LEVEL OF RESIDENTS' SATISFACTION IN UNIVERSITY OF JOS SENIOR STAFF QUARTERS

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ABSTRACT

The study determined the level of residents' satisfaction in the University of Jos Senior Staff Quarters. The target population comprised of the households of each of the houses occupied by staff of University of Jos in Senior Staff Quarters, Bauchi Road and the Permanent site only. The total research population of 226 household heads were used, the

INTRODUCTION

Resident's satisfaction" in housing refers to a situation in which housing is said to meet the needs and wants of its users as a result of a satisfactory or an acceptable housing condition. It is an important indicator and planners, architects, developers and policy makers use it in a number of Ways (Mohit & Rajah, 2014).

Any housing facility which falls short of its user's need or requirement is said to be unsatisfactory to its inhabitants (Ranson, 1988). Such needs and requirement includes the dwelling unit within its immediate physical environment, privacy, security, general maintenance, refuse disposal, recreation, shopping and other related items. All these are collectively called facilities, utilities and services (Banah 2018). The satisfaction level of the occupants would be used to assess the quality of housing estates and the result would serve as a benchmark or yardstick to quality improvement in future housing production and delivery (Ogunde 2013).

Barrett and Baldry (2003) observe d that very few organizations ask users whether a building meets their requirements even-though the people that understand a building best are the people that use it every day. In most cases, the people concerned and affected by the design are never involved or considered in the design process. Design and decision-making is rather concentrated, fragmented and involves only a small group of experts (Danny, 2003)

The University of Jos Senior Staff Quarters exhibits the following characteristics, conversion of parts of dwelling units

permanent site comprised of 177 and 49 household heads of Bauchi Road Quarters and Permanent Site Quarters respectively. Stratified sampling technique was used. This is made up of 5 strata which represent the 5 different housing types existing in the study area, namely; professorial, Bungalow, Block of 4 flats, 3 in 1 dwellings and Transit houses. The level of residents' satisfaction was determined by the use of a 5 point Likert scale named after Rensis Likert. The result of the study revealed that 41.5 percent were dissatisfied with facilities and utilities available in the house 53.8 percent were dissatisfied with the distribution of shops in the quarters, 50.3 percent were dissatisfied with the physical condition of the house, 60.2 percent were satisfied with the mode of transportation to work, and 65.5 percent were dissatisfied with available refuse disposal facilities. Finally, residents expressed their level of satisfaction with the University of Jos Senior Staff Quarters, such that, 28.1% were satisfied, 34.7% were neither satisfied nor dissatisfied and 37.2% were dissatisfied. The study concluded that the number of rooms in a house influences resident's satisfaction. This confirmed the need for physical facilities improvement in the staff residential areas and capacity building of staff of the Physical Facilities Department of University of Jos who are the custodians of the study area.

Keywords: level, residents, satisfaction, university of Jos.

into viewing centres, grinding mills and video rental outfit. Some green areas within the quarters have been converted into arable farming, poultry or cooking grounds. There are dilapidated houses, refuse is disposed indiscriminately and some access roads are in poor condition. Other characteristics include inadequate water supply, inadequate electricity supply and insufficient housing facilities. All these can negatively affect user satisfaction of the staff housing. Reconnaissance survey has shown that only senior staff occupy the quarters as against the master plan recommendations of junior and senior staff accommodations. Private residential dwellings also exist within the quarters. It is against this backdrop that this study intends to assess the level of user satisfaction of University of Jos Senior Staff Quarters, especially in relation to the existing concepts of residents' satisfaction in housing (Banah 2018).

The aim of this present study is therefore to determine the level of residents' satisfaction in university of Jos senior staff quarters.

REVIEW OF RELATED LITERATURE

Residents' satisfaction can be studied based on a combination of demographic and socio-economic factors; Building Features (BF), Neighborhood Conditions (NC), Social Amenities (SA) and Management systems (MS), attributes and key variables can be developed into a framework (Eyiah-Botwe, 2015). However, not many studies exist on user satisfaction with staff residential facilities in Nigeria (Oluwunmi, Akinjare, and Izobo-Martins, 2012). This may be due to the behaviour of people showing indifference and adapting to the general poor performance of social services (Adewunmi, Omirin and Famuyiwa, 2011). Oluwunmi, Akinjare and Izobo-Martins, (2012) conducted a research which aimed at ascertaining the satisfaction derived by residents of the staff of residential estate of a Nigerian private university from its facilities with a view of ensuring the functionality and optimal performance of facilities in Universities, a case study of Covenant University, Ogun State Nigeria. They found that users were majorly satisfied. Also, the institution's Physical Planning Development Unit were admonished to

continually pay attention on the services, hoping, that would foster an increased satisfaction level for users.

Eyiah-Botwe, (2015) did an Assessment on Housing Project End-Users Satisfaction in Ghana: A Case Study of SSNIT Housing Flats in Asuoyeboa-Kumasi. This paper identified and assessed factors constituting end-users perception of satisfaction against the performance of the housing development. But the research was limited to factors constituting end-users perception of satisfaction against the performance of the housing development only.

Asli and Gulan, (2001) did a study to investigate the parameters which have a role in the user satisfaction and what has to come to mind when speaking of housing quality; also, they investigated the relationship between housing morphology and user satisfaction. However, their study was mainly aimed at relating the morphological characteristics of a dwelling with user satisfaction.

A number of studies have attempted to assess the subjective reactions of people in their objective conditions. None of the studies has been particularly well designed for that purpose. However, analysis of residential mobility included residential satisfaction as an intervening variable in a casual mode predicting propensity to move, and actual mobility (Speare, 1974). Speare's satisfaction measure was based on six items of housing and neighborhood satisfaction: satisfaction with (i) the size of the house (ii) the yard (iii) the age of the house (iv) the immediate neighborhood (v) the section of town and (vi) the distance from work. Unfortunately, the construction of Speare's index was based on correlations with the respondent's variables. Hence, the final index obviously could be expected to be strongly related to the propensity to move and mobility.

Satisfaction indices may be self-weighing, in that, the respondent considers the salient attributes of the matter in question, weighs them in his or her mind and reports an overall satisfaction level. On the other hand, weighing may be done externally by asking the respondent to report satisfaction about each of the attributes and also to report the importance of each attribute. Afterwards, the reported satisfaction scale would then be used against the reported importance scale to weigh the level of satisfaction.

Perhaps the most robust method of measuring satisfaction that has been applied in the empirical analysis of housing was the development of a scale of satisfaction with space oriented characteristics of the dwelling (Yockey, 1976), the development of a scale based on quality-oriented (as opposed to quantity- oriented) characteristics (Harris, 1976) and the development of an overall measure of satisfaction including quality, quantity, ownership and structure type satisfactions (Morris, 1976). All three of these studies used a set of paired items to determine the level of a respondent's assessment of certain housing characteristics.

Studies in public housing units on users satisfaction showed that residents are dissatisfied with most of their accommodation (Kaitilla, 1993; Ukoha and Beamish, 1997). Kaitilla (1993) study in particular reported the findings of an investigation of urban households' satisfaction with public housing in West Taraka, one of the low-income housing suburbs in the city of Lae.

The study of Ibem, (2011) on the evaluation of public housing in Ogun State revealed that most of the residents perceived high levels of inadequacy and dissatisfaction with the housing. However, majority of the residents were satisfied with life in the housing estates, significant differences in socioeconomic characteristics of residents, levels of housing adequacy and satisfaction across four strategies were observed. The findings imply that different housing delivery strategies perform differently in terms of housing adequacy and satisfaction as well as impact on the quality of life of the residents in the study area.

Another study by Ukoha and Beamish (1997) examined the resident satisfaction with public housing and the relationship of satisfaction with specific housing features to overall housing satisfaction. The authors sampled 1,089 households in public housing units in Abuja. Residents expressed dissatisfaction with their overall housing situation; they were dissatisfied with structure types, building features, housing conditions, and housing management, however, they were satisfied with the neighbourhood facilities.

THE STUDY AREA

The University of Jos is made up of two campuses; Permanent site campus and Bauchi road campus and a number of Staff Quarters in different locations across the city. These include; Bauchi road estate, Bauchi road government house, Ajibola estate, Rock Haven flats, Zaria road flats, street, No 11 & 15 Church street, Gengere flats, No 6 Club road, Richard road houses No 9 Cole street, JF6 & JF61 New Jenta Layout,

JUPCON Flats, NO 10 & No 57 Mohammadu Wada, No 40 Haliru street, No 14 & 16 Ndagi Faruk, Tudun Wada flats, Tudun Wada Houses and No 5 Gboko road. Also, there's the Junior staff housing at No 28 Shendam street, No 10 Cole street, No 12 Kashim Ibrahim street and D 13 Gengere road.

However, the focus of this rese arch (Bauchi road and Permanent Site quarters) is approximately located on latitude 9° 57' 2.6"N and Longitude 8° 53' 10"E at an average elevation of about 1250m above sea level. The Quarters is bordered to the North by Old Legislative Quarters, to the South by former Government Quarters, to the East by Bauchi Ring road and to the West by Bauchi road. According to the Master Plans prepared by Jupcon in 1978, Dar Al-Handasah in 1980 and reviewed by the Faculty of Environmental Sciences in 2008, the quarters was designed to house senior staff and junior staff. Nonetheless, inadequate housing supply has caused the distribution of all dwellings to senior staff only, hence the name, "Senior Staff Quarters."
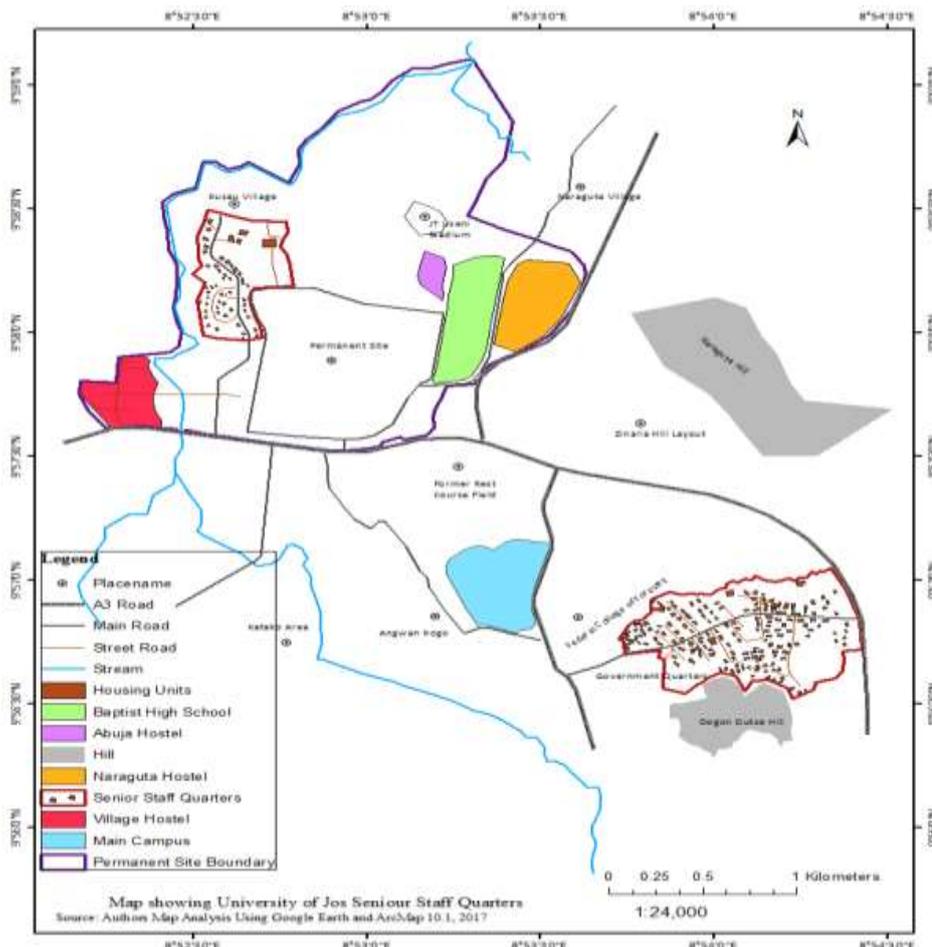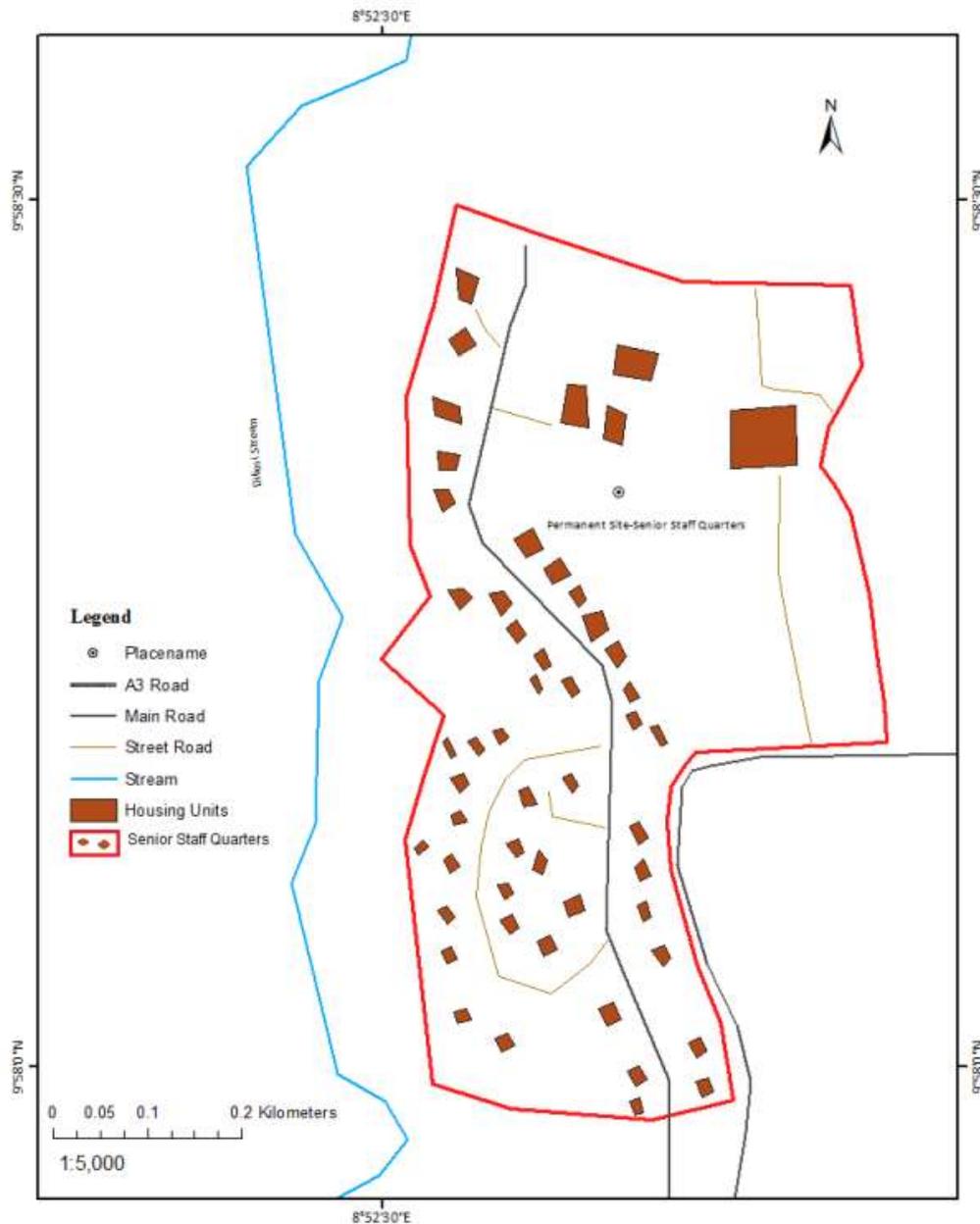

Fig 1: Map of The Study Area Showing Land Uses

Map showing Seniour Staff Quarters at Permanent Site
Source: Authors Map Analysis Using Google Earth and ArcMap 10.1, 2017

Fig 2: Map of Staff Quarters, Permanent Site Showing Housing Distribution

METHOD OF STUDY

The study made use of primary and secondary source of data. Primary data was collected through the administration of questionnaire.

Secondary data are information from media, newspapers, thesis, journals, published/unpublished materials and Master Plans.

The target population comprised of the households of each of the houses occupied by staff of university of Jos in Senior Staff Quarters, Bauchi Road and the permanent site only.

The total research population of 226 household heads were used, the permanent comprise of 177 and 49 household heads of Bauchi Road Quarters and Permanent Site Quarters respectively.

Stratified sampling technique was used. This is made up of 5 strata which represent the 5 different housing types existing in the study area, namely; professorial, Bungalow, Block of 4 flats, 3 in 1 dwellings and Transit houses. A survey was carried out covering different residential areas; questionnaires were administered to discover the responses in regards to this research and existing situation. Visits were made to residents, to interview the household heads.

Documented information was utilized, such as, University of Jos Master Plans by Jupcon, Dar Al-Handasah and the Faculty of Environmental Sciences, seminar and conference papers, magazines, journals, textbooks, unpublished thesis and dissertations.

The level of residents' satisfaction was determined by use of *the 5 point Likert scale* named after Rensis Likert, it is one of the most reliable ways to measure opinions, perceptions and behaviour. Variables were evaluated using a five-point Likert scale. Since the level of user satisfaction is to be measured, the Likert scale interval descriptors was designed to accommodate extreme, moderate and neutral responses and ranked as follows: Very dissatisfied- 1, Dissatisfied- 2, Neither Satisfied nor Satisfied - 3, Satisfied - 4, Very Satisfied - 5. The household heads were asked to rank their level of satisfaction concerning the housing attributes, neighborhood, management, social amenities provided for the quarters and in addition, comment on the housing situation.

➤ *Relative Importance Index:* A type of Weighted Arithmetic Mean, this was used as a barometer for measuring satisfaction. Data collected was analyzed using descriptive narration and statistical tools such as The Relative Importance Index (RII) of

determination of significance of factors. Mathematically expressed:

$$RII = \Sigma\, W/A*N$$

Where:

Σ represents summation

W represents weighting given to each factor by respondents ranging from 1 to 5

A represents the highest rating

N represents the number of respondents.

The nearer the value of importance index of the identified factor is unity (1) or 100%, the more significant it is and greater the impact on the rest of variables.

RESULT AND DISCUSSION

Table 1 shows the responses regarding satisfaction with residence and area. The table revealed that 41% are satisfied with space around the house. 41.5% were dissatisfied with facilities and utilities available in the house, 38.3% were satisfied with privacy provided by the house in relation to the environment, 56.3% were satisfied with proximity to place of work, 32.4% were dissatisfied with the house design, 64.1% were dissatisfied with the existing furnishings, 33.5% were dissatisfied with the landscaping around the house, 53.8% were dissatisfied with the distribution of shops in the quarters, 41% were satisfied with the quarters' security service provision, 68.3% were dissatisfied with the available recreational facilities within the quarters 31.9% of the respondents were satisfied with the general layout size of the house, 31.7% were satisfied with the general layout shape of the house, 50.3% were dissatisfied with the physical condition of the house, 42% were satisfied with ventilation, 60.2% were satisfied with the mode of transportation to work, and 65.5% were dissatisfied with available refuse disposal facilities.

The results of the study suggested that the occupiers were dissatisfied with their houses. This confirmed the Studies in public housing units on user's satisfaction which showed that residents are dissatisfied with most of their accommodation (Kaitilla, 1993; Ukoha and Beamish, 1997).

Facets of dissatisfaction stated to are; the size of houses, number of rooms and living/dining areas, lack of storage space, poorly lay out and badly designed kitchen, toilets and bathroom facilities. Also the study of Ibem, (2011) on the evaluation of public housing in Ogun State shown that most of the residents alleged high levels of inadequacy and dissatisfaction with the housing.

Table 1: Residents' Satisfaction with Residence and Area

	Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very satisfied	
	f	%	f	%	f	%	f	%	f	%
What do you feel about the space around your house which is designated for your personal use?	13	7.1	37	20.2	58	31.7	62	33.9	13	7.1
How do you feel about facilities and utilities available in the house (e.g. water and electricity)?	22	12.0	54	29.5	61	33.3	42	23.0	4	2.2
What do you think about the privacy provided by the house in relation to the environment?	8	4.4	39	21.3	66	36.1	62	33.9	8	4.4
How do you feel about proximity to your place of work?	5	2.8	20	11.0	54	29.8	92	50.8	10	5.5
What do you feel about the house design?	4	2.2	55	30.2	68	37.4	51	28.0	4	2.2
What do you think about the existing furnishings?	30	16.3	88	47.8	45	24.5	20	10.9	1	0.5
How do you rate the landscaping around the house?	9	4.9	52	28.6	70	38.5	50	27.5	1	0.5
What do you feel about the distribution of shops in the quarters?	29	15.8	70	38.0	46	25.0	34	18.5	5	2.7
How do you rate the quarters' security service provision?	13	7.1	37	20.2	58	31.7	62	33.9	13	7.1
Rate the available recreational facilities within the quarters	61	33.3	64	35.0	44	24.0	12	6.6	2	1.1
What do you thing about the general layout size of your house?	5	2.7	40	22.0	79	43.4	54	29.7	4	2.2
What do you think about the general layout shape of your house?	10	5.5	27	14.8	88	48.1	56	30.6	2	1.1
What do you feel about the physical condition of the house?	26	14.2	66	36.1	43	23.5	45	24.6	3	1.6
How do you feel about ventilation?	10	5.5	35	19.3	60	33.1	68	37.6	8	4.4
How do you feel about your mode of transportation to work?	11	6.0	29	15.8	33	18.0	98	53.6	12	6.6
Rate your available refuse disposal facilities	48	26.2	72	39.3	37	20.2	21	11.5	5	2.7

Adopted from Banah's Field survey, 2018

CONCLUSION AND RECOMMENDATION

The finding of the study serve as the basis for making the following conclusions:

i.   Minority of the residents are satisfied with their houses

ii.   Majority are dissatisfied with space around their houses, facility and utilities available (water, electricity and refuse disposal facilities) and physical condition of the house

Based on the conclusion, the following recommendation are made :

i.   The number of bedrooms in a house should determine the allocation of resident's household size.

ii.   There should be clearly defined houses for senior and junior staff respectively and this must be strictly adhered to.

iii.   The university should utilize the available space in the permanent site, which has been allocated for housing, to construct more houses for staff.

iv.   Bore holes should be provided on each street and maintained by an assigned staff.

v.   University should provide a corner shop between every two streets.

vi.   Dinosaur waste bins should be provided at every street end.

vii. Staff of the Physical Facilities Department of University of Jos, who are the custodians of the study area, should be well equipped and given adequate manpower by the Authorities.

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