation in Uganda is our original work and has not been submitted for any other award or qualification at any other institution of higher learning.

Name	Reg. Number	Signature
Anorld Kazibwe	23/U/09532/PS	
Gelilian Juliet Nassaka	23/U/15487/PS	
Haula Nankya	23/U/15136/EVE	
Denis Omilo	23/U/16802/PS	

Date: 10/11/2025

APPROVAL

This project proposal titled EliteStay: A Real Time Smart Booking Platform for Short Stay Accommodation in Uganda has been submitted for examination with my approval as the appointed supervisor.

Signed.....

Date

Mr. Charles Olupot

Makerere University Business School

Table of Contents

DECLARATION	2
APPROVAL	3
1. INTRODUCTION	6
1.1 Project Background.....	6
1.2 Statement of the Problem.....	7
1.3 Project Goal and Objectives.....	8
1.3.3 Project Scope Summary	9
1.4 Anticipated Significance of the Project	9
1.5 Project Assumptions	10
REVIEW OF LITERATURE	11
2.1 Automated Financial Technologies and Digital Inclusion.....	11
2.2 Accommodation Platforms in Emerging Markets	11
2.3 Ugandan Hospitality Market and Short Stay Trends	12
2.4 System Design for Accommodation Platforms.....	12
2.5 Artificial Intelligence in Booking Systems.....	13
2.6 Conclusion	13
RESEARCH METHODS	14
3. PROJECT METHODS	14
3.1 Research Design/ Research Approach	14
3.2 Project Organization	15
3.2.1 Sampling Design.....	16
3.3 Sources of Project Data.....	16
3.3.1 Data collection Techniques.....	16
3.4 System Analysis and Design Approaches.....	16
3.4.1 Design view	17
3.4.2 Design Techniques.....	17
3.5 Anticipated Project Constraints	17
3.6 Project Development Process	17
3.7 Ethical Considerations and AI Disclosure	18
3.8 Timeline & Milestones	18

REFERENCES	19
APPENDICES	20
Appendix I: Project Budget	20
Appendix II: Project Gantt Chart.....	21
Appendix III: Data Collection Tools	22
Interview Guide for Hosts.....	22
Interview Guide for Guests.....	23
Observation Checklist.....	23

1. INTRODUCTION

1.1 Project Background

The hospitality and tourism industry in Uganda is undergoing a notable transformation, driven by rising domestic tourism, recovering international arrivals after the COVID-19 pandemic, and accelerated digital adoption. According to the Uganda Bureau of Statistics (UBOS) Tourism Satellite Account, tourism contributes directly to Uganda's GDP and supports a significant number of jobs in hospitality and related services (Uganda Bureau of Statistics & Ministry of Tourism, Wildlife and Antiques, 2023). The demand for short stay accommodation, such as serviced apartments, and home stays, has been increasing in urban centers like Kampala, Entebbe, and Jinja, driven by business travel, domestic leisure trips, and transit passengers because hotel prices are extremely high these days.

Despite this demand, existing international platforms such as Airbnb and Booking.com are often expensive, lack Mobile Money payment options, and do not adequately support local hosts. Many local travelers and property owners find these platforms complicated or unreliable due to fake listings, delayed support, or poor localization. These platforms are frequently not fully adaptable according to the Ugandan context. Challenges include limited integration with local mobile money payment systems, very high hotel fees, relatively high commission fees for hosts, language and trust barriers, and listing authenticity issues. Additionally, many local hosts rely on social media, messaging apps, or informal networks to advertise and manage short stay bookings, which results in inefficiencies and missed revenue opportunities (Monitor, 2025 & UCC, 2023).

EliteStay is created to address these contextual gaps. The platform aims to provide a localized, website mobile booking experience tailored to Uganda's unique payment preferences, primarily Mobile Money but with other international payment options i.e. Visa card, PayPal and MasterCard. By integrating Mobile Money APIs, lightweight data usage interfaces, and locally relevant verification and trust building mechanisms, this website is not created to improve existing platforms like Airbnb and Booking.com but rather a competing application that will address the shortcomings of these already existing shortcomings mainly the lack of local payment options i.e. Mobile money.

EliteStay is designed to integrate local payment options, improve listing authenticity, reduce booking delays, and increase host revenues while keeping costs accessible for both Ugandan users, business trip personnel and tourists. Mobile money is deeply embedded in Uganda's payment ecosystem, as of September 2023, there were at least seven mobile money operators and by June 2025, the number of mobile money users 34.6 million, surpassing traditional bank accounts, (Monitor, 2025).

EliteStay is a proposed real time smart booking platform designed to address these challenges by offering a reliable, accessible, affordable, secure, and user friendly system for short stay accommodation in Uganda starting with Kampala. The platform will enable users to browse verified listings, view property photos, check availability instantly, communicate directly with hosts, and make secure payments via Mobile Money, which existing platforms like Airbnb do not have, Visa, MasterCard, or PayPal. The system will ensure transparency, real time communication, and trust between guests and property owners.

1.2 Statement of the Problem

Despite the growing need for short stay accommodation due to high hotel prices, Uganda lacks a locally developed booking platform that provides real time updates, communication features and locally relevant payment options. Current platforms like Airbnb, which is primarily an application for booking accommodations globally (Airbnb, n.d), do not integrate local mobile payment methods widely used in Uganda (Bank of Uganda, 2024). An ideal short stay market would enable hosts to list properties easily, accept secure local payments instantly and provide guests with timely confirmation and transparent trust signals. However, the current reality in Uganda is different as many local hosts have minimal visibility, rely on manual booking methods and struggle with delayed payments or high charges from international platforms like booking.com (Monitor 2025). These limitations lead to reduced occupancy rates for hosts, instances of fraud or misleading listings and low user trust among travelers. If unaddressed, these problems may suppress the growth of the short stay sector and limit income opportunities for local entrepreneurs (National Planning Authority, 2020).

EliteStay proposes a centralized, secure, real time and localized booking platform that combines Mobile Money and all other international payments, supports simple verification processes, and offers a transparent review system to make the market more efficient and trustworthy as (IMF, 2023) emphasizes that there are trust issues, verification gaps and inconsistent service delivery in online financial interactions. Uganda has over 34 million active mobile money users, a number that surpasses traditional bank accounts demonstrating mobile money transactions in everyday life (Bank of Uganda, 2024).

Additionally, the EliteStay project considers accessibility of short stay accommodation services across Uganda but mainly Kampala, identifying the people providing the services who are the local property owners, serviced apartment managers and independent hosts as well as the target group who rely on them such as domestic travelers, business professionals, students and tourists. This solution contributes locally by improving digital access to services, promoting trust and transparency and empowering Uganda to earn income from verified short stay property hosting while expanding affordable options for travelers since hotel prices have been hiked these days. (Uganda Bureau of Statistics & Ministry of Tourism, Wildlife and Antiquities 2023).

1.3 Project Goal and Objectives

1.3.1 Project Goal

This project seeks to design and develop a real time digital booking platform (EliteStay) that enhances accessibility, affordability, and trust in Uganda's short stay accommodation market while providing safety, transparency and reliability.

This goal aligns with Uganda's digital transformation efforts under vision 2040, encouraging local innovation and inclusive access to e-services. By improving the connection between the hosts and people they are hosting through real time localized systems, the EliteStay project directly supports economic growth and digital inclusion in Uganda's hospitality industry.

1.3.2 Project Objectives

The project objectives are as follows,

- a) To analyze existing accommodation booking systems and market practices in Uganda.
- b) To identify key functional and non-functional requirements for EliteStay.
- c) To design and develop a prototype integrating real time booking, host verification, and Mobile Money payment systems.
- d) To evaluate the system's usability, trustworthiness, and effectiveness through user testing and progressive refinement.
- e) To enable users view property images, check availability and communicate directly with hosts.

These objectives directly respond to the identified service access challenges, focusing on bridging the gap between providers and users through reliable and locally adaptable digital tools.

1.3.3 Project Scope Summary

The scope of this project covers requirement gathering with local hosts and travelers in Kampala, system design and prototype development will be a mobile responsive web app and administrative dashboard, integration of Mobile Money as well as other internationally accepted payment APIs, verification for hosts, a recommendation engine design, and usability testing with at least 20 participants that is both hosts and guests.

1.4 Anticipated Significance of the Project

EliteStay is expected to contribute to Uganda's digital economy by enabling local hosts such as Airbnb's and serviced apartment operators to reach a wider customer base while retaining greater revenue. By integrating both international and local payments such as Mobile Money and simplified verification, the platform should improve trust and booking conversion rates, thereby increasing incomes for small accommodation providers. Additionally, the project provides an experiential learning opportunity for the project team to apply software engineering, UI/UX, and system design skills in a practical, real

world context. The resulting prototype could serve as a foundation for further development and potential pilot testing with partner hosts.

1.5 Project Assumptions

The necessary software tools and development resources such as IDEs, libraries, and testing devices will be available to the team.

Stakeholders (hosts, guests, and supervisor) will provide timely feedback during requirements gathering and testing phases.

Mobile Money operators will provide demonstrable APIs for integration, or simulation will be acceptable for prototype demonstrations.

Internet connectivity will be adequate for development and for demonstration sessions.

Verified listings and secure communication will attract user trust.

Both mobile money and card payments will integrate effectively.

REVIEW OF LITERATURE

2. SECTION INTRODUCTION

This literature review combines recent academic and industry literature related to digital booking platforms, mobile financial technologies, and the dynamics of short stay accommodation in emerging markets. The goal is to ground the EliteStay design in evidence based best practices and to identify proven approaches for localization, payments integration, and trust building mechanisms.

2.1 Automated Financial Technologies and Digital Inclusion

Digital financial technologies as stated by (World Bank, 2022 & IMF, 2023) particularly meaning that Mobile Money has been transformational across Sub Saharan Africa by lowering barriers to payments and enabling digital commerce through mobile money transactions. The World Bank report that is published every three years, and related studies show rapid adoption of mobile money accounts across the region, enabling users to store value and conduct transactions without traditional bank accounts specifically as stated by (World Bank, 2022) findings. In Uganda, mobile money has matured into a mainstream transaction channel, (Bank of Uganda, 2024) reports indicate multiple mobile money operators and growing usage for savings and payments. Integrating Mobile Money into a booking platform is therefore essential to ensure accessibility for Ugandan users.

These technologies bridge the gap between people without bank accounts and digital financial systems, creating an opportunity for digital booking platforms like EliteStay to offer payment solutions available for everyone. Mobile money has become central to everyday transactions including bill payments, transport fares, and online shopping, this highlights its potential to expand financial access in hospitality services.

2.2 Accommodation Platforms in Emerging Markets

Global platforms like Airbnb and Booking.com succeed by providing broad networks and standardized booking flows, but they often underperform in markets that require strong localization. (Guttentag 2019 & Nielsen Norman Group, 2020) and other tourism technology studies highlight that localization currency, language, local payment methods,

and cultural trust mechanisms is critical for adoption. In Africa, studies note that platforms that integrate mobile payments and offer low data interfaces perform better among local users. EliteStay aims to combine these localization practices by offering Mobile Money payments, English interfaces where needed, and reduced data pattern for mobile usage.

In Uganda and other African markets, trust and affordability play key roles in consumer adaptation. Many users prefer dealing with locally recognized systems that support mobile money and maintain community verification standards which EliteStay seeks to address.

2.3 Ugandan Hospitality Market and Short Stay Trends

Uganda's tourism sector has demonstrated recovery (UBOS, 2023) states that since the COVID-19 pandemic, reporting increases in arrivals and tourism expenditures. Domestic short stay demand for weekends, conferences, and transit stays is concentrated in Kampala, Entebbe, and Jinja. The growth of short term apartments is also reflected in local industry reports and property market reviews, which note a rise in listings and demand for flexible accommodations in Kampala's secondary suburbs (Knight Frank H2 2023). These trends suggest a growing addressable market for a locally tailored booking platform.

The shortage of affordable, authentic, and verified listings limits access for both users and hosts. Therefore, a platform like EliteStay directly contributes to bridging the service gaps by ensuring that verified local hosts can connect safely with verified users through digital innovation.

2.4 System Design for Accommodation Platforms

Successful booking systems (Nielsen Norman Group, 2020) prioritize usability, clear pricing, and transparent reviews to foster trust. For low bandwidth contexts, lightweight web interfaces and offline capable features such as caching and progressive web app techniques improve reliability. From a backend perspective, robust availability checking such as real time calendar sync, repeatable payment flows, and simple Host dashboards

are the minimum viable features to ensure operational reliability. EliteStay's architecture will prioritize these elements while keeping the system modular for future expansion.

Incorporating offline data caching, secure verification, and real time status updates ensure reliability in areas with inconsistent internet access. These design considerations are central to EliteStay approach.

2.5 Artificial Intelligence in Booking Systems

AI and machine learning (Sumarsono et al., 2023) can be applied in recommendation engines, predictive pricing, and fraud detection. Contemporary studies show that even modest ML models collaborative filtering, decision trees for fraud features can materially improve user relevance and reduce bad listings. Given resource constraints for this project, EliteStay will implement lightweight recommendation guidelines and rule based fraud checks, with a design that allows future integration of more sophisticated models as the dataset grows.

For Uganda, the initial implementation focuses on lightweight AI recommendation techniques to enhance user experience. Over time, the dataset can support machine learning models for fraud detection and predictive pricing, aligning with scalable digital development practices.

2.6 Conclusion

The literature indicates three consistent themes relevant to EliteStay:

1. Localization to local payment methods and low bandwidth contexts is essential.
2. Trust mechanisms such as verification and transparent reviews increase platform adoption.
3. Realistic use of AI starting small and improving step by step yields significant usability improvements. These insights guide the functional and non-functional requirements for EliteStay.

RESEARCH METHODS

3. PROJECT METHODS

This section describes the research approach, project organization, data sources, data collection techniques, system design approach, constraints, development process, ethical considerations (World Bank, 2024), and timeline for EliteStay.

3.1 Research Design/ Research Approach

This project will adopt the Design Science Research (DSR) methodology (Peppers et al., 2007). DSR is appropriate because the primary goal is to design, build, and evaluate an IT artifact the EliteStay platform to solve practical problems identified in the domain. The DSR cycle used for this project will consist of the following stages:

DSR Stage	Research Objectives to be addressed	Proposed Methods	Expected results
1. Problem Identification and motivation	a) To identify practical problems faced by hosts and travelers for example fake listings and payment friction.	Conduct interviews and observations with hosts and travelers to know their problems	A comprehensive list of user problems that inform the solution design.
2. Define Objectives of a Solution.	b) To translate identified user problems into actionable objectives for the platform.	Translate practical problems into objectives such as real time booking, Mobile Money integration.	A clear document of objectives for the Elite Stay platform that address user needs.
3. Design and Development .	c) To design and develop a prototype to meet objectives.	Produce UML models, wireframes, and a working prototype such as frontend and backend following prototyping SDLC practices.	<ul style="list-style-type: none"> ➤ Logical design of the system. ➤ A functional prototype of the platform ready for testing

4. Demonstration	d) To demonstrate the prototype to stake holders and gather feedback for improvement	Show the prototype to stakeholders, gather feedback through user testing sessions and refined requirements.	Feedback reports highlighting usability issues and user satisfaction
5. Evaluation.	e) To assess usability, trust and effectiveness of the platform.	Evaluate usability, trust, and effectiveness using user feedback, task completion metrics, and questionnaires.	Evidence of Effectiveness and usability and validated performance.
6. Communication.	f) To communicate the findings, design and evaluation results.	Document findings, present to supervisors and faculty, and prepare the final report and code repository link	A final report, presentation and accessible prototype for future reference.

Each stage will involve documented deliverables such as interview scripts, prototype, screenshots, test reports, and feedback summaries to ensure practical implementation and traceability of progress.

3.2 Project Organization

The primary clients and stakeholders for this project are, local Airbnb owners and hosts operating in Kampala, short stay guests which are domestic and international travelers, and the project supervisory team at Makerere University Business School. The initial population targeted for requirement elicitation is approximately 30 hosts and 50 potential guests reachable within Kampala and Entebbe through purposive sampling and local networks.

3.2.1 Sampling Design

Given the manageable target population for prototype validation, purposive sampling will be used to select hosts diverse by size and formality informal, small serviced apartments and convenience sampling for guests attending testing sessions. If a statistically representative sample is required for later evaluation phases, sample size will be determined and simple random sampling techniques.

3.3 Sources of Project Data

Primary data will be collected via semi structured interviews with hosts, short surveys with guests, and direct observation of current booking practices. Secondary data includes published reports from UBOS Tourism Satellite Account, Uganda Tourism Board statistics, industry briefings Knight Frank, and academic literature. These sources will inform requirements and benchmark performance expectations.

3.3.1 Data collection Techniques

The team will use a mix of participatory and observational techniques to elicit requirements:

- Interviews: Semi structured interviews with at least 15 hosts and 20 guests to understand pain points and priorities.
- Observations: Shadowing host booking workflows and documenting common manual processes e.g., WhatsApp booking flows, manual ledgers.
- Prototyping Workshops: Rapid prototyping sessions with representative users to iterate on wireframes and workflows.

3.4 System Analysis and Design Approaches

An object oriented design (OOD) approach will be used alongside prototyping as the SDLC model. The system architecture will be modular, a front end client mobile responsive web application, where we shall use CSS, HTML, JavaScript a backend API layer, a relational database i.e. MySQL and Php, and integrations for both international and local payments and email verification services. UML artifacts for example use case

diagrams, class diagrams, sequence diagrams will be produced to capture functional and interaction requirements.

The team will create use case diagrams, ER models, and class diagrams to guide the prototype structure. Testing will follow a prototype feedback improvement cycle to ensure the system evolves with user needs.

3.4.1 Design view

Elicitation artifacts will include persona descriptions, user stories, affinity diagrams, and prioritized requirement lists. Each user story will be traced to testable acceptance criteria to facilitate verification during user testing.

3.4.2 Design Techniques

Design techniques include, database ER modelling, API design documentation Open API, and interface accessibility checks for low bandwidth usability. The host dashboard will support availability calendars, booking management, payout tracking, and basic analytics occupancy rate.

3.5 Anticipated Project Constraints

The main constraints expected during the project are,

- i. Resource constraints — limited time within the academic semester and limited access to paid hosting environments. Mitigation: use local or free tier cloud hosting and simulate integrations where necessary.
- ii. Technical capacity — limited team experience with large scale AI models. Mitigation: adopt lightweight guidelines for recommendations and plan for future ML integration.
- iii. Stakeholder availability — scheduling interviews with busy hosts can be challenging. Mitigation: use flexible meeting times, phone interviews.

3.6 Project Development Process

The project will follow a prototyping SDLC in alignment with DSR stages. Key phases include requirement analysis, system design (UI/UX and database), iterative prototype development (frontend and backend), integration testing (payments and emails), user

acceptance testing, and final documentation. Deliverables at each stage are, requirements specification, UML diagrams, functioning prototype, test reports, and the project report.

3.7 Ethical Considerations and AI Disclosure

The project will ensure informed consent for all interview and testing participants. No personally identifiable information will be published without explicit consent. Data collected for requirements and testing will be stored securely and used only for project purposes. The team discloses that generative AI tools e.g., ChatGPT will only be used under supervisor guidance for drafting noncore content and debugging assistance, no unsupervised AI generated outputs will be presented as original student work.

3.8 Timeline & Milestones

A detailed Gantt chart is included in the appendices. Key milestones include requirement gathering (August), design (September), prototype development (October), testing (November Week 1), and documentation & submission (November Week 2 and 3). **Each milestone has clear acceptance criteria to ensure progress can be measured and validated.**

REFERENCES

- Airbnb. (n.d.). Enjoy unique homes, experiences, services, and more. Retrieved from <https://www.airbnb.co.in/help/article/2503#:~:text=more%20authentic%20way,-.Enjoy%20unique%20homes%2C%20experiences%2C%20services%2C%20and%20more,or%20out%20in%20the%20world>
- Bank of Uganda. (2024). Annual Mobile Money Statistics Report. Bank of Uganda. <https://www.bou.or.ug>
- Guttentag, D. (2019). Airbnb: Disruptive innovation and the rise of an informal tourism accommodation sector. *Current Issues in Tourism*, 22(1), 119-143. <https://doi.org/10.1080/13683500.2017.1411930>
- IMF. (2023). Mobile Money, Perception (Working Paper No. 2023/238). International Monetary Fund. <https://www.imf.org//media/Files/Publications/WP/2023/English/wpica2023238-print-pdf.ashx>
- Knight Frank Uganda. (2023). Uganda Residential Market Overview 2023. Knight Frank. <https://www.knightfrank.com/research/uganda>
- National Planning Authority. (2020). Digital Transformation Program Implementation Action Plan (2020/21–2024/25). Government of Uganda. <https://www.npa.go.ug>
- Nelson Norman Group. (2020). UX Benchmarking Report 2020. Nelson Norman Group. <https://www.nngroup.com/reports>
- Monitor. (2025, March 12). Banks versus mobile money: The new frontier of competition. Monitor. <https://www.monitor.co.ug/uganda/business/technology/banks-versus-mobile-money-the-new-frontier-of-competition-5203526>
- Peppers, K., Tuunanen, T., Rothenberger, M.A., & Chatterjee, S. (2007). A design science research methodology for information systems research. *Journal of Management Information Systems*, 24(3), 45-78. <https://doi.org/10.2753/MIS0742-1222240302>
- Sumarsono, S., Sakkinah, I.S., Permanasari, A.E., & Pranggono, B. (2023). Development of a mobile health infrastructure for non-communicable diseases using design science research method: A case study. *Journal of Ambient Intelligence and Humanized Computing*, 14, 12563-12574. <https://doi.org/10.1007/s12652-022-04322-w>

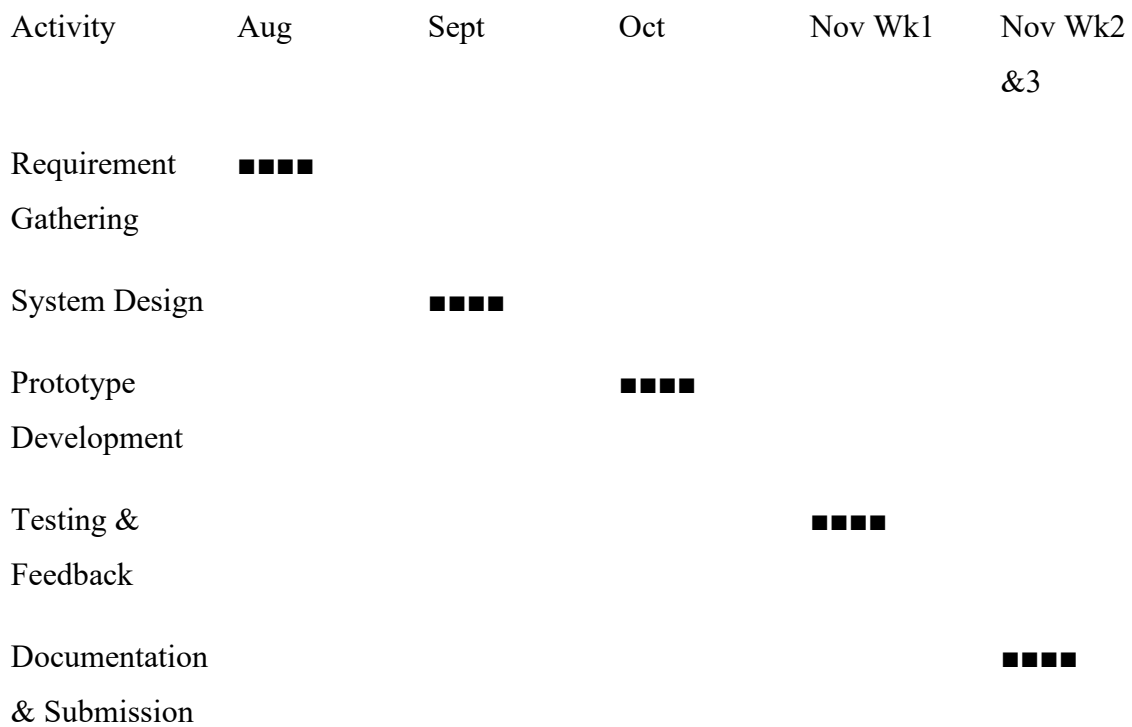
Uganda Bureau of Statistics & Ministry of Tourism, Wildlife and Antiquities. (2023).
 Tourism Satellite Account Report 2023. UBOS. <https://www.ubos.org>

APPENDICES

Appendix I: Project Budget

Item	Estimated Cost (UGX)
Domain and Hosting	300,000
Software Tools and Licenses	250,000
Internet and Data Collection	150,000
Transport and Logistics	200,000
User Testing Incentives	50,000
Miscellaneous	50,000
Total	1,000,000

Appendix II: Project Gantt Chart



Appendix III: Data Collection Tools

This appendix presents the tools that will be used to collect data during the EliteStay project. Each tool is designed in accordance with standard research practices to ensure validity and reliability.

These tools will be used during interviews and observations to collect data from hosts and guests, ensuring alignment with the research objectives.

Interview Guide for Hosts

1. What methods do you currently use to manage bookings?
2. What challenges do you face when handling short-stay guests?
3. How do you currently receive payments and what issues arise?
4. Have you ever listed your property on online platforms (e.g., Airbnb, Booking.com)?
5. What features would you like to see in a local booking platform?
6. How would Mobile Money integration affect your operations?

Interview Guide for Guests

1. How do you currently find and book short-stay accommodation?
2. What payment methods do you prefer for booking?
3. Have you faced any challenges with trust or fake listings?
4. What features would make you trust and use a local booking platform?
5. How would you rate the importance of instant booking confirmations?

Observation Checklist

The observation checklist will guide the usability testing sessions to assess system performance and user satisfaction.

- How hosts confirm bookings (manual or digital process)
- Time taken to complete a booking transaction
- Ease of navigation and clarity of system interface
- Accuracy and visibility of feedback messages
- User satisfaction and repeat booking intention