TECHNOLOGY ADOPTION AND GUEST CONVENIENCE IN THE HOSPITALITY INDUSTRY, A CASE STUDY OF JINJA NILE RESORT IN EASTEN UGANDA.

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A RESEARCH REPORT SUBMITTED TO THE FACULTY OF MANAGEMENT SCIENCES, DEPARTMENT OF TOURISM AND HOSPITALITY IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWORD OF BACHALORS DEGREE IN TOURISM AND TRAVEL MANAGEMENT OF BUSITEMA UNIVERSITY

2026

DECLARATION

I hereby declare that this research report is my original work and has not been submitted to any university for examination or for the award of any academic qualification.

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Signature .....

Date..... 25/7/2026 .....

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APPROVAL

This research report is presented to the Faculty of Management Sciences, Busitema University to partly accomplish the requirements for the Bachelor Degree of Tourism and Travel management, with my approval as the academic supervisor.

Mrs. ADONGO GORRETI

Signature.....

Date .....25/07/2026.....

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DEDICATION

I dedicate this work first to God for His endless blessings and keeping me safe along the way. To my parents, thank you for being my biggest cheerleaders and the absolute backbone of my education. I am also deeply grateful to my siblings, friends, classmates, and lecturers thank you all for your guidance, inspiration, and wonderful friendship throughout this chapter of my life.

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My deepest gratitude goes first to the Almighty God for His divine protection, love, and the strength that sustained me throughout this research report process. I express my heartfelt thanks to my parents, whose emotional encouragement and financial investments paved the way for my entire academic journey. I am uniquely grateful to my supervisor for his invaluable mentorship and exceptional guidance, which vastly improved this work. Furthermore, I appreciate the lecturers at Busitema University for their instrumental academic backing. Finally, to my siblings and classmates, thank you for the genuine companionship and motivation that made this bachelor's experience so deeply rewarding. May God’s abundant blessings rest upon you all.

TABLE OF CONTENTS

DECLARATION ii

APPROVAL iii

DEDICATION iv

ACKNOWLEDGEMENTS v

TABLE OF CONTENTS vi

LIST OF FIGURES x

LIST OF ACRONYMS xi

ABSTRACT xiii

CHAPTER ONE 1

INTRODUCTION 1

1.0 Introduction 1

1.1 Background of the Study 1

1.2 Problem Statement 3

1.3 Purpose of the Study 3

1.4 Research Objectives 4

1.5 Research Questions 4

1.6.0 Scope of the Study 4

1.6.1 Content Scope 4

1.6.2 Geographical Scope 4

1.7 Conceptual Framework 5

1.8 Explanation of the conceptual frame work 5

1.9. Definition of Key Terms 5

CHAPTER TWO 7

LITERATURE REVIEW 7

2.0 Introduction 7

2.1. Theoretical Review 7

2.1.1 Resource-Based View Theory (RBV) 7

2.2 Empirical Literature Review 7

2.2.1. Mobile Apps and Guest Convenience. 8

2.2.2 E-check in and out and Guest Convenience. 9

2.2.3 E-Point of Sale and Guest Convenience. 11

2.3 Gaps Identified from the Literature Review 12

CHAPTER THREE 13

RESEARCH METHODOLOGY 13

3.0 Introduction 13

3.1 Research Design 13

3.2 Study Population 13

3.3 Sample Size and Sample Techniques 13

3.4 Type and Sources of Data 14

3.4.1. Primary Data. 14

3.4.2. Secondary Data. 14

3.5 Data Collection Methods 15

3.6 Data Analysis Procedure 15

3.7 Data Analysis Techniques and Methods 15

3.8 Data Quality Control 15

3.8.1 Validity of Research Instrument 15

3.8.2 Reliability of the Research Instruments 16

3.10 Ethical Considerations 16

CHAPTER FOUR 18

DATA ANALYSIS, PRESENTATION, AND INTERPRETATION OF FINDINGS 18

4.0 Introduction 18

4.2 Demographic Information 18

4.2.1 Gender of the respondents 19

4.2.2 Age of the respondents 19

4.2.3 Education back ground 20

4.2.5 Years served in the organization 21
4.3 Pearson's Correlation Analysis 22
4.3.1 Mobile Apps and Guest Convenience 22
4.3.2 E-Check in and Out and Guest Convenience 23
4.3.3 E-Point of Sale and Guest Convenience 23
4.4 Regression Analysis 23
4.4.1 Mobile Apps and Guest Convenience. 23
4.4.2 E-Check in and Out and Guest Convenience. 24
4.4.3 E-Point of Sale and Guest Convenience. 24
4.4.4: One-way Anova of the Dimensions 26
CHAPTER FIVE: 27
DISCUSSION OF FINDINGS, CONCLUSION, AND RECOMMENDATIONS 27
5.0. Introduction 27
5.1.0 Discussion of the Study Findings 27
5.1.1 Mobile Apps and Guest Convenience 27
5.1.2 E-Check in and Out and Guest Convenience 27
5.1.3 E-Point of Sale and Guest Convenience. 28
5.2. Conclusions 29
5.3 Recommendations. 30
5.4. Limitations of the Study. 30
5.5. Areas of Further Research 31
REFERENCES 32
APPENDICES 36
Appendix I: Introductory letter 36
Appendix II: Questionnaire 37
SECTION B: 38
Appendix III: Work plan 2025-2026 42
Appendix IV: Research Budget Framework 43

Appendix V: Krejcie and Morgan (1970) table of sample size determination 44

LIST OF FIGURE

Figure 1: Conceptual Framework 5

LIST OF TABLES

Table 1: **Showing Sampling frame** 14
Table 2: **Showing Reliability** 16
Table 3: **Response Rate** 18
Table 4 **: Responses by gender;** 19
Table 5: Respondents categorized by age bracket 19
Table 6**: Academic level of education attained** 20
Table 7: Category of the respondents 21
Table 8: Years served in the organization 21
Table 9: Showing Correlation analysis 22
Table 10: Showing mobile apps in guest convenience 23
Table 11: Showing E-Check in and Out and Guest Convenience. 24
Table 12: Showing E-Point of Sale and guest convenience. 25
Table 13: Showing One-way Anova 26

LIST OF ACRONYMS

CVI	Content Validity Index
SPSS	Statistical packages for social science
GRI	Global Review Index
RBV	Resource-Based View
POS	Point of Sale

ABSTRACT

The study established the impact of technology adoption on guest convenience in the hospitality industry, a case study of Jinja Nile Resort in Eastern Uganda. It specifically examined the effect of mobile apps in guest convenience, assessed the impact of e-check in and out on guest convenience and examined the impact of e-point of sale on guest convenience in Jinja Nile Resort. Anchored on the resource-based view (RBV) as proposed by Barney, (1991). The study employed a quantitative research approach and utilized a cross-sectional design to collect primary data. A sample size of 44 respondents was determined using Krejcie and Morgan's table. Data were gathered through a structured questionnaire, which served as the main research instrument. The quantitative responses were coded and analyzed using the Statistical Package for Social Sciences (SPSS) version 25.0. To examine the relationships among variables, correlation analysis was conducted, while regression analysis was applied to assess predictive effects. The results revealed a positive and statistically significant relationship between the use of mobile applications and guest convenience ($r = .619$, $\rho < 0.01$), e-check in and out positively affects guest convenience ($r = .773$, $p < 0.01$) and finally, results show a positive significant relationship exists between E-point of sale and guest convenience. ($r=792$, $\rho<0.01$). The study concludes that guest convenience in Pallisa DLG is influenced by adoption of mobile apps, e-check in and out and e-point of sale. It recommends hotels invest in technology adoption to better their services.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter introduces the study by presenting its background, problem statement, purpose, objectives, and research questions. It further outlines the scope and significance of the study, explains the conceptual framework that guided the research, and provides definitions of key terms used throughout the report.

1.1 Background of the Study

In the rapidly evolving landscape of the hospitality industry, technology adoption has become a pivotal factor influencing customer experience and operational efficiency. The integration of technology, particularly mobile applications and e-check-in systems, has transformed the way hotels interact with their guests. According to Rogers, (2020), Technology adoption is the process through which individuals or organizations accept and integrate a new technological innovation into their routine practices. These technological advancements are not only aimed at enhancing guest convenience but also at streamlining hotel operations, thereby improving overall service delivery (Bharwani & Jauhari, 2013).

Guest convenience refers to the customer's perception of the time and effort required to purchase and utilize a service, encompassing accessibility, ease of use, and efficiency (Ngatia et al., 2023). Guest convenience is increasingly defined by the seamlessness of their experience, which is significantly impacted by the technology offered by hotels. According to a study by (Ivanov & Webster, 2017), mobile applications enable guests to manage their bookings, access hotel services, and communicate directly with staff, all from the convenience of their mobile devices. This convenience allows for a more personalized and efficient guest experience, which is critical in meeting the evolving expectations of customers in today's digital age.

The hospitality sector has witnessed a notable shift in consumer behavior, with an increasing number of guests preferring self-service options that technology facilitates. E-check-in solutions, for instance, reduce wait times and enhance the efficiency of the check-in process, allowing guests to commence their stay with minimal delays (Huang & Rust, 2021). The adoption of such technologies enhances not just guest satisfaction but also loyalty, as guests are more likely to return to hotels that offer such conveniences (Kwortnik & Thompson, 2009).

Moreover, the COVID-19 pandemic has accelerated the adoption of contactless technologies in the hospitality industry, as health and safety concerns have prompted hotels to minimize physical interactions (Baker et al., 2020). As a result, e-check-in and mobile applications are no longer just enhancements; they have become essential components of the guest experience.

Globally, the hospitality sector is increasingly adopting technology to enhance guest convenience. According to the Global Review Index (GRI) guests prioritize hotels offering contactless check-ins, digital payments, and mobile ordering. AI-based personalization has resonated well with travellers, showcasing the demand for tailored experiences. Furthermore, guests prefer digital self-service options, indicating a significant shift towards selfmanagement. Investment in digital technology has become a priority for 66% of travel executives, underscoring the industry's commitment to enhancing customer service through innovation (Shiji, 2025).

In Africa, the integration of smart hotel technology has been shown to significantly influence guest perceptions and satisfaction. In South Africa, hotel employees indicated that the pandemic necessitated a shift in operations, leading to increased adoption of technological innovations aimed at ensuring sustainability (Benito-osorio et al., 2020). This digital transformation has facilitated recovery and resilience within the industry by minimizing contact through processes like check-ins and payments. Furthermore, hotels in Nyeri County in Kenya have increasingly invested in Electronic Point of Sale Systems, significantly influencing service innovation and timely delivery of services. The adoption of technology in these hotels has not only improved operational efficiency but also led to the development of additional features, thereby enhancing the overall guest experience and satisfaction in the region (Moenga & Rotich, 2023).

In Uganda, the hospitality industry is beginning to recognize the benefits of technology adoption (Ministry of Tourism Wildlife and Antiquities, 2024). The Uganda Tourism board has recently started adopting technology to promote tourism sites throughout the country, and 70% of all four and five-star hotels in the main cities in Uganda have established their electronic platforms and different Tourism and travel industries in Uganda are using technology to reach potential tourists (UBOS 2020). However, according to Uganda Tourism Board, (2023), some hotels still lag in implementing these advancements, which hampers their ability to meet the expectations of modern travellers.

Similarly, according to the reviews report of Jinja Nile Resort, (2025), the hotel still operates with non functional room technology, outdated booking systems, a weak online presence, reliance on traditional payment methods, slow service and unresponsive requests, guest reviews mention that the service is painfully slow and that requests for room service were not responded to beyond food delivery and insufficient staff training on tech tools (Agatha, 2019). Based on this, the challenge could be attributed to discrepancy in technology adoption leading to slow services, un-streamlined operations and un-met customer expectations (Long, 2024; Yadav & Raju, 2024). This study therefore, aims at investigating the relationship between technology adoption and guest convenience, with a particular focus on the implementation of mobile applications, e-check-in systems and e-point of sale in the hospitality industry in Uganda.

1.2 Problem Statement

Hospitality industry is extremely competitive and is dynamic in nature and therefore technology adoption has become an essential for hotels to effectively bring in convenience to their guests and contribute to the overall success of the hotel (Dragojevic et al., 2021). In Uganda, the hospitality industry is beginning to recognize the benefits of technology adoption (Ministry of Tourism Wildlife and Antiquities, 2024). The Uganda Tourism board has recently started adopting technology to promote tourism sites throughout the country, and 70% of all four and five-star hotels in the main cities in Uganda have established their electronic platforms and different Tourism and travel industries in Uganda are using technology to reach potential tourists (UBOS 2020). However, according to Uganda Tourism Board, (2023), some hotels still lag in implementing these advancements, which hampers their ability to meet the expectations of modern travellers. Similarly, according to the reviews report of Jinja Nile Resort, (2025), the hotel still operates with non functional room technology, outdated booking systems, a weak online presence, reliance on traditional payment methods, slow service and unresponsive requests, guest reviews mention that the service is painfully slow and that requests for room service were not responded to beyond food delivery and insufficient staff training on tech tools (Agatha, 2019). Based on these, it could be attributed to low technology adoption by the hospitality sector. Therefore, this study seeks to examine the effect of technology adoption on guest convenience in the hospitality industry, a case study of Jinja Nile Resort in Eastern Uganda.

1.3 Purpose of the Study

To establish the impact of technology adoption on guest convenience in the hospitality industry, a case study of Jinja Nile Resort in Eastern Uganda.

1.4 Research Objectives

I. To examine the effect of mobile apps in guest convenience in Jinja Nile Resort.

II. To assess the impact of e-check in and out on guest convenience in Jinja Nile Resort.

III. To examine the impact of e-point of sale on guest convenience in Jinja Nile Resort

1.5 Research Questions

I. What is the effect of mobile apps in guest convenience in Jinja Nile Resort?

II. What is the impact of e-check in and out on guest convenience in Jinja Nile Resort?

III. What is the effect of e-point of sale on guest convenience in Jinja Nile Resort?

1.6.0 Scope of the Study

1.6.1 Content Scope

This study will focus on technology adoption to explain guest convenience in Uganda. Technology adoption in the study shall be conceptualized along the dimensions of mobile apps, e-check in and out and E-POS then guest convenience will be delineated with guest experience, service delivery, and customer satisfaction.

1.6.2 Geographical Scope

The study will focus on the guest convenience in the hospitality industry in Eastern Uganda specifically in Jinja Nile Resort. This area is chosen because there is no such study which has been conducted in the area.

Academicians who wish to undertake further research on the subject, they will be able to find the literature arising from this study to be the great value since it adds on the existing body of knowledge.

1.7 Conceptual Framework

*Figure 1: **Conceptual Framework***

1.6.3 Time Scope

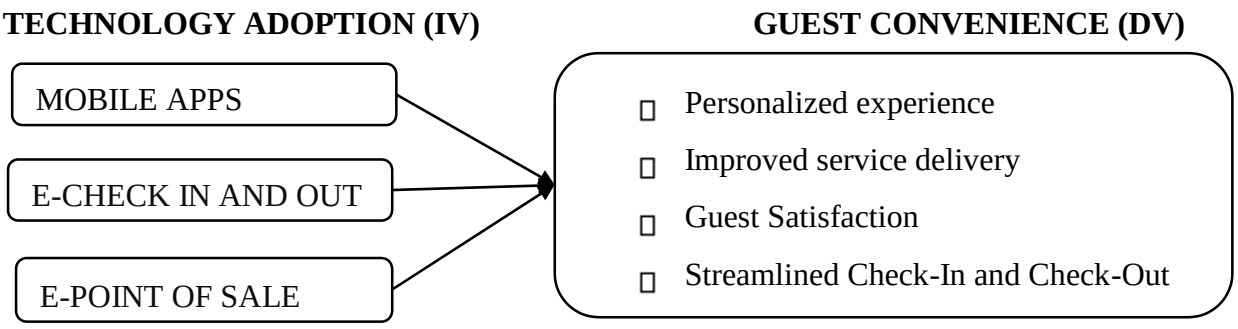


Figure 1 Conceptual framework of Technology Adoption and Guest Convenience

The study being cross sectional will be carried out in a period of 10 months starting from August 2025 to June 2026 and will concentrate on literature published from 2020 to 2026

In this study the conceptual framework will look at the impact of technology adoption on guest convenience. In this study, technology adoption is the independent variable while guest convenience is the dependent variable.

Source: adopted from Bhatti & Alawad, (2023) and modified by the researcher

1.8 Explanation of the conceptual frame work

The above conceptual framework presents the relationship between technology adoption and guest convenience. technology adoption is the dependent variable with its different aspects such as mobile apps, e-check in and out and e-point of sale, improves on the level of guest convenience. Then guest convenience is the independent variable with the different indicators such as; guest experience, service delivery, and customer satisfaction as showed from the above figure.

1.9. Definition of Key Terms

Technology Adoption. Technology adoption, according to Rogers, (2020), is the process through which individuals or organizations accept and integrate a new technological innovation into their routine practices.

Guest Convenience. Guest convenience refers to the customer's perception of the time and effort required to purchase and utilize a service, encompassing accessibility, ease of use, and efficiency (Ngatia et al., 2023).

Mobile Apps. Mobile applications refer to software programs designed for smartphones and tablets that offer functionalities relevant to hotel guests and employees (Sigala, 2010).

E-check in. E-check-in, or electronic check-in, is a process that allows guests to check into a hotel or accommodation digitally, often through a website before arriving (Singapore Tourism Board, 2025).

E-Point of Sale. E-Point of Sale (E-POS) refers to a digital system used by businesses, particularly in the hospitality and retail sectors, to process sales transactions electronically.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter provides both the theoretical and empirical reviews, drawing on existing literature and prior research conducted in line with the stated objectives of the study.

2.1. Theoretical Review

In addressing the problem of poor guest convenience in the hospitality industry, the study was guided by the resource-based view (RBV) as proposed by Barney, (1991).

2.1.1 Resource-Based View Theory (RBV)

In addressing the challenge of poor guest convenience within the hospitality industry, this study is anchored in the Resource-Based View (RBV). RBV is a management theory which posits that a firm's internal resources and capabilities are the primary determinants of its competitive advantage and overall success (Utami & Alamanos, 2025). By focusing on how organizations leverage unique assets such as technology, skilled personnel, and innovative processes the theory provides a framework for understanding how internal strengths can be harnessed to improve guest convenience and enhance service delivery in the hospitality sector (Barney, 1991). According to this view, a firm's resources and capabilities are the primary drivers of its performance and customer satisfaction (Dubey et al., 2019). The RBV suggests that a firm's resources and capabilities should be carefully managed and nurtured in order to sustain competitive advantage. By developing and leveraging its unique resources and capabilities, a firm can create value for its customers and differentiate itself from its competitors (Ab et al., 2020). The RBV is applicable in this study since hotels and the hospitality industry in general can adopt technology as a way of enhancing their sustainability and satisfying their customers by reducing costs and becoming more efficient in their operations (Utami & Alamanos, 2025). The study recognized technology as a strategic resource that hotels can leverage to enhance competitiveness and ensure sustainability in today's dynamic and highly competitive market environment (Utami & Alamanos, 2025).

2.2 Empirical Literature Review

This section reviews related literature in line with the study objectives, drawing on existing scholarly work and highlighting the gaps that remain within the available body of knowledge.

2.2.1. Mobile Apps and Guest Convenience.

Mobile applications refer to software programs designed for smartphones and tablets that offer functionalities relevant to hotel guests and employees (Sigala, 2010).

Available literature suggests that there is a direct effect between mobile apps and guest convenience (Bhatti & Alawad, 2023; Hossny, 2021; Mandic et al., 2022; Nabiranda & Ochan, 2024). For instance, in a study that examined the effects of mobile hotel applications on customer behavioural intention to reuse and revisit, a descriptive data collected from 204 customers who used the hotel's mobile app, study results revealed that mobile hotel applications had a significant impact on the customer memorable experience (Hossny, 2021). Similarly, study by Bhatti & Alawad, (2023) on the effect technology adoption on customer loyalty in hospitality sector: mediating role of customer satisfaction and engagement. The findings highlight a significant correlation between key aspects of technological adoption such as the use of mobile applications and customer satisfaction (Bhatti & Alawad, 2023). This underscores the crucial role of engaging customers through technology as a means of enhancing their overall experience and boosting satisfaction levels (Bhatti & Alawad, 2023).

Additionally, a study by Mandic et al., (2022) that determined how important it is to implement and use mobile applications in the hospitality industry as a way to automate business in Serbia found out that there is a positive significant relationship between mobile applications and hotel service quality which end up boosting guests' convenience. In the study that examined Technological Adoption and Innovative Work Behavior in the Hotel Industry: A Case of Five Selected Hotels in Kampala City, Uganda, one of the key objectives was to assess the relationship between mobile applications and innovative work behavior (Nabiranda & Ochan, 2024) The study employed a cross-sectional research design and utilized both qualitative and quantitative data collection techniques to capture a comprehensive understanding of the phenomenon (Nabiranda & Ochan, 2024). Findings reveals that mobile applications significantly influence innovative work behavior by improving efficiency, facilitating collaboration, encouraging adaptive problem-solving, and promoting a culture of continuous improvement (Nabiranda & Ochan, 2024). The study also recommends that hotel should select mobile apps that align with its operational needs and guest service goals, focus on apps that enhance efficiency, data utilization, and guest interaction (Nabiranda & Ochan, 2024).

Although prior studies find that mobile apps positively affect customer experiences, service quality, and related outcomes in hospitality, there is limited empirical evidence on how mobile apps specifically influence guest convenience in hospitality settings in Uganda, particularly in regional/niche contexts like Jinja Nile Resort in Eastern Uganda. Therefore, the effect may not be transferable due to differences in service processes, customer expectations, and app adoption levels in Uganda. Therefore, given the scarcity of literature in this area, the present study was conducted within the hospitality industry, focusing on Jinja Nile Resort in Eastern Uganda. A cross-sectional research design combined with a quantitative approach was employed to build upon prior findings and contribute fresh insights to the existing body of knowledge.

2.2.2 E-check in and out and Guest Convenience.

E-check-in, or electronic check-in, is a process that allows guests to check into a hotel or accommodation digitally, often through a website before arriving (Singapore Tourism Board, 2025).

Existing literature suggests that there is a direct effect between e-check in and out and guest convenience (Bhatti & Alawad, 2023; Kottayil & SampathNagi, 2017; Moenga & Rotich, 2023; Nabiranda & Ochan, 2024). For instance, the study that was much interested in finding out the impact of check in and check out policies followed by various hotels on service quality found out that Check In & Check Out of a hotel influence the service quality and guest convenience (Kottayil & SampathNagi, 2017). Similarly, a study by Bhatti & Alawad, (2023) on the effect technology adoption on customer loyalty in hospitality sector: mediating role of customer satisfaction and engagement. The findings showed a significantly relationship between several parameters of technological adoption like online reservation platforms and customer satisfaction.

In the study titled Technological Adoption and Innovative Work Behavior in the Hotel Industry; a case of Five Selected Hotels in Kampala City, Uganda, two of the key objectives were to examine the relationship between property management systems and innovative work behavior, and to analyze the relationship between online booking platforms and innovative work behavior (Nabiranda & Ochan, 2024). The study employed a cross-sectional research design and utilized both qualitative and quantitative data collection techniques to provide a comprehensive understanding of these dynamics; findings reveals that online booking platforms and property management systems, significantly influence innovative work behavior by improving efficiency, facilitating collaboration, encouraging adaptive problem-solving, and promoting a culture of continuous improvement (Nabiranda & Ochan, 2024). The study recommended that

hotels should use PMS automation features to handle routine tasks such as guest check-ins/outs, invoicing, and housekeeping assignments (Nabiranda & Ochan, 2024).

Lastly, a study by Moenga & Rotich, (2023) on the influence of technology and ICT policies on hotel guest satisfaction in the hotel industry: a case of 4 and 5 star rated hotels in Nairobi city county. Specifically, the study aimed to establish the effects of property management systems on guest satisfaction in four- and five-star hotels in Nairobi, Kenya; to examine the influence of online booking platforms on guest satisfaction in the same category of hotels; to determine the impact of in-room technology on guest satisfaction; and to assess the role of customer relationship management systems in enhancing guest satisfaction (Moenga & Rotich, 2023). To analyze these relationships, the study employed a multiple regression model, which provided insights into the predictive power of each technological factor on guest satisfaction (Moenga & Rotich, 2023). The findings revealed an R squared coefficient of 0.643 and adjusted R squared of 0.618 at 95% significance level, implying that the technology and ICT policies adopted in the study (Property Management Systems, Online booking platforms, In-Room Technology, Customer Relationship Management Systems) jointly explained 64.3 percent of the variation in guest satisfaction in four- and five-star hotels in Nairobi City County. The study also found that property management systems had a positive and significant effect on guest satisfaction in four- and five-star hotels in Nairobi City County (β =.357, p=.013.05), online booking platforms had a positive and significant effect on guest satisfaction in four- and fivestar hotels in Nairobi City County (Moenga & Rotich, 2023).

Even though studies connect technology and service processes to related hospitality outcomes, the combined effect of e-check in and e-check out on guest convenience remains underinvestigated, particularly in the resort hotel context of Eastern Uganda. In addition, existing literature provides evidence from other regions, but there is limited study on how e-check in and e-check out affect guest convenience in Ugandan resort hotels, particularly Jinja Nile Resort in Eastern Uganda. Due to the limited availability of literature in this area, the present study was conducted within the hospitality industry, focusing on Jinja Nile Resort in Eastern Uganda. A cross-sectional research design combined with a quantitative approach was employed to build upon previous findings and contribute new insights to the existing body of knowledge.

2.2.3 E-Point of Sale and Guest Convenience.

E-Point of Sale (E-POS) refers to a digital system used by businesses, particularly in the hospitality and retail sectors, to process sales transactions electronically.

Extant literature suggests that there is a positive link between e-point of sale and guest convenience (Bhatti & Alawad, 2023; Moenga & Rotich, 2023; Onyeonoro et al., 2023; Tumusiime, 2024) . For instance, a study by Onyeonoro et al., (2023) that focused on epayment system and hotel performance. Implication of network coverage in hospitality sector. The findings revealed that E-payment (Automated teller machine (ATM), Point of sales (POS) and mobile banking) has significant influence on hotel performance in form of customer patronage and sales volume (Onyeonoro et al., 2023). This study also concludes that electronic payment technology is essential for the hotel to have a global presence in terms of market expansion. This study concludes that electronic payment enhances cost reduction in the organization. Based on the conclusion, the study recommends that online receipting services mechanism should be adopted throughout the entire organization to allow effective payment process that will generate more revenues for the hotel chain (Onyeonoro et al., 2023).

A study by Tumusiime, (2024) on the impact of Information Technology on sales performance of hotels using both qualitative and quantitative methods, the findings demonstrated a significant correlation between the adoptions of advanced IT systems and improved sales performance, suggesting that hotels adapted to technology for marketing, reservations, and customer relationship management see enhanced revenue generation and customer retention. The finding depicted that Point of Sale (POS) Systems have influence on hotel performance. Correspondingly, a study by Bhatti & Alawad, (2023) on the effect technology adoption on customer loyalty in hospitality sector: mediating role of customer satisfaction and engagement. The findings showed a significantly relationship between several parameters of technological adoption like self-service kiosks and customer satisfaction.

Similarly, in the study titled Technological Adoption and Innovative Work Behavior in the Hotel Industry: A Case of Five Selected Hotels in Kampala City, Uganda, one of the key objectives was to examine the relationship between property management systems and innovative work behavior (Nabiranda & Ochan, 2024). The study reveals that property management systems such as automated invoicing, significantly influence innovative work behavior by improving efficiency, facilitating collaboration and increasing guest convenience (Nabiranda & Ochan, 2024). Similarly, a study by Moenga & Rotich, (2023) on the influence of technology and ICT policies on hotel guest satisfaction in the hotel industry: a case of 4 and

5 star rated hotels in Nairobi city county revealed that The study also found that property management systems had a positive and significant effect on guest satisfaction in four- and five-star hotels in Nairobi City County.

However, there is limited empirical evidence that directly examines how electronic point of sale influence guest convenience as a measurable outcome, particularly linking the e-payment experience to guest convenience in the hospitality setting of Jinja Nile Resort in Eastern Uganda. This creates a contextual and outcome-specific gap that this study addresses. Owing to the insufficiency of existing literature in this area, the present study was conducted within the hospitality industry, focusing on Jinja Nile Resort in Eastern Uganda. A cross-sectional research design combined with a quantitative approach was adopted to build upon previous findings and contribute new insights to the existing body of knowledge.

2.3 Gaps Identified from the Literature Review

The studies reviewed present mixed evidence about the effects of mobile apps, e-check in/out, and e-point of sale systems on guest convenience; some scholars report significant positive impacts, while others find negligible or mixed effects. However, these conclusions have limited applicability to the present study; most of the reviewed studies were conducted outside Uganda. The geographic skew toward non-Ugandan contexts (often in high-income countries or other African settings with different market structures and customer expectations) raises important external validity concerns. Differences in technology adoption rates, hospitality industry structure, staff skills, infrastructure, regulatory environments, and guest preferences mean findings from these contexts may not translate directly to Ugandan hotels.

Secondly, a number of the reviewed findings were not only derived from hotel settings, because the operational dynamics and guest–service interactions differ across sectors, evidence from non-hotel environments may not reflect how these technologies affect guest convenience in hotels.

Consequently, there is a clear gap in locally relevant, hotel-based research in Uganda that rigorously examines how mobile apps, e-check in/out, and e-point of sale systems influence guest convenience in the hospitality industry. Therefore, owing to the insufficiency of existing literature in this area, the present study was conducted within the hospitality industry, focusing on Jinja Nile Resort in Eastern Uganda. A cross-sectional research design combined with a quantitative approach was adopted to build upon previous findings and contribute new insights to the existing body of knowledge.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlines the methodology adopted for the study. It covers the research design, study population, sample size, and sampling methods. It further explains the types of data collected, the procedures and techniques used for data collection, and the data analysis plan. In addition, the chapter discusses the analytical methods employed, addresses issues of reliability and validity, and highlights the ethical considerations observed throughout the research process.

3.1 Research Design

Research design as the specific procedures that guide the research process, including data collection, data analysis, and report writing. In this study, a cross-sectional research design was adopted alongside a quantitative approach to examine the relationships among the variables outlined in the study objectives (Creswell, 2014). The cross-sectional design was particularly appropriate because it allowed data to be collected at a single point in time, providing a snapshot of the target population from which reliable conclusions could be drawn. The quantitative approach was used to account for larger amounts of data which will be based through using inferential statistical methods (Cresswell, 2014)

3.2 Study Population

A population is defined as the set or group of all the units on which the findings of the research are to be applied (Cooper & Schindler, 2014). The study population for the study was the employees in hotel front desk department, finance department, human resource & management department, ICT department, food and beverage and housekeeping of Jinja Nile Resort with a target population of 50 employees.

3.3 Sample Size and Sample Techniques

Sample size according to Omona, (2013) refers to the actual number of respondents from which the research intends to collect information. Simple random sampling method will be used in the study at Jinja Nile Resort. The researcher used simple random sampling because it reduces bias by giving each person an equal opportunity to be chosen. This approach helped to gather a sample that truly represents the larger group, making results more reliable. Based on the

guidelines by Krejcie and Morgan, (1970), from a population of 50 employees, a sample of 44 respondents was drawn. Pieces of paper with names of the employees were placed in a container, from where 44 were picked, one at a time without replacement

Table 1: ***Showing Sampling frame***

Respondents	**Population size**	**Sample size**	**Sampling technique**
Front desk 14 department	12	Simple random	
Finance department	04	04	Simple random
HR & management	05	05	Simple random
ICT department	05	05	Simple random
Food and beverage	10	09	Simple random
Housekeeping 12		09	Simple random
TOTAL **50**		**44**	

Source: Krejcie and Morgan's table (1970).

3.4 Type and Sources of Data

The researcher used both primary and secondary sources of data.

3.4.1. Primary Data.

Primary data refers to a type of data that is collected by the researcher directly from the source through interviews, survey experiments (Magout, 2020). The primary data was attained from distributed questionnaires. This data helped the researcher draw conclusions and make informed recommendations about the problem being studied.

3.4.2. Secondary Data.

Secondary data encompassed second hand information that has already been collected and published by others (Sekaran, 2020). This data was obtained from published thesis, text books, annual reports, journal articles and financial Statements on record. The researcher used secondary data to get more readily available information about the problem under investigation.

3.5 Data Collection Methods

The researcher used a close ended questionnaire to collect information from the respondents because it's time saving in nature and it is a non-biased technique (Dawson, 2002). Therefore, a self-administered questionnaire tool was given to the respondents to fill in the questions that were presented by the researcher and then follow ups were made to ensure that there is adequate response and completion rate. This method of data collection was free from bias, easy to code, and offered respondents the opportunity to provide more reliable information. A five-point Likert scale was employed, consisting of two sections: Part A captured demographic characteristics, while Part B focused on elements of both the independent and dependent variables. This approach was chosen because it produces standardized measures and enhances the consistency of results.

3.6 Data Analysis Procedure

The researcher first obtained formal permission from Busitema University before seeking authorization from Jinja Nile Resort to administer the questionnaires to the intended respondents. Data collection was conducted through a face-to-face approach, whereby respondents completed the questionnaires directly. The completed instruments were then retrieved, and the raw data was systematically compiled for subsequent analysis.

3.7 Data Analysis Techniques and Methods

The summarized data were coded, aggregated, analyzed, and translated into meaningful statistics. Descriptive statistics including percentages, means, and standard deviations were generated to present the data clearly. In addition, correlation and linear regression analyses were employed to examine relationships among the study variables. The data analysis was conducted using the Statistical Package for Social Sciences (SPSS) version 25. Correlation analysis was performed to establish the direction, strength, and degree of association among variables, while multiple regression analysis was applied to determine the predictive power of the independent variables (mobile applications, e-check-in and check-out systems, and e-point of sale platforms) on the dependent variable (guest convenience).

3.8 Data Quality Control

3.8.1 Validity of Research Instrument

Validity refers to the degree of truthfulness of an instrument in measuring the desired variable/construct under study (Amin, 2005). The researcher relied on expert judgment to evaluate the items, with each item being rated as either relevant or irrelevant. To ensure rigor, the study

adopted measures that had been validated in prior research and engaged subject-matter experts to assess their appropriateness for inclusion. and the results were generated using

$$CVI = \frac{Relevant\ Items}{To\ \ N\ \ o\ \ I} \times 100\%.$$

CVI results above the threshold of 0.7 were considered (Kimberlin & Winterstein, 2008; Kothari, 2004).

3.8.2 Reliability of the Research Instruments

Reliability is the degree to which an instrument measures what it is supposed to measure repeatedly (Creswell, 2014b). To ensure the reliability of the results, the research instruments were pre-tested on a group of 10 employees who were not part of the main study. Questionnaires were distributed to these individuals as part of a pilot study, after which a pre-test was conducted and Cronbach's alpha was calculated to assess the internal consistency of the items. This process was undertaken to guarantee consistency in respondents' views and opinions, thereby strengthening the credibility of the study findings. The results above the threshold of 70% were chosen (Strainer, 2003; Nunnally, 1978).

Table 2: ***Showing Reliability***

Variables	**Item**	**Cronbach's Alpha**	**CVI**
Mobile Apps	10	.730	.749
E-Check In and Out	10	.837	.832
E-Point of Sale	10	.801	.792
Guest Convenience	15	.858	.864

Source: Primary data 2026

3.10 Ethical Considerations

Ethics are codes of conduct which an individual should follow in order to sustain the organizational norms and culture.in the same line. Bhandari, (2021) defined Ethical considerations as the principles and behavior that are set to define and guide the research study relation to the right of those who can be affected by it. Therefore, the research was directed basing on the following norms.

The researcher got an introductory letter from the university research coordinator; appointments were made with the respondents basing on extreme privacy.

The findings of this study were reported in most truthfully to avoid misrepresenting any responses given by respondents to mislead the readers interested in this study.

Furthermore, the principle of informed consent was followed where by all the respondents were first informed of the purpose of the study before engaging them in the data collection process then voluntarily, they chose to participate and provide the data required by the researcher.

Privacy and confidentiality for the collected information was ensured thus the information collected was treated privately and was used only academic purpose.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, AND INTERPRETATION OF FINDINGS

4.0 Introduction

This chapter presents the results of the data analysis and interpretation of the researcher's findings. The analysis and interpretation are structured around the study objectives; to examine the effect of mobile apps in guest convenience, to assess the impact of e-check in and out on guest convenience and to examine the impact of e-point of sale on guest convenience in Jinja Nile Resort.

4.1 Response Rate

44 questionnaires were given out, and 40 questionnaires were turned, representing a response rate of 90.9%; This rate is considered adequate for the study, as it exceeds the minimum threshold of 50% recommended by Amin (2005). The findings are shown in the table below;

Table 3:

Table 3: ***Response Rate***

Target respondents	No. of questionnaires returned	Response rate
44	**40**	**90.0%**

Source: Primary Data, 2026

4.2 Demographic Information

The demographic information presented is on the gender, age, level of education, category of respondents and years served in the organization.

4.2.1 Gender of the respondents

The researcher requested the respondents to provide their gender details and their responses were analyzed;

Table 4 **: Responses by gender;**

Gender		**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Gender	Male	17	42.5	42.5	42.5
	Female	23	57.5	57.5	100.0
	Total	**40**	**100.0**	**100.0**	

Source: Primary data, (2026)

From table 2 above, it was observed that 42.5% of the respondents were male, while 57.5% were female. This distribution highlighted the varying degrees of engagement with technology adoption during the study period. Understanding these demographics was crucial for tailoring strategies that effectively target genders, potentially enhancing hotels outreach and engagement efforts with clients through technology platforms.

4.2.2 Age of the respondents

The respondents were further asked to indicate their age. Table 3 shows the results of the study.

Table 5: Respondents categorized by age bracket

Age		**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Age	18-30years	19	47.5	47.5	47.5
	30-40 years	11	27.5	27.5	75.0
	40-50yearse	6	15.0	15.0	90.0
	51 years and above	4	10.0	10.0	100.0
	Total	**40**	**100.0**	**100.0**	

Source: Primary data, (2026)

From Table 3 above, the majority of respondents (47.5%) fell within the 18-30 years of age, indicating a significant middle-aged demographic actively engaged with technology. Additionally, 27.5% of respondents were below 30 to 40 years old, which are also still in easy adapt age bracket and can easily interact with clients online. 15% of the respondents were between 40 to 50 years and the remaining 10% were aged 51 years and above. These findings suggest that technology platforms are effectively reaching a diverse age range, potentially influencing guest convenience strategies at Jinja resort.

4.2.3 Education back ground

*Table 6**: Academic level of education attained***

Academic level of education		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	10.0	10.0	10.0 20.0
	Primary	4	10.0	10.0	27.5
	Secondary	3	7.5	7.5	37.5
	Certificate	4	10.0	10.0	
	Diploma	13	32.5	32.5	70.0
	Degree	10	25.0	25.0	96.0
	Post graduate	2	5.0	5.0	72.2
	Total	**40**	**100.0**	**100.0**	

Source: Primary data, (2026)

From table 6 above, shows a notable proportion (32.5%) of respondents possessed a diploma level of education, indicating a quite-educated segment likely to engage critically with clients via technology.

4.2.4 Category of the respondents

The respondents were further asked to indicate the category they fall in as shown in the table below;

Table 7: Category of the respondents

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Front Desk	10	25.0	25.0	25.0
Finance	4	10.0	10.0	35.0
HR and Management	6	15.0	15.0	50.0
ICT	4	10.0	10.0	60.0
Food and Beverages	8	20.0	20.0	80.0
House Keeping	8	20.0	20.0	100.0
Total	**40**	**100.0**	**100.0**	

Source: Primary data, (2026)

From table 7 above, categorizing respondents by their roles provides valuable insights into the dynamics concerning technology adoption in the hotel industry. The table above shows that all departments were represented, making the results valid. The diversity of respondent categories underscores the collaborative potential among stakeholders in utilizing technology effectively to advance guests convenience and broader industry development goals in Uganda.

4.2.5 Years served in the organization

The respondents were further asked to indicate the years that they have served in the organization and these were the results in the table below;

Table 8: Years served in the organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	2	5.0	5.0	5.0
	3-5years	5	12.5	12.5	17.5
	6-10years	22	55.0	55.0	72.5
	Over 10 years	11	27.6	27.6	100.0
	Total	**40**	**100.0**	**100.0**	

Source: Primary data, (2026)

From table 8 above, approximately 5% of the respondents have been with the organization for less than 2 years, while 12.5% have served between 3 to 5 years, 55% had served for 6 to 10 years. A notable 27.6% had served for over 10years, possibly implying a diverse range of service durations or unique experiences. These findings highlight a mix of experienced and newer staff members at Jinja resort, suggesting a potential blend of institutional knowledge and fresh perspectives which could impact the technology operations and strategic development, especially in the context of leveraging technology adoption for enhancing guests convenience in hotel and tourism industry.

4.3 Pearson's Correlation Analysis

Correlation analysis is used to measure the strength and direction of the relationship between two variables. In this study, the correlation coefficient indicates the nature of the association between the variables, with significance determined at the 0.01 level. This means that the observed relationships are statistically significant and unlikely to have occurred by chance.

Table 9: Showing Correlation analysis

Variable	Mean	Std. Deviation	(1)	(2)	(3)	(4)
Mobile Apps (1)	3.1650	.72202	1			
E-Check In and Out (2)	2.8469	.81186	.477	1		
E-Point of Sale (3)	2.5253	.83208	.551	.594	1	
Guest Convenience (4)	2.7025	.81602	.619	.773	.792	1

**. Correlation is significant at the 0.01 level (2-tailed). N =40

Source: Primary Data (2026)

4.3.1 Mobile Apps and Guest Convenience

From the table 7 above, results show a positive and significant relationship exists between mobile apps and guest convenience ($r=.619$, $\rho<0.01$). This implies that enhancement in mobile apps is associated with a positive change in cc.

4.3.2 E-Check in and Out and Guest Convenience

Results in Table 7 above show that e-check in and out positively affects guest convenience (r =.773, p <0.01). This shows that augmentation in e-check in and out is attached with variations in guest convenience.

4.3.3 E-Point of Sale and Guest Convenience

From the table 7 above, results show a positive significant relationship exists between E-point of sale and guest convenience. (r=792, ρ<0.01). This implies that enhancement in E-point of sale is associated with a positive change in guest convenience.

4.4 Regression Analysis

A regression analysis was conducted to determine the predictive power of the independent variables on the dependent variable. This process involved establishing the regression equation between the variables and utilizing statistical outputs such as the model summary table and ANOVA results. These outputs were used to assess the overall fit of the model and to determine the significance of the predictors, with particular attention given to the *t*-statistics and their corresponding significance levels.

4.4.1 Mobile Apps and Guest Convenience.

The first objective of this study was to examine the effect of mobile apps in guest convenience in Jinja Nile Resort, In order to achieve this, a regression analysis was conducted, and the results are presented in Table 8 below.

Table 10: Showing mobile apps in guest convenience

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.490	.467		1.948	.000
Mobile Apps	.699	.144	.619	1.048	.001
	R=.619	R^2=.383	Adj.R^2=.366	F=23.551	.000

Dependent Variable: Guest Convenience.

Source: Primary Data (2026)

The findings presented in Table 8 indicate that 36.6% of the variation in guest convenience can be explained by mobile application usage (Adj. $R^2 = 0.366$; $\rho < 0.01$). This relationship is further supported by a positive and statistically significant effect between mobile applications and guest convenience, as evidenced by the ANOVA results ($F = 23.551$; $\rho < 0.01$). Moreover, the standardized beta coefficient ($\beta = 0.619$; $\rho < 0.01$) demonstrates that mobile applications are a strong and significant predictor of guest convenience.

4.4.2 E-Check in and Out and Guest Convenience.

The second objective of this study was to assess the impact of e-check in and out on guest convenience in Jinja Nile Resort, in order to do so, a regression analysis was conducted and the results are shown in table 9 below.

Table 11: Showing E-Check in and Out and Guest Convenience.

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.482	.306		1.606	.011
E-Check in and out	.777	.104	.773	7.500	.000
	R=.773	R^2=.597	Adj.R^2=.586	F=56.251	.000

Dependent Variable: Guest Convenience

Source: Primary Data (2026)

The results presented in Table 9 indicate that e-check in and out accounts for 58.6% of the variation in guest convenience (Adjusted $R^2 = 0.586$; $\rho < 0.01$). This relationship is further supported by a statistically significant and positive effect between e-check in and out and guest convenience ($F = 56.251$; $\rho < 0.01$). Additionally, the standardized beta coefficient ($\beta = 0.773$; $\rho < 0.01$) suggests that e-check in and out is a strong and significant predictor of guest convenience in the hotel industry.

4.4.3 E-Point of Sale and Guest Convenience.

The third objective of this study was to examine the impact of e-point of sale on guest convenience in Jinja Nile Resort, in order to do so, a regression analysis was conducted and the results are shown in table 4.9 below.

Table 12: Showing E-Point of Sale and guest convenience.

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.742	.258		2.874	.007
E-Point of Sale	.776	.097	.792	7.986	.000
	R=.792	R^2=.627	Adj.R^2=.617	F=63.779	.000

Dependent Variable: Guest Convenience

Source: Primary data (2026)

The findings in Table 10 reveal that e-point of sale explains 61.7% of the variation in guest convenience (Adjusted $R^2 = 0.617$; $\rho < 0.01$). This is supported by a statistically significant and positive relationship between e-point of sale and guest convenience ($F = 63.779$; $\rho < 0.01$). Furthermore, the standardized beta coefficient ($\beta = 0.792$; $\rho < 0.01$) indicates that e-point of sale service is a significant predictor of guest convenience.

4.4.4: One-way Anova of the Dimensions

Table 13: Showing One-way Anova

VARIABLES	Sum of Squares	Df	Mean Square	F	Sig.
Mobile Apps	9.937	1	9.937	23.551	.000
	16.033	38	.422		
	25.970	39			
E-check in and out	15.499	1	15.499	56.251	.000
	10.470	38	.276		
	25.970	39			
E-point of Sale	16.274	1	16.274	63.779	.000
	9.696	38	.255		
	25.970	39			

Dependent variable: Guest Convenience

Source: Primary data, (2026)

The one-way A results indicate significant differences in the impact of mobile apps on guest convenience, as evidenced by a high F-value of 23.551 ($p < 0.001$). E-check in and out also shows a significant F-value of 56.251 ($p < 0.001$), suggesting influence on guest convenience. E-point of sale approaches significance with an F-value of 63.779 ($p < 0.001$), indicating a trend towards impact. Overall, these findings highlight that mobile apps, e-check in and out and e-point of sale significantly affect guest convenience.

CHAPTER FIVE:

DISCUSSION OF FINDINGS, CONCLUSION, AND RECOMMENDATIONS

5.0. Introduction

This section presents discussion of the study findings, conclusion, recommendations, limitations of the study, and areas of further research.

5.1.0 Discussion of the Study Findings

5.1.1 Mobile Apps and Guest Convenience.

The study sought to examine the effect of mobile apps in guest convenience. The findings revealed that mobile apps has a positive and significant effect on guest convenience. These results are consistent with earlier studies of Hossny, (2021), whose study results revealed that mobile hotel applications had a significant impact on the customer memorable experience.

This was in line with the study by Bhatti & Alawad, (2023) whose findings underscore that there is a significantly correlation between several parameters of technological adoption e.g. the utilization of mobile device apps and customer satisfaction. This highlights the pivotal role of actively involving customers through technology to augment overall satisfaction levels. Similar results are in line with Mandic et al., (2022) in in Serbia who also found out that there is a positive significant relationship between mobile applications and hotel service quality which boost guests' convenience.

The findings seem to suggest that embracing the use of hotel mobile applications, guest convenience will be achieved. This calls for hotels to invest in secure, user-friendly mobile software and train staff to support its adoption. To ensure seamless operation, hotel management must prioritize features like contactless check-in, real-time room customisation, and digital concierge services. This proactive technological shift transforms mobile applications from a premium amenity into a core infrastructure asset that drives operational efficiency and long-term brand loyalty. This is supported by (Nabiranda & Ochan, 2024).

5.1.2 E-Check in and Out and Guest Convenience

The study sought to assess the impact of e-check in and out on guest convenience. The findings confirmed that e-check in and out has a positive and significant effect on guest convenience. These results are consistent with Kottayil & SampathNagi, (2017) who also revealed that check in & check out of a hotel influence the service quality and guest convenience. This is also

similar to the results of , Bhatti & Alawad, (2023) who also showed a significantly relationship between several parameters of technological adoption like online reservation platforms and customer satisfaction.

This results are in line with Nabiranda & Ochan, (2024) study that revealed that online booking platforms and property management systems, significantly influence guest convenience.

The outcomes of the study suggest that for guest convenience in hotel industry to be effective hotels should prioritize the integration of user-friendly technology that offer seamless contactless services, such as digital check-ins and automated room controls. By removing friction from the guest journey, these technologies allow visitors to customize their stay with minimal physical delays. Consequently, hotel management must invest in reliable software architectures and continuous staff training to ensure digital conveniences are always backed by responsive, high-quality customer support. This is supported by Moenga & Rotich, (2023) who also revealed that the property management systems, online booking platforms, in-room technology have a positive and significant effect on guest convenience.

5.1.3 E-Point of Sale and Guest Convenience.

The study sought to examine the impact of e-point of sale on guest convenience. The findings revealed that e-point of sale has a positive and significant effect on guest convenience. These results are in line with the findings of Onyeonoro et al., (2023) who also revealed that Epayment, point of sales (POS) has significant influence on hotel performance in form of customer patronage and sales volume. This is also similar to the result in the study by Tumusiime, (2024) in Uganda whose findings depicted that Point of Sale (POS) Systems have influence on hotel performance. This increases operational efficiency, accelerates transaction processing speeds, and drastically minimizes cash leakage at service counters. By automating billing and real-time inventory tracking, these systems provide management with accurate sales data necessary for strategic decision-making. Consequently, the integration of POS tools shifts hotel operations from error-prone manual bookkeeping to a secure digital framework that directly boosts revenue generation and customer satisfaction.

The findings point out that for guest convenience to be enriched in hotel industry, there must be increased adoption of point-of-sale technology. This calls the hotels to invest in modern, cloud-based POS platforms and integrate them seamlessly with their property management systems (PMS). This integration enables real-time billing, instant room-charge processing, and

decentralized payment options across all hotel departments including restaurants, spas, and room service. By eliminating manual transaction bottlenecks and long queues at the front desk, this technological framework directly enriches the guest experience while providing management with the secure data required to optimize operational performance. Conclusively, in light of this, the study finds that adopting point of sale serves as a shove for improving guest convenience.

5.2. Conclusions

Based on the results from the study, we present the following conclusion to improve on guest convenience within the hotel industry.

The study sought to examine the effect of mobile apps in guest convenience. The study findings depict that mobile apps have a significant positive effect on guest convenience. The study concludes that hotel mobile applications are a vital tool for enriching guest convenience in the modern hospitality industry. Mobile applications shift the guest experience from a rigid, counter-dependent process to a flexible, self-managed journey. When hotels offer intuitive mobile interfaces, guests can access services, order amenities, and communicate requests in real time without facing physical delays. Therefore, the presence of a high-quality mobile application transforms digital accessibility from a premium luxury into an essential operational resource that directly drives customer satisfaction and brand loyalty.

Similarly, the study sought to assess the impact of e-check in and out on guest convenience. The study findings portray that e-check in and out positively affect guest convenience. The researcher further concludes that automated e-check-in and e-check-out systems serve as critical control mechanisms for eliminating administrative bottlenecks at the front desk. By digitizing arrival and departure protocols, these systems remove the traditional friction of long queues, paperwork, and manual registration errors. The operational speed, ease of use, and autonomy provided by e-check-in and e-check-out platforms satisfy the modern traveller's demand for velocity and privacy. Consequently, implementing seamless electronic arrival and departure pathways allows hotels to optimize staff allocation while providing guests with a highly responsive, stress-free operational environment.

Lastly, the study sought to examine the impact of e-point of sale on guest convenience. The study findings reveal that e-point of sale affect positively guest convenience. the research concludes that the adoption of Point-of-Sale (POS) technology plays a foundational role in

maximizing overall hotel performance. Integrating cloud-based POS platforms across hotel departments—including restaurants, bars, and spas—creates an automatic system of checks and balances that minimizes cash leakage, automates inventory tracking, and secures transactional data. As supported by previous local literature, such as **Tumusiime (2024)**, POS systems bridge the information gap between floor transactions and back-office accounts. This structural modernization shifts financial tracking away from error-prone manual bookkeeping, directly boosting revenue generation, billing accuracy, and administrative efficiency.

5.3 Recommendations.

Based on the above conclusions, the researcher makes the following recommendations. In order to enhance guest convenience, Hotel management should invest in secure, custombuilt mobile applications that incorporate intuitive features such as digital room keys, real-time stay customization, and instant in-app service requests. To ensure high guest adoption rates, front-of-house teams must undergo regular training to confidently guide incoming visitors through the software setup during arrival. Prioritizing an accessible, glitch-free mobile interface transforms digital connectivity from a simple amenity into a strategic operational resource that builds long-term customer loyalty and satisfaction.

In order to guest convenience, hotels must deploy contactless arrival and departure infrastructures such as self-service lobby kiosks and pre-arrival mobile check-in links. Finance and IT departments should integrate secure, multi-currency electronic payment gateways directly into these systems to automate billing and card processing. Streamlining these automated touchpoints removes physical delays, reduces manual data entry errors, and provides travellers with a seamless, flexible, and time-efficient lodging experience.

To optimize guest convenience, hoteliers should adopt unified, cloud-based POS terminals across all internal revenue centres including restaurants, bars, lounges, and spas and link them directly to the central Property Management System (PMS) for instant room-charge processing.

5.4. Limitations of the Study.

The study collected data through a closed-ended questionnaire designed with a five-point Likert scale, allowing respondents to answer structured and predefined questions. Therefore, the qualitative views of the respondents on technology adoption and guest convenience in hotel industry were not obtained.

The research utilized a cross-sectional research design in the study and allows collection of data at once and this limits the capture of changes in the variable over time.

The study was limited by the geographical scope, research from only one hotel may not sufficient.

5.5. Areas of Further Research

To deepen the understanding of how technology adoption and guest convenience in hotel industry, the introduction of a process variable such as a mediator or moderator is recommended. This would help clarify the mechanisms or conditions under which technology adoption impacts guest convenience.

Additionally, the researcher suggests conducting a qualitative study to gain richer insights into the nature of the relationship between technology adoption and guest convenience. Such an approach could uncover contextual factors, user experiences, and organizational dynamics that quantitative methods may overlook.

Finally, a longitudinal research design is recommended to assess the long-term effects of technology adoption and guest convenience. By observing the same subjects over an extended period, researchers can better capture trends, changes, and causal relationships that evolve over time.

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APPENDICES

Appendix I: Introductory letter



BUSITEMA UNIVERSITY

www.busitema.ac.ug

FACULTY OF MANAGEMENT SCIENCES

To: THE MANAGEMENT OF JINJA NILE RESORT

Date: 24/6/2026

Dear Sir/Madam,

RE: NAMONGA PRIMROSE BU/UG/2023/2464

On behalf of Busitema University, Faculty of Management Sciences, please allow me extend my appreciation to your organization for the continued support and commitment to providing services to our community. The Faculty looks forward to continuously partner with your organization in pursuance of excellence of our students by exposing them to practical learning experiences.

It's a University requirement that every student must carry out research and write a report in order to satisfy the requirement for the award of a Bachelor's Degree. The purpose of this letter is therefore to humbly request you to allow our fore mentioned student, who is in 3 year of study on a programme of Bachelors of Tourism and Travel Management of Busitema University to carry out research by way of collecting data in your esteemed organization.

JINJA NILE RESORT SIGN DATE 25/6/26 P.O. BOX (1553) JINJA

We look forward to your supportive and positive response to our request above.

Yours faithfully,

H.O.D TOURISM & HOSPITALITY MGT FACULTY OF MANAGEMENT SCIENCES BUSITEMA UNIVERSITY P.O. BOX 53, PALLISA

Wampande Jowalie
0752566618; Wampandej@gmail.com
Ag. HOD (Tourism and Hospitality Mgt)

Appendix II: Questionnaire



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Dear respondent,

I am a student pursuing a Bachelor of Tourism and Travel Management at Busitema University conducting a study on the effect of Technology Adoption on Guest Convenience in the hospitality industry, a case study of Jinja Nile Resort in Eastern Uganda as part of my degree requirements. You have been selected as a valued respondent. The study is purely academic and all information will be kept strictly confidential. Please kindly spare a few minutes to provide honest and accurate answers to the questions. Thank you for your time and cooperation.

SECTION A: BACKGROUND INFORMATION

Q1. Please indicate your gender by ticking the appropriate answer.

Male	Female
1	2

Q2. Please indicate your age brackets

18-30	31-40	41-50	51 and above
1	2	3	4

Q3. Indicate your level of education? (Please t ick t he highest)

Other	Primary	Secondary	Certificat e	Diploma	Deg ree	Post graduate
1	2	3	4	5	6	7

Q4. Years spent while associated with the hospitality industry.

Less than 2yrs	3-5yrs	6-10yrs	Over 10yrs

1	2	3	4

Q5. Category

Front Desk Dept	Finance Dept	HR & Mgt Dept	ICT Dept	Food and Beverage Dept	Housekeeping Dept
1	2	3	4	5	6

SECTION B:

Indicate the extent to which you agree with the following observations in FTB using a scale of 5= Strongly Agree (SA), 4= Agree (A), 3= Not Sure (NS), 2= Disagree (D) and 1= Strongly Disagree (SD)

CODE		**SD**	**D**	**NS**	**A**	**SA**
MA	**MOBILE APPS**	**1**	**2**	**3**	**4**	**5**
MA1	Information regarding hotel facilities is readily accessible via the mobile app.					
MA2	The hotel mobile app is easy to navigate through different service menus					
MA3	We use the mobile app to make restaurant or spa reservations during my stay.					
MA4	The mobile app provides timely notifications about hotel promotions					
MA5	We easily communicate with hotel staff through the app's chat feature					
MA6	The app allows clients to customize my room preferences before arrival					
MA7	Using the mobile app reduces the time I spend searching for hotel information					
MA8	The mobile app's digital room key feature functions reliably					
MA9	The app's language options make it accessible for international guests					

MA10	The mobile app provides real-time updates on my service requests					
CODE		**SD**	**D**	**NS**	**A**	**SA**
ECIO	**E-CHECK IN AND OUT**	**1**	**2**	**3**	**4**	**5**
ECIO1	The electronic check-in process is faster than traditional front-desk check-in.					
ECIO2	I received clear instructions on how to use the e-checkin system before arrival.					
ECIO3	The e-check-out process allows me to depart without visiting the reception desk.					
ECIO4	I can easily verify my identity using the digital check-in platform.					
ECIO5	The e-check-in system was available and functional upon my arrival.					
ECIO6	I prefer using a self-service kiosk or mobile device over face-to-face check-in					
ECIO7	The e-check-out system provides an accurate summary of my final bill.					
ECIO8	I can request a late check-out directly through the digital system.					
ECIO9	Electronic check-in significantly reduces waiting time in the lobby.					
ECIO10	The digital check-in system allows for a contactless arrival experience.					
CODE		**SD**	**D**	**NS**	**A**	**SA**
EPOS	**E-POINT OF SALE**	**1**	**2**	**3**	**4**	**5**
EPOS1	The electronic payment systems in the hotel are highly reliable.					
EPOS2	I can use various digital payment methods at the hotel.					
EPOS3	The E-POS system allows for quick transaction processing at the restaurant or bar.					

EPOS4	I receive an instant digital notification or receipt for every purchase made.					
EPOS5	The digital menu at the point of sale is easy to read and use.					
EPOS6	I feel confident that my credit card information is safe in the E-POS system.					
EPOS7	The E-POS system accurately tracks my loyalty points or discounts.					
EPOS8	I can easily split bills with other guests using the electronic system.					
EPOS9	The hotel's digital payment kiosks are conveniently located.					
EPOS10	Staff are proficient in operating the E-POS devices during service					
CODE		**SD**	**D**	**N**	**A**	**SA**
GC	**GUEST CONVENIENCE**	**1**	**2**	**3**	**4**	**5**
GC1	All guests are always comfortable with our services					
GC2	Adopting technology makes my overall stay more comfortable.					
GC3	I can access hotel services at any time of day without needing staff assistance.					
GC4	Digital tools save me a significant amount of time during my stay.					
GC5	I feel more in control of my guest experience due to technology adoption.					
GC6	The use of technology reduces the physical effort required to request services.					
GC7	I find it more convenient to communicate digitally than via the room telephone.					
GC8	Technology helps me avoid long queues within the hotel.					

GC9	The availability of digital services makes the hotel feel modern and efficient.					
GC10	I can easily manage my entire itinerary through the hotel's digital platforms.					
GC11	Technology adoption has made the check-in and checkout process stress-free.					
GC12	I appreciate the flexibility that mobile-based services provide during my stay.					
GC13	The digital features provided by the hotel meet clients' personal service expectations.					
GC14	Using hotel technology is a low-effort way to interact with the property.					
GC15	Our clients are more satisfied with our services					

Thank you.

Appendix III: Work plan 2025-2026

ACTIVITY	**Time it will be done**
Identifying the Research Problem	August
Creating the Background and Problem Statement	September - November
Developing the Research Proposal	December - February
Obtaining Approval and Submitting the Research Proposal	March
Collecting and Analyzing Data	April
Compiling the Final Research Report	Early May
Approval and Submitting Research Report	End of May

Appendix IV: Research Budget Framework

ITEM	QUANTITY
Stationary	30,000
Typing	40,000
Printing	60,000
Data	80,000
Transport	100,000
Binding (spiral & hard cover)	60,000
Miscellaneous	30,000
Grand total	**400,000**

Appendix V: Krejcie and Morgan (1970) table of sample size determination

N	*S*	*N*	*S*	*N*	*S*
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Note.—*N* is population size. *S* is sample size.

Source: Krejcie & Morgan, 1970