



EVALUATION OF USERS' SATISFACTION WITH HOSTEL MANAGEMENT FACILITIES AND SERVICES IN TERTIARY INSTITUTION IN MINNA

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ABSTRACT

The study evaluated the users' satisfaction in tertiary institution in Minna. The employed census sampling to administer 785 based numbers of hostel rooms across the selected tertiary institutions and total number of 560 questionnaires were returned. The study employed both descriptive analysis of mean and relative important index to establish the level of satisfaction among the users. The study firstly carried out cronbach alpha test to reliability of the responses from the respondents, the result revealed that there is high level of internal consistency among the responses. The hostel facilities were sub-divided into physical features, social amenities and management services, the result of relative important index revealed that 0.672(67.2%), 0.573(57.3%) and 0.621(62.1%) for physical fixtures, social amenities and management services respectively. This result revealed that users of the hostels were fairly satisfied with functional performance of hostel facilities and the study therefore recommends that there should be regular maintenance of hostel facilities as to improve the users' satisfaction in the tertiary institutions.

Keywords: *users' satisfaction, tertiary institution, hostel, facilities, physical fixtures, social amenities and management services etc.*

Introduction

Social responsibilities of the institution as housing is seen as influencer on performance and psychological wellbeing of the student (Mbazor, 2021). Osei-Poku, Braimah and Clegg (2020). Residential accommodation in tertiary institutions is provided to offer students the prospect for communal living, to promote social communication and enhance their level of comfort while on campus. Though the facilities and quality of the premier institution in Nigeria and those created after independence were of high standard and were available for the then students. On that note, the original idea of students' accommodation was to provide a more conducive academic atmosphere for students. Therefore, those premier universities built hostels, befitting the image of undergraduate students. Students' population then was within control (Egwunyenga, 2009). Students accommodation need to be well planned and adequate to enhance their performance as the decent living condition within academic environment, has direct impact on the students' academic performance (Mbazor, 2021 and Aluko, 2011). Good housing and decent accommodation play a significant role in healthy living and lead to improved productivity. This is particularly true for a special category of individuals–students, especially those in tertiary

institutions, who require good accommodation in a serene environment for proper assimilation of what they have been taught (Adeleye, *e tal*, 2018).

Onibokun (1985), being cited by Adeleye *e tal* (2018), that housing has a profound influence on the health, efficiency, social behaviour, satisfaction and general welfare. Therefore, it means that housing exerts influence on overall performance of its residents. Conceptually, housing satisfaction according to Djebarni and Al-Abed (2000) refers to the degree of contentment experienced by an individual or family with regard to the current housing situation. It is an index for determining the level of contentment with housing. This contentment level is also refers to satisfaction level. It is with this background that the study therefore intend to look at the level of satisfactions of the users of hostels facilities within tertiary institutions in Minna.

Literature Review

The satisfaction of students or users in tertiary institution hostel can be function of academic performance. The occupant's performance is influenced by numerous components in the housing system. Some specific factors that influenced occupant's performance, including students, age of house/ hostel (Varady & Preiser, 1998; Varady *e tal* 2001), physical characteristics of a house and facilities that are available (Yeh,1972), satisfaction with management services (Varady and Carrozza 2000), social interaction and relationship with neighbours (Varady & Preiser 1998).

A study conducted in Ghana by Nimako and Bondinuba (2013), the study examine student accommodation quality (SAQ) in college of Technology Education, Kumasi of the University of Education Winneba and Kumasi Polytechnic (K-Poly). The study makes use of ranking where it was discovered that SAQ items with unfavourable rating are; access to transport, bathrooms, toilet, kitchen, security, entertainment, reading room, accommodation fees and searching costs. Furthermore, K-Poly is better in terms of accommodation fee and other support facilities. Ajayi *et al* (2015), gave categories used in assessing housing satisfaction under physical (P), social (S) and management aspects (M). The physical attributes referred to the state of the structure and its environment while management comprised hygiene, maintenance culture, security and relationship with the management team. The social aspect refer to students' personal lifestyle, feelings and perceptions. In the study conducted by Sanni-Anibire & Hassanaian (2016), it assessed the student resident facilities under indoor environment quality (IEQ), design quality (DQ), and quality of building support services (QBSS).

In studying residential housing quality, some revealed that it is a function of the level of occupants' acceptability of dwelling units and the surrounding environment which included the design outlook and functionality of structures, nature of materials used, space utilization, utilities and services provided in the units (Meng & Hall, 2006 and Okewole & Aribigbola 2006). The study conducted by Osei-Poku, Braimah and Clegg (2020) on the comparative assessment of user-satisfaction with on-campus residential accommodation, it is opined that attributes used to assess the levels of satisfaction were grouped under physical features, social amenities and management factors

Mbazor (2021), when studying the influence of On-campus housing quality and facilities on students' academic performance at the Federal University of Technology Akure, the study take into cognizance the quality of housing and as well as the academic performance of the occupants before and after moving to the university hostel, using Linkert scale and regression analysis respectively to test whether there is relationship exist between the housing quality, housing facilities and the academic performances of the students. The study concluded a positive

relationship between the academic performance of the students and the quality of housing facilities. Oluwatobi *e tal* (2019) in it works on assessment of the effectiveness of maintenance management systems in delivery quality maintenance services in higher institutions, discovered after using mean ranking and T-Test that there is a general dissatisfaction with the service quality delivered as the maintenance management system was not adjudged to be as effective as expected as various obstacles and factors influence the acceptable standard and quality of maintenance.

In the study done in Malaysia, Bashir *e tal*, (2012), which evaluate students' perception on the service quality of Malaysian Universities' hostel using the model of Parsuraman *e tal*, (1988), service quality framework such as responsiveness, assurance, reliability, tangibles and empathy. The study further strengthened the use of the framework for service quality of hostels, where hypothesis proven to be supportive except one of them, in which the result revealed that students perceive service quality at universities' residence halls to be slightly good and also the management of hostel has to improve in the quality of the services to achieve a high level of satisfaction.

In Uganda, there was a study conducted by Mugambwa et al., (2016), which investigate the relationship between privately provided accommodation service quality and customer satisfaction. The study made use of cross-section of 300 sampled students in 20 private hostels within Nsamizi Trading Institute of Social Development in Uganda. The study discovered that there is a strong positive significant relationship between security and satisfaction concerning those accommodation provided. It also shows rank order of importance of the qualities from reliability, security and tangibles respectively.

Ayodele and Ngwoke (2021) evaluate the occupants' satisfaction with on-campus private hostel in Federal University of Technology Akure using cooperative hostels (FUTAASCOOPS Hostel). The study adopt weighted Mean score (WMS) as well the Relative Satisfaction Index (RSI) in achieving its findings. It took cognizance of structural elements, environment and locational attributes of the hostel as well as service and amenities. From the study, bathroom, lobby, bedroom and kitchen except common room and laundry include the accommodation elements which were considered satisfactory. It is generally discovered that service/ amenities provide in the hostel generally unsatisfactory to the users.

It is good to take cognizance of post occupancy report as it independent views and feedback can be used to identify the deficiency in maintenance and to determine the overall performance of the building of the hostels (Adewunmi *e tal*, 2011). On this note, the provider is therefore expected to assess the level of satisfaction of the users, if claiming to provide a quality maintenance management services. Olotuah (2000), in a study of the suburban housing situation in Akure, Ondo state of Nigeria, showed that even with the glaring evidence of poor housing conditions in some areas of Akure, the people there are not complaining because of their low expectations with respect to social services.

Navarez (2017) in their study, indicating the model that employed multi-facet framework which take into account six and two criteria respectively; physical features (P), Social environment (S), neighbourhood facilities (N), socio-demographic characteristics (SD), housing support services (HSS) and public facilities (PF); and also two main headings for the second one; physical attributes (P) and social, financial, management (SFM) attributes. Physical attributes is associated with students' living conditions, community facilities and services also neighbourhood physical surrounding. While the SFM are students' social activities, cost of living and their preferences.

Methodology

The total population comprised of 785 rooms across the selected hostel. Since the population is relatively small, the study employed census sampling where the whole of population was sampled. The number of returned questionnaires is 560. The socio economics elements of respondents was captured in the first part while the second part gave the in-depth views of the respondents in regards to the level of satisfaction with the hostels facilities and services, which are on a 5-point Likert scale of 1 = very dissatisfied to 5 = very satisfied. Furthermore, data from the questionnaires were analyzed using SPSS and the information on the respondents' demographics were presented as frequencies and percentages while Mean Score (MS) rankings and Relative Satisfaction Index (RSI) were used to present the levels of satisfaction. The range for the satisfactory index is developed as follows:

Level of satisfaction	Code	Mean	Satisfactory index	Status
very dissatisfied	1	1.00-1.99	0.20-0.39	very dissatisfied
Dissatisfied	2	2.00- 2.49	0.40-0.49	Dissatisfied
Fairly satisfied	3	2.50-3.49	0.50-0.69	Fairly satisfied
Satisfied	4	3.50-4.49	0.70-0.89	Satisfied
Very satisfied	5	4.50-5.00	0.90-1.00	Very satisfied

Source: Hassanain (2008).

Result and Discussion

The demographic information revealed gender and age composition of sampled respondents as presented in Table 1. 59.5% of sampled majority of respondents were male and 95.5% majority of sampled respondents were between the age of 19-30yrs.

Table 1 Demographic Information of Respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Gender	Male	333	59.5	59.5	59.5
	Female	227	40.5	40.5	100.0
	Total	560	100.0	100.0	
Age	Below 18yrs	25	4.5	4.5	4.5
	19-30yrs	535	95.5	95.5	100.0
	Total	560	100.0	100.0	

Source: Field Survey, 2022

The ownership and management information of the hostel is presented in table 2. 93.8% majority of the ownership comprised of private individual, and 94.3% majority of the managers of the sampled hosted were estate agents. The level of satisfaction revealed that 31.3% majority were satisfied with management of the hostel.

Table 2 Ownership of the Hostel

Ownership	Frequency	Percent
Ownership of the Hostel	school authority	10
	private individual	525
	joint ownership	25

	Total	560	100.0
	school authority	9	1.6
Management of the Hostel	estate agent	528	94.3
	privately owned	23	4.1
	Total	560	100.0
	very unsatisfied	53	9.5
	not satisfied	108	19.3
satisfy with the level of management of the hostels facilities	Undecided	160	28.6
	Satisfied	175	31.3
	very satisfied	64	11.4
	Total	560	100.0

Source: field survey, 2022

The level of satisfaction with physical features in the hostels is presented in Table 3. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.88(88%) higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were satisfied with physical features at average satisfactory index of 0.672 which equivalent to 67.2%.

Table 3 Level of Satisfactions with the Hostels Facilities (Physical Features)

Physical Features (Cronbach's alpha @0.88)	N	Sum	Mean	Satisfactory index	Status
Finishes	560	2076.00	3.7071	0.74142	Satisfied
Natural lighting levels	560	1899.00	3.3911	0.67822	Satisfied
Room size	560	1827.00	3.2625	0.6525	Satisfied
Location of sanitary areas	560	1797.00	3.2089	0.64178	Fairly satisfied
Level of natural ventilation	560	1996.00	3.5643	0.71286	Satisfied
Number of WC cubicles	560	1944.00	3.4714	0.69428	Satisfied
Number of shower cubicles	560	1890.00	3.3750	0.675	Satisfied
ease of movement	560	1848.00	3.3000	0.66	Satisfied
Room thermal comfort	560	1786.00	3.1893	0.63786	Fairly satisfied
Artificial light levels	560	1769.00	3.1589	0.63178	Fairly satisfied
occupancy ratio	560	1924.00	3.4357	0.68714	Satisfied
Level of privacy	560	1828.00	3.2643	0.65286	Satisfied
Average Satisfactory Index				0.672(67.2%)	Satisfied

Source: Field Survey Computation, 2022

The level of satisfaction with social amenities in the hostels is presented in Table 4. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using Cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.78(78%) higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were fairly satisfied with social amenities at average satisfactory index of 0.573 which equivalent to 57.3%.

Table 4 Level of Satisfactions with the Hostels Facilities (Social Amenities)

Social Amenities(Cronbach's alpha @0.78)	N	Sum	Mean	Satisfactory index	Status
Waiting Room	560	1432.00	2.5571	0.51142	Fairly satisfied
Electric power supply	560	1538.00	2.7464	0.54928	Fairly satisfied
Water supply	560	1537.00	2.7446	0.54892	Fairly satisfied
Availability of facilities for Persons with disabilities	560	1700.00	3.0357	0.60714	Fairly satisfied
Internet/ Wi Fi	560	1729.00	3.0875	0.6175	Fairly satisfied
Outdoor sports facilities	560	1684.00	3.0071	0.60142	Fairly satisfied
Average Satisfactory Index				0.573	Fairly satisfied

Source: Field Survey Computation, 2022

The level of satisfaction with management services in the hostels is presented in Table 5. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using Cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.89(89%) higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were fairly satisfied with management services at average satisfactory index of 0.621 which equivalent to 62.1%.

Table 5 Level of Satisfactions with the Hostels Facilities (Management services)

Management Factors(Cronbach's alpha @0.89)	N	Sum	Mean	Satisfactory index	Status
Availability and adequacy of firefighting equipment	560	1703.00	3.0411	0.608	Fairly satisfied
Frequency of waste disposal	560	1764.00	3.1500	0.630	Fairly satisfied

Level of Security	560	1778.00	3.1750	0.635	Fairly satisfied
speed of handling residents' complaints	560	1684.00	3.0071	0.601	Fairly satisfied
Cleanliness of the toilet	560	1703.00	3.0411	0.608	Fairly satisfied
Frequency of maintenance of hall	560	1764.00	3.1500	0.630	Fairly satisfied
Cleanliness of the shower	560	1778.00	3.1750	0.635	Fairly satisfied
Average Satisfactory Index				0.621	Fairly satisfied

Source: Field Survey Computation, 2022

The overall satisfactory index was determined from average indices of physical features, social amenities, and management service is presented in table 6. The overall index at 0.622 which equivalent to 62.2% indicating that the overall level of satisfaction in the hostel revealed a fairly satisfaction derived by the users. In other word, it can be said that the facilities in the hostel have performed maximally to the extent of giving required and expected satisfaction to the users.

Table 6 Overall Satisfactory Index For Hostel Facilities

Hostel facilities	Cronbach's Alpha	Satisfactory index	Status
Physical Features	0.88	0.672(67.2%)	Satisfied
Social Amenities	0.78	0.573(57.3%)	Fairly satisfied
Management services	0.89	0.621(62.1%)	Fairly satisfied
Overall Average		0.622(62.2%)	Fairly satisfied

Conclusion and Recommendation

User satisfaction is important study to real estate investor and in attempt to continue to provide a satisfactory services for purpose maximizing returns on investment. Assessment of user satisfaction has been found useful in most of post occupancy studies as in the case of hostel accommodation in tertiary institution in Minna. The study understood that the significant of measuring user satisfaction in Minna tertiary institutions in Minna, it provided that the satisfaction index for various attributes of hostels were found at least to be fairly satisfactory. Furthermore, it was also understood that majority of hostel facilities examined were in fair condition but the functional performance of physical features, social amenities and management services provided a fair satisfaction to the occupants. It is therefore recommended that the regular maintenance of hostel facilities is important in improving users' satisfaction in the tertiary institutions. Developing a maintenance plan is strategic to sustainability of real estate investment, thereby it should be encouraged.

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