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RESIDENTS' PERCEPTION OF THE EFFECTIVENESS OF PUBLIC FACILITIES AND SERVICES IN OGBOMOSO SOUTH LOCAL GOVERNMENT, OYO STATE NIGERIA

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Abstract

The study is focused on residents' perception of the effectiveness of public facilities and services in Ogbomoso South Local Government, Oyo State. The objective of the study are to examined the socio-economic characteristics of residents in the area, assess the availability of public facilities and services and sponsored agencies as well investigate factors that hindered the effective performance of public facilities and services in the study area. Data were gathered through primary and secondary sources of information. The primary source involved reconnaissance survey together with oral interview from opinion leaders in the area. This is complemented with the administration of 362 questionnaires to respondents through review of related literature on the subject matter. Data obtained were analyzed using descriptive statistics such as frequency count, tables and percentages to explain the perception of residents' on the availability of facilities and services and factors that hindered the effective performance of the same in the area. The results reveals adequate water supply provision, those that indicated problems of public parking space were (97.5%), no organized children play field (98.8%), no public toilets (72.1%), and no library 89.2%. Factors that hindered the effective performance of public facilities and services were vandalism (4.1%), inferior materials (12.4%), lack of maintenance (25.7%), no public participation (30.9%) and inadequate funds 26.8%. It is suggested that government should provide adequate funds for the development of basic facilities and services, encourage public participation in facility and service provision as well as environmental sanitation and management in the area.

Keywords: Public facilities, Services, Perception and Infrastructure.

Introduction

Man cannot survive on his own without life supporting mechanisms which will sustain his existence. These essential mechanisms include quality food, potable water and good shelter. The early man depended on all services nature could provide in terms of clothing, food and shelter till the time of industrial revolution. Consequentially, these advancements are the provision of facilities which are basic to man's existence in any given environment. The quality and quantity of infrastructure depends on the need to provide maximum comfort, convenience, safety and aesthetic improvements to man's existence. Infrastructure is the basic

physical facility needed for the operation of a society to function. In order words, basic facilities and services are dependent on environmental and social factors which determine the degree of need of these facilities and services. Facility provision is therefore a panacea of urban development. (Garfield Lovejoy, 1964 and World Bank, 1994)

However, facilities should not only be provided but evenly distributed over space with consideration to population since they are meant basically for use. It should also consider the impact on the users such as the public and community whose patronage influences their idea, thinking or perception which in turn depicts its

efficiency and overall quality (Obateru 2003). The perception of any user is based on the subjective knowledge and closely to the way he/she thinks or communicates. Relating this to facilities the way they are perceived by their users is based on past occurrence of the provision, effectiveness and overall management. In many Nigerian cities today, urban facilities and services have deteriorated coupled with failure of government policies and measures of addressing the situation. These are provided based on political will which are meant to be used by members of the community who are pertinent to the sustenance of such facilities and services. (Ugwu, 1993). The problem of ineffective facility and services is evident in cities which has grown originally without conscious physical planning due to rapid growth of population thereby making the demand exceed supply (Ogbuozobe, 2000). The role of infrastructure in any society cannot be overstressed. Every nation cannot do without it. The adequate of infrastructure in qualitative and quantitative have resultant effects in bettering the life of the masses; effects the cost of doing business in cities and is a bedrock to an egalitarian society Wikipedia 2015 define infrastructure as physical components of interrelated systems providing commodities and services essential to enable, sustain or enhance societal living condition. However, infrastructure does not only improve living condition, it also has economic, social and physical implication, and it is genuine for business to thrive, expedient for social welfare and also needed for sustainable development in any nation (Adebayo 2006 and Akinwale 2010).

The problems of deteriorated infrastructure are particularly pronounced in the old, indigenous core areas of the cities while the non-availability of infrastructure is peculiar to the outer spontaneous settlements that accommodate the low – income population. This has led to the

prevalence of an unhygienic environment that poses a greater danger to the health of the inhabitant (Akinbamijo 2004). This is further corroborated by Toybo et al (2014) research findings that most communities have no access to basic infrastructural facilities such as electricity, pipe born water, decent safe waste disposal systems and unconnected with motorable roads. Nevertheless, Agbola 1997 and Megbolugbe 2007 Opined that accessibility of infrastructural facilities are regarded as a booster to social well-being of city dwellers.

The study there for identified residents' perception on factors that hinders effective performance of public facilities and services in Ogbomoso South Local Government Area. The specific objectives of the study are to: examine the socio-economic characteristics of the residents, assess the available public facilities and services, identify the agencies involved in the provision of facilities and services in the area, investigate factors that hindered the effectiveness of public facility and services and suggest measures for improvement in the area.

Related Literature Review

Perception of facilities and services

Perception is defined as the process of attaining awareness or understanding of the environment by organizing and interpreting sensory information. All perception involves signals in the nervous system, which in turn result from physical stimulation of the sense organs (Wikipedia, 2012). Since the beginning of man, everyone has different perceptions of e.g. the environment, but these perceptions are also an expression of the time, context and culture each individual lives in. Man's perception of the environment is considered so fundamental that it becomes the main point of departure for any analysis of man-environment relations. A perception approach to man environment relations recognizes that for each objective

element and relationship in the biosphere, there are many perceived elements and relationships as seen and understood by different people and at different times and places. Man reaches decisions and takes action within the framework of his perceived sets of elements and links rather than any externally defined "objective set". The understanding of resident's perception provides better information on their reaction to issues which may lead to more enlightened decision of the policy maker.

Facilities

Public facilities are used interchangeably with either infrastructural facilities but its conceptualization varies with different interpretations and perspective of the authors and state of growth of a community. According to Obateru (2003) public facilities are educational facilities, health facilities, post offices and postal agencies, shopping area, recreational area, libraries, art galleries, museum provision location which help to determine the quality of life and development within an area. Igbozuike (1983) used social services synonymously with infrastructural facilities where he viewed it as those facilities which have life supporting, aesthetic, recreational or functional values in the provision of which financial cost benefit rationalization is not a principal objective. He also made a classification of infrastructural facilities into three categories: (i) advisory and institutional, (ii) composite and (iii) physical and structural facilities.

Brown (1999) opines that infrastructure could be distinguished in two ways the first being economic infrastructure – which constitute energy faculties, airports, water and communications while the second is the social infrastructure which are school, hospitals and which traditionally has been a public good. Apart from underpinning economic infrastructure it is an indication of the long term prosperity of a region. In other words, social infrastructure is the glue that holds a regional community

together. This view was also share by Allen consulting Group (2003) that infrastructure is viewed as the stock of facilities services and equipment in a community, including roads, schools that are needed for it to function properly. Urban infrastructure is the facilities and services that support the functioning of metropolitan communities. They further opine that infrastructures are public goods and as public goods, those are services or goods where consumption has to be decided by the community as a whole rather than by each individual. This reflects characteristics of non – rivalrous consumptions. One person's use does not deprive others. They are also non – excludable. Facilities, according to Hirschman (1958) refer to those basic services without which primary, secondary and tertiary productive activities cannot function. Public facilities are enterprises set up to provide something essential to the public service. Obateru, (2003) categorized infrastructural facilities into two namely: (i) Social infrastructure which consist of communal facilities and services examples of such facilities include schools, shopping area, health facilities, religious building, recreational areas and facilities and cultural buildings such as libraries, museum etc. social communal services includes fire protection, police protection, street cleaning and maintenance, street lightening, garbage and refuse collection and disposal systems. (ii) Physical infrastructure comprise of transportation facilities and public utilities which include electrical supply, water supply, gas supply, sewerage, storm water drainage and telephone service.

Infrastructure, as defined by World Bank (1994) include the following services under the term: power, telecommunication, water supply, sanitation and sewage, solid waste collection and disposal, piped gas, dam and canal works for irrigation and drainage, transport sectors – roads, railways, ports, water ways and airports. Infrastructure, according to World Bank

report was divided into physical and social, which is an integral part of meeting of basic needs. The ultimate goal of infrastructure policy is to provide the necessary services of high quality and efficiency at low price to the ultimate users in the country.

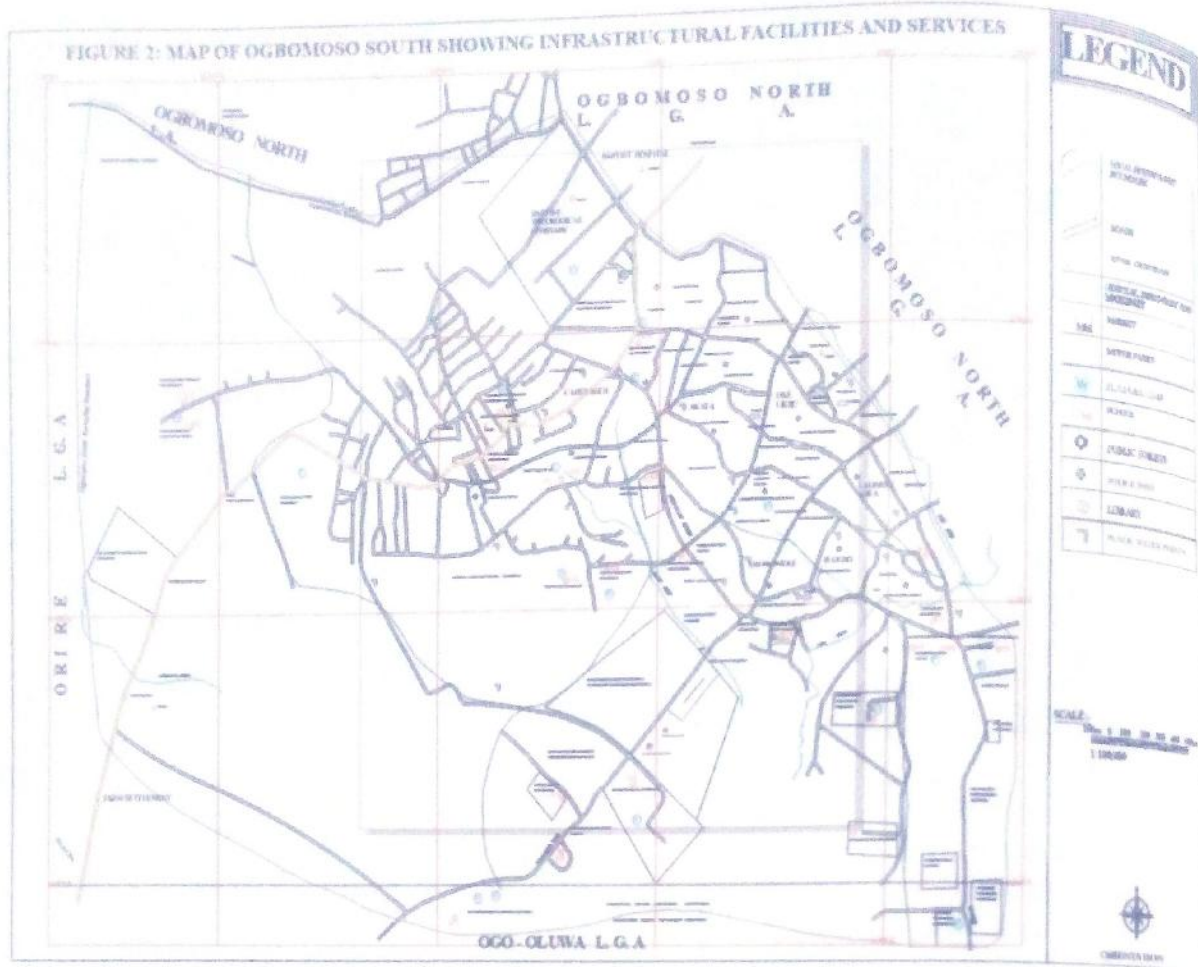
The findings of related study conducted by AIAE (2007) show that households and business enterprises in Niger State have access to 55.35% public water supply. Through an in-country data collection on available water quality data in selected states in Nigeria, World Health Organization (WHO) and UNICEF (2010) observed that there were no reliable water quality data that could be used to establish a baseline for the status of drinking-water quality in Nigeria. Thus, data on household distribution by state and major sources of drinking-water were used to design the Rapid Assessment of Drinking Water Quality (RADWQ) survey; the study reveals that overall compliance with WHO guideline or suggested values for drinking-water quality in Nigeria was 72.9% for all water sources, but this figure varied significantly by parameter, by technology type and by broad area. Aribigbola (2012) found that safe drinking water from the public source (i.e. water boards) in south-west Nigeria is not only grossly inadequate to meet the needs of present but that there are no strong policy initiatives to promote and enhance the existing facilities to meet future needs; it further revealed non-participation of stakeholders in the provision and management of piped water in South-west.

Importance of facilities

It is a fact that the provision of adequate and effective facilities is a sinequanon to rapid economic and social development. The provision of facilities improves and greatly enhanced the quality of life and well-being of individuals within a given society which in turn influence social development. These facilities do not

directly improve the physical being and quality of lives of individuals in a society but enhances productivity as well contributes to the effectiveness of development of national economy. The importance of public infrastructure is etched on economic, social and political considerations (Garfield and Lovejoy, 1964 and Ugwu, 1993). Economically, public facilities are among basic industries on which national productivity depends and which absorbs large capital expenditures. Socially, public facilities are of great importance to transport, communication, health, safety and others in shaping life of people. Politically, they are the efforts and challenges faced by private bodies and enterprises that provide public services with the sole aim of making profit.

Lewis Keeble (1969) observes that infrastructure, which include facilities and services are vital and essential to the development of any area or settlement because they facilitate and enhance meaningful development. However, proper management is needed to ensure continuity and functionality of such facilities and services. Webber (1968) also confirms that "No city can survive or prosper without adequate access to good housing, transportation, communication, health, commercial, water, and electricity. However, it has become evident that the provision of adequate and effective facilities and services is a catalyst for rapid economic development". Infrastructure can also be seen as a way of improving residents' health and reducing adverse environmental impacts within a city and its peripheries which can also contribute to the standard of living of the residents of such areas (Mendez, 1991). The degree of comfort of people in any society is a function of the standard of living enjoyed by all, which can be measured by the availability of basic facilities, utilities and services in the society (Ugwu, 1993). No nation can develop buoyantly without



SOURCE: OGBOMOSO ZONAL TOWN PLANNING AUTHORITY AND FIELD WORK, 2015

Methods of data collection and analysis

The research relies on published and unpublished materials and information which constitute both primary and secondary sources. First, a reconnaissance survey was carried out on the availability of public facilities and services in the study area. A total of 362 questionnaire were administered to examine the socio-economic characteristics of respondents, availability of public facilities and services and sponsored agencies as well as residents' perception on factors that hindered the effective performance of the facilities and services. A random sampling technique was employed to solicit information from respondents. There was also literature review on the subject matter to complement other sources. Information gathered were analyzed using descriptive statistics such as frequency count and percentages which

was used to explain the availability of public facilities and services as well as factors that hindered the effective performance in the study area.

Results and Discussion

Socio-economic characteristics of respondents

Table 1 shows that female respondents (57.5%) were higher than males 42.5%. This is because women were mostly found to be at home while men go in search of means for family survival. The respondents' education levels were secondary education (39.5%), primary education (22.7%), non-formal education (21.8%) and tertiary education 16.6%. However, majorities (38.4%) were self-employed, unemployed (25.1%), and those retired from civil service were 1.9%. This implies that those un-employed among them would not be able to afford to pay

much for facility and services. Those that claimed that they were tenants in the area were (52.2%), while 46.1% were landlords of their homes. Majority of the respondents (67%) were married, single

(24%), widowed (7%) and divorced 1.0%. However, a socio economic characteristic of respondent is not an indicator in the level of facilities and service provision in the area.

Table 1: Socio-Economic Characteristics of Respondents

Variables	Frequency	Percentage
Sex		
Male	154	42.5
Female	208	57.5
Total		100
Educational status		
Non formal education	79	21.8
Primary	82	22.7
Secondary	143	39.5
Tertiary	58	16.0
Total		100
Occupational status		
Unemployed	91	25.1
Civil servant	24	6.6
Retired	7	1.9
Self-employment	139	38.4
Employee	101	27.9
Total		100
Marital Status		24
Single	86	67
Married	243	1
Divorced	4	8
Widowed	29	
Total		100
Ownership status		
Landlord	167	46.1
Tenant	189	52.2
Others	6	1.7
Total		100

Source: Field work, 2014.

Availability of public facilities and services in the study area

Table 2 reveals public health facility on political wards in the study area. The hierarchy of health facilities shows that clinics were (33.7%) outnumbered other public health facilities such as maternity

(26.5%), primary health centers (20.9%), dispensaries (18.1%) and others 0.8 %. However, those categorized as others in public health facilities were not well recognized. Adequate health facility promotes good health in any society and nation at large.

Table 2: Availability of public health facility in the study area

Political Wards	Hierarchy of Public Health Facilities				
	Dispensary	Pry. Health Centre	Maternity	Clinic	Others
Akata	0(0%)	3 (11.5%)	17(65.4%)	6(23.1%)	0 (0%)
Alapata	0(0%)	6(21.4%)	16(57.1%)	6(21.4%)	0 (0%)
Arowomole	0(0%)	18 (42.9%)	15 (35.7%)	9(21.4%)	0 (0%)
Ibapon	8 (22.9%)	6 (17.1%)	6 (17.1%)	15 (42.9%)	0 (0%)
Ijeru I	3 (11.5%)	3 (11.5%)	8 (30.8%)	12 (46.2%)	0 (0%)
Ijeru II	9 (27.3%)	3(9.1%)	3 (9.1%)	18 (54.5%)	0 (0%)
Ilogbo	9 (23.1%)	12 (30.8%)	6 (15.4%)	12 (30.8%)	0 (0%)
Isoko	12 (25.0%)	0(0%)	12 (25.0%)	24 (50.0%)	0 (0%)
Lagbedu	18 (41.9%)	0(0%)	9 (20.9%)	16 (37.2%)	0 (0%)
Okeola	6 (15.4%)	24(61.5%)	3 (7.7%)	3 (7.7%)	3 (7.7%)
TOTAL	65 (18.1%)	75 (20.9%)	95 (26.5%)	121 (33.7%)	3 (0.8%)

Source: Field work, 2014.

Generally in table 3, public facility and service provision is at a minimal level as there is disparity in the level of provision of facility among the sampled wards. Majority of the respondents were of the opinion that there was no provision of parking space, public toilet, library and children play ground. This was due to the nature of the build-up area with no enough open space or land to develop such facilities. However, a cursory look at table 3 indicates that parking space, public toilets, library and children play ground are needed to promote the environmental quality and the convenience of the people. According to the respondents there are few number of public toilets in the area as indicated in figure 2. This has led a large

number of residents to practice open defecation or defecate in some materials like waste paper or plastic bag. This practice has been given different terminologies in different cities like "Wrap and throw". This is indeed unhygienic and can lead to epidemics. This has made life unpleasant for those individuals or group of individuals and families that have no public toilets and play fields close to their residents. Planning is aimed at a functional, convenient safety and aesthetically pleasing environment. In order to achieve these goal of planning, land use must be in conformity and should not be detrimental to the ecological integrity of the natural environment.

Table 3: Availability public parking space, toilet, library and children playground

Political ward	Parking space		Public toilet		Library		Children playground	
	Yes	No	Yes	No	Yes	No	Yes	No
Akata	0 (0%)	26 (100)	0(0%)	26(100%)	0(0%)	26(100%)	0(0%)	26(100%)
Alapata	6(21.4%)	22 (78.6%)	0(0%)	28(100%)	3 (10.7%)	25(100%)	0(0%)	28(100%)
Arowomole	3(7.1%)	39(92.9%)	42(100%)	0(0%)	36(85.7%)	6(14.3%)	7(16.7%)	35(83.3%)
Ibapon	0 (0%)	35 (100%)	0(0%)	35(100%)	0(0%)	35(100%)	5(14.3%)	30(85.7%)
Ijeru I	0 (0%)	26(100%)	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
Ijeru II	0(0%)	33(100%)	33(100%)	0(0%)	0(0%)	33(100%)	0(0%)	33(100%)

Ilogbo	0 (0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100)
Isoko	0(0%)	48(100%)	0(0%)	48(100%)	0(0%)	48(100%)	0(0%)	48(100%)
Lagbedu	0 (0%)	46(100%)	0(0%)	46(100%)	0(0%)	46(100%)	3(6.5%)	43(93.5%)
Okeola	0(0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100%)	4(10.3%)	35(89.7%)
Total	9(2.5%)	353(100%)	101(27.9%)	261(72.1%)	39(10.8%)	323(89.2%)	19(5.2%)	343(94.8%)

Source: Fieldwork (2014)

Water supply, postal agency and police post are paramount in any community. Water is life and it is used for various purposes. In table 4, all the respondents indicated "Yes" that they have water supply, but as observed from field survey, the type of water supply sources vary from traditional dug-wells, borehole, pipe-born water and pond. Consequent upon the lack of public pipe born water as reported by respondents, majority depends on traditional dug- well and borehole water

for domestic and other purposes. In the same vein, all the respondents indicated "No" that there was no postal agency except a police post located at Arowomole. Probably, the use of handset device for communication has discouraged the provision of postal agencies in the area. As observed from field survey, the study area has a high population density and the only police post situated in Arowomole is not enough to control crime rate. There is need to upgrade the police post to police station.

Table 4: Availability of water supply, postal agency, and police post

Political ward	Water supply		Postal agency		Police post	
	Yes	No	Yes	No	Yes	No
Akata	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
Alapata	28(100%)	0(0%)	0(0%)	28(100%)	0(0%)	28(100%)
Arowomole	42(100%)	0(0%)	0(0%)	42(100%)	42(100%)	0(0%)
Ibapon	35(100%)	0(0%)	0(0%)	35(100%)	0(0%)	35(100%)
Ijeru I	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
Ijeru II	33(100%)	0(0%)	0(0%)	33(100%)	0(0%)	33(100%)
Ilogbo	39(100%)	0(0%)	0(0%)	39(100%)	0(0%)	39(100%)
Isoko	48(100%)	0(0%)	0(0%)	48(100%)	0(0%)	48(100%)
Lagbedu	46(100%)	0(0%)	0(0%)	46(100%)	0(0%)	46(100%)
Okeola	39(100%)	0(0%)	0(0%)	39(100%)	0(0%)	39(100%)
Total	362(100%)	0(0%)	0(0%)	362(100%)	0(0%)	362(100%)

Source: Fieldwork (2014)

Agencies involved in the provision of facility in the area

Table 5 shows the various agencies that were responsible for the provision of facility and services in the area. The major provider was state government (37.8%).

This is followed by philanthropists (34.5%), community based organization (13.5%), local communities (12.4%) and private single individuals 1.7%. The efforts of these agencies have made life comfortable for living.

Table 5: Agencies involved in the provision of public facilities and services

Ward	Agencies involved in the provision of public facilities and services				
	Single Individual	Community Based Organization	Local Community	State Government	Philanthropists
Akoto	3 (11.5%)	4 (15.4%)	4 (15.4%)	10 (38.5%)	5 (19.2%)
Alapata	0 (0%)	0 (0%)	3 (10.7%)	9 (32.1%)	16 (57.1%)
Arowomole	0 (0%)	9 (21.4%)	6 (14.3%)	9 (21.4%)	18 (42.9%)
Ibapon	0 (0%)	9 (25.7%)	8 (22.9%)	9 (25.7%)	9 (25.7%)
Ijeru I	0 (0%)	3 (11.5%)	3 (11.5%)	6 (23.1%)	14 (53.8%)
Ijeru II	0 (0%)	3 (9.1%)	6 (18.2%)	9 (27.3%)	15 (45.5%)
Hogbo	0 (0%)	3 (7.7%)	3 (7.7%)	21 (53.8%)	12 (30.8%)
Isoko	3 (6.3%)	0 (0%)	6 (12.5%)	24 (50.0%)	15 (31.3%)
Lagbedu	0 (0%)	3 (6.5%)	3 (6.5%)	31 (67.4%)	9 (19.6%)
Okeola	0 (0%)	15 (38.5%)	3 (7.7%)	9 (23.1%)	12 (30.8%)
TOTAL	6 (1.7%)	49 (13.5%)	45 (12.4%)	137 (37.8%)	125 (34.5%)

Source: Field, work (2014)

Factors hindering the effectiveness of public facilities and services in the study area

Table 6 reveals the residents' perception on factors that hindered the effectiveness of public facilities and services in the area. It ranges from inadequate funds from donor agencies for repairs and maintenance, no public participation in planning and implementation of the facility, lack of maintenance culture, inferior materials used and vandalism of the facility by the public. Table 6 further reveals that (30.9%) of the respondents

indicated no public participation, inadequate funds (26.8%), lack of maintenance (25.7%), inferior materials (12.4%) and vandalism 4.1%. Effectiveness of public facility and services is anchored on sufficient funding, public enlightenment on the use of the facility and regular maintenance of the same. However, the poor maintenance cultures of the people have left some of the facilities in a state of disrepair, and vandalism of facilities during political campaigns by opponent parties and vice versa.

Table 6: Factors hindering effectiveness of facilities and services

Political Wards	Factors hindering effectiveness of facilities and services				
	Inadequate fund	No Public Participation	Lack of Maintenance	Inferior Materials	Vandalism
Akata	12 (46.2%)	8 (30.8%)	3 (11.5%)	3 (11.5%)	0 (0%)
Alapata	6 (21.4%)	6 (21.4%)	10 (35.7%)	6 (21.4%)	0 (0%)
Arowomole	12 (28.6%)	6 (14.3%)	9 (21.4%)	9 (21.4%)	6 (14.3%)
Ibapon	8 (22.9%)	8 (22.9%)	12 (34.3%)	3 (8.6%)	4 (11.4%)
Ijeru I	3 (11.5%)	9 (34.6%)	8 (30.8%)	3 (11.5%)	3 (11.5%)
Ijeru II	3 (9.1%)	12 (27.3%)	12 (36.4%)	6 (18.2%)	0 (0%)
Hogbo	15 (38.5%)	15 (38.5%)	6 (15.4%)	3 (7.7%)	0 (0%)
Isoko	15 (31.3%)	18 (37.5%)	9 (18.8%)	6 (12.5%)	0 (0%)
Lagbedu	12 (26.1%)	19 (41.3%)	15 (32.6%)	0 (0%)	0 (0%)
Okeola	11 (28.2%)	11 (28.2%)	9 (23.1%)	6 (15.4%)	2 (5.1%)
TOTAL	97 (26.8%)	112 (30.9%)	93 (25.7%)	45 (12.4%)	15 (4.1%)

Source: Field, work (2014)

Recommendations

In spite of myriad of factors that hindered the effective performance of public facilities and services identified in this study, a maximum practicable degree of aesthetic environment can still be achieved by proper utilization and management of facility and services in the study area.

1. Government should provide adequate facilities and services such as safe water supply and more public toilets to the communities in the study area.
2. It is very paramount that government and private organizations incorporate ICT orientation in the two library systems.
3. Government should embark on public enlightenment campaign on the consequences of vandalizing public infrastructure. A stiff penalty be enforced such as charging individuals or group of individuals involved in the act of vandalism into the law court for such offence.
4. Government as a matter of urgency warn all public tender bidders on the use of inferior materials and equipment in the construction of infrastructure meant for public use.
5. As reveal in the study, that there was no participation of the people in infrastructural development in the area. The bottom-up approach of participation must be enforced by government in the developing of facility and services in the area.
6. Government should provide more police posts in order to control crime rates because of the increase in spatial development in Ogbomoso South local government.
7. Community should make efforts to carry out environmental sanitation in order to avoid epidemics.
8. There is need for government to upgrade some of the facilities in the area such as making the police post a police station, etc.

Conclusion

The study examines the effectiveness of infrastructural facilities and services. This of course has the tendency of retarding the socio economic values, the health and physical well-being of the residents. The area is ripe enough for extensive developmental programme which should focus how to upgrade and or rehabilitate the physical condition of the facilities. Alongside with this, the public there should be enlightenment campaign whereby they can get acquainted with the benefits of healthy environmental with adequate facilities and services. Health problems develop when the public grows

in extent and density without improvement in basic infrastructure. Quality infrastructures are important for sustaining life and maintaining good pleasant and convenient environment. To ensure effective planning and implementation of infrastructural projects, all major stake holders must come on board as a collective responsibilities of individuals, communities, government, private organizations, NGO, etc. The recommendations of this study can also be used for policy makers to improve and enhance the efficiency and effectiveness in management of public facilities and services in any given community.

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