



STUDENTS 'SATISFACTION WITH HOSTEL FACILITIES PROVISION IN FEDERAL COLLEGE OF EDUCATION (TECH) GOMBE, GOMBE STATE

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ABSTRACT

The study focused on the students' satisfaction in Federal College of Education, Gombe. Relevant related literature was reviewed, where by primary and secondary data were collected. A five-point Likert scale was used to weight the respondent's opinions on the research questions. A total of three hundred (370) and seventy questionnaires were administered to the students, out of which three hundred and thirty-six (336) questionnaire were retrieved and analyzed using Statistical Packages for Social Sciences, with frequency, percentage, mean, standard deviation to know the level of the

Introduction

In the North Eastern States of Nigeria, particularly Gombe State, alternatives to budget lodging accommodations beyond hotels are limited. However, throughout the world, hostels play an important role in the lodging industry in some parts of the world. From Europe where many tourists engage in the iconic summer backpacking trip, to the coasts of the U.S., and everywhere in between, hostels provide an option for travelers who wish to stay in budget lodging properties and are well equipped with adequate facilities. However, in many parts of the Nigeria, hostel facilities are not adequately provided as expected in most of the tertiary institutions. Students' academic activities can be achieved when there is availability of the hostel facilities in an institution (Ugwuanyi, Nwachukwu, Ugwuanyi, Okeke & Nworgu 2020).

Therefore, the states of hostel facilities in Nigerian tertiary institutions today appear to be of great concern to students, parents and all educators. In Nigeria, the increasing number of student population may have adverse effects on facilities which might in turn affect student performances and patronage to the facilities (Oluwunmi, Ajibola, Iroham & Eluyelu, 2017). Recently, Nigerian tertiary institutions have increased with at least six higher institutions which include four 4, polytechnics, one COE and one University of Technology. The proposed institutions were located to the following states of the country at Enugu State (Kwale, Delta State) Kalingo (Gombe State) Adikpo (Benue State) Jama'are (Bauchi State) and Auch (Edo State) respectively,



student satisfaction with the facilities provided in the study area. The result indicated that Waste Disposal Facilities is the most highly provided Facilities and Fire Safety Facilities is the facility they satisfied with in the study area. This was revealed from mean scores of $M=4.93$ and $M= 4.96$ respectively. This indicated that facilities provision was significant predictors of facilities satisfaction hence, was having strong influence on student satisfaction with the hostel facilities. Recommendation is that, there is need for massive improvement in provision of some facilities by the Government to meet academic global standard.

by Senator BarauJibrin (on 6thDecember,2018) Chairman committee on tertiary institution and TETFund. This increase number of new proposed tertiary institutions has led to the increased number of students seeking off-campus accommodations of various higher institutions. Ajayiuj, Nwosu& Ajani (2015) have indicated that availability, adequacy, and functionality of hostel facilities are key factors in the determination of students' performance, satisfactions and successful completion of the course of study or program in tertiary institutions.

Literature review:

Hostel facility provision

Hostel facilities can be categorized into two types which is a permanent and semi-permanent structure such as laboratory equipment, teaching aid, blocks of the classroom, libraries, toilets, storage space, tools, and consumables (electricity and water) Akomolafe, 2016; Aion&Rosmaizura, 2018). There was a significant impact of hostel facilities provision in electric supply (lighting and fans), canteen facility, security, and dispensary toward students' satisfaction living in the hostel which will leads students' patronage henceforth (Menonet *al.* 2019). This also resulting the students' academic performance as when students were satisfied with the hostel facilities provided, they can be able to focus on their study thus help them to increase their academic activities. The size of the room in the hostel also could bring impact to students' which students might not be able to study in the room as the room was too crowded or noisy.

Malik and Rizvi (2018) Classroom furniture is the most important to be considered by the education institutions as it can bring a huge impact on students' academic achievement. This is because students need a comfortable learning environment to receive their learning and allow them to focus more on their learning. Assets worth, housing adequacy and available accommodation space, compliance and suppleness of places and satisfaction with the facilities of neighboring environment (Ibem, Ayo-Vaughan, Oluwunmi, & Alagbe, 2018). All of these features emphasize the reputation of the bodily attributes of the built environment on students' satisfaction. Many researchers in their studies mentioned that providing the best quality and properly designated students hostel facilities can impact the educational outcomes of the students. The hostel must be fully secure, having intellectual stimulation, cooperation, and responsibilities among the students (Hassan in, 2008).

Concept of Student satisfaction

Student satisfaction involve separate feeling of preference which result from associating the clear performance of essential facilities provision to their prospects (Shahsavar & Sudzina,



2017). It means that if the performance contest surpasses the prospects, students would be satisfied. Students can accomplish well in their educations if they have decent living environments in their hostels. In the same view, the insufficiency of essential facilities provision in students 'hostel can have an adverse effect on students' satisfaction and the actualization of qualitative teaching in the tertiary institutions (Oke, Aigbavboa, and Raphiri, 2017).

Student satisfaction with facilities provision is a level of calmness with current hostel situations. The term may refer to the whole range of satisfaction from very satisfied to very dissatisfied. Satisfaction does not only assess the provision of necessary facilities in shelter atmosphere, it assesses the satisfaction level of students' hostel atmosphere and its worth (K. S. Imtiaz, 2019). It is a valid technique to advance design and develop strategies to expand the provision of facilities in the students' shelter atmosphere. However, the quality of a students' hostel environment grades from the overall awareness of students. Thus, in arriving at the satisfaction related with students' hostels, the overall insight to the students 'requirements to be measured. The features that are connected with scholar satisfaction. These features can be approximately categorized as bodily, communal and organization features. Bodily features are those linked to the physical features of an abode and its neighboring environment. Regarding the bodily features, empirical studies have revealed that accommodation satisfaction is related with an improvement of safety control; dwelling scheme and confidentiality; unit scope and extent of stay.

Student satisfaction and student learning should be important outcomes for institutions (Appleton & Krentler, 2016). The social integration of students contributes to the overall satisfaction of students as provision of hostel facilities in an academic environment enables the students of diverse culture to come together and improve their academic and behavioral attitudes (Nimako & Bondinuba, 2013). Satisfaction is a feeling of happiness that is obtained when a person fulfills his or her needs and desires (Saif, 2014). It's a state felt by a person who has experience performance or an outcome that fulfilled his or her expectations (Ilyas & Arif, 2013).

Student satisfaction and student learning must be important results for institutions (Appleton and Krentler, 2016). Parasuraman, Zeithan, and Berry (2013) recognized that "user satisfaction is based on the level of quality resulting from the building performance of the structure. Linking it to the opinions of these authors, it is clear that the definition of students satisfaction with a hostel facilities. It means a derivative service of prediction and perception; since service quality is one of the factors that impede satisfaction, student satisfaction is very essential for the performance of buildings, utilities/facilities, as it will expand the learning experience of the students.

Satisfaction means the state of being delighted or contented. Satisfaction is a thing of the thoughts; it is conditioned by insight. Perception is the procedure by which we become conscious of change through the knowledge of sight, hearing etc. The way individuals perceive things is different from one alternative that is what satisfied one might not satisfy other individual (Eron, 2018). Student satisfaction in accommodation is often watched as an object involving a great number of lodging components displaying facets such as bodily provision of necessary facilities and the normal of service as well as locality characteristics, students' hostel satisfaction is the optimistic worth or result imitative from living in students' hostel surroundings (Alutaibi, 2018). It is a creation of students' insight, attitude and skill. Hence, satisfaction tends to be proportional and there is a fact that individuals with different social features perceive satisfaction in students' hostel inversely. Such features include



socioeconomic lecture, the phase in occupants' life cycle and grade of social communication, lifestyle and intelligence of self.

Methodology

Quantitative approach was employed using questionnaire survey. Therefore, the use of quantitative approach in the research is justifiable. This study adopted the quantitative method aimed at achieving the overall strength of the study. The research design adopted for this study was descriptive survey. Hence achieving the research objectives requires the technique of observation via questionnaires as the principal means for collecting the empirical data. This study targeted only NCE2, both (male and female) Students of Federal College of Education, Gombe because they were fully available throughout the session. The sample frame were NCE 2, students excluding NCE 1 and 3 which was 2,924 in number on the admission list. The sample size of the population was 370 from sample size information table of Saunders (2016) under 5% margin of error, while the sampling technique is systematic random sampling technique.

Table 1: Sample sizes for different sizes of target population at a 95 per cent confidence level (assuming data are collected from all cases in the sample) Margin of error

Target population	5%	3%	2%	1%
50	44	48	49	50
100	79	91	96	99
150	108	132	141	148
200	132	168	185	196
250	151	203	226	244
300	168	234	267	291
350	196	291	343	384
400	217	340	414	475
500	254	440	571	696
750	278	516	706	906
1000	322	696	1091	1655
2000	357	879	1622	3288
5000	370	964	1936	4599
10000	383	1056	2345	8762
100000	384	1096	2345	9513
1000000	384	1067	2395	9595

Findings

Descriptive statistics based on mean ranking was carried out to explore the levels of students' satisfaction with facilities provision in the Federal College of Education (Technical), Gombe State. The results showed the ranking, mean and standard deviation for each facility.



Table 2 Students' Satisfaction with the Facilities Provided in Federal College of Education, Gombe mean ranking was used to analyses the level of Facilities Provided

	Mean	Std. Deviation	Rank	Remark
Fire Safety Facilities	4.78	0.5401	1 st	Very Satisfied
Water Facilities	4.57	0.4960	2 nd	Very Satisfied
ATM	4.55	0.6670	3 rd	Very Satisfied
Transportation Facilities	3.80	0.8635	4 th	Satisfied
Clinic Facilities	3.80	0.6656	4 th	Satisfied
Waste Disposal Facilities	3.54	0.7867	5 th	Satisfied
Electricity Facilities	3.36	0.4869	6 th	Moderately Satisfied
Toilet/Bathroom Facilities	2.90	0.8648	7 th	Moderately Satisfied
Sport Facilities	2.50	0.6229	8 th	Moderately Satisfied
Recreational Facilities	2.19	0.5620	9 th	Unsatisfied
Internet Facilities	1.81	0.5864	10 th	Unsatisfied
Computer Room	1.79	0.6710	11 th	Unsatisfied
Average Mean Score	3.20	0.6502		Moderately Satisfied

Legend of Ranking: From 0.50 to 1.49= Very Unsatisfied, from 1.50 to 2.49= Unsatisfied, from 2.50 to 3.49 = Moderately Satisfied, from 3.50 to 4.49 = Satisfied, from 4.50 to 5.00 = Very Satisfied

The table above shows the level of respondents' satisfaction with the hostel facilities provided in the Federal College of Education, Gombe with mean scores ranged from 4.78 to 1.79. The overall satisfaction level with the entire facilities was further analyzed in the table. The level of satisfaction with the facilities such as Fire Safety Facilities, Water Facilities and ATM Facilities were ranked 1st, 2nd and 3rd which obtained mean scores of 4.78, 4.57 and 4.55 respectively. The table further indicated that Transportation Facilities, Clinic Facilities and waste Disposal Facilities Were Satisfied while, Electricity Facilities, Toilet/Bathroom Facilities and Sport Facilities were moderately satisfied which obtained mean scores of 3.36, 2.90 and 2.50 respectively. Students were unsatisfied with Recreational Facilities, internet Facilities and Computer Room Facilities which obtained a mean score of 2.19, 1.81 and 1.79 respectively. This table therefore revealed the varying level of students' satisfaction with facilities provided in their hostel with Fire Safety Facilities being the most satisfied facilities in the college. While, the least satisfied facilities were Internet Facilities and Computer Room which are all closely related obtained mean scores averagely the same. The Table finally shows that, the overall average mean score of students' satisfaction with the facilities provided is 3.20 and standard deviation of 0.6502 indicating that the facilities were moderately satisfied by the students.

Conclusion

This study aimed at assessed the level of student satisfaction with hostel facilities provision in Federal College of Education(Tech), Gombe State, with a view to determine the effect of facilities provision on student satisfaction thus, leading to expansion the levels of the students' performances. The research finding indicated that, the hostel facilities provided which students satisfied most with, were Fire safety, Water and ATM facilities. It also indicated that the students were not much satisfied with internet, recreational and computer room facilities



provided in the study area (Federal College of Education, Gombe). The study recommended that the providers of hostel facilities should put more effort towards internet, recreational, computer room, electricity, toilets/bath room and sports facilities enhancement to meet the student's desire. The study also recommends that, the management as well as the governing council of the institution may incorporate strategies that would boost the efficient use of such facilities provided as it will definitely help to increase the life span of the facilities. For every hostel a proper design proposal has to be made on how to be using such facilities as expected. This should be done using a standard students toilet ratio giving as ratio 1:20 for toilets facility, hostel room facility increased and allocate student accordingly.

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