# STRUCTURE OF DISSERATION REPORT FOR DEPARTMENT OF COMPUTER SYSTEMS AND MATHEMATICS

# PRELIMINARY PAGES

# NHIF SPECIAL GROUPS ONLINE SERVICES SYSTEM

**Thomas Mbise**

**B.Sc. (Information Systems Management) Dissertation**
**Ardhi University**
**July 2016**

# NHIF SPECIAL GROUPS ONLINE SERVICES SYSTEM

**By**

**Thomas Mbise**

**A Dissertation Submitted in Fulfillment of the Requirements for the Degree of Bachelor of Science (Information Systems Management) of Ardhi University**

**Ardhi University**
**July 2016**

## DECLARATION

I, **Thomas Mbise**, hereby declare that this report is my own work and effort and that it has not been submitted to any university for a similar award. The work in this report was carried out in accordance with the Regulations of the Ardhi University and has not been presented to any other University for examination either in Tanzania or elsewhere. Where other sources of information have been used, they have been shown in the references lists.

Thomas Mbise …… Date……

Name of student signature

## CERTIFICATION

The undersigned certifies that he has read and hereby endorses for acceptance by the Ardhi University a dissertation titled: ***"NHIF Special Groups Online Services System***: ***Case Study NHIF Kinondoni"*** in fulfilment of the requirements for the degree of Bachelor of Science (Information Systems Management) of Ardhi University.

**Supervisor(s):** 1.Mr.Kevin Njuu Signature…… Date:……

2. Mr. Godfrey Luwemba Signature…… Date:……

**Signed Declaration**

Note: Dissertation will not be accepted without signed declaration

# Abstract

This should be two or three paragraphs summarizing the dissertation. It is important that this is not just a restatement of the original project outline. A suggested flow is background, solution and main achievements/results

*Note: Abstract should fit in one page*

**Acknowledgements**

I would especially like to thank XXXXXXXXXX for agreeing to be my supervisor and for his consistent advice, feedback, guidance and support throughout the lifecycle of this Bsc in Information Systems Management project.

I want to thank both XXXXXXXXXXXXX and XXXXXXXXX for agreeing to have the project demonstration on the schedule day.

**Table of Contents**



Note: Program code will be collected electronically and should not be printed

# Report formatting instructions

**1. Size**

The complete report should be capable of being bound in one volume.

**2. Page Layout**

The report should be:

- 1.5 line spacing between lines.
- One line space between paragraphs
- Margins should be 2.5 cms left/1.5” all round.

**3. Font Size/Font Type**

It is recommended to use **Times New Roman** font type and **font size 12**.

**4. Page Numbering**

Numbering from the Title Page through to but not including the first chapter should use small Roman numerals. The number on the Title Page (i) is not normally shown. The body of the report consisting of the first through to the last chapter, and all remaining report elements through to the very last page of the report, should be numbered using Arabic numerals (starting at 1).

**5. Table of Contents**

Chapters should be numbered (1,2,…) and each section sub-numbered (2.1, 2.2, 2.3 …). Further decomposition into subsections should be numbered (2.2.1, 2.2.2, 2.2.3 and so on). Each chapter and numbered section or subsection should have a title, and the contents page should list the most significant of these.

**6. Chapters**

Each chapter should start on new page and centered

# REPORT STRUCTURE

**Title Page**

The Title Page contains the project title, your name, the date (month and year) of submission, your project supervisor and the title of the dissertation. (***see preliminary pages***)

**Signed declaration**

The final report should contained signed declaration (***see preliminary pages***)

**Acknowledgements**

Most research reports, dissertations or theses have their subsection to convey appreciation to those who have been involved in the study.

**List of Symbols and Abbreviations**

The symbols and abbreviations must be in accordance to international convention.

**Abstract**

This should be two or three paragraphs summarizing the dissertation. It is important that this is not just a restatement of the original project outline. A suggested flow is background, solution and main achievements/results.

**Table of Contents (including appendices)**

The report should be divided into chapters each of which may be divided into sections which may again be divided into subsections and so on. Each chapter and numbered section should have a title, and the contents page should list the most significant of these.

**List of Tables**

This list contains the titles of tables, together with their page numbers, which are listed in the text. The numbering system is according to chapter, for e.g.: tables in Chapter 3 are numbered sequentially: Table 3.1, Table 3.2. Text should be at **the top of the table**

**List of Figures**

This list contains the titles of figures, together with their page numbers, which are listed in the text. For e.g., figures in Chapter 3 are numbered sequentially: Figure 3.1, Figure 3.2. Title of the figure should be at the bottom of the figure and centered.

**Body of Report**

In the body of the report, each chapter should start on a new page. Chapter headings should appear more important than section headings. The following usually have one or more chapters devoted to them.

**Chapter One: Introduction**

The first chapter of the report is commonly an introduction, which gives an account of the work to be done and the context in which it is to be done, usually providing background information about when, and in what circumstances, the project was conceived. This should include a clear statement of aims and objectives and the methods used in carrying out the work involved in each stage of the project. It should also outline the structure of the report.

Some key elements to include in the Introduction include:

- Background of the Problem
- Statement of the Problem
- General Objective
- Specific Objectives
- Research questions
- Significance of the study
- Limitations
- Structure of the report

**Chapter Two: Literature Review**

- **Literature Review**

  A summary evaluation and critical analysis of the literature read, relevant to the project topic, together with its possible application to the project. The focus of the literature review is to summarize and synthesize the arguments made by other researchers without adding any new contributions to it.

  There is always a summary at the end of this section outlining the key factors that form the foundation of your work.

**Chapter Three: Methodology**

This should state in more detailed way, the objective of the project by requirement and analysis should break the problem down into manageable steps. There may be more than one suitable approach; the analysis may cover more of the area than is finally implemented. Testing and evaluation should be given due consideration. It is important that you state how you will evaluate your work. For design projects it is appropriate to consider testing at the same time as specifications**.**

**Chapter Four: Design**

This should explain the design technique chosen (and justify why it is appropriate) from the various ones available. Design diagrams should be clearly shown and explained eg UML and others.

**Chapter Five: Implementation and testing**

Testing should be according to the specifications/functionality. Testing should be according to the scheme presented in the analysis chapter. Here is where both functional and user- acceptance testing are appropriate.

**Chapter Six: Results and discussion**

The main results of your work should be presented together with critical discussion.

This chapter should cover three things:

- **Findings**: present all results (products, experimental findings, theories etc) generated during the project.
- **Goals achieved**: describe the degree to which the finding support the original objectives laid out for the project. The goals may be [partially or fully achieved or exceeded
- **Future work**: here describe two things; firstly, new areas of investigation prompted by the developments in your project, and secondly parts of the current work which were not completed due to time constraints and/or problem encountered.

**Chapter Seven: Summary, Conclusion and Recommendations**

The closing chapters commonly include a summary and a conclusion together with any recommendations. In summarizing, highlight the important stages and outcomes of the project. The conclusions would normally consider and comment critically upon the results of the project; this includes both the process and the product. This should include a consideration of the extent to which the aims of the project have been achieved. Finally, recommend ways in which the work could be applied or extended.

## List of References

The references should be written consistently in the **American Psychological Association (APA)** format and should be ordered alphabetically by the name of author. Each reference should be written in single spacing format and a double space should be left between references. This list of references should not be numbered.

**If you fail to properly cite sources of information you will place yourself open to allegations of plagiarism which may lead to discontinuation.**

## Appendices

This should include detailed and technical documentation such as table of results, diagrams, program source code, etc, which are essential parts of the project but not directly a part of the main discussion in the report. All contents of appendices should be exclusively, products of the student's own work.

Other materials used during the project work (such as information from user manuals, interview notes, etc), which it is necessary to include, should if possible be summarized to only a few pages before entering into the appendix. Original copies of such material

should be kept by the student and may be required to be produced as supporting evidence of their work. Examples of key coding may be provided in an Appendix.

# CHAPATER ONE
# INTRODUCTION

## 1.1 General Introduction

The management system is an effective tool to enhance the medical equipment management in hospitals for cost and safety throughout the equipment's' lifespan. The development of a proper tool is therefore needed, and the information technology has become significant on this issue. (Saleh et al., 2017) had developed iThink program focusing planning for equipment management, planning assessment, budget management, health technology assessment, medical equipment information and risk management. (Lars et al., 2016) had presented the architecture of medical equipment service management and details of integration to develop a service program which is not a web service.

Recently, (Chia-Hung et al., 2010) had developed software for medical equipment maintenance management at the National Taiwan University Hospital; web-based applications which can record and analyse the maintenance data of each medical equipment category. A primary concern of medical equipment management frameworks is that enable cooperation with outsourcing services is important in this area (Bin Li et al., 2014). Recently, there has been renewed interest in data mining algorithm and researchers' interest is to find out new knowledge from database of the maintenance system that could be beneficial for quality improvement of the maintenance work (Mokfi et al., 2016).

Currently the contract service providers have become more influential in administrative work. They provide free service of the management software, but once the hospitals change the service provider they also have to change the database which may cause the distraction of data for management decision. Transferring medical equipment records to the new database can also cause mistakes and decrease reliability. In consequence, the researchers had developed a program to use as the main tool for medical equipment management. It supports modern management systems and connection with contract service providers efficiently, resulting that hospitals do not have to change the software when change contract service providers

## 1.2 Statement of the Problem

There is an urgent need to address ….. …