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 Makerere University Business School

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MAKERERE UNIVERSITY BUSINESS SCHOOL

DESIGN AND DEVELOPMENT OF A LOCAL BUSINESS REGISTRATION AND MANAGEMENT SYSTEM FOR MPIGI DISTRICT LOCAL GOVERNMENT

BY

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Department Information Systems

A project proposal submitted to the faculty of computing and informatics of Makerere university
business school in partial fulfillment for the Award of the degree of Bachelor of business
computing of Makerere university

21th/November/2025

DECLARATION

We declare that the project proposal entitled design and development of a local business registration and management system for Mpigi district local government is original work and has not been submitted elsewhere for funding or publication. We also confirm that the proposal accurately reflects the plans and intentions of our research team and that we have necessary expertise and resources to complete the project. We understand that the project proposal will be evaluated based on innovation and potential impact on business formalization and economic development. We therefore declare that the provided information in the proposal; is true and accurate to the best of our knowledge.

NAME	REGISTRATION NUMBER	SIGNATURE
NAKABUYE SOPHIA	23/U/1002	
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DATE

21th November 2025

APPROVAL

This project proposal has been submitted with my approval as a supervisor and my signature is here:

Signed:



Date: 23/11/2025

John Paul Kasse, PhD

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1.0 SECTION ONE: INTRODUCTION.

1.1 Project Background.

Mpigi District Local Government is among the oldest districts in Uganda, located in the Central Region. It was originally established in 1967 and has since gone through several administrative changes, with Mawokota County as its main authority. The district government is responsible for promoting social and economic development, providing efficient services, and improving the welfare of its citizens.

Vision: A transformed community evolving from a peasantry to a modern and prosperous district within 30 years.

Mission: To deliver coordinated services to the people of Mpigi District, focusing on sustainable development, good governance, and improved service delivery.

The adoption of e-governance is a key strategy for Mpigi District to enhance transparency, accountability and citizen engagement. E-governance involves the use of information and communication technologies to deliver government services, exchange information and provide citizens with access to public services. In context to business registration and management an e-governance system could enable the district to provide online services, reduce bureaucracy and increase efficiency and this aligns with the district's vision of transformation and modernization

To achieve this mission, Mpigi District has made it a priority to strengthen governance systems and adopt technology to boost efficiency, accountability, and service delivery. A crucial area that needs modernization is business registration and management. Currently, the district uses manual, paper-based methods for registering and monitoring businesses. These processes are slow and disorganized; they also create risks like lost records, revenue loss, and weak accountability.

The absence of a centralized digital platform reduces transparency and complicates tracking renewals, generating reports, or estimating revenue. Consequently, this hinders both business growth and the district's ability to effectively gather local revenue. Thus, designing and developing a business registration and management system aligns with Mpigi District's vision of transformation and modernization. This system aims to offer a more efficient, transparent, and

user-friendly approach to managing business-related services while supporting the district's commitment to e-governance and sustainable development.

1.2 Statement of the Problem

The current method for business registration and management remains mostly manual. Business owners must fill out paper forms, submit them at district offices, and wait for approvals that can take several weeks. These delays discourage new businesses from becoming formal and slow the growth of existing ones hence limiting revenue collection as well as monitoring and support.

The manual process also risks misplacing records, limits accessibility for business owners in remote areas, and makes it hard to generate real-time data for decision-making. Without a centralized digital database, the district struggles to monitor compliance, track renewals, and maximize revenue collection. This lack of transparency creates opportunities for revenue loss and weakens accountability. The core issue is the dependence on an outdated paper-based system that does not align with the district's development goals. If this system is not replaced by a more efficient digital solution, Mpigi District will continue to experience inefficiencies, poor accountability, and inadequate service delivery, which contradicts its vision of transformation and modernization.

1.3 Project Goal and Objectives

1.3.1 Project Goal

The main goal of this research is to design and develop a local business registration and management system that creates an efficient, accessible, and transparent platform for business formalization and management in Mpigi District.

1.3.2 Research Objectives:

- a) To review the current business registration and licensing system at Mpigi District Local Government to identify gaps, inefficiencies, and user challenges.
- b) To gather and analyze requirements from stakeholders (business owners, district staff, and regulatory authorities) to ensure the system meets functional, legal, and operational needs.
- c) To design and create a user-friendly, secure, and scalable Local Business Registration and Management System that accommodates new applications, renewals, payments (bank and mobile money), and management processes.
- d) To test, implement, and evaluate the new system for accuracy, security, and performance, ensuring it enhances efficiency, transparency, and accessibility in business registration and management.

1.3.3 Research Questions

1. What key design principles and requirements are needed for an effective local business registration and management system for Mpigi District?
2. How can a digital system increase business formalization rates and improve local revenue collection in Mpigi District?
3. What technical requirements are necessary for developing a business registration system, including hardware, software, and infrastructure needs?
4. How can the system ensure equal access to business registration and information for diverse groups, including those in rural areas and with limited technology access?
5. How can the system encourage technology adoption and digital literacy among local business owners in Mpigi District?

1.3.4 Project Scope Summary

Subject scope

This research focuses on the design and development of a local business registration and management system.

Geographical scope

The research will take place in the context of business registration and management at the Mpigi District Local Government. The study will involve business owners, administrators, and local government officials from the district.

Time scope

The project will run through the planning, design, development, testing, and deployment phases until the system is ready for use by the district.

The system is expected to start operating and allowing businesses to register starting in the year 2026.

1.4 Significance of the Project

- ✓ Contribution to the body of knowledge: The findings from this study will provide valuable insights into designing and developing effective digital systems for local governance in a developing country context.
- ✓ Informing policies: The study's outcomes will influence local government policies, especially related to business formalization, revenue collection, and digital service delivery.
- ✓ Enhancing local government practices: This study will improve practices within the Mpigi District Local Government by introducing new tools for delivering efficient and transparent business services.
- ✓ Improving economic outcomes: By creating an accessible and efficient system, this study aims to enhance the skills and abilities of business owners, leading to better economic results for the district.
- ✓ Potential for scalability and replicability: The study's findings may be scalable and replicable, as the system can be adapted for use in other districts in Uganda facing similar issues.

1.5 Project Assumptions

- a) Availability of necessary hardware and software: The project team will have the required hardware and software to design and develop the system.
- b) Subject matter expertise: The project team will have access to experts in local government administration, business, and software development to ensure the system's features are accurate and relevant.
- c) User participation: Local government officials and business owners will be available for testing and evaluating the system.
- d) Technical support: Technical support will be present to resolve any hardware or software issues during the project.
- e) Timeline and milestones: The project timeline and milestones will be followed, with any changes approved by project stakeholders.
- f) Budget and resources: The project budget and resources will be enough to complete the project as outlined in the proposal.
- g) Digital literacy: Business owners and government staff will possess a basic level of digital literacy to use the system, or training will be provided to close the gap.

SECTION TWO: LITERATURE REVIEW

2.0 Introduction

This chapter reviews existing studies and scholarly work related to e-governance, digital transformation, and the automation of local government services. The review focuses on the role of technology in improving efficiency, transparency, and accessibility of business registration and management systems. It also establishes a theoretical foundation that informs the design and development of the proposed system for Mpigi District Local Government. The discussion is guided by the project's objectives, which include identifying gaps in the current system, gathering user requirements, and developing a functional and scalable digital platform.

2.1 Review of the Existing Business Registration and Management System

Many local governments in Uganda still depend on manual and paper-based processes for registering and managing businesses (Nanyonga et al., 2021). These systems are characterized by inefficiency, data loss, limited accessibility, and long processing times. Research by Mbarika et al. (2005) shows that manual systems impede service delivery, reduce transparency, and limit effective monitoring of local revenues.

Similarly, Fountain (2001) emphasizes that public institutions without digital workflows face high transaction costs and weak accountability structures. In the Ugandan context, the Uganda Registration Services Bureau (URSB) has implemented partial automation through the Online Business Registration System (OBRS), but such centralized platforms often exclude local governments from direct integration (URSB Report, 2020).

For districts like Mpigi, the absence of a localized system leads to poor data sharing, limited compliance monitoring, and lost revenue opportunities. This underscores the need for a tailored, local-level system that can integrate seamlessly with national systems while addressing district-specific operational needs.

2.2 Importance of E-Government and Digital Transformation

E-Government, as defined by Heeks (2006), involves the application of ICTs to improve public administration and service delivery. According to OECD (2018), digital governance enhances efficiency, transparency, and inclusivity in public sector operations.

1. **Improved Efficiency:** Digital systems automate data entry, approval workflows, and reporting, thereby reducing the administrative burden (Andersen, 2006).
2. **Enhanced Transparency:** Audit trails and real-time tracking improve accountability and reduce corruption.
3. **Better Accessibility:** Online services reduce geographical barriers, making it easier for citizens, including rural entrepreneurs, to access government services.

In developing countries, however, digital transformation faces challenges such as limited ICT infrastructure, inadequate funding, and digital illiteracy (Al-Radaideh, 2018). To succeed, initiatives must be context-sensitive, focusing on user needs, simplicity, and local capacity building.

For Mpigi District, implementing a digital business registration and management system aligns with the National ICT Policy (2014) and Uganda's Vision 2040, which promote e-governance as a tool for social and economic transformation.

2.3 The Role of Digital Systems in Local Revenue Collection

Studies by UNDP (2021) and Kizza & Mwesigwa (2020) indicate that digital systems significantly enhance revenue collection by improving compliance and reducing leakages. Digital payment systems (e.g., mobile money and e-banking) ensure that revenues are recorded in real time, minimizing human errors and opportunities for embezzlement.

In Kenya, for example, the Integrated Revenue Management System (IRMS) increased county revenue by more than 30% within two years of implementation (World Bank, 2019). A similar impact is expected for Mpigi District if the proposed system automates business registration,

billing, and payment tracking.

Furthermore, automation fosters data-driven decision-making, enabling leaders to analyze patterns in business registration and design better fiscal policies.

2.4 Stakeholder Centered System Design

For digital transformation projects to succeed, they must be user-centered, addressing the needs and abilities of end-users. The Design Science Research (DSR) framework proposed by Hevner et al. (2004) supports this approach, combining theoretical rigor with practical problem-solving.

In Mpigi District, stakeholder involvement including business owners, local administrators, and IT officers is essential during system development. This ensures that the solution accommodates user literacy levels, legal requirements, and workflow realities. Studies by Venkatesh et al. (2003) on technology acceptance show that ease of use and perceived usefulness are critical factors influencing adoption.

A user-centered design will therefore improve adoption rates and enhance trust in the new digital platform.

2.5 Research Gaps Identified

Existing literature and government initiatives emphasize the importance of digital transformation, yet few studies have focused on localized business registration systems at the district level. Most e-governance models in Uganda are centralized, leaving local governments with limited autonomy in managing business data.

- Lack of integrated, district-level platforms for business registration and licensing.
- Weak feedback loops between users and local government IT teams.
- Insufficient digital literacy among small business owners.
- Poor adaptation of national digital policies to rural contexts.

The proposed system for Mpigi District seeks to bridge these gaps by providing a customized, secure, and scalable platform tailored to local needs

SECTION THREE: RESEARCH METHODS

3 PROJECT METHODS

This chapter outlines the methods used to guide the design and development of Business Registration and Management System for Mpigi local government. It presents the research approach, data collection techniques, sampling methods, system development methodology and key project constraints. These methods ensure that the problem is clearly and the final system meets the needs intended.

3.1 Research Design

This project applies the design Science Research Approach, which focuses on creating and evaluating an artifact that solves the real organizational problem. According to Hevner's (2004) frameworks combines the environment which defines the problem and user needs and the knowledge base, which provides existing theories and technological methods.

In this study, the artifact is the business registration and management system for Mpigi local government, developed to address inefficiencies in the district's manual registration processes. The DSR approach guides the identification of the problem, gathering of requirements, system design, development of evaluation, ensuring the final system is practical, effective and relevant to improving business registration and management.

The DSR methodology will be applied in six iterative stages:

DSR STAGE	RESEARCH OBJECTIVE TO BE ADDRESSED	PROPOSED METHODS	EXPECTED RESULTS
Problem identification	To study and analyze the current business registration and management processes used by	Observation, interviews with commercial officers and administrators, review of existing manual registers, forms, and management books.	A clear summary of the strength, weakness and inefficiencies of the current manual systems.

	Mpigi district local government.		
Definition of the objectives	To define system objectives, To define system requirements and identify key features needed for a business registration and management system for Mpigi district.	Group discussions with district staff, user meetings, participatory appraisal sessions.	A list of well-defined, realistic and achievable objectives for the proposed system.
Design and Development	To design and develop the Business Registration and Management System for Mpigi District Local Government.	Use of appropriate software, hardware, design tools, development environment (HTML, CSS, MYSQL)	Logical system design, system architecture diagrams, sample codes of the Business Registration and Management for Mpigi Local Government.
Demonstration	To test the developed Business Registration and Management Sytem.To deploy the system for	System testing (functional testing, user testing), simulations with sample business data, feedback sessions with district officers.	Verified functionality of the system and demonstration of how it improves the business registration and

	initial use in Mpigi District Local Government.		management process.
Evaluation	Presentation of the system and project report to supervisors and evaluators for academic review.	System evaluation or validation with supervisors, assessment of performance, usability and alignment with objectives.	Successful academic defense of the system and validation of the project outcomes.
Communication	Completion of the project report and presentation of the system to academic supervisors and stakeholders. Publication or demonstration where applicable.	Video presentation, system walkthroughs, presentations, documentation upload to the learning platform.	Completion and submission of the report, approval by supervisors, and where possible, presentation in academic forum.

Summary of the DSR methodology

1. Problem identification: at this stage the project team analyzed the district manual business registration and management procedures to identify key inefficiencies such as delays, poor record management, limited data accessibility, and difficulty in tracking registered businesses.
2. Definition of objectives: this stage involves working with key stakeholders including commercial officers and administrators to establish clear system objectives and requirements. These objectives ensure that the proposed system is relevant and capable of addressing operational problems.

3. **Development:** at this stage the team will design and develop the actual digital business registration and management system, incorporating user requirements and system architecture principles.
4. **Demonstration:** at this stage the functional prototype of the system will be demonstrated to stakeholders (district officials and business owners) to gather initial feedback.
5. **Evaluation:** at this stage the system's effectiveness will be rigorously evaluated based on defined metrics, such as processing time, user satisfaction, and data accuracy.
6. **Communication:** at this stage the findings of the study, including the design principles and a final report, will be communicated to the academic community and key stakeholders.

3.2 Project Organization

The project is being undertaken for Mpigi District Local Government, specifically for the business registration department. The project owners are the district officials, and the actual users of the system will be business owners and district staff involved in the business registration process.

The key stakeholders of the system include ;

Business owners who will register and renew their businesses through the system.

Commercial and licensing officers who will review applications, approve registration and manage business records.

District administrators who will monitor system performance, generate reports and oversee compliance.

These stakeholders will directly interact with the business registration and management system to ensure efficient, transparent and well organized business data management within Mpigi district.

3.3 Sources of Project Data

The project team will collect both primary and secondary data to understand the current business registration process and identify requirements for the new system.

Primary data will be collected through interviews with the district commercial officers, administrators and observation of the current manual business registration and management procedures. Existing documents such as business registration forms and manual registers will also be reviewed.

Secondary data will be obtained from government reports on local government service delivery, scholarly articles on e-governance and business registration systems, online publications on digital transformation in public administration and existing documentation on business management systems. This information supports the justification and design of the proposed system.

3.3.1 Data Collection Techniques

To ensure the Business Registration and Management System meets the actual needs of users, the project team will employ various requirement elicitation and participatory data collection techniques. These methods will help identify user needs, operational challenges, and key features that must be integrated into the new system.

Observation

The project team will observe how the current business registration process is carried out manually within Mpigi District. This includes monitoring how staff record business details, issue registration certificates, and manage renewal records. Observation will help identify inefficiencies, such as repetitive data entry, delays in record retrieval, and risks of data loss due to paper-based systems.

Interviews

Structured and semi-structured interviews will be conducted with district officials, registration officers, IT staff, and selected business owners. The purpose of these interviews is to understand current challenges, user expectations, and system requirements—such as report generation, license tracking, and automated fee calculation.

Focus Group Discussions (FGDs)

Focus group discussions will be held with key stakeholders, including members of the Business Registration Department and representatives of the business community. These discussions will allow participants to share experiences, validate system requirements, and prioritize functionalities that are most beneficial for both the district and business owners.

3.4 System Analysis and Design Approach

The project will adopt the Object-Oriented Analysis and Design (OOAD) approach in developing the Business Registration and Management System for Mpigi District Local Government. This approach focuses on modeling real-world entities as objects, which interact with each other to achieve specific functions within the system.

The Object-Oriented Design method is chosen because it offers modularity, flexibility, and scalability qualities essential for a district-wide registration system that may need future expansion. For example, objects such as Business Owner, Business Record, Registration Officer, and District Administrator can be easily represented and linked, simplifying both data management and future maintenance.

This approach will ensure that the system mirrors real-world business processes in Mpigi District, where each business entity has unique attributes and registration requirements. It will also make it easier to update or add new functionalities such as online verification, license renewal tracking, or data reporting without affecting the entire system structure.

The development process will follow the System Development Life Cycle (SDLC) framework, which includes:

- System Planning: defining objectives, scope, and feasibility;
- System Analysis: understanding the current manual registration process;
- System Design: creating logical and physical models of the proposed system;
- System Implementation: developing and deploying the business registration system;
- System Testing: verifying that all functions operate correctly and meet user expectations;
- System Maintenance: providing ongoing support, updates, and enhancements.

3.4.1 Design Techniques

The successful implementation of the Business Registration and Management System for Mpigi District Local Government will rely on various design and modeling techniques. These techniques will guide how the system's architecture, user interfaces, databases, and overall infrastructure are structured and integrated. The following techniques will be employed during the design and development stages:

Wireframes and User Interface Design

Wireframes will be developed to outline the layout of the system's web pages and user interface. These will show how users will navigate through the system, from login screens and registration forms to dashboards and reports.

A simple and intuitive interface will be designed to make the system easy to use for both district staff and business owners, ensuring accessibility even for users with limited computer skills.

Database Design

The system will employ a relational database to manage business registration data efficiently. The database will be designed using open-source tools such as MySQL or PostgreSQL, providing reliability, security, and scalability.

Proper data validation and security protocols will be implemented to protect sensitive business and personal information.

System Infrastructure Design

The overall system will be developed on a client-server architecture, allowing users to access it through a web interface connected to a centralized database hosted on a secure local or cloud-based server.

This infrastructure will ensure data availability, system performance, and secure access control through features such as user authentication, encryption, and role-based permissions.

3.4.2 Anticipated Project Constraints

The project team anticipates certain challenges that may affect the development and implementation of the Business Registration and Management System. These constraints, along with their possible solutions, include:

- I. The project may face difficulties in accessing relevant data and documentation about the existing business registration process within Mpigi District. The team will collaborate closely with district officials and make use of online government databases, reports, and publications to gather the necessary information for system analysis and design.
- II. Some modern software tools or licensed platforms required for development may not be readily available. The team will use reliable open-source tools such as MySQL, PHP, HTML, CSS, and JavaScript, which are cost-effective and efficient for developing the required system.
- III. Certain team members may lack advanced programming or system design skills, which could slow down progress. The project team will engage in collaborative learning, utilize online tutorials, and seek technical guidance from supervisors to enhance their programming and system design competencies.
- IV. Some district staff or business owners may resist adopting the new system due to unfamiliarity with digital tools. The project will involve users throughout the development process and conduct user training and awareness sessions to build confidence and promote system acceptance.
- V. The project timeline may be limited due to academic deadlines and the scope of work required for analysis, design, and testing. The team will create a detailed project schedule and follow a phased development approach, prioritizing the core modules such as business registration and reporting before adding additional features.

3.5 Timeline and Milestones

Milestone	Expected Completion	Deliverable
Project proposal approval	End of week 1	Approved proposal
Completion of requirement analysis	End of week 2	Requirement's document
Completion of system design	End of week 5	Design document
Development of functional prototype	End of week 9	Prototype system
Completion of system testing	End of week 11	Test Report
System Development and training	End of week 13	Installed system and trained users
Final report submission and presentation	End of week 15	Final report and presentation

Disclosure and Declaration Statement

The project team declares that the project titled “Design and Development of a Business Registration and Management System for Mpigi District Local Government” is conducted purely for academic purposes and not for commercial use.

The team may use AI tools under the supervision of the project supervisor only for academic support such as editing, formatting, and idea generation. All work will adhere to research and academic ethics, ensuring originality and proper citation of sources.

There are no conflicts of interest associated with this project. None of the team members are directly related to or employed by Mpigi District Local Government.

All information collected from district officials and business owners will remain confidential and used solely for academic and system development purposes.

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APPENDICES

Proposed Project Budget

Item	Description	Quantity	Unit Cost	Total cost
Human Resources	Project developers, system analyst, and data collectors	3	300000	900000
Software Tools	Development software e.g., visual studio code, XAMPP, MySQL, CSS, HTML, JavaScript	Free	Free	Free
Hardware	Laptop for development and testing	2	1000000	2000000
Internet and hosting fees	Internet bundles and website hosting services for testing		100000	100000
Data Collection Costs	Transport and printing interview guides, stationery		300000	300000
Consultation fees	IT expert advice		Free	Free
Communication	Airtime, photocopying, document		100000	100000

	printing			
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Estimated Total Budget: UGX 3400000.

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APPENDIX II: DATA COLLECTION TOOLS

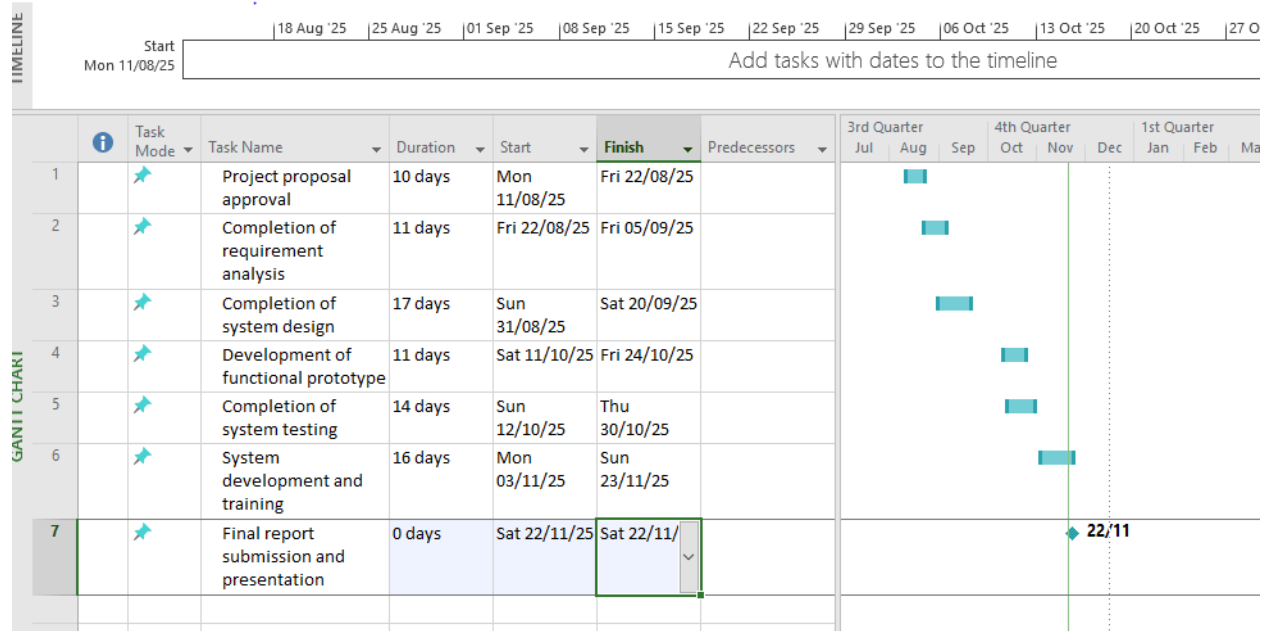
a. Interview Guide (commercial & Registration officers, Administrators)

Purpose: To understand challenges in business registration management, record-keeping and reporting.

Sample interview questions:

- a. What processes do you currently follow for registering businesses?
- b. How do you track and manage issued business registration?
- c. What challenges do you face with manual record-keeping?
- d. Which system features would be most helpful in automating registration and license management?

APPENDIX III: SCHEDULE OF ACTIVITIES/GAANT CHART



APPENDIX IV: Login Interface Wireframe

Login to Your Account

Email Address

Password

Login

Don't have an account? [Create an account](#)