AN ASSESSMENT OF THE SATISFACTION OF COMMUTER WITH MOTOR PARKS FACILITIES IN MINNA

BY

HAMZA, Mohammed Abubakar
MSUD/CHSUD/2018/7962

CENTRE FOR HUMAN SETTLEMENTS AND URBAN DEVELOPMENTS (CHSUD),

FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA, NIGERIA

SEPTEMBER, 2021

AN ASSESSMENT OF THE SATISFACTION OF COMMUTER WITH MOTOR PARKS FACILITIES IN MINNA

BY

HAMZA, Mohammed Abubakar
MSUD/CHSUD/2018/7962

A THESIS SUBMITTED TO THE POSTGRADUATE SCHOOL, FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA, NIGERIA IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF THE DEGREE MASTER IN SUSTAINABLE URBAN DEVELOPMENT (M.SUD), CENTRE FOR HUMAN SETTLEMENTS AND URBAN DEVELOPMENT (CHSUD), FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA, NIGERIA

SEPTEMBER, 2021

.**ABSTRACT**

Motor Parks are public space which enable passenger connections to vehicles, dismemberment and consolidation of cargoes. The Influence required in public motor parks should be sufficient to provide passengers and cargoes handling with ease. This study seeks to determine the satisfaction of commuters with motor parks facilities in Minna. The objectives among others are to assess the various facilities available in the parks and the important attach to the facilities, evaluate the condition of the existing facilities within motor parks in Minna, assess the quality of service provided by the existing facilities etc. using a total of 400 copies of a questionnaire for the survey out of which 280 valid questionnaire were analyze by the author using descriptive statistic and the hypothesis were tested using correlation analysis. However, the outcomes of the study reveals among others that clean seat with mean of (M=4.1321), cleanliness of waiting area, (M=3.4679), refreshment area or clean shops (M=3.3679), parking environment free of littering and dirty (M=3.6107), toilet that is clean with enough water and maintained (4.3107) and park environment spacious (M=3.6321) are extremely poorly serviced while terminal office looking good and clean (M=3.1786), waiting area or shelter (M=3.2000) and parking spaces demarcated with marks (M=3.6179) are poorly service while refreshment area that offer varieties of food (M=3.9321), information board readily updated (M=3.1000), information board place in a way easily readable (M=3.1571) are fairly poorly serviced. Therefore, the author recommended among others that the Motor Parks Management should build a relationship with the toilets owners to ensure that the toilets are clean on a regular basis. Park Authorities should also educate the toilets owners, the reason why the toilets needs to be sanitized daily.

.

TABLE OF CONTENTS

CHAPTER TWO

CHAPTER THREE

CHAPTER FOUR

LIST OF TABLES

LIST OF FIGURES

LIST OF PLATES

CHAPTER ONE

1.0 INTRODUCTION

1.1 Background to the Study

Motor Park or Road transport station may be a public space which is common open space that's found in each urban region in Nigeria and these Motor parks differ in their plan, nature, environment and management and they serve an endless larger part of the society with a different social background (Worpole and Knox 2013). Motor Park came into existence as a reaction to the requirements for central collection focuses of passengers and products as commercial activities and population increased. In the past, the Road Transport Parks performs very several other purposes as an add-on to the essential work of acting as a transport terminal. Undoubtedly, most of these Transport terminals, particularly in huge urban centres act as the central nerve of economic activities of where they are situated. Due to the concentration of individuals in parks, existing natural benefits are over-stressed. This is often credited to the condition of surrounding facilities within the urban centres in which they are found.

According to Anable (2005), for some transport systems to be accepted as providing excellent service, it must ascertain that the customers are fulfilled with the value of the service offered. The essence of Motor Parks is to provide a parking space for commercial vehicles for commuters to get access to vehicles for both their intra-city and inter-city mobility need. Adedayo and Zubairu (2013) argue that road transport terminal came to being as a measure for collation of both commuters and freights as urbanisation increased. no wonder Onakola (2001) stressed the significance of mobility that transportation is

required for survival of peoples in and out of the city. The nature and physical surrounding of this motor parks affects the commuters in term of comfortability and accessibilities.

A tour to few Motor parks in Nigeria has revealed most public motor parks are unconducive for both passengers and vehicle operators. The nature and state of public parks in developing nations are disappointing and incomparable to the developed nation (Odunmorayo, 2004). This is a similitude of motor parks in Minna. Minna being the capital of Niger state is characterized by unorganized motor parks and lacks basic facilities to handle passenger and freights. The condition of road terminal facilities in Minna are in a bad condtion. In fact, Adedayo and Zubairu (2013) uncover that commuters are not fulfilled as the condition of the available facilities were poor because facilities were not maintained, for instance, floors were unkept, broken ceilings and refuse pilled in the entrance of Motor Parks.

Few Motor Parks had good waiting are facilities. However, some motor parks were build with permanent seats, some were build with no seats and some plastic seats were provided to commuters to seat while they wait for vehicle. It was likewisely expressed that available latrine facilities in some of these motor parks were not in good condition and it was based on this that commuters reveals that latrine facilities were unaccepted because it lacks basic facilities and required significant maintenance in order for the motor park to satisfy commuter need. Also, to decide whether the motor parks meet the purpose it were established (Adedayo and Zubairu,2013).

Endeavours have been made to work on the environmental quality of Motor parks, yet it appears that the desired outcomes are not delivered. One reason for a poor outcome is that remedial measures offered radiated uniquely from the instincts of the chosen and professional officials in government (Samuel, 2019). Such remedies had no input from

commuters. It is viewed that possible solution for natural hazards and risks in the public parks like the road terminal which are generally human issues ought to be looked at from the actual users'.

A significant method of advancing public investment into public motor park authority is through the use of data on commuters view of road terminals. Such discernment information could then be utilized as a tool in the administration of such motor parks. The significant perception of any end-users in road terminals is fulfilment and an assessment of motor parks will uncover that they involve both indoor spaces (workplaces, shops, eatery and accommodations) and outdoor spaces (vehicle parks, holding up areas) which structure public motor park. The significance of motor parks is because of the huge number of individuals that utilize public transport and public vehicle or mass transport is a system wherein a more noteworthy number of individuals are moved at a time along principal halls or courses. The nature and sort of motor parks in many developing nations are a long way from what the accepted procedures ought to be (Abel, 2006).

Motor parks give parking convenience, adjusting and upkeep offices for vehicles, regulatory capacity, and offices for both staff and travelers. It is a vehicle system working base. Consequently, it is the passenger first contact with the transport system subsequently, the need to evaluate how fulfilled the suburbanites are with the motor parks and the facilities inside because it will go long way in influencing the general degree of fulfilment of the users with the whole transportation system. . Therefore this study seeks to examine satisfaction of commuters with motor parks facilities in Minna.

1.2 Statement of Problem

Motor parks are a basic piece of the transportation system since they go about as centre points where commuters connect to a different location. The nature and environment of these motor parks regularly influence the passengers in different manner especially in term of peace and satisfaction (Adedayo and Zubairu, 2013). The facilities inside these motor parks are relied upon to be advantageous, agreeable, safe, and open to travellers with inabilities. These facilities should uphold a solid and predictable character for the mode of transport locally while regarding and upgrading the encompassing metropolitan setting (Levinson, et al., 2003). In any case, the converse has been the situation because of the dilapidating facilities inside motor parks in non-industrial nations.

Motor parks in Nigeria have been related to a few issues over years, going from robbery, provocation of commuters by tauts and gross exploitation of users by park authorities. Also, the failure of the motor park authority to control its activities and keep up with its facilities, resulted to en route picking of passengers by some private carriers, and the utilization of unauthorized public bus stations such as filling stations, which brings about genuine hindrance of a traffic stream (Ogundipe, 2008).

The public authority, however, attempted to cure the present circumstance through the formation of state-owned motor parks with a developed facilities, these, in any case, imploded very quickly because of helpless administration and general mismanagement of funds (Ogundipe, 2008). This presents issues to commuters as their requirements and persception are not included by policymakers, planners or organizers of transport, yet they are the users of the transport services. As indicated by Titus, Andrew and Mynepalli (2010), insufficient administration of motor parks has resulted to huge amounts of wastage, instability, traffic congestion which has become a significant issue for the public

authority and the overall population. It is normal practice in the organization of many motor parks in Nigeria to track down the coordinated association leaders drawn from the administrators of the motor park being answerable for the everyday running of the motor park (Titus, Andrew and Mynepalli, 2010). Motor parks had been the authority variant of the transport terminals in the country, the roads were focused on and the parks were disregarded, this brought about; dilapidating facilities, insecurity for users and their luggage's, hazard of tauts, absence of the rest area and accommodations (Henry, 2018).

In the majority part of the motor parks, the sloppiness of the parking spot and the distance of the waiting area to the vehicles parking spot were generally huge so commuters try not to search for the lounge (Adedayo and Zubairu, 2013). The work of Adedayo and Zubairu (2013) identify the reasons why commuters were not satisfied with the condition of motor parks facilities in Minna, this included insufficient parking space, exposure of commuters to dust, breeze, direct daylight, absence of seats and legitimate waiting area were reasons provided by commuters for dissatisfaction on the condition of available facilities in the motor park.

The longing of passenger is to have comparative solace level in motor parks facilities available however, the present study seeks to address the issue relating to available facilities and importance attached to the motor parks facilities, addressing the issue relating to condition of the current facilities inside the Motor parks, and issues relating to the part of the facilities commuters are disappointed with. Because of the difficulties associated with assessing commuters satisfaction on the condition of available motor parks facilities, the author provide answers to the questions raised in section 1.3.

1.3 Research Questions

I. What are the available facilities and importance attached to the motor parks facilities?

II. What are the states of the current facilities inside the Motor parks

III. What are the quality of service offered by the available facilities?

IV. How fulfilled are the commuters with the Motor park facilities in Minna?

V. Which part of the facilities commuters are Disappointed with?

1.4 Aim and Objectives

1.4.1 Aim

This study aimed at assessing the satisfaction of commuters with motor parks facilities in Minna.

1.4.2 Objectives

The objective of the study were to;

1. Examine the available facilities and importance attached to the motor parks facilities
2. Evaluate the states of the available facilities inside the Motor parks
3. Determine the quality of service offered by the available facilities
4. Assess Commuters satisfaction with the Motor park facilities in Minna
5. Identify Which part of the facilities commuters are Disappointed with

1.5 Hypotheses

Ho_1 there is no statistically significant relationship between Commuters socioeconomic characteristics (i.e. gender, Age, Income, Marital status, and Occupation) and commuters satisfaction on the available facilities

1.6 Scope of the Study

1.6.1 Activity Scope

The extension of this study will cover all public owned and some private owned motor parks in Minna city. The study comprises of nine motor parks which includes NSTA park, Abdulsalam park, Mobil Park, Kpakungu Park, Gwadabe Park, Nice Travel Park, Minna Central Park, Kure Market Park and the Paida Park. This study examine the socioeconomic characteristics of the commuters and ten (10) variables (i.e. clean seat, waiting area, terminal offices, refreshment areas, park environment free of litters, toilet faciliries, information board, parks environment spacious, parking spaces demarcated) were examine in this survey.

1.6.2 Geographical Scope

This study covers the motor parks in Minna which are owned by state government and some private motor parks in Minna.

1.7 Significance of the Study

Road transport has provided a lot of important to the development of economic activities in the societies generally. Parks being a center for passenger/cargoes traffic collation and dispatch has provide employment for majority of peoples. Park is an activity generating center, it has business like restaurant, mechanics, provisions business etc. the need to have a good facilities in the park is important to attract passengers traffic.

However, the outcomes of this study shall provide necessary information to unions to understand which of the facilities required to upgrade and carryout necessary maintenance. Also, the study comes shall provide the local government authority the need to improve and monitor the parks in other to increase commuters welfare and develop service standards.

Again, the outcomes of the study shall provide the necessary information and reference materials for students' and academics who are willing to explore this field.

1.8 The Study Area

Minna is a city in Niger state, Nigeria located on Latitude 9º36'50'' N and longitude of 6º33' 25'' E. Minna is 299 meter above the ocean level. Minna strech 135km away from Abuja (the capital region), 300km away from Kaduna, 90km away from Bida, 100km away from Suleja and about 130km From Kontogora. Minna incorporates two neighborhood government regions (i.e. Bosso and Chanchaga) crossing from Maikunkele in the North-west and Chanchaga in the South.

"The town has a mean yearly precipitation of 1334 mm (52 inches) taken from an incredibly long record of 54 years. The most noteworthy mean month to month precipitation in September with right around 300 mm (11.7 inches). The blustery season begins between the eleventh – twentieth of April and keeps going between 190-200 days. The mean month to month temperature is most elevated in Spring at 30.5ºC (87ºF) and least in August at 25.1ºC (77 ºF)."

Minna is encompassed by a scope of slopes that stretch from the northeast toward the west towards Bosso and Tudun Fulani. The town is taken apart at the lower part by River Suka and its feeders. At the south-eastern piece of the town lies River Chanchaga (Niger State Government 2015). The figure 1 below show the map of Nigeria locating Niger state.

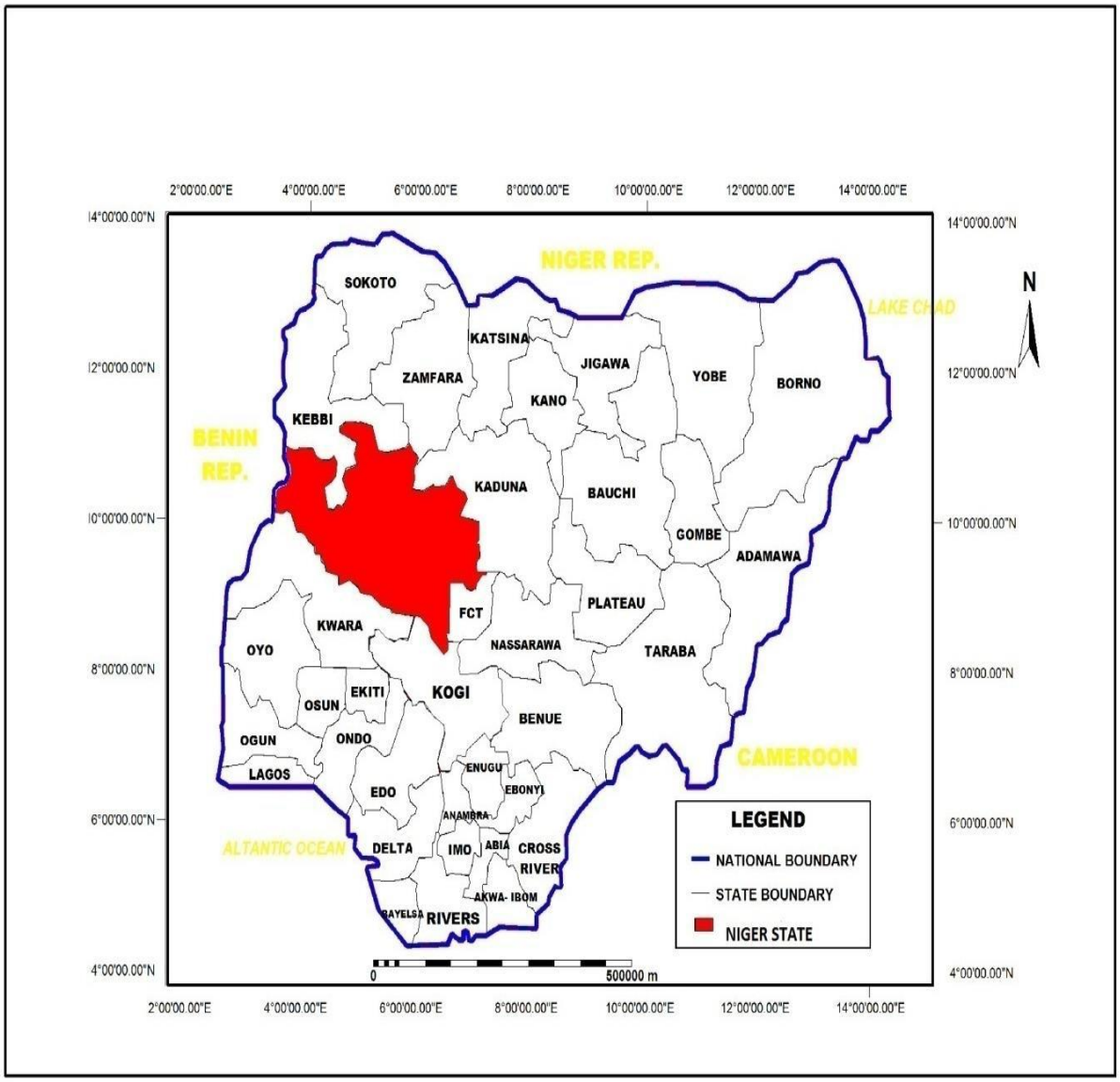

Figure 1.1 Location of Niger State in Nigeria

Source: CHSUD, FUT Minna (2020)

Minna is a significant point for gathering farming items like groundnut, cotton, sweet potatoes, and shea nuts. These remain its most significant income. The neighbourhood exchange among the transcendently Gbagyi populace is essentially in sorghum, sweet potatoes, maize, millet, groundnut, cotton, shea nuts, tobacco, indigo, kola nuts, dairy cattle, goats, chickens, and guinea fowl. The town is known for its woven and coloured cotton fabric, overflowing mats and crates, ceramics, and brass product. Present-day industry incorporates a block making plant. There is a marble quarry close by.

At the point when Minna turned into a state capital, a twenty-year groundbreaking strategy 1980-2000 was ready. It was in this period that the college was set up. Inside this period, both Federal Government and State colleges (i.e. Federal University of Technology Minna and Niger State College of Education) were introduced.

The public authority kept on using the metropolitan system in all areas of the city. Practically all pieces of the town had essential offices (i.e. WAEC and NECO head office) combining with the booming agricultural business in Minna result to increasing population of Minna and this have significance effect in the condition of available motor parks facilities and the satisfaction derived from the facilities by the diverse group of commuters. The figure 1.2 below shows the map of Minna.while The figure 1.3 to 1.11 shows the location of the various motor parks investigated and figure 1.12 shows the spatial distribution of the motor parks studied.

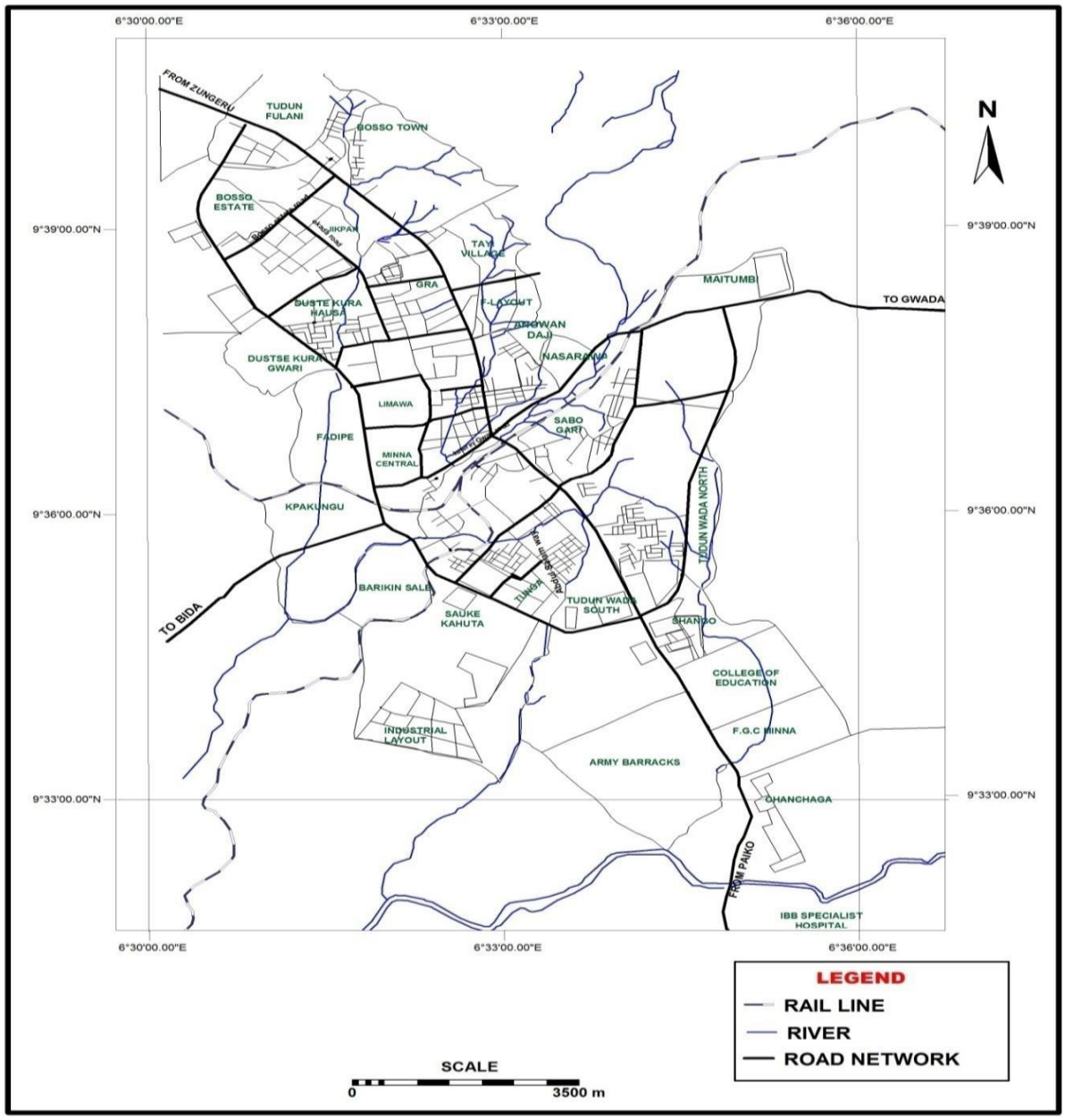

Figure 1.2 Minna Township map
Source: CHSUD, FUT Minna (2020)

Figure 1.3 Abdulsalam Motor Park, Tunga, Minna
Source: Author's Field Work (2020)

Figure 1.4 Minna Central Motor Park, Mobil, Minna
Source: Author's Field Work (2020)

Figure 1.5 NSTA Motor Park, Tunga, Minna
Source: Author's Field Work (2020)

Figure 1.6 Gwadabe Motor Park, Maitumbi, Minna
Source: Author's Field Work (2020)

Figure 1.7 Mobil Motor Park, Mobil, Minna
Source: Author's Field Work (2020)

Figure 1.8 Nice Travel Motor Park, Kpakungu, Minna
Source: Author's Field Work (2020)

Figure 1.9 Paida Motor Park
Source: Author's Field Work (2020)

Figure 1.10 Kpakungu Motor Park, Kpakungu, Minna
Source: Author's Field Work (2020)

Figure 1.11 Kure Market Motor Park
Source: Author's Field Work (2020)

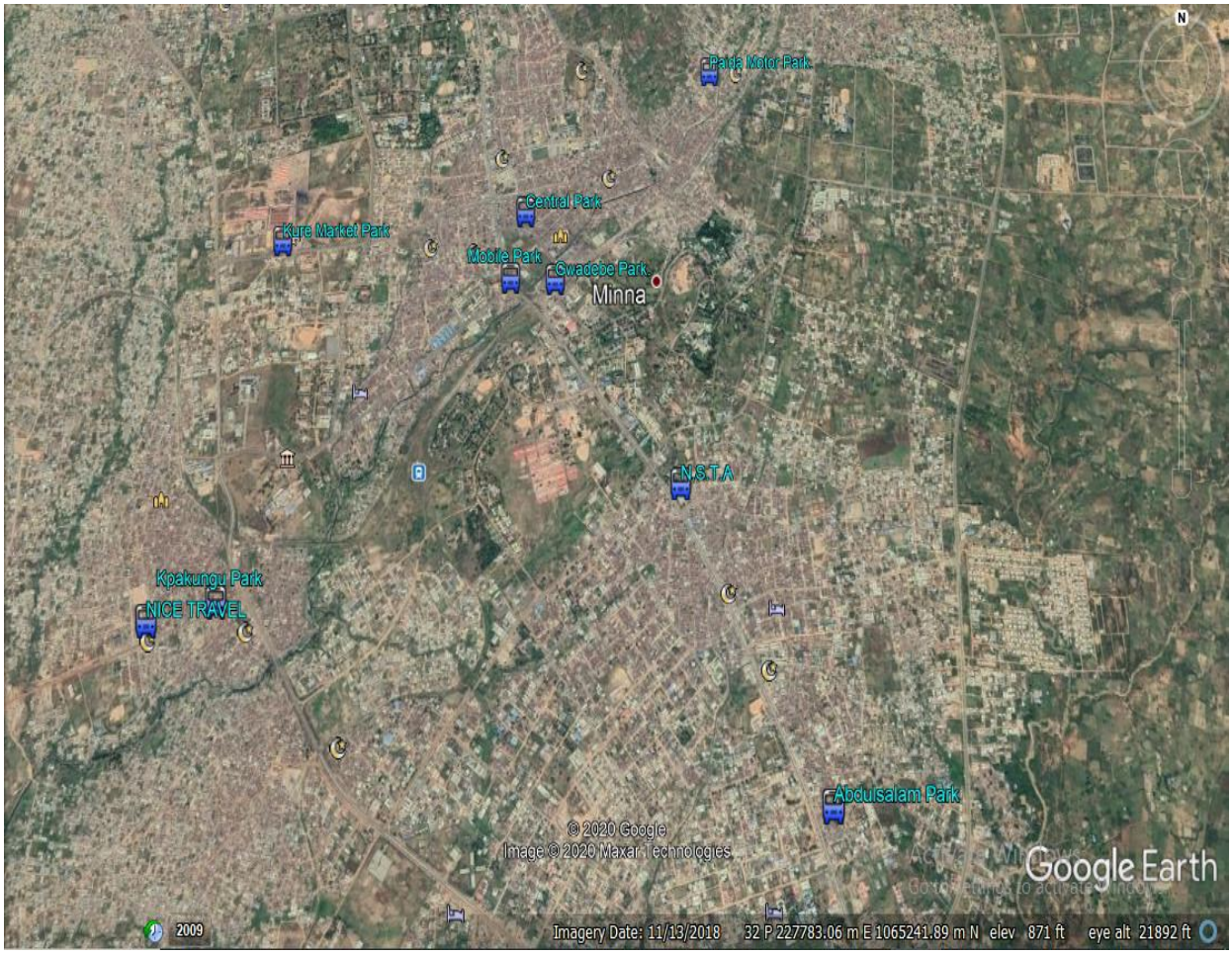

Figure 1.12 Distribution Map of Motor Parks in Minna.
Source: Author's Field Work (2020)

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

Literature review refers to review of past work and current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic.

2.1. Theoretical Framework

This section covers the necessary theories and models applicable to the particular topic.

2.1.2. Servqual

SERVQUAL is a model that gives a technique for surveying and overseeing the nature of service delivered by businesses (Buttle,1996). The model developed by Parasuraman, Zeithaml and Berry in 1985 started and produced for a time of eight years by some researchers. Numerous different researchers have utilized the SERVQUAL measurements as the basis for their research, and thusly SERVQUAL "affects the business and scholarly communities"(Buttle, 1996), and has been supposed to be "insightful [to remain] a viable structure to use in service quality management" (Christopher, Payne and Ballantyne, 2002).

East (1997) contend that SERVQUAL measures service quality through clients' assumptions for example what firms ought to give in the business being contemplated and their discernments viz. how a given service provider performs against the model..

2.1.2.1. Servqual instrument

SERVQUAL involves 22 items (Likert-type)with five measurements specifically Tangibility, Reliability, Responsiveness, Assurance and Empathy. Everything in SERVQUAL instrument is of two sorts. One to measure expectations about firms overall within an industry and different measures insights in regards to the particular organization

whose service is being assessed. The quality Gap (Q) is determined by subtracting the Expectation (E) from the discernment/perception (P) values for example P-E= Q. Summation of all the Q values gives an overall quality rating which is a marker of the relative importance of the service quality measurements that influence customer's general quality perceptions. Parasuraman, Zeithaml and Berry (1988) recommended that SERVQUALmay be utilized to:

- Track the patterns of service quality over the long haul;
- Compare branches within a firm or building society;
- Compare a firm with its rivals; and
- Categorize users into service quality segments based on their SERVQUAL scores.

The first SERVQUAL instrument, proposed by Parasuraman, Zeithaml and Berry (1985), identified parts of service quality. Afterwards, in a further study, those ten parts were converged into five dissimilar measurements viz. dependability/reliability (5 things) which is the ability to provide the service exactly and dependably; tangibility (4 things) which alludes to the appearance of actual factors like equipment, facilities and staff; empathy (5 things) which includes giving individual consideration and care to customers; responsiveness (4 things) is the eagerness to give assistance and brief help to clients; and finally assurance (4 things) alludes to the information and courtesy of workers and their capacity to pass on trust what's more, certainty.

2.1.2.2. Gaps of service quality

There are seven significant Gaps in the service quality concept, which are displayed in Figure 1. The model is an augmentation of Parasuraman et al. (1985). As referred to by Adil et al.(2013) the three significant Gaps, which are more connected with the external

customers are Gap1, Gap5 and Gap6; since they have an immediate relationship with service users. ·

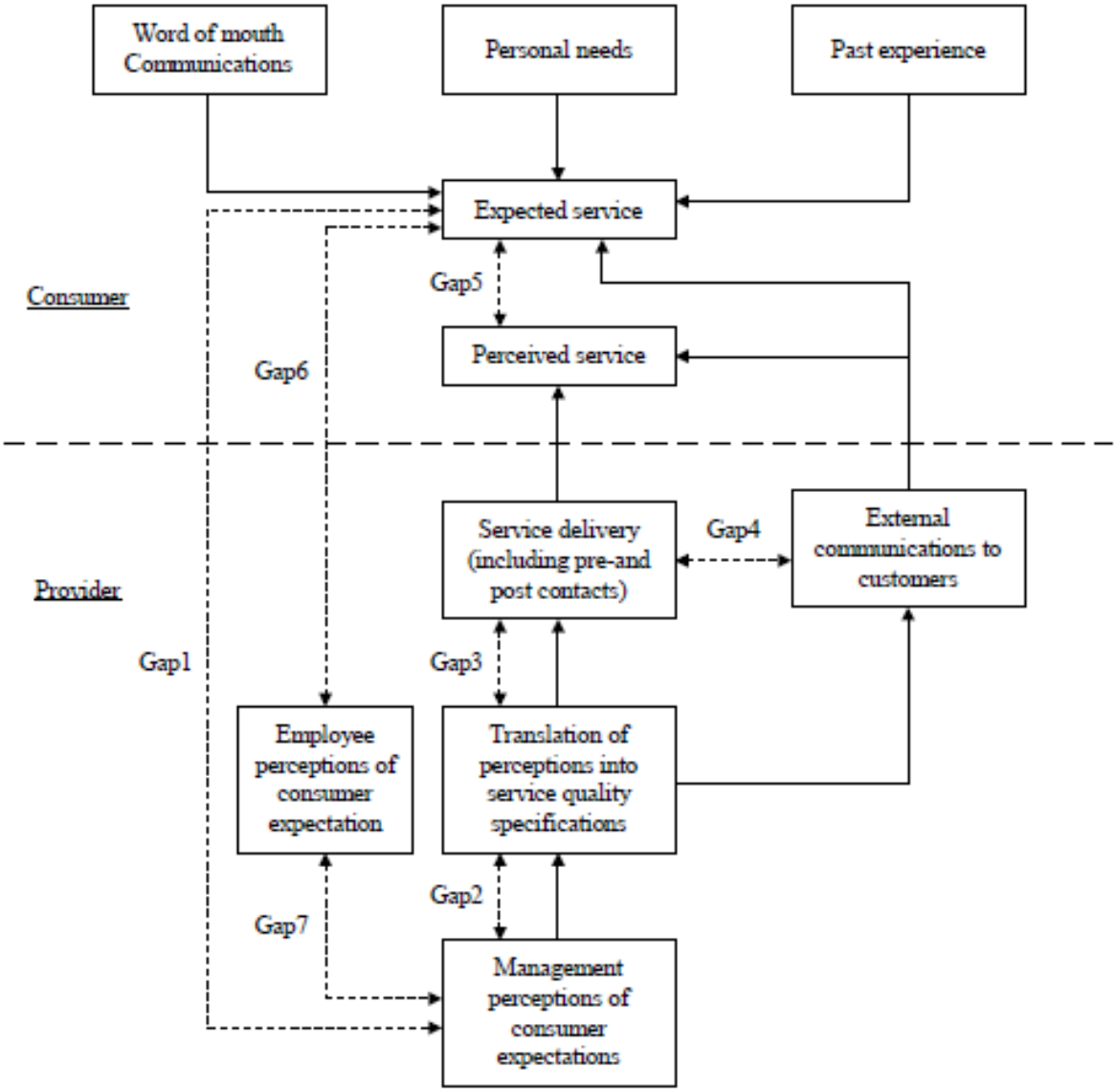

Figure 2.1: Gap Model of Service Quality

Source: Adil et al.(2013)

Gap1: Customers' Expectations Versus Management Perceptions: because of the absence of marketing research orientation, insufficient vertical communication and such a large number of layers of the management.

Gap2: Management Perceptions Versus Service Specifications: because of lacking obligation to service quality, a view of unworkability, deficient errand normalization and a shortfall of objective setting.

Gap3: Service Specifications Versus Service Delivery: because of role uncertainty and conflict, bad staff work fit and insufficient innovation work fit, unseemly administrative control system, absence of perceived control and absence of cooperation. ·

Gap4: Service Delivery Versus External Communication: because of insufficient horizontal communication and affinity to over-promise.

Gap5: The Discrepancy Between Customer Expectations and Their Perceptions Of The Service Delivered: because of the impacts applied from the users-side and the shortages (Gaps) concerning the professionals' organization. For this situation, users expectations are affected by the degree of individual necessities, informal suggestions and past service experiences.

Gap6: The Discrepancy Between Customer Expectations and Employees' Perceptions: because of the distinctions in the comprehension of users expectations by front-line service providers.

Gap7: The Discrepancy Between Employee's Perceptions and Management Perceptions: because of the distinctions in the comprehension of users expectations among managers and service providers.(Adil, Ghaswyneh, and Albkour, 2013)

2.2 Conceptual Framework

This section covers the different ideas identified with the specific investigation. It covers ideas like transportation, service management, motor parks facilities, capacities, types, development and management.

2.2.1 Transportation

Transportation is significant for the survival of present-day culture and without it there would be no life in the city (Onokala, 2001 and Ali, 2010). Bamidele (2010) likewise express that transportation is the only industry that keeps all remaining components just as well as the whole system inconsistent movement and it is hard to imagine a circumstance where transport doesn't assume a significant part in the existence of a country. As a fundamental service in metropolitan habitats, transportation empowers individuals, firms and different firms to do their activities at locales chose for these reasons in isolated areas in the urban communities.

Transportation gives a key to the arrangement and activity of numerous different systems at a wide range of scales and is an exemplification of the unpredictable connections among social and political activities and the degree of monetary turn of events (Ali, 2010). According to Knupfer, Pokotilo and Woetzel (2018), transportation is much of the time an intense subject matter for commuters. When there are issues, they refer to it as being among their greatest troubles, and when enhancements are made or proposed, commuters can become solid defenders who truly like the changes.

By and large, commuters' insights mirror the verifiable advancement of the transport system relatively well—as a rule, city authorities can anticipate that higher satisfaction in response should positive changes. Notwithstanding, the pattern isn't direct. Another perception is that workers don't generally survey transportation reasonably. While there are a small bunch of potential clarifications, they accept that dynamic and far-reaching yet designated correspondence could work on commuters' discernments and dispense with gaps versus target evaluations. To guarantee commuters' fulfilment depends on reasonable insights, urban areas need information-driven correspondence to funnel the executives that incorporate mindfulness, assessment thought, preliminary, and

dependability customized to explicit inhabitant portions and individual correspondence channels. Legitimate correspondence and customized advancement of the changes, including dynamic occupants' inclusion, work on both the view of progress and fulfilment levels overall (Knupfer, Pokotilo, and Woetzel, 2018).

2.2.2 Transportation and motor parks

Motor parks are for the most part connected to transportation utilizing business vehicles by offering a place for commuters to come and load up vehicles to their place of objective and these could be a journey, for example, intra-city or inter-city (Adedayo and Zubairu, 2013). It is accepted that motor parks appeared as a reaction to the requirement for focal assortment points of travellers and products as business activities and populace increment. Onokala, (2001), the significance of transportation in any city to its survival can't be overemphasized as it is liable for the development of individuals in and around the city. These motor parks change in their plan, nature, environment and service gave. Notwithstanding, the distinctions, they serve a greater part of the general public with a shifted social foundation. The significant necessity of any end-users in a motor park is fulfilment and an assessment of motor parks will uncover that they involve both indoor spaces (workplaces, shops, café and comforts) and outside spaces (vehicle parks, holding up areas) which structure public spaces. As indicated by Adedayo and Zubairu, (2013), the significance of a motor park is because of the enormous number of individuals that utilize public vehicle system and as per public vehicle or mass travel is a system wherein a more prominent number of individuals are moved at a time along principal hallways or courses.

Adedayo and Zubairu, (2013) expressed that the nature and environment of these motor parks regularly influence the customers in different manners especially as far as solace and usefulness. A visit to some chose motor parks in Nigeria shows a climate that isn't

helpful for commuters and administrators. The fulfilment of the users is the longing of any professional organization subsequently that of the worker ought to be the craving of the motor park suppliers. As per Anable (2005), for any vehicle system to be considered as offering great service, it should guarantee that the suburbanites are happy with the nature of the service being given.

2.2.3. Concept of service quality

Service quality has been characterized unexpectedly. One of such definitions was given as zeroing in on addressing customers' necessities and requirements, and how well the conveyed or offered types of service match with customers' expectations. Perceived service quality is a worldwide consumer judgement or disposition, identifying with service and results from correlations b customers expectation of service with their impression of genuine service performance(Adil, Ghaswyneh, and Albkour, 2013).

Various models have been created to help in the survey of the determinants of the nature of service. One of the numerous models utilized for surveying service quality was the SERVQUAL which was created by Zeithaml and Berry. It analyzes the expectation and perceptions of consumers concerning a specific service. The SERVQUAL instrument was subsequently presented in 1988, which numerous analysts have enhanced, stretched out and prompted the advancement of 22-items that are utilized to consider service quality across various fields in the service industries.(Adil, Ghaswyneh, and Albkour, 2013)

2.2.4 Satisfaction as a relative concept

As of late, subjective well being (SWB) has been one of the focal points of different controls including travel conduct. SWB is identified with both transients full of feeling reflections and long haul generally speaking fulfilment with life, which is a psychological assessment (Diener, 2000). The emotional segment fundamentally alludes to the sensation

of bliss/misery—that is positive/negative temperaments or states that happen during a stretch or action scene (Diener, 2000).

According to Veenhoven (2012), joy can likewise be gotten from a particular living space like a great job with significant compensation. Life spaces as alluded to here, are the particular, associated, and incorporated regions in which individuals live and cooperate and which are modified to everybody's extraordinary life . What's more, people assess various parts of life more important than others thus perceive the degree to which every living space adds to life fulfilment. This contention relies on the worth of an individual partner with various encounters or spaces throughout everyday life. In this sense, the general life fulfillment is the amount of fulfillment in all life spaces and sub-areas and, thus, it ought to be assessed in an incorporated way. It is, in any case, recommended that not just fulfillment in different areas can impact life fulfillment, yet life fulfillment can likewise bring about a positive assessment of life spaces. All in all, space fulfilment and life fulfilment have bidirectional impacts.

As indicated by Zeithaml, Parasuraman, and Berry (1990), a customer sees and evaluates the idea of significant worth "contingent upon penance and the customer casing of reference". The main estimation draws near, as expressed in Grigoroudis and Siskos (2002), might be ordered into: measurable and information investigation procedures, quality methodology, customer social examination, and other methodological methodologies (Stojic, Ciric, Sedlak, and Horvat, 2020)

Being profoundly imbued in a person's regular day to day existence, portability space (particularly everyday drive) and its subdomains identify with both short-and long haul life fulfilment. They influence the general life fulfilment as well as influenced by fulfilment in other travel-related or non-travel related areas of life (Adedayo and Zubariu, 2013). A person who is happy with their marriage, wellbeing, occupation, lodging and

admittance to conveniences is bound to be for the most part glad throughout everyday life thus doesn't say anything negative about the bother of their day by day drive. Furthermore, one may give more significance to other life areas than portability for various reasons including socio-segment conditions, life stages/conditions, and individual inclinations (Diener, 2009). In this way, there are focal objectives and qualities in life that individuals contribute the majority of their time and cash on accomplishing and, once these are accomplished, the fulfilment that is determined potentially makes other life insufficiencies more tolerable or even ideal. It is in such circumstances that practices can likewise influence perspectives—furthermore, the opposite causation is by and large evident (Diener, 2009). It ought to be noticed that characterizing and estimating fulfilment is troublesome for what it's worth past individuals' target conditions, for example, distance to the metro station or responsibility for a private vehicle. Albeit quantitative investigations broadly acknowledge that life (or travel) fulfilment can be estimated by saying, "Generally speaking, how fulfilled are you with your life (or everyday travel) nowadays?", subjective methodologies empower a more intricate assessment of this relative idea. Fulfilment is, for sure, an abstract encounter that relies on one's discernments and sentiments and incorporates both psychological decisions and emotional responses (Diener, 2009). To the creators' information, there was no blended strategy study to date on how travel-related areas interrelate, and to which degree every single one of them adds to in general life fulfilment for various people (Diener, 2009).

2.2.5. Commuters satisfaction

Investigations of journey fulfilment, just as drive fulfilment, has gotten expanded consideration as of late. A few examinations have discovered that components, for example, drive length and mode decision to a great extent affect drive fulfilment, and

particularly that public vehicle commuters will in general be less fulfilled than other mode users (Lunke, 2020).

De Vos (2018) shows that the connection between travel and prosperity works unexpectedly. In particular, individuals' impression of outings can directly affect their overall life fulfilment. While assessing late journey, individuals who report that they encountered positive feelings while making a trip likewise will in general report higher levels of life fulfilment. Also, travel can indirectly affect life fulfilment as it empowers individuals to partake in out-of-home activities. Studies have shown that travel fulfilment, and surprisingly Emotional Prosperity, is influenced by the activities one can lead at the objective of drive and recreation trips (Lunke, 2020).

The primary standards of persistent improvement require the advancement of a particular consumer loyalty estimation measure. Along these lines, any improvement activity depends on principles that consider customers expectations and requirements (Grigoroudis and Siskos 2010). These days consumer loyalty review is regularly utilized for these reasons. Chumakova, (2014) likewise led her exploration through this technique as the author proposed to distinguish issues, which are identified with facilities services offered in the terminal, through deciding staff' assessment on service quality. In this manner, a consumer loyalty overview is a fundamental instrument in staff fulfilment investigations. Furthermore, commuters or suburbanite fulfilment itself filled in as a hypothesis, which was likewise executed in the examination. "Suburbanite or consumer loyalty estimation is considered as the most dependable input, considering that it's anything but a powerful, immediate, significant and target way the workers' inclinations and assumptions" (Grigoroudis and Siskos 2010). It is a key to progress for any sort of organisation. All in all, the customer is fulfilled when he gets somewhat more than he was guaranteed to. Disappointment with the service or item can be effortlessly

characterized as an inability to live up to the commuters desires and needs (Chumakova, 2014).

The fundamental objective of any management of a motor park is to fulfil every commuter. Notwithstanding, Chumakova, (2014) was of the view that it's anything but something simple as everyone has his actually what for own is wonderful customers service. For instance, one will be happy with plastic seats to sit in while hanging tight for his transport in the sitting area, yet other necessities an exceptionally agreeable seat with a convertible seat. To all appearances, if the service needs to fulfil everybody, it needs to assess the inclinations of those commuters, who have a more significant level of expectations (Chumakova, 2014).

2.2.6. Concept of facility management

As indicated by Mitchell (2009), the concept of facilities management is characterized as the administration of all non-centre activities and facilities that are required by a firm or an organisation to work viably and effectively in their everyday tasks. These necessities incorporate the structure, facilities, individuals and management. The Internation Standard Organisation (ISO), sees facility management as an authoritative capacity that coordinates individuals, places and process inside a fabricated environment fully intent on working on the personal satisfaction of individuals and efficiency of the centre business. It can in this way be expressed that facility management is the coordination of process, individuals and supporting service to advance a put forward objective or objective in the most financially savvy way that could be available. Essentially, Garschhammer, et.al (2001) opined that the principle substance of facility management is to ensure that there is legitimate service satisfaction dependent on the service agreement offered or went into.

Facility management increases the value of a business by tending to a significant number of its nearby and long haul needs. At the point when appropriately done, its exercises lessen service costs, guarantee the prosperity of commuters and shields the business from obligation. Coherence arranging service industry with getting ready for development and foster alternate courses of action for crises. Eventually, it establishes a useful environment that advances the focal point of the organisation on its central mission or objectives.

The achievement of a motor park in fulfilling commuters is a component of the facility accessible inside it and the nature of the service gave. This thus builds up the need to look at the condition of the facilities inside the motor parks to give a premise to the improvement of the facility management to be sent.

2.2.7. Service management in motor parks

Service management has two significant members specifically; the customer and the supplier, it is entirely expected to discover conflict emerging between these members. In situations where the customer feel certain services are not delivered, they either whine or try not to utilize such firm service. The supplier then again attempts to work on his service for the customers while keeping up with benefit, the supplier for the most part works from the management area making chances that influence the customers. According to Langer, et. al. (2002). the professional organization utilizes a facility management system to run its activity and deal with the service. On account of motor parks benefits, the supplier depends on the representatives to be productive while in many created nations greater part of the service have been robotized thus requiring a mechanized stage. The achievement of the motor park is a component of the facility accessible inside it and the nature of the service gave significance. Garschhammer, et.al (2001). Expressed that the pith of service management is to ensure that there is appropriate service satisfaction dependent on the service understanding offered or went into. The fundamental

justification for the investigation is to analyze the condition of the facility inside the motor park to give a premise to the improvement of the service management to be sent.

2.3 Review of other Works of Literature

2.3.1 Motor Park as an integral part of public transportation system

The requirement for public transportation in metropolitan communities has been set up and there are varieties in various urban areas dependent on the idea of the vehicle system that is inactivity in these nations and the laws overseeing the transportation system in these urban areas. In many developed nations, public transportation frameworks give the most effective method for moving an enormous number of individuals particularly in thickly populated metropolitan habitats (Adedayo and Zubairu, 2013). professionals have zeroed in on the time spent by commuters at the stations and getting connected to transports to their places of objective. As indicated by Iseki, et.al. (2007) the general significance of stops at stations impacts how commuters settle on their decision during transport travel. It very well may be concluded from investigates led by Koonce, et.al. (2006), that the environment of the stations isn't an issue in the developed nations since the solution has been given to the issues featured by scientists (Adedayo and Zubairu, 2013). Instances of the solution accommodated these issues raised incorporate arrangement of more seats and safe houses, further developed lighting inside the stations and sufficient cleaning of facilities inside the station. The job public vehicle plays in a country's economy are very crucial because it influences individuals (customers) which thusly influences the usefulness of such urban areas. In the instances of developing nations like Nigeria, deficient consideration has been put on public transportation and this could be one reason for the idea of the motor parks found in the significant urban areas in the nations. The issues of the idea of the facility in the motor park that has been tended

to in evolved nations have not been analyzed in Nigeria with the perspective of giving solutions that fit the Nigerian environment.

2.3.2 Motor parks and Terminals

The motor park is where a transport course starts or finishes, where vehicles stop, turn or opposite, and stand by before leaving or bring their ventures back. It's anything but a place for boarding and landing travellers from vehicles. It likewise regularly gives a helpful point where management can be controlled from. It is a design where city or intercity transports stop to get and drop off travellers. A motor park is bigger than a bus station, which is generally essentially a spot on the side of the road, where transports can stop (Adedayo and Zubairu, 2013). It very well might be expected as a terminal park for various courses, or as a depot where the courses proceed. The size and nature of a terminal may differ, from a side of the road transport stop without any facility for travellers or transport teams, to an intentionally worked rough terrain motor park offering a wide scope of facilities. If the quantity of vehicles showing up and withdrawing is low, a side of the road transport stop, without any facility, will typically be sufficient. With countless vehicles showing up and leaving, it very well might be important to furnish a rough terrain motor park with a facility for the comfort of travellers and to lessen gridlock.

In numerous urban areas, the larger part of travellers start and end their journey at motor parks, and a critical extent of operators' income might be gathered at these focuses. Motor parks and terminals are a critical component in the activity of transport operator. Their plan and area influence the proficiency of a vehicle system, and its effect on other road customers. A few parks are viewed more as tourist spots than as utilities, and as such are frequently of esteemed instead of viable plan, which may diminish earnestly from their proficiency. It could be suitable for transport operators to be charged for leaving on a period premise to deter them from leaving their vehicles for a long time. Computing these

charges should consider the expense of giving stopping facilities. However, it ought not to be high to such an extent that it urges operators to leave their vehicles somewhere else when this would be uneconomic or unwanted not exclusively to the operator yet to the local area.

2.3.3 Functions of motor park/terminal

Motor Parks essential capacity incorporates preparing vehicles, travellers and so forth with the provisions of vital facilities for their smooth stream. Terminal fills in as a point and unit where important data to customers is made accessible for preparing (Adedayo and Zubariu, 2013) Different capacities incorporate;

- To make consistent multimodal availability, the motor parks or terminals ought to be coordinated with a different mode of transport (train, metro, bike, passerby, private vehicle).
- The park additionally works as the focal point of a neighbourhood with high-thickness blended-use activity in its area. To give a protected and alluring spot consistently, the presence of private lodging, shopping buildings, workplaces and other business exercises are to be supported around the terminal.
- Enhancement of modest, quick and safe conveyance of travellers and merchandise.
- Provision of satisfactory vehicle limit.
- Provision of travel service with high unwavering quality, security and solace.
- To reestablish certainty, want and some safety of commuters, showing up and leaving.
- Provision of staff with a facility such workplaces, meeting room, store organization building.

- To give standard travellers facilities like appearance and takeoff lobbies, things segment tagging region, data and telecom facilities, traveller stages to load up and land (with inclines for impaired and older), tagging facility, holding up lounges, rest houses/rooms, stuff storerooms, business: fundamental shopping and retail facility, utilities, administrations and conveniences (counting public latrines, ATM, drinking water and so forth), data system, cover from the environment, communication and postal offices, eating places (Sonar, 2018).
- Provision of administrations offices like security office, upkeep workshop, and centre.
- To achieve a coordinated and durable degree of financial activity and an income-producing adventure.

2.3.4 Motor parks in Nigeria

Transportation is a vital piece of the creation and last dispersion of items, without which large scale manufacturing and dissemination of labour and products would be incapable must be conceivable through the guide of direction fabricated, all around composed nodal focuses or terminals, with accentuation on control of vehicular and passerby course which fills in as conveyance focuses for these merchandise and people, just as the different administrations offered them. The normal sorts utilized in Nigeria are car parks, motor parks, and transport terminals. (Adedayo and Zubairu, 2013)

Motor parks are the fundamental door for highway transports into urban communities. They are possessed and controlled by local governments and are generally situated in the mid-town. Motor parks normally fill in as end and flight points for the two suburbanites' courses just as significant distance intercity courses. The motor park through the open ground with or without a fence is the most famous; it is by and large utilized by different transport organizations offering entomb and intra-state transport benefits and has been in

activity since the presentation of road transportation in the country. This in any case has been related to a few issues throughout the long term, going from robbery, provocation of clients by promotes and lay-about, and net misuse of clients by park authorities an aftereffect of the helpless plan of vehicular and person on foot course. These issues along with other related ones framed the venturing stone on which the inevitable foundation of private transport terminals was constructed. These, in contrast to the motor parks, are only claimed and run by individual, legislative and semi administrative business transport co-activities with better-organized customer service facilities and tasks. (Adedayo and Zubairu, 2013).

2.3.5 Development of motor parks in Nigeria

The historical backdrop of transport terminal service in Nigeria can be followed back to 1899, with the foundation of a connection between Lagos Island and the Terrain. Thereafter the nation didn't encounter any fast change in its transport service, which was overwhelmed by the rail system of transportation in the country. This was utilized until urbanization and development of urban communities proceeded with which was set off by the oil blast which then, at that point prompted the local public travel plans by 1970. The fast and proceeding urbanization of the nation have achieved expansion in open transportation as numerous who can't bear the cost of individual vehicles, utilize this type of transportation. The development of the public vehicle scheme additionally achieved an expansion in the number of the motor parks in metropolitan habitats and varieties in their plan and activity. According to Adesanya, and Adeniji, (1998). metropolitan vehicle in numerous Nigerian urban communities displays astounding highlights as far as their activity, the concept of facility gave and the plans of the motor park. In Some Nigerian urban communities, lacking administration of engine parks has prompted issues related to huge amounts of wastage, frailty, traffic which has become a major issue for the public

authority and the overall population Titus, Andrew, et.al. (2010). the motor park have been the authority form of the transport terminals in the nation, while the roads were focused harder, the parks were ignored, bringing about; dilapidating offices, helpless security for explorers and their luggage's, Hazard of promotes, lay-about and nonappearance of rest regions and accommodations.

2.3.6 Structure of motor parks in Nigeria

There are a few plans of motor parks in Nigeria and they differ dependent on areas, nature of routes operated and ownership type. Nonetheless; three kinds of motor parks have been distinguished dependent on their actual construction and organisation.

• The rectangular fenced-in area: These are typically the formally perceived motor parks. Such parks have "in" and "out" entryways and satisfy a few obligations to the local Government and their carriers union. Transports and taxicabs are likewise isolated at the parks to lessen conflicts; they are normally orchestrated dependent on the objective. As vehicles enter the motor park, they are enlisted and given a turn number. (Adedayo and Zubairu, 2013)

• Open space by the roadside: These are generally settled by previous individuals from road transport labourers union drawn from among the individuals who lost union political race however feel they should lead definitely. Extra time, the individuals from the general population perceive such areas as motor parks and begin to accord them acknowledgement. (Adedayo and Zubairu, 2013)

• Directly on the thruway: These are normally settled by intra-city transports and taxicabs; such motor parks are liable for gridlock on these roadways. In late turns of events, motor parks in Nigeria, for example, the recently developed super present-day motor Park in Akure, Ondo State are going through a ton of change. The motor Park has practically every one of the highlights of an air terminal. The ground is all around covered with

asphalt, there are four, very much covered shipment docks, there is appearance and departure hold up with ten split cooling machines, there are appealing shops, a flask, latrines, modern drill opening, correspondence work space, an emergency treatment cove, and a devoted transformer. From the prior, it's anything but a potential reality that motor Parks in Nigeria can be planned and kept up with as standard facilities to fulfil the necessities of the customer (Adedayo and Zubairu, 2013)

2.4 Empirical Review

Adedayo and Zubairu (2013) surveyed the facilities in Motor Parks in Minna, Niger State utilizing Post-Occupancy Evaluation. Eight(8) Motor parks inside the city were chosen for the study and instruments like questionnaires which were administered to customers, oral meetings with park authorities and observatory study were utilized for information assortment. SSPSS and excel software were utilized for dissecting information and the outcomes were introduced in diagrams and tables. The waiting area, latrines and reward regions were the facilities examined and it was found that a larger part of the motor parks was in state of disrepair and requires support. Results additionally showed that users were not happy with the facility and it was suggested that the parks ought to be remodelled and excellent service offering.

Ajakaiye and Agunloye (2020) assessed commuters degree of fulfilment with the state of facilities in intra-metropolitan motor parks across thickly populated areas of Lagos city, Lagos, Nigeria. Purposive inspecting procedures were utilized for the examination and 376 arrangements of surveys were managed to commuters of the motor parks in the three density area. The lighting state of the motor park, markets/shop condition, roads, signages, vehicle parks, trail, public spaces, data load up, waste, latrine, cover, finishing, cookout seats, litter receptacles, Vegetation conditions just as thought for the tested were

a portion of the facilities examined. Descriptive and inferential statistical methods were used for information investigation. The outcomes of the exploration uncovered that the average commuter index record for the motor park facilities was 2.54 C.P.I.; which means the state of the facilities were unsuitable. It was suggested that facilities in intra-metropolitan parks ought to be considered in transport and environmental policies.

Titus, et al. (2010) examined Refuse disposal practices in three major motor parks in Ibadan municipality, Nigeria. Information was gathered through key source interviews (KII); transect walk and individual perceptions, Focus Group Discussion (FGD) and accessible reports and publications. Information on park activities, possession, day by day number of traveller handle, nature of waste generated, cleaning recurrence, cleaning obligation, garbage removal technique, environmental overseer and natural upkeep were gathered and results were introduced in tables. The investigation uncovered that the garbage removal practice (open unloading, in streams or open consuming) at these parks were poor and unhygienic and little to nothing is being done to address or advance the circumstance. It was suggested that a legitimate hierarchical construction be set up to help in keeping motor parks perfect and clean.

Offiong, et al. (2015) evaluated touting activities in five significant parks in Ibadan city, to be specific Gate, Sango, Ojoo, Iwo-road and Dugbe. A purposive examining strategy was utilized to choose the five motor parks and an aggregate of 250 duplicates of the survey were regulated to touts in the diverse motor parks. Results showed that the essential activities of the touts in the parks included the collection of cash from travellers, collection of organization fees, calling of travellers. Unsavoury activities completed included coercion from travellers (which was in the first place on the list), an unlawful assortment of charges, defacing, assaulting, killings, thuggery and taking. Results likewise showed that most of the touts (about 75.6%) were brought into touting by

companions and were driven into touting because of joblessness, need for survival and the need to cater for guardians.

Afon, Abolade, and Okanlawon (2006) completed an examination analyzing customers' impression of environmental perils and dangers in parks. The examination was gathered from lasting and travel customers of Oshodi and Ojuelegba parks. The investigation uncovered that the degree of ampleness of facilities is seen as poor, the list of the perpetual customers (2.08) is lower than the travel customers (2.77). It was likewise discovered that customers recognized the presence of dangers in the parks and that they constitute hazards to wellbeing. The investigation presumed that the data acquired on the discernment held of perils and dangers and assessment on methods of overseeing parks environment could be compelling instruments in the possession of policymakers at guaranteeing that public spaces are alright for regular commuters.

2.5. Research Gap

In the wake of considering and evaluating the different written works identifying with the theme, it was found that there were areas where past research has not covered. This examination is not the same as others as it utilizes the SERVQUAL model as an instrument for evaluating the nature of motor park facilities. In the current investigation, nine(9) parks will be contemplated, unlike Adedayo and Zubairu (2013) study which covered eight parks. This examination likewise attempts to obtain data on the part of the facilities commuters are dissatised with.

CHAPTER THREE

3.0 RESEARCH METHODOLOGY

3.1 Research Design

The study is descriptive and observatory in nature, as information will be collected from a large sample of commuters and operators about the existing condition of the terminal facilities while the researcher's observation, as well as satellite imagery, will be used to locate and assess the presence and condition of the park facilities.

Table 3.1 Summaryof Research Objectives and Data Requirements

S/N	Objectives	Data Required	Method of Data Collection
1	To examine the accessible facilities and significance appended to the motor parks facilities	• Location of motor parks • List and types of facilities available within motor parks	• Questionnaire • Oral interview • Satellite imagery • Physical • observation.
2	valuate the states of the current facilities inside the Motor parks	• The physical state of the existing facilities • Accessibility and functionality of the facilities within the motor parks	• Physical observation • Photograph • Questionnaire • Oral interview
3	To determine the quality of service given by the current facilities	• Difference between Commuters perception and the importance attached to the facilities	• Questionnaire
4	To assess Commuters fulfilment with the Motor park facilities in Minna	• Satisfaction level of commuter with facilities	• Questionnaires
5	To Identify Which part of the facilities commuters are Disappointed with	• Commuters dissatisfaction level	• Questionnaires

Source: Author's computation (2021)

3.2 Types of Data

The data required for this research work was collected from two foremost sources which include, the primary source and secondary source of data.

3.2.1 Primary data

The primary data required in this study were data generated from the motor parks in the study area regarding the satisfaction level of commuters with the facilities in the motor parks. Nevertheless, the researcher essentially focused on collecting the following:

1. Socio-economic and demographic characteristics of commuters, for example, age, sex, income level, education, marital status and occupation.
2. Location of the motor parks,
3. List and types of facilities available within motor parks,
4. Physical state/condition of facility,
5. Park Accessibility,
6. Functionality of facilities
7. Maintenance practices of the existing facilities within the motor parks
8. Challenges to sustainable development and management of motor parks.
9. Level of satisfaction level with the condition of facilities within the motor parks.

Additionally, the spatial locations of the motor parks were obtained through the acquisition of the geographic coordinates of the motor parks with the aid of a Global Positioning System (GPS) to complement the individual assessment of the motor parks and their facilities within the study area.

3.2.2 Secondary data

Secondary data necessary for this research were acquired from numerous sources. These include first, the general available knowledge and information on motor parks and commuter's satisfaction. Selected information on the best management practices and

design concepts were also acquired from journals and relevant case studies to foster the development of more efficient and better service-driven motor parks in the country. Data on population were sourced from the portal of the National Bureau of Statistics. Google satellite maps of the study areas were also obtained from Google-image.

3.3 Instrument for Data Collection

The tools that were used for acquiring information for the study are;

1. Physical Observations
2. Questionnaire
3. Oral interview
4. Camera

3.3.1 Physical observation

In a study like this, especially as it regards assessment, there is a need for extensive physical observation. As a result, vigorous observation was carried out at all identified motor park facilities. The focus of the physical observation was to determine the structural and physical conditions of the motor park facilities and its immediate environment in the study area. A camera was used to take the ages of these facilities and presented in plates.

3.3.2 Questionnaire

Structured questionnaire to integrate the opinion or perception of the commuters or respondents, on the management of the motor park, their socio-economic characteristics, their level of satisfaction with the motor park facilities as well as the distance travelled to access the motor park, were administered to commuters in the motor parks located in the various parts of the city. The questionnaire encompass closed types of questions. The questions were tailored to acquire information relating to their socio-economic and demographic backgrounds, their personal and collective views on the facilities within the

motor parks and their preferences on services rendered by the motor parks as well as the types of facilities they wish to see in the motor parks.

Eighteen(18) service quality variables shared among the five SERVQUAL dimensions were selected to measure the quality of service. A 5-point Likert scale (where not important(NI)=1, less important (LI)= 2, Neutral (N) = 3, Important (I) =4 and more Important (MI)= 5) will be used to measure the importance of each variable while a 5-point Linkert scale (Where not satisfied (NS) =1, Less Satisfied (LS) =2, Neutral Satisfied (NS) = 3, Satisfied (S) = 4, More satisfied (MS)= 5) will be used to measure passengers' perception of the services rendered. The selected service quality elements are presented in table 3.3.

Since servqual models were used to determine service quality, then SQ= P-E where p (service perceive) and E (service expectation).

3.3.3 Oral interview

Well-structured interview questions and guides were used to conduct personal interviews with the management of the motor park to acquire the type and forms of maintenance practices carried out on the facilities within the park, the authority responsible for the provision of the facilities for efficient service delivery to the population of the city and the challenges to sustainable development and maintenance of motor park facilities.

3.3.4. Camera

A camera will be used to capture images of park facilities to show their availability and conditions.

3.4 Population And Sampling Technique

3.4.1 Population of study

The population of the study can be defined as the population to which a researcher wants to generalize the results of the study. The population may involve a larger group of people, institution or things that has one or more characteristics in common on which a study focuses. It consists of all cases of individuals or elements that fit a certain specification (Kenton, 2019). The population of this study will include all the people in Minna who are the main users of the parks. Minna has an estimated population of 462,743 in 2021 at a growth rate of 3.35% (World Population Review, 2021)

3.4.2 Sampling method

Convenience sampling will be used in allocating a total number of questionnaires to each of the nine parks at a percentage convenient to the author while simple random sampling will be used to administering the questionnaires within the different parks.

3.4.3. Sample size

In calculating the sample size, the Taro Yamani formula was used.

$$n = \frac{N}{1 + N(0.05)^2}$$

Where N stands for the population

The sample size becomes

$$n = \frac{462743}{1 + 462743(0.05)^2} = 399.65 \approx 400$$

Hence, a total of 400 questionnaires were administered in total with higher proportion allocated to parks with more passenger trips. The table below clarifies the way the questionnaire were shared between the different motor parks.

Table 3.4.4 Spatial Distribution of Questionnaire to be Administered to various parks in Minna.

s/no	Park	Questionnaires to be administered
1.	Niger State Transport Authority	50
2.	Mobil park	60
3.	Gwadabe Park	30
4.	Kpakungu Park	50
5.	Paida park	40
6.	Nice Travel Park	40
7.	Minna Central Park	60
8.	Abdulsalalam Park	40
9.	Kure Market Park	30
Total		400

Source: Author's survey (2021)

3.5 Methods of Data Analysis

The data collected was analysed using both descriptive and inferential statistics. The results will be shown using tables and charts. The use of Statistical Package for Social Science (SPSS) and Microsoft Excel package will be employed as an inferential tool. The data also collected through physical survey carried out on activities within and around the motor parks will be documented with a camera and presented in plates to show the conditions of the existing facilities within the motor parks.

Product moment correlation was used to test the stated hypotheses. Mathematically;

$$r_{xy} = \frac{n\sum xi\, yi - \sum xi \sum yi}{\sqrt{x\sum xi^2} - (xi)^2 \sqrt{n\sum yi^2 - (\sum yi)^2}}$$

Where;

N= is the sample size, $x_i y_i$,= are the individual sample data point indexed with i,

$\overline{x}= \frac{1}{n}\sum_{i=1}^{n} x_i$ (i.e. sample mean) and correspondingly to y_i

However, if the value of r (i.e. correlation) calculated is greater than the table-value (0.05) significance level then we accept the null hypothesis. Also if the value of r (i.e. correlation) calculated is less than the table-value (0.05) significance level then we reject the null hypothesis and accept the alternative hypothesis.

CHAPTER FOUR

4.0 RESULTS AND DISCUSSION

This chapter comprises of presentation of the result of the survey, this is done taking into consideration of the five objectives of the study.

4.1 Analysis of Socioeconomic Characteristics of the Respondents

4.1.1 Gender of the Respondents

Table 4.1 Gender of the Respondents

Gender	Frequency	Per cent
Male	183	65.4
Female	97	34.6
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.1 above, a total of 183 (65.4%) of the respondents are males while 97 (34.6%) of the respondents are females.

4.1.2 Age of the respondents

Table 4.2: Age of the Respondents

Age	Frequency	Per cent
less than 18years	15	5.4
18-30years	151	53.9
31-45years	100	35.7
46-60years	14	5.0
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.2 above, reveals that a total of 151 (63.9%) of the polls respondents are between the age group of 18-30 years, 100 (36.7%) of the respondents are between the age bracket of 31-45 years, 15 (5.4%) of the respondents were less than 18 years and 14 (5%) were between 46-60 years.

4.1.3 Occupation of the respondents

Table 4.3: Occupation of the respondents

Occupation	Frequency	Percent
civil servant	87	31.1
Students	87	31.1
self-employed	92	32.9
Retirees	14	5.0
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.3 above shows the occupation of the respondents, the table point out that a total of 92(32.9%) of the respondents were self employed, 87(31.1%) of the respondents agreed that they are students, 87 (31.1%) of the respondents were civil servants and only 14 (5%) of them were retirees.

4.1.4 Marital status of the respondents

Table 4.4 Marital status of the respondents

Marital Status	Frequency	Per cent
Single	132	47.1
Married	129	46.1
Divorce	19	6.8
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.4 above indicate that 132 (47.1%) of the respondents were single, about 129 (46.1%) of the respondents are married and only 19 (6.8%) of the respondents are divorced.

4.1.5 Income of the respondents

Table 4.5 Income of the Respondents

Income	Frequency	Per cent
less than N10,000	42	15.0
N10,000-N30,000	77	27.5
N30,001-N50,000	81	28.9
above N50,000	80	28.6
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.5 above shows that 81 (28.9%) of the respondents were on income level between N30,000-N50,000, a total of 80 (28.6%) were on income level above N50,000, 77 (27.5%) of the respondents have an income level of N10,000-N30,000 and 42 (15%) of the respondents were between the income level of less than N10,000.

4.1.6 Education level of the respondents

Table 4.6 Educational Level of the Respondents

Educational Level	Frequency	Per cent
Primary school Cert	9	3.2
Secondary school Cert	49	17.5
National Diploma	54	19.3
Degree	100	35.7
Others	68	24.3
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.6 above reveals that a total of 100 (35.7%) of the respondents have Degree, 68 (24.3%) of the respondents have other certificate other than primary, secondary, National Diplomas and other certificates (i.e. Master degree and Doctorate degree). Also,Tabl**e** 4.6 above point out that 54 (19.3%) of the respondents have National Diploma certificate while 49 (17.5%) of them have secondary school certificate. Table 4.6 further reveals that 9 (3.2%) of the respondents have primary school certificates.

4.1.7 Respondents choice of park

Table 4.7 Respondents Choice of Park

Choice of Park	Frequency	Percent
Abdulsalam Motor Park	33	11.8
Minna Central Gaurage	28	10.0
Mobil Motor Park	55	19.6
Gwadabe Motor Parks	19	6.8
Kure motor Park	24	8.6
Kpakungu Motor Park	30	10.7
Nice Travel Motor Park	30	10.7
Paida Motor Park	20	7.1
NSTA	41	14.6
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.7 above reveals that a total of 55 (19.6%) of the respondents uses Mobil motor park for their journey, 41 (!4.6%) of the respondents use Niger State Transport Authority for their travels while 33 (11.8%) of the respondents uses Abdulsalam Park for their journey.Similarly, table 4.7 indicate that 30 (10.7%) of the respondents uses Nice travel motor park, 28 (10%) of the respondents uses Minna central Garage for their journey and 30 (10.7%) of the respondents uses Kpakunu motor park for their journey.Table 4.7 finally reveals that 20 (7.1%) of the respondents use Paida Motor Park for their journey, 24 (8.6%) of the respondents uses Kure Motor Park while 19 (6.8%) of the respondents uses Gwadabe Motor Park for their journey.

4.1.8 Respondents frequency of Park Usage

Table 4.8 Frequency of park usage by Respondents

	Frequency	Per cent
Daily	6	2.1
Weekly	45	16.1
more than once a week	6	2.1
Monthly	122	43.6
Occasionally	101	36.1
Total	**280**	**100.0**

Source: Author's Survey (2021)

Table 4.8 above point that a total of 122 (43.6%) of the respondents use the park on a monthly basis for their journey, 101 (36.1%) of the respondents use the park occasionally for their journey while 45 (16.1%) of the respondents use the park on weekly basis for their journey.Similarly, table 4.8 indicate that 6 (2.1%) of the respondents use the park more than once a week for their journey and 6 (2.1%) of the respondents use the park daily for their journey.

Table 4.9 below reveals that clean seat with mean of (M=4.1321), cleanliness of waiting area, (M=3.4679), refreshment area or clean shops (M=3.3679), parking environment free of littering and dirty (M=3.6107), toilet that is clean with enough water and maintained (4.3107) and park environment spacious (M=3.6321) are extremely poorly serviced while terminal office looking good and clean (M=3.1786), waiting area or shelter (M=3.2000) and parking spaces demarcated with marks (M=3.6179) are poorly service while refreshment area that offer varieties of food (M=3.9321), information board readily updated (M=3.1000), information board place in a way easily readable (M=3.1571) are fairly poorly serviced..

However, the mean indicate the level of important commuters attach to such facilities which they use as a basis for the choice of motor park for their travels demand.

4.2.0 Analysis of the various Facility Available and the importance Attached by Commuters in Making a Choice of Parks for their Journey

Table 4.9: Available Facilities in the Park and Importance Commuters Attached to it

S/n	Available Facilities	Importance Attached by Commuters	Means	Standard Deviation
1	Clean Seats	Clean Seats	4.1321	1.26473
2	Waiting Area	Cleanliness of Waiting Area	3.4679	1.15114
3	Terminal Offices	Terminal office Look good and clean	3.1786	1.34013
4	Shops/Refreshment Areas	Refreshment Area or clean shops	3.3679	1.05937
5	Sucker way	Park Environment Free Of Littering and Dirty	3.6107	1.39452
6	Waiting Area Structures	Waiting Areas or Shelter	3.2000	1.33441
7	Restaurants	Refreshment Area Offers Varieties Of Food	3.9321	1.33025
8	Toilets	Clean Toilet and Have enough Water	4.3107	1.55424
9	Fixed Information Boards	Information Board Readily Updated	3.1000	1.39533
10	Mobile information structure	Information Board Place in at easily Readable point	3.1571	1.42568
11	Markings to Demarcate Parking Space	Parking Spaces Clearly Demarcated with Marks	3.6179	1.24738
12	Land Space to ease operation within parks	Park Environment is Spacious	3.6321	1.18701

Sources: Author's Survey (2021)

4.3 Analysis of the Conditions of the Park Facilities.

Park facilities are those basic amenities required by passengers in the motor parks to provide comfort while they wait for a vehicle. This facilities includes the waiting area, ticketing offices, shops, toilet facilities, information board and so on depending on the motor parks ownership structures. The available motor parks facilities in Minna are fully discussed in the following headings below;

4.3.1 Condition of the Toilet facilities

The Toilets facilities in Minna Motor Parks are owned by a third party and only the Niger State Transport Authority (NSTA) owned its toilet facilities due to the ownership structure. Few of these motor parks studied have no toilets facilities present in the park for example Kure market Motor Park, Gwadabe Motor Park and Paida Motor Park. The third parties are responsible for the maintenance and provision of the needs of the toilets. they charge as low as N40 for bathing and toilets while N10 for urinating only. The arrangement of toilet facilities in Minna motor Parks has no relationship with the Union as each operates independently. However, the toilets facilities in the motor parks in Minna are in the State of Despair, there is no regular maintenance or renovation. The condition is so bad that make passengers urinate in the nearby public facilities. Below are the images of toilet facilities in the various parks under study.

Plate 1: Toilet facilities in Kpakungu Motor Parks
Source: Author's Survey (2021)

Plate 2: Toilet in Minna Central Gaurage
Source : Author's Survey (2021)

Plate 3: Toilet in Abdulsalam Motor Park

Source: Author's Survey (2021)

Plate 4: Toilet facility in Mobil motor parks
Source: Author's Survey (2021)

Plate 5: Toilet facility in NSTA
Source: Author's Survey (2021)

4.3.2 Condition of the Waiting Area

Waiting areas are that area in a road transport terminal that provides shelter to commuters during the period of waiting for the vehicle. Most of the Motor Parks understudy does not

have a waiting area. Apart from Abdulsalam Motor Park and NSTA Motor Park the other Motor parks captured in this study doesn't have a waiting area. Commuters hang around the loading area while some are seated in the vehicle waiting for passengers to arrive to complete the full load factor for the vehicle trip. However, the waiting areas observed in the study were not up to standard. There were no clean or comfortable seats, it can be said to be an ordinary shade that prevents passengers from direct sunlight and rainfall. The condition of the waiting areas are presented below;

Plate 6: Waiting Area in Abdulsalam Motor Park
Source: Author's Survey (2021)

Plate 7: Waiting Area at NSTA M0tor Park
Source: Author's Survey (2021)

Plate 8: Passengers hanging around the loading area in Mobil Motor Park
Source: Author's Survey (2021)

Plate 9: Passengers hanging around the loading area in Minna Central Garage. Source: Author's Survey (2021)

4.3.3 Condition of the Motor Park Office

Motor park office is required in the terminal building for administrative purposes, selling of tickets, handling of customers complaints and other related services. The motor parks offices in Minna are owned by the Unions (NURTW, RTEAN and NARTO) and they are responsible for the maintenance and renovation. However, they pay the local government revenue as they use the Motor Parks. The poor state of this office is disheartened, with no renovation and no maintenance. This building are old, dipilating and doesn't look like something serious is going in the building. The images below show the condition of the offices in some of the Motor Parks.s

Plate 10: Conditions of the Office in Gwadabe Motor Parks
Source: Author's Survey (2021)

Plate 11:Conditions of the Office in Kpakungu Motor Parks
Source: Author's Survey (2021)

Plate 12:Conditions of the Office in Abdulsalam Motor Parks
Source: Author's Survey (2021)

4.3.4 Condition of the Fixed Information Board

A fixed information board are an information facility that is normally used to show the route ply by vehicles in the parks and as well as the amount charged for each route. This study reveals that apart from NSTA whom uses the fixed information board shown in plate 12 others don't use the fixed information board. They use any substance like metal plate, rubber or wood in a box form or in form of the pyramid which is truncated at the tip (see plate 13). They normally place it on top of the next vehicle loading just showing the route. However, in a modern ultra motor vehicle terminals information board are electronic devices showing the routes and time of departure.

Plate 13: Image of Fixed Information Board at NSTA Motor Park
Source: Author's Survey (2021)

Plate 14: mobile information display system in Kpakungu Motor Park
Source: Author's Survey (2021)

Plate 15: mobile information display system on top of vehicles inMinna Central Garage
Source: Author's Survey (2021)

4.3.5 Condition of the Refreshment Area/Restaurant

Public park restaurants are not different from our famous local restaurants called ''mama Put'', although Public Motor park restaurants in Minna are owned by private individuals and operate differently from the park management. From the oral interview with the commuters reveals that the food were okay and the cost per dish is affordable. The challenges of the Park restaurant were that there are no comfortable seats to eat the purchased food and the restaurant is not spacious so for customers to eat, it requires close seating which is not safe. Also, the Restaurants surroundings are dirty, no aesthetics and the littering of water causes fly around the restaurants area.

Plate 16: Front View of the Restaurant in Abdulsalam Motor Park

Source: Author's survey (2021)

Plate 17 Front View of the Kpakungu Motor Park Restaurants
Source: Author's Survey (2021)

Plate 18 Front View of the Minna Central Garage Restaurants
Source: Author's Survey (2021)

4.4 Analysis of Quality of Motor Park Facilities

Table 4.10 Quality of Service in the Motor Parks

Importance attached on service	Expected(E) Mean	Satisfaction On service	Perceived (P)Mean	SQ=(P-E)	Comments
clean Seat	4.1321	clean Seat	3.5786	-0.5535	Extremely poor service
Cleanliness of Waiting Area	3.4679	Cleanliness of Waiting Area	2.9143	-0.5536	Extremely poor service
Terminal Office Look Good and Clean	3.1786	Terminal Office Look Good and Clean	2.7714	-0.4072	Poor Service
Refreshment Area or Clean Shops	3.3679	Refreshment Area or Shop Cleans	2.8536	-0.5143	Extremely Poor service
Park Env Free Of Littering and Dirty	3.6107	Park Env Free Of Littering and Dirty	2.7464	-0.8643	Extremely poor Service
Waiting Area or Shelter	3.2000	Waiting Area or Shelter	2.7107	-0.4893	Poor service
Refreshment Area Offers Varieties Of Food	3.9321	Refreshment Area Offers Varieties Of Food	3.6964	-0.2357	Fairly Poor service
Toilet is clean, Have enough Water and Maintained	4.3107	Toilet is clean, Have enough Water and maintained	3.3786	-0.9321	Extremely poor service
Information Board Readily Updated	3.1000	Information Board Readily Updated	2.8750	-0.225	Fairly poor service
Information Board Place in a Way easily Readable	3.1571	Information Board Place in a Way easily Readable	2.9214	-0.2357	Fairly poor service
Parking Spaces Demarcated with Marks	3.6179	Parking Spaces Demarcated with Marks	3.1714	-0.4465	Poor service
Park Env Spacious	3.6321	Park Env Spacious	3.0607	-0.5572	Extremely poor service
Total	**60,4965**		**54,8893**	**-5.6072**	Extremely poor service

Source: Author's Survey (2021)

Table 4.10 above recorded that clean seat (SQ= -0.5535), Cleanliness of Waiting Area (SQ= -0.5536), Refreshment Area or Shop Cleans (SQ= -0.5143), Park Environment Free of Littering and Dirty (SQ= -0.8643), Toilet is clean and Have enough Water (SQ=

-0.9321), Park Environments are Spacious (SQ= -0.5572) are extremely poor service. Also, table 4.10 reveals that Terminal Office Look Good and Clean (SQ= -0.4072), Waiting Area or Shelter (SQ= -0.4893) and Parking Spaces Demarcated with Mark (SQ= -0.4465) are poor services.

Similarly, table 4.10 above indicate that Information Board Readily Updated (SQ= -0.225), Information Board Place in a Way easily Readable (SQ= -0.2357) and Refreshment Area Offers Varieties Of Food (SQ= -0.2357) are fairly poor service.

Furthermore, table 4.10 showed that Passenger Safety (SQ= 1.3071) is an extremely good service and Safety Of Goods (SQ= 0.1036) is a fairly good service.

Finally, table 4.10 reveals that the overall service quality (SQ= -5.6072) for the service offered by motor parks in Minna is extremely poor.

4.5 Analysis of Commuters Satisfaction on Motor Parks Facilities

4.5.1 Analysis of Commuters Satisfaction on Cleanliness of the Parks Seats

Table 4.11 Commuters Response on the Cleanliness of the Parks Seats

		Cleanliness of the Park Seats					
		not satisfied	less satisfied	neutrally satisfied	satisfied	more satisfied	Total
Park choice	Abdulsalam Motor Park	0	3	24	3	3	33
	Minna Central Garage	5	3	15	5	0	28
	Mobil Motor Park	29	0	8	9	9	55
	Gwadabe Motor Parks	0	2	17	0	0	19
	Kure motor Park	0	0	24	0	0	24
	Kpakungu Motor Park	3	3	15	9	0	30
	Nice Travel Motor Park	3	0	9	18	6	36
	Paida Motor Park	0	4	16	0	0	20
	NSTA	0	0	19	0	16	41
Total		**40**	**15**	**147**	**44**	**34**	**280**

Source: Author's Survey (2021)

Table 4.11 above shows commuters' responses on the satisfaction derived from the cleanliness of the motor parks seats. Table 4.11 reveals that commuters (i.e. sixteen respondents) using NSTA for their travel demand were more satisfied with the cleanliness of the motor park seat and nineteen (19) respondents were neutrally satisfied with the motor park seats.

Similarly, about twenty-four respondents using Abdulsalam motor parks from table 4.11 above were neutrally satisfied with the cleanliness of the motor park seats, three (3) respondents were less satisfied with the motor park seats, three (3) respondents were satisfied with the motor park seat and three (3) respondents were more satisfied with the motor park seats.

Also, table 4.11 reveals that the commuters (i.e. about fifteen respondents) using Minna central park were neutrally satisfied with the cleanliness of motor park seats, five (5) commuters were more satisfied with the cleanliness of the park seats, five (5) respondents were not satisfied with the cleanliness of the park seat and three (3) respondents were less satisfied with the cleanliness of the park seats.

Again, table 4.11 indicate that commuters (i.e. 29 respondents) using Mobil motor parks were not satisfied with the cleanliness of the park seats, nine (9) respondents were more satisfied with the cleanliness of the park seats, nine (9) respondents were satisfied with the cleanliness of the park seats and eight (8) respondents agreed to be neutrally satisfied with the park seats.

Furthermore, table 4.11 showed that seven (17) respondents using Gwadabe motor parks agreed that they are neutrally satisfied with the park seats and only two (2) respondents were less satisfied with the motor park seat while sixteen respondents who use Paida Motor parks were neutrally satisfied with the cleanliness of the park seat, four (4) respondents were less satisfied with the park seat and twenty-four (24) respondents who use Kure Motor parks were neutrally satisfied with the motor park seats.

In addition, table 4.11 points that fifteen (15) respondents using Kpakungu motor parks were neutrally satisfied with the motor park seats, nine (9) respondents were satisfied with the park seats, three (3) respondents were not satisfied with the motor park seat and three (3) respondents were less satisfied with the cleanliness of motor park seats.

Finally, table 4.11 shows that eighteen (18) respondents using Nice Travel were satisfied with the cleanliness of the park seats, six (6) respondents were more satisfied with the park seats, nine (9) respondents were neutrally satisfied with the cleanliness of the park seat and three (3) respondents were not satisfied with the cleanliness of the park seats.

In summary, table 4.11 recorded that a total of one hundred and forty-seven respondents were neutrally satisfied with the motor park seats, forty-four respondents agreed to be satisfied with the cleanliness of the motor park seats, forty respondents were not satisfied with the cleanliness of the motor park seat, fifteen respondents were less satisfied with the cleanliness of the motor park seat and only thirty-four respondents were more satisfied with the motor park seats. Table 4.11 reveals that Nice travel has the highest response (18) on the satisfaction of the cleanliness of the park seats while the Mobil motor park has the highest response (29) that they are not satisfied with the cleanliness of the park seats.

4.5.2 Analysis of the Commuters Satisfaction on Cleanliness of the Waiting Areas

Table 4.12 Commuters Response to Cleanliness of the Waiting Area

		Cleanliness of the Waiting Area				
		not satisfied	less satisfied	neutrally satisfied	satisfied	Total
Park choice	Abdulsalam Motor Park	0	3	15	15	33
	Minna Central Gaurage	0	5	15	8	28
	Mobil Motor Park	8	21	26	0	55
	Gwadabe Motor Parks	0	2	17	0	19
	Kure motor Park	9	0	15	0	24
	Kpakungu Motor Park	0	3	17	10	30
	Nice Travel Motor Park	0	3	19	8	30
	Paida Motor Park	0	4	16	0	20
	NSTA	0	8	15	18	41
Total		**17**	**49**	**155**	**59**	**280**

Source: Author's Survey (2021)

Table 4.12 above shows commuters' responses to the satisfaction derived from the cleanliness of the waiting area. Table 4.12 shows that twenty-six (26) respondents using

Mobil motor parks were satisfied with the cleanliness of the waiting area, twenty-one (21) respondents were less satisfied with the cleanliness of the waiting area and eight (8) respondents were not satisfied with the cleanliness of the waiting area.

Again, table 4.12 above indicate that fifteen (15) respondents using Abdulsalam garage are satisfied with the cleanliness of the waiting area, fifteen (15) respondents are neutrally satisfied with the cleanliness of the waiting area and three respondents were less satisfied with the cleanliness of the waiting areas.

Also, table 4.12 above points that fifteen (15) respondents using Minna central garage were neutrally satisfied with the cleanliness of the waiting areas, eight (8) respondents were satisfied with the cleanliness of the waiting area, five (5) respondents were less satisfied with the cleanliness of the waiting area while seventeen (17) commuters using Gwadabe motor park were neutrally satisfied with the cleanliness of the waiting area and two (2) respondents were less satisfied with the cleanliness of the waiting area.

Similarly, table 4.12 indicate that fifteen respondents using kure market motor park were neutrally satisfied with the cleanliness of the waiting area, nine (9) respondents were not satisfied with the cleanliness of the waiting area while sixteen respondents using Paida Motor park were neutrally satisfied with the cleanliness of the waiting areas and four (4) respondents were less satisfied with the cleanliness of the waiting area.

Furthermore, table 4.12 reveals that fifteen (15) respondents using NSTA were neutrally satisfied with the cleanliness of the waiting area, eighteen (18) respondents were satisfied with the cleanliness of the waiting area, eight (8) respondents were less satisfied with the cleanliness of the waiting area while nineteen (19) respondents using Nice Travel motor park were satisfied with the cleanliness of the waiting area, nine (9) respondents were neutrally satisfied with the cleanliness of the waiting area and only three (3) respondents were less satisfied with the cleanliness of the waiting areas.

In addition, table 4.12 above recorded that seventeen (17) respondents using Kpakungu motor parks are neutrally satisfied with the cleanliness of the waiting area, ten (10) respondents were satisfied with the cleanliness of the waiting area and three (3) respondents were less satisfied with the cleanliness of the waiting area.

Finally, NSTA emerge the highest with respondents (18) who agreed that they are satisfied with the cleanliness of the waiting area while kure market motor parks emerge the highest with respondents (9) who are not satisfied with the cleanliness of the waiting area

In summary, Table 4.12 above indicate that there is the total of one hundred and fifty-five (155) respondents who agreed that they are neutrally satisfied with the cleanliness of the waiting areas, fifty-nine (59) respondents agreed that they were satisfied with the cleanliness of the waiting area, forty-nine (49) respondents were less satisfied with the cleanliness of the waiting area and seventeen (17) respondents were not satisfied with the cleanliness of the waiting area.

4.5.3 Analysis the Commuters Satisfaction on Cleanliness of the Toilets

Table 4.13 Commuters Response on Satisfaction of cleanliness of the Toilets

		Cleanliness of the Toilets					
		not satisfied	less satisfied	neutrally Satisfied	Satisfied	more satisfied	Total
Park Choice	Abdulsalam Motor Park	0	6	15	12	0	33
	Minna Central Gaurage	0	8	15	5	0	28
	Mobil Motor Park	16	21	9	9	0	55
	Gwadabe Motor Parks	0	2	17	0	0	19
	Kure motor Park	15	9	0	0	0	24
	Kpakungu Motor Park	0	6	17	7	0	30
	Nice Travel Motor Park	0	3	0	18	9	30
	Paida Motor Park	0	4	8	8	0	20
	NSTA	3	14	24	0	0	41
Total		**34**	**73**	**105**	**59**	**9**	**280**

Source: Author's Survey (2021)

Table 4.13 above shows commuters' responses to the satisfaction derived from the cleanliness of the Toilets. Table 4.13 reveals, that twenty-four (24) respondents using NSTA were neutrally satisfied with the cleanliness of the toilets, fourteen (14) respondents were less satisfied with the cleanliness of the toilets and three respondents were not satisfied with the cleanliness of the toilets.

Again, table 4.13 indicate that eight (8) respondents using Paida motor park were satisfied with the cleanliness of the motor park toilets, eight (8) respondents were neutrally satisfied with the cleanliness of the park toilets, four (4) respondents were less satisfied with the cleanliness of the toilets while eighteen (18) respondents were satisfied with the cleanliness of the toilet, nine (9) respondents were more satisfied with the cleanliness of the toilets and three (3) respondents were less satisfied with the cleanliness of the toilets.

Similarly, table 4.13 reveals that seventeen (17) respondents using Kpakungu motor park were neutrally satisfied with the cleanliness of the toilets, seven (7) respondents were

satisfied with the cleanliness of the toilets, six (6) respondents were less satisfied with the cleanliness of the toilets while fifteen (15) respondents using Kure market parks were not satisfied with the cleanliness of the toilets and nine (9) respondents were not satisfied with the cleanliness of the toilets.

Furthermore, table 4.13 points that twenty-one (21) respondents using Mobil motor park were less satisfied with the cleanliness of the park toilets, sixteen (16) respondents were not satisfied with the cleanliness of the parks toilets, nine (9) respondents were neutrally satisfied with the cleanliness of the park toilets, nine (9) respondents were satisfied with the cleanliness of the park toilets while seventeen (17) respondents using Gwadabe Motor Park were neutrally satisfied with the cleanliness of the park toilets and two (2) respondents were less satisfied with the cleanliness of the park toilets.

In addition, table 4.13 showed that fifteen (15) respondents using Minna central garage were neutrally satisfied with the cleanliness of the toilets, eight (8) respondents were less satisfied with the less satisfied with the cleanliness of the park toilets, five (5) respondents were satisfied with the park toilets while fifteen (15) respondents using Abdulsalam Motor parks agreed they were neutrally satisfied with the cleanliness of the toilets, twelve (12) respondents were satisfied with the cleanliness of the park toilet and six (6) respondents were less satisfied with the cleanliness of the park toilets.

Finally, Nice travel motor park emerge as the park with the highest level of satisfaction in terms of cleanliness of the toilets with a total of eighteen (18) responses while Mobil park has the highest number of responses (i.e. 16) on the dissatisfaction with the cleanliness of the toilets

In summary, it can be deduced from Table 4.13 that one hundred and five (105) respondents were neutrally satisfied with the cleanliness of the toilets, seventy-three (73)

respondents were less satisfied with the cleanliness of the park's toilets, thirty-four respondents were not satisfied with the cleanliness of the toilets and only nine (9) respondents were more satisfied with the cleanliness of the toilet

4.5.4 Analysis the Commuters Satisfaction on Terminal Office Good and Clean

Table 4.14: Commuters Perceptions on Terminal Office Good and Clean

		Terminal office Good and Clean					
		not satisfied	less satisfied	neutrally satisfied	Satisfied	more satisfied	Total
Parkchoice	Abdulsalam Motor Park	0	6	18	9	0	33
	Minna Central Gaurage	2	3	18	5	0	28
	Mobil Motor Park	29	8	9	9	0	55
	Gwadabe Motor Parks	0	0	17	2	0	19
	Kure motor Park	0	15	9	0	0	24
	Kpakungu Motor Park	0	3	20	7	0	30
	Nice Travel Motor Park	3	0	0	18	9	30
	Paida Motor Park	0	4	12	4	0	20
	NSTA	3	8	22	8	0	41
Total		**37**	**47**	**125**	**62**	**9**	**280**

Source: Author's Survey (2021)

Table 4.14 above shows commuters' response on the satisfaction derived from the terminal offices good and clean. Table 4.14 reveals that twenty-two (22) respondents using NSTA were neutrally satisfied that the Terminal office is Good and Clean, eight (8) respondents are satisfied that the terminal office is Good and Clean, eight (8) respondents are less satisfied that the terminal office is good and clean and three (3) respondents agreed that they are satisfied that the terminal office is good and clean.

Again, table 4.14 points that twelve (12) respondents using Paida Motor Park were neutrally satisfied that the terminal office is good and clean, four (4) respondents were less satisfied that the terminal office was good and clean, four (4) respondents were satisfied that terminal office was good and clean while eighteen (18) respondents using

Nice Travel Motor Park were satisfied that terminal office was good and clean, nine (9) respondents were more satisfied that terminal office was good and clean and three (3) respondents were not satisfied with the terminal office, that it was not good and clean enough.

Similarly, table 4.14 above indicate that twenty (20) respondents using Kpakungu Motor Park were neutrally satisfied that the terminal office was good and clean, seven (7) respondents were satisfied with the terminal office were clean and good, three (3) respondents were less satisfied with that the terminal office was good and clean while seventeen (17) respondents using Gwadabe Motor Park were neutrally satisfied that terminal office was good and clean and only two (2) respondents were satisfied that terminal office was good and clean.

Furthermore, table 4.14 above shows that nine (9) respondents using Mobil Motor Park that they were satisfied that the terminal office was good and clean, nine (9) respondents were neutrally satisfied that the terminal was good and clean, eight (8) respondents were less satisfied that the terminal office was good and clean, twenty-nine (29) respondents were not satisfied that the terminal office was not good and clean while fifteen (15) respondents using Kure Market motor parks were less satisfied with the terminal office was good and clean and only nine (9) respondents were neutrally satisfied with the terminal office was good and clean.

In addition, table 4.14 indicate that eighteen (18) respondents using Abdulasalam Motor park were neutrally satisfied with the terminal office was good and clean, nine (9) respondents were satisfied with the terminal office was good and clean, six (6) respondents were less satisfied that the terminal office was not that good and clean while eighteen (18) respondents using Minna central garage were neutrally satisfied that terminal office was averagely good and clean, five (5) respondents were satisfied that

terminal office was good and clean, three (3) respondents were neutrally satisfied that terminal office was good and clean and only two respondents were not satisfied with the terminal office that it is not good or clean.

In summary, table 4.14 points that as large as one hundred and twenty-five (125) respondents were neutrally satisfied that the terminal office was good and clean. However, Nice travel motor parks have the highest response (i.e. 18) of commuters that they were satisfied with the terminal office while as large as twenty-nine (29) respondents argue that Mobil Motor Parks office was not good and clean.

4.5.5 Analysis the Commuters Satisfaction on Refreshment Area/Shops

Table 4.15 Commuters Satisfaction on Refreshment Area/Shop

		Refreshment Area or Shops					
		not satisfied	less satisfied	neutrally satisfied	satisfied	very Satisfied	Total
Parkchoice	Abdulsalam Motor Park	0	3	27	3	0	33
	Minna Central Gaurage	2	3	12	11	0	28
	Mobil Motor Park	29	0	17	9	0	55
	Gwadabe Motor Parks	0	0	17	0	2	19
	Kure motor Park	0	0	15	0	9	24
	Kpakungu Motor Park	0	3	12	15	0	30
	Nice Travel Motor Park	3	0	0	18	9	30
	Paida Motor Park	0	0	16	4	0	20
	NSTA	3	0	23	15	0	41
Total		**37**	**9**	**139**	**75**	**20**	**280**

Source: Author's Survey (2021)

Table 4.15 above, a total of twenty-three (23) respondents using NSTA were neutrally satisfied with the refreshment area/shops, fifteen (15) respondents were satisfied with the refreshment area/shops, three (3) respondents were not satisfied with the refreshment

area/shops while eighteen (18) using Nice Travel Motor Park were satisfied with the refreshment area/shops, nine (9) respondents were more satisfied with the refreshment area/shops and only three (3) respondents were not satisfied with the refreshment area/shops.

Again, table 4.15 above reveals that fifteen (15) respondents were satisfied with the refreshment area/shops, nine (9) respondents were more satisfied with the refreshment area/shops, three (3) respondents were less satisfied with the refreshment area/shops while sixteen (16) respondents using Paida Motor Park were neutrally satisfied with the refreshment area/shops and only four (4) respondents were satisfied with the refreshment area/shops.

Similarly, table 4.15 indicate that about fifteen (15) were neutrally satisfied with the refreshment area/shops, nine (9) respondents were more satisfied with the refreshment area/shops while about twelve (12) respondents using Kpakungu motor park were neutrally satisfied with the refreshment area/shops, fifteen (15) respondents were satisfied with the refreshment area/shops and only three (3) respondents were less satisfied with the refreshment area/shops.

Furthermore, table 4.15 above reveals that about seventeen (17) respondents using Mobile Motor Parks were neutrally satisfied with the refreshment area/shops, twenty-nine (29) respondents were not satisfied with the refreshment area/shops, nine(9) respondents were satisfied with the refreshment area/shops while seventeen (17) respondents using Gwadabe motor park were neutrally satisfied with the refreshment area/shops and only two respondents were more satisfied with the refreshment area/shops.

In addition, table 4.15 showed that twelve (12) respondents using Minna Central motor Park were neutrally satisfied with the refreshment area/shops, eleven (11) respondents agreed they were satisfied with the refreshment area/shops, three (3) respondents were

less satisfied with the refreshment area/shops, two (2) respondents were not satisfied with refreshment area/shops while those commuters (three) using Abdulsalam motor parks opined that they were satisfied with the refreshment area/shops, about twenty-seven (27) respondents were neutrally satisfied with the refreshment area/shops and three (3) respondents were less satisfied with the refreshment area/shops.

In summary, table 4.15 indicate that a very large number (i.e. 139) of the respondents were neutrally satisfied with the Motor Parks refreshment area/shops. However, Nice Travels Motor Park emerge as the park in which commuters were satisfied with the refreshment area/shops with a total of eighteen (18) respondents. This is followed by NSTA and Kure Motor Park with fifteen (15) respondents each respectively.

4.5.6 Analysis the Commuters Satisfaction on park free of litters and dirty

Table 4.16 Commuters Satisfaction on park free of litters and dirty

		Park free of litters and dirty					
		not satisfied	less satisfied	neutrally satisfied	satisfied	more satisfied	Total
Park choice	Abdulsalam Motor Park	0	3	15	15	0	33
	Minna Central Gaurage	0	5	20	3	0	28
	Mobil Motor Park	16	21	9	9	0	55
	Gwadabe Motor Parks	0	0	17	0	2	19
	Kure motor Park	24	0	0	0	0	24
	Kpakungu Motor Park	0	5	22	3	0	30
	Nice Travel Motor Park	0	3	0	18	9	30
	Paida Motor Park	0	0	16	4	0	20
	NSTA	8	0	11	22	0	41
Total		**48**	**37**	**110**	**74**	**11**	**280**

Source: Author's Survey (2021)

Table 4.16 above shows the commuters response on whether the park is free of litter and dirty. Table 4.16 reveals that twenty-two (22) respondents using NSTA were satisfied that the Park is free of litter and dirty, eleven (11) respondents were neutrally satisfied that the motor park was free of litter and dirty, eight (8) respondents were not satisfied that the park is not free of litters and dirty while sixteen (16) respondents using Paida motor park were neutrally satisfied that the park was free of litters and dirty and about four (4) respondents were satisfied that the park was free of litters and dirty.

Similarly, table 4.16 points that a total of eighteen (18) respondents using Nice Travel Motor Park satisfied that the park is free of litter and dirty, nine (9) respondents were more satisfied that the park is free of litter and dirty, about three (3) respondents were less satisfied that the park is free of litter and dirty while twenty-four (24) respondents using Kure market Motor Park were not satisfied that the park is free of litter and dirt.

Again, table 4.16 showed that twenty-two (22) respondents using Kpakungu Motor Parks were neutrally satisfied that the park is free of litter and dirty, three (3) respondents were satisfied that the park is free of litter and dirty, five (5) respondents were less satisfied that the park is free of litter and dirty while seventeen (17) respondents using Gwadabe motor parks were neutrally satisfied that the park is free of litter and dirty and only two (2) respondents were satisfied that the parks is free of litter and dirt.

Furthermore, table 4.16 indicates that twenty-one (21) respondents using Mobil motor park were less satisfied that the parks is free of litter and dirty, sixteen (16) respondents were not satisfied that the park was not free of litter and dirty, nine (9) respondents were neutrally satisfied that the park is free of litter and dirty and nine (9) respondents said they were satisfied that the parks is free of litter and dirt.

In addition, table 4.16 recorded that about twenty (20) respondents using Minna central park were neutrally satisfied that the park is free of litter and dirty, three (3) respondents

were satisfied that the park is free of litter and dirty, five (5) respondents were less satisfied that the park is free of litter and dirty while fifteen (15) respondents using Abdulsalam Motor park were neutrally satisfied that the park is free of litter and dirty, fifteen (15) respondents were satisfied that the park is free of litter and dirty and five (5) respondents were less satisfied that the park is free of litter and dirt.

In summary, the table above reveals that about one hundred and ten (110) respondents were neutrally satisfied that the parks is free of litter and dirty, seventy-four (74) respondents were satisfied that the parks is free of litter and dirty, eleven (11) respondents were more satisfied that the parks is free of litter and dirty, thirty-seven (37) respondents were less satisfied that the parks is free of litter and dirty and forty-eight (48) respondents were not satisfied because the park is not free of litter and dirt. However, NSTA emerges as a park that is free of litter and dirty with a total of twenty-two (22) responses.

4.5.7 Analysis the Commuters Satisfaction on Refreshment Areas offers Foods

Table 4.17 Commuters Response on their Satisfaction on refreshment Areas offers Varieties

		Refreshment Areas Varieties					
		not satisfied	less satisfied	neutrally satisfied	Satisfied	more satisfied	Total
Park Choice	Abdulsalam Motor Park	0	0	21	9	3	33
	Minna Central Garage	0	6	13	9	0	28
	Mobil Motor Park	8	0	39	0	8	55
	Gwadabe Motor Parks	0	0	2	17	0	19
	Kure motor Park	9	0	0	0	15	24
	Kpakungu Motor Park	0	6	15	9	0	30
	Nice Travel Motor Park	0	0	12	9	9	30
	Paida Motor Park	0	0	8	12	0	20
	NSTA	3	0	8	22	8	41
Total		**20**	**12**	**116**	**87**	**43**	**280**

Source: Author's Survey (2021)

Table 4.17 above shows the passengers response on how satisfied they were with the refreshment areas that offers varieties of food. Table 4.17 reveals that about twenty-two

(22) respondents using NSTA were satisfied that the park refreshment areas offers varieties of foods, eight (8) respondents said they were more satisfied that the park refreshment areas offers varieties of foods, eight (8) respondents were neutrally satisfied that the park refreshment areas offers varieties of foods, three (3) respondents were not satisfied that the park refreshment areas do not offer varieties of foods while twelve (12) respondents using Paida Motor Park agreed that they were satisfied that the park refreshment areas offers varieties of foods and about eight (8) respondents were neutrally satisfied that the park refreshment areas offers varieties of foods.

Similarly, table 4.17 reveals that about fifteen (15) respondents using Kpakungu Motor Park were neutrally satisfied that the park refreshment areas offers varieties of foods, nine (9) commuters who responded were satisfied that the park refreshment areas offers varieties of foods, six (6) respondents were less satisfied that the park refreshment areas offers varieties of foods while about twelve (12) respondents using Nice Travel motor park were neutrally satisfied with the park refreshment areas offering varieties of foods, nine (9) respondents were satisfied that the park refreshment areas offers varieties of foods and nine (9) respondents were more satisfied that the park refreshment areas offers varieties of foods.

Again, table 4.17 recorded that seventeen (17) respondents using Gwadabe Motor park confess they were satisfied that park refreshment areas offer varieties of foods, two (2) commuters said they were neutrally satisfied with the refreshment areas offers varieties of foods while fifteen (15) respondents using Kure motor park were more satisfied with the park refreshment areas offering varieties of foods and nine (9) respondents were not satisfied with the park refreshment areas offers varieties of foods.

Furthermore, table 4.17 showed thirty-nine (39) respondents using Mobil motor park were neutrally satisfied that park refreshment areas offer varieties of foods, eight (8) respondents were more satisfied that the park refreshment areas offers varieties of foods and eight (8) respondents were not satisfied that the park refreshment areas offers varieties of foods.

In addition, table 4.17 unveil that twenty-one (21) respondents using Abdulsalam motor park were neutrally satisfied with the park refreshment areas offers varieties of foods, nine (9) respondents were satisfied that the park refreshment areas offers varieties of foods, three (3) commuters were more satisfied that the park refreshment areas offers varieties of foods while thirteen (13) respondents using Minna Central Park were neutrally satisfied that the park refreshment areas offers varieties of foods, nine (9) respondents were satisfied that the park refreshment areas offers varieties of foods and only six (6) commuters were less satisfied that the park refreshment areas offers varieties of foods.

In summary, table 4.17 report that one hundred and sixteen (116) respondents were neutrally satisfied that the park refreshment areas offers varieties of foods, eighty-seven (87) respondents were satisfied with the park refreshment areas offers varieties of foods, forty-three (43) respondents were more satisfied that the park refreshment areas offers varieties of foods, twelve (12) respondents were less satisfied that the park refreshment areas offers varieties of foods and twenty (20) respondents were not satisfied that the park refreshment areas offers varieties of foods. However, NSTA has the highest number of respondents who agreed that they were satisfied with the park refreshment areas offering varieties of foods.

4.5.8 Analysis of the Commuters Satisfaction on the information boards placed in easily readable ways

Table 4.18 Commuters response on how satisfied they were on information Board Place Readable

		Information Board Place Readable					
		not satisfied	less satisfied	neutrally satisfied	satisfied	more satisfied	Total
Park Choice	Abdulsalam Motor Park	0	13	12	8	0	33
	Minna Central Garage	0	2	14	9	3	28
	Mobil Motor Park	16	21	9	9	0	55
	Gwadabe Motor Parks	0	0	2	17	0	19
	Kure motor Park	24	0	0	0	0	24
	Kpakungu Motor Park	0	0	16	9	5	30
	Nice Travel Motor Park	0	17	0	9	4	30
	Paida Motor Park	0	4	4	12	0	20
	NSTA	0	5	7	20	9	41
Total		**40**	**62**	**64**	**93**	**35**	**280**

Source: Author's Survey (2021)

Table 4.18 above recorded that twenty (20) respondents using NSTA were satisfied that the information boards were placed in easily readable ways, nine (9) respondents were more satisfied that the information boards were placed in easily readable ways, seven (7) respondents were neutrally satisfied that the information boards placed in easily readable ways, five (5) respondents were less satisfied that the information boards placed in ways that are easily readable while sixteen (16) respondents using Kpakungu motor park were neutrally satisfied that the information boards placed in easily readable ways, nine (9) were satisfied that the information boards placed in easily readable ways and five (5) respondents were more satisfied that the information boards placed in easily readable ways.

Again, table 4.18 above indicate that seventeen (17) respondents using Nice travel motor park were neutrally satisfied that the information boards were placed in easily readable ways, nine (9) respondents were satisfied that the information boards were placed in easily readable ways, four (4) respondents using the park were more satisfied that information boards placed in ways that are easily readable while twelve (12) respondents using Paida Motor Park were satisfied that the information boards were placed in easily readable ways, four (4) respondents neutrally satisfied that the information boards placed in easily readable ways and about four (4) respondents were less satisfied that the information boards were placed in easily readable ways.

Similarly, table 4.18 above reveals that about twenty (24) respondents using Kure market motor park were not satisfied that the information boards were placed in ways that are easily readable while seventeen (17) respondents using Gwadabe motor park were satisfied that the information boards placed in ways that are easily readable and only two (2) respondents were neutrally satisfied that the information boards placed in easily readable ways.

Furthermore, table 4.18 above points that twenty-one (21) respondents using Mobil motor park were less satisfied that the information boards were placed in easily readable ways, sixteen (16) respondents were not satisfied that the information boards were placed in easily readable ways, nine (9) respondents were neutrally satisfied that the information boards placed in easily readable ways and about Nine (9) respondents were satisfied that the information boards placed in easily readable ways.

In addition, table 4.18 showed that about fourteen (14) respondents using Minna Central Garage were neutrally satisfied that the information boards were placed in easily readable ways, nine (9) respondents were satisfied that the information boards were placed in easily readable ways, three (3) respondents were more satisfied that the information

boards placed in easily readable ways, two (2) respondents were less satisfied that the information boards placed in ways that are easily readable while twelve (12) respondents using Abdulsalam motor park were neutrally satisfied that the information boards placed in easily readable ways, thirteen (13) respondents were less satisfied that the information boards placed in easily readable ways and eight (8) respondents were satisfied that the information boards placed in easily readable ways.

In summary, ninety-three (93) respondents were satisfied that the information boards were placed in easily readable ways, sixty-four (64) respondents were neutrally satisfied that the information boards were placed in easily readable ways, sixty-two (62) respondents were less satisfied that the information boards placed in easily readable ways, forty (40) respondents were not satisfied that information boards were placed in ways that are not easily readable and thirty-six (36) respondents were more satisfied that the information boards placed in easily readable ways.

However, NSTA has the highest response (20) of commuters who were satisfied that the information boards are placed in ways that are easily readable in the park.

4.5.9Analysis the Commuters Satisfaction on Information Board Readily Updated

Table 4.19: Commuters Satisfaction on Information Board Readily Updated

		Information Board Readily Updated				
		not satisfied	less satisfied	neutrally satisfied	Satisfied	Total
Park Choice	Abdulsalam Motor Park	0	0	18	15	33
	Minna Central Garage	0	0	16	12	28
	Mobil Motor Park	16	9	30	0	55
	Gwadabe Motor Parks	0	0	2	17	19
	Kure motor Park	24	0	0	0	24
	Kpakungu Motor Park	0	0	18	12	30
	Nice Travel Motor Park	9	18	3	0	30
	Paida Motor Park	0	0	8	12	20
	NSTA	7	23	0	11	41
Total		**56**	**50**	**106**	**79**	**280**

Source: Author's Survey (2021)

Table 4.19 above reveals that twenty-three (23) respondents using NSTA Park were less satisfied that the information board were readily updated, eleven (11) respondents were satisfied that the information board were readily updated, seven (7) respondents were not satisfied that the information board weren't readily updated while those respondents using Paida Motor park reveals on table 4.19 that about twelve (12) respondents were satisfied that the information board were readily updated and eight (8) respondents were neutrally satisfied that the information board were readily updated.

Similarly, table 4.19 above recorded that eighteen (18) respondents using Nice travel motor park were less satisfied that the information board were readily updated, nine (9) respondents not satisfied that the information board were readily updated, three (3) respondents were neutrally satisfied that the information board were readily updated while those respondents using the Kpakungu Motor Park indicate that about eighteen (18) of them were neutrally satisfied that the information board were readily updated and twelve (12) respondents said they were satisfied that the information board were readily updated.

Again, table 4.19 above point that seventeen (17) respondents using Gwadabe Motor park were satisfied that the information board were readily updated, two (2) respondents were neutrally satisfied that the information board were readily updated while twenty-four (24) respondents using kure motor park were not satisfied that the information board were readily updated.

Furthermore, table 4.19 reveals that thirty (30) respondents using Mobil Motor Park were neutrally satisfied that the information board were readily updated, sixteen (16) respondents were not satisfied that the information board were not readily updated and nine (9) respondents were less satisfied that the information board were readily updated.

In addition, table 4.19 indicates that sixteen (16) respondents using Minna central garage were neutrally satisfied that the information board were readily updated, twelve respondents were satisfied that the information board were readily updated while eighteen (18) respondents using Abdulsalam Motor Park were neutrally satisfied that the information board were readily updated and fifteen (15) respondents were satisfied that the information board were readily updated.

In summary, a total of one hundred and six (106) respondents were satisfied with the information board were readily updated, seventy-nine (79) of them were satisfied, fifty-six were not satisfied that the information board were not readily updated and fifty respondents were less satisfied that the information board were readily updated.

4.5.10 Analysis of the Commuters Satisfaction on Motor park environment Spacious

Table 4.20 Commuters Satisfaction on the Motor Park Environment

		Motor Park Environment Spacious				
		not satisfied	less satisfied	neutrally satisfied	Satisfied	Total
Park Choice	Abdulsalam Motor Park	1	2	13	17	33
	Minna Central Garage	2	3	12	11	28
	Mobil Motor Park	35	9	1	10	55
	Gwadabe Motor Parks	0	0	19	0	19
	Kure motor Park	22	0	2	0	24
	Kpakungu Motor Park	0	3	12	15	30
	Nice Travel Motor Park	3	27	0	0	30
	Paida Motor Park	0	0	8	12	20
	NSTA	2	10	9	20	41
Total		**65**	**54**	**76**	**112**	**280**

Source: Author's Survey (2021)

Table 4.20 above reveal that about twenty (20) respondents using NSTA were satisfied that the motor park environment was spacious, ten (10) respondents were less satisfied that the motor park environment is spacious, nine (9) respondents were neutrally satisfied that the motor park environment is spacious, two (2) respondents were not satisfied that

the motor park environment is not spacious while twelve (12) respondents using Paida motor park were satisfied that the motor park environment was spacious and about eight (8) respondents neutrally satisfied that the motor park environment is spacious.

Also, table 4.20 above indicate that fifteen (15) respondents using Kpakungu Motor park were satisfied that the motor park environment is spacious, twelve (12) respondents were neutrally satisfied with the motor park environment is spacious, three (3) respondents were less satisfied that the motor park environment is spacious while twenty-seven (27) respondents using Nice travel motor park were less satisfied that the motor park environment is spacious and only three (3) respondents were not satisfied that the motor park environment is spacious.

Similarly, table 4.20 uncovers that about thirty-five (35) respondents using Mobil Motor park were not satisfied that the motor park environment is spacious, nine (9) respondents were less satisfied that the motor park environment is spacious, one (1) commuter was neutrally satisfied that the motor park environment is spacious, ten (10) respondents were satisfied that the motor park environment is spacious while twenty-two (22) respondents using Kure market motor park were not satisfied with the motor park environment is spacious and two (2) respondents were neutrally satisfied with the motor park environment is spacious.

Furthermore, table 4.20 unveils that twelve (12) respondents using Minna Central garage were neutrally satisfied with the motor park environment is spacious, eleven (11) respondents were satisfied that the motor park environment is spacious, three (3) respondents were less satisfied with the motor park environment is spacious, two (2) respondents were not satisfied with the motor park environment is spacious and nineteen (19) respondents who are using Gwadabe Motor park were neutrally satisfied with the motor park environment is spacious.

In addition, table 4.20 points that seventeen (17) respondents who are using Abdulsalam motor park were satisfied about the motor park environment is spacious, thirteen (13) respondents were neutrally satisfied about the motor park environment is spacious, two (2) respondents were less satisfied about the motor park environment is spacious and only one (1) respondent was not satisfied about the motor park environment is spacious.

In summary NSTA and Abdulsalam motor park has a very spacious environment having a total of twenty (20) and Seventeen (17) respondents respectively whose opinion was that they were satisfied with how spacious the park environment.

4.5.11 Analysis the Commuters Satisfaction on Motor park Space Demarcated with Marks/Sign

Table 4.21 Commuters Satisfaction on Parking Space Demarcated Marks/Sign

		Parking Space Demarcated					
		not satisfied	less satisfied	neutrally satisfied	satisfied	more satisfied	Total
Park Choice	Abdulsalam Motor Park	0	1	15	17	0	33
	Minna Central Gaurage	0	2	12	14	0	28
	Mobil Motor Park	14	21	9	11	0	55
	Gwadabe Motor Parks	0	0	19	0	0	19
	Kure motor Park	22	0	2	0	0	24
	Kpakungu Motor Park	0	0	12	18	0	30
	Nice Travel Motor Park	0	3	0	18	9	30
	Paida Motor Park	0	0	12	8	0	20
	NSTA	4	8	9	12	8	41
Total		**40**	**35**	**90**	**98**	**17**	**280**

Source: Author's Survey (2021)

Table 4.21 above indicate that about twelve (12) respondents using NSTA Motor Park were satisfied that Motor park Space Demarcated with Marks/Sign, eight (8) respondents were more satisfied with the Motor park Space Demarcated with Marks/Sign, nine (9)

respondents were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign, eight (8) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign, four (4) respondents were not satisfied with the Motor park Space Demarcated with Marks/Sign while twelve (12) respondents who use Paida Motor Park for their travel were neutrally satisfied with the Motor park Space.

Demarcated with Marks/Sign and about eight (8) respondents were satisfied with the Motor park Space Demarcated with Marks/Sign.

Also, table 4.21 reveals that eighteen respondents who are using Nice Travel Park for their journey were satisfied with the Motor park Space Demarcated with Marks/Sign, nine (9) respondents were more satisfied with the Motor park Space Demarcated with Marks/Sign, three (3) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign while eighteen (18) respondents using Kpakungu Motor Park were satisfied with the Motor park Space Demarcated with Marks/Sign and twelve (12) respondents using the park were neutrally satisfied that Motor park Space Demarcated with Marks/Sign.

Similarly, table 4.21 points that twenty-two (22) respondents using Kure Motor Park were not satisfied with the Motor park Space Demarcated with Marks/Sign, two (2) respondents were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign while nineteen (19) respondents who use Gwadabe Motor Park were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign.

Again, table 4.21 showed that twenty-one (21) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign, fourteen (14) respondents were not satisfied with the Motor park Space Demarcated with Marks/Sign, nine (9) respondents were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign, eleven (11) respondents were satisfied with the Motor park Space Demarcated with Marks/Sign

while (12) respondents who use Minna Central Garage were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign, fourteen (14) respondents were satisfied with the Motor park Space Demarcated with Marks/Sign and two (2) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign.

Furthermore, seventeen (17) respondents using Abdulsalam Garage were satisfied with the Motor park Space Demarcated with Marks/Sign, fifteen (15) respondents were averagely satisfied with the Motor park Space Demarcated with Marks/Sign and one (1) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign, In Summary, ninety (90) respondents were neutrally satisfied with the Motor park Space Demarcated with Marks/Sign, ninety-eight respondents were satisfied with the Motor park Space Demarcated with Marks/Sign, forty(40) respondents were not satisfied with the Motor park Space Demarcated with Marks/Sign, thirty-six (36) respondents were less satisfied with the Motor park Space Demarcated with Marks/Sign and only seventeen (17) respondents were more satisfied with the Motor park Space Demarcated with Marks/Sign.

4.5.12 Analysis of Facilities most dissatisfied by Commuters

Table 4.22 Showing The Facilities Customers were Highly Dissatisfied with

	Frequency	Percent
Toilets	90	32.1
Parking Spaces	46	16.4
the Office Condition	8	2.9
the shops	19	6.8
the waiting Area	70	25.0
toilets and waiting area	38	13.6
toilets and parking space	9	3.2
Total	**280**	**100.0**

Sources: Author's Survey (2021)

Table 4.22 above showed the facilities commuters were highly dissatisfied with. However, the table reveals that about 32.1% of the respondents were dissatisfied with the toilets facilities, 16.4% indicate they were dissatisfied with the parking spaces, 6.8 %

were dissatisfied with the shops in the motor park while above 25% were dissatisfied with the waiting area. Table 4.22 further unveils that table 4.22 also unveils that 13.2% of the respondents were dissatisfied with Toilets and the waiting area and.

4.6 Hypothesis Results

4.6.1 Test of the Relationship Between Gender of the Commuters and overall Satisfaction on the Available Facilities.

Table 4.23 Showing the Correlation between Gender and Overall satisfaction on the facilities

		Gender	Overall Satisfaction of Facilities Condition
Gender	Pearson Correlation	1	.051
	Sig. (2-tailed)		.392
	N	280	280
Overall Satisfaction of Facilities Condition	Pearson Correlation	.051	1
	Sig. (2-tailed)	.392	
	N	280	280

Source: Computer Output (2021)

Table 4.23 above shows the relationship between the gender of the commuters and their overall satisfaction with the available facilities. Table 4.23 unveils that the correlation of gender with itself (r=1) and the number for the non-missing variable is (n= 280).

Again, table 4.23 indicate that the correlation of overall satisfaction of facilities itself (r=1) and the number of non Missing variable stand at (n=280). However, the correlation between gender and overall facilities satisfaction (r=0.051) and the number (n) of non-missing observations stands at 280.

Table 4.23 above recorded that the correlation between gender and facilities satisfaction is significant at 0.392. Since the table-value (0.05) is less than the P-value (0.392) on table 4.23 above then we accept the null hypothesis. Therefore, there is no statistically

significant relationship between gender and overall commuters satisfaction with available facilities.

4.6.2 Test of the Relationship between Age of the Commuters and overall Satisfaction on the Available Facilities.

Table 4.24 Showing the Correlations between age and satisfaction

		Overall Satisfaction of Facilities Condition	Age
Overall Satisfaction of Facilities Condition	Pearson Correlation	1	-.115
	Sig. (2-tailed)		.055
	N	280	280
Age	Pearson Correlation	-.115	1
	Sig. (2-tailed)	.055	
	N	280	280

Source: Computer Output (2021)

Table 4.24 above shows the relationship between the age of the commuters and their overall satisfaction with the available facilities. Table 4.24 points that the correlation of age with itself (r=1) and the number for the non-missing variable is (n= 280).

Again, table 4.24 recorded that the correlation of overall satisfaction of facilities itself (r=1) and the number of the non-missing variable stand at (n=280). However, the correlation between the age and overall facilities satisfaction (r= -0.115) and the number (n) of non-missing observations stands at 280.

Table 4.24 above recorded that the correlation between gender and facilities satisfaction is significant at 0.055. Since the table-value (0.05) is less than the p-value (0.055) on table 4.24 above then we accept the null hypothesis.

Therefore, there is no statistically significant relationship between age and overall commuter's satisfaction with available facilities. The negative correlation (-0.115)

recorded in table 4.24 indicates that as age is decreasing the overall commuter's satisfaction with the available facilities increases and vice-versa.

4.6.3 Test of the Relationship between Occupation of the Commuters and overall Satisfaction on the Available Facilities.

Table 4.25 Showing the Correlations between Occupation and Facilities Satisfaction

		Overall Satisfaction of Facilities Condition	Occupation
Overall Satisfaction of Facilities Condition	Pearson Correlation	1	-.193**
	Sig. (2-tailed)		.001
	N	280	280
Occupation	Pearson Correlation	-.193**	1
	Sig. (2-tailed)	.001	
	N	280	280

Correlation is significant at the 0.01 level (2-tailed).

Source: *Computer Output (2021)*

Table 4.25 above shows the relationship between the occupation of the commuters and their overall satisfaction with the available facilities. Table 4.25 recorded that the correlation of occupation with itself (r=1) and the number for the non-missing variable is (n= 280).

Similarly, table 4.25 reveals that the correlation of overall satisfaction of facilities itself (r=1) and the number of non Missing variables stand at (n=280). However, the correlation between the occupation and overall facilities satisfaction (r= -0.193) and the number (n) of non-missing observations stands at 280.

Also, table 4.25 above recorded that the correlation between occupation and facilities satisfaction is significant at 0.001.

Furthermore, Table 4.25 above recorded that the correlation between occupation and facilities satisfaction is significant at 0.001. Since table-value (0.01) is greater than the p-value (0.001) on table 4.25 above then we reject the null hypothesis.

Therefore, there is a statistically significant relationship between occupation and overall commuter's satisfaction with available facilities. The negative correlation (-0.193) indicates that as the occupation is decreasing the overall commuter's satisfaction on the available facilities increases and vice-versa.

4.6.4 Test of the Relationship between Marital Status of the Commuters and overall Satisfaction on the Available Facilities.

Table 4.26: Showing the Correlations between Marital Status and facilities Satisfaction

		Overall Satisfaction of Facilities Condition	Marital status
Overall Satisfaction of Facilities Condition	Pearson Correlation	1	.120*
	Sig. (2-tailed)		.046
	N	280	280
Marital status	Pearson Correlation	.120*	1
	Sig. (2-tailed)	.046	
	N	280	280

**. Correlation is significant at the 0.05 level (2-tailed).*
Source: Computer Analysis (2021)

Table 4.26 above shows the relationship between the Marital Status of the commuters and their overall satisfaction with the available facilities. Table 4.26 recorded that the correlation of Marital Status with itself (r=1) and the number for the non-missing variable is (n= 280).

Similarly, table 4.26 reveals that the correlation of overall satisfaction of facilities itself (r=1) and the number of the non-missing variable stand at (n=280). However, the correlation between the Marital status and overall facilities satisfaction (r= 0.120) and the number (n) of non-missing observations stands at 280.

Furthermore, table 4.26 above recorded that the correlation between gender and facilities satisfaction is significant at 0.046. Since the table-value (0.05) is greater than the p-value (0.046) on table 4.25 above then we reject the null hypothesis.

Therefore, there is a statistically significant relationship between Marital Status and overall commuter's satisfaction with available facilities. The positive correlation (0.120) indicates that as Marital status is increasing the overall commuter's satisfaction with the available facilities increases.

4.6.5 Test of the Relationship between Income Level of the Commuters and overall Satisfaction on the Available Facilities.

Table 4.27 Showing the Correlations between income level and Facilities Satisfaction

		Overall Satisfaction of Facilities Condition	Income level
Overall Satisfaction of Facilities Condition	Pearson Correlation	1	.051
	Sig. (2-tailed)		.394
	N	280	280
Income level	Pearson Correlation	.051	1
	Sig. (2-tailed)	.394	
	N	280	280

Source: Computer Analysis (2021)

Table 4.27 above shows the relationship between the income level of the commuters and their overall satisfaction with the available facilities. Table 4.27 recorded that the correlation of income level with itself (r=1) and the number for the non-missing variable is (n= 280).

Similarly, table 4.27 reveals that the correlation of overall satisfaction of facilities itself (r=1) and the number of the non-missing variable stand at (n=280). However, the correlation between the income level and overall facilities satisfaction (r= 0.051) and the number (n) of the non-missing observation stands at 280.

Furthermore, Table 4.27 above recorded that the correlation between income level and facilities satisfaction is significance at 0.394. Since the table-value (0.05) is greater than the p-value (0.394) in table 4.27 above then we accept the null hypothesis. Therefore,

there is a statistically significant relationship between income level and facilities satisfaction in the public motor parks in Minna.

CHAPTER FIVE

5.0 CONCLUSION AND RECOMMENDATION

5.1 Summary of Findings

This study assesses commuters' satisfaction with the available facilities in some selected motor parks in Nigeria. The hypothesis was tested using Pearson Correlation on SPSS version 16, the quality of service derived from the available facilities was assessed using Servqual Model. However, the result of the study shows among many others that;

1. Commuters attached more importance to toilets facilities (M= 4.3107) and clean motor Park seats (M= 4.1321).
2. Commuters were averagely satisfied (i.e. a total of 112 respondents) with the available facilities in the Motor Parks in Minna.
3. The Quality of the available facilities in the Motor Parks in Minna is in extremely poor conditions (SQ= -5.6072).
4. Commuters are highly dissatisfied with the toilet facilities (i.e. 32.1% of the respondents) and the waiting area (25% of the respondents).
5. A large number (18) of the respondent were satisfied with NSTA motor Park waiting area to compare to other Public Motor Parks in Minna.
6. There is no relationship between the genders of the commuters and the satisfaction derived from the available facilities in the Moor Parks in Minna (P-0.392 > T-0.05).
7. There is no relationship between commuters ages and the level of satisfaction derived from the available facilities in the Motor parks in Minna (P-0.055 > T-0.05).

8. There is a relationship between commuters occupation and the level of satisfaction derived from the available facilities in the motor parks in Minna (P-0.001 < T-0.01).

5.2 Conclusion

This study aimed to assess the satisfaction of commuters' with motor parks facilities in Minna. From the analysis, it enables the author to identified two facilities (Toilets and waiting area) in which customer had attached more importance when choosing Motor Parks for their journey.

Despite how bad the condition of the motor parks facilities in Minna, commuters were moderately satisfied with the facilities and still use the Motor Parks for their subsequent travel.

5.3 Recommendations

1. Motor Parks Management should build a relationship with the toilets owners to ensure that the toilets are cleaned regularly.
2. The waiting area should be clean regularly and park authorities should delegate persons who will be in charge of sweeping and cleaning the park surroundings. Where the waiting area has no shelter, mobile waiting area (i.e. tents with seats) should be provided for commuters as they wait for other passengers to join them.
3. Government should give the union tax rebirth and enforce the unions to carry out serious maintenance and rehabilitation of the park offices and the same thing should go to toilet facilities owners.
4. Information board/facilities should be well placed to ensure commuters get assessed to it on getting to the parks, it should be readily updated once there are changes in the fare price between two locations.

5. The restaurant's areas should be kept clean and they should upgrade to the modern ways of displaying foods in a restaurant show glass. Dirty waters should be well disposed to avoid attracting flies

5.4 Further Research

In the future, researchers can study a comparative analysis of the condition of facilities in private and public motor parks in Minna. This area has not been researched by researchers in Nigeria, it will significantly improve the stock of knowledge in this area.

Also, in the future, researchers can investigate the overall quality of service in Minna motor parks using Servqual Models.

REFERENCE

Abel, F. (2006). Town Planning Handbook, Redwood press, Ile-Ife, Nigeria.

Adedayo, O. F. & Zubairu, S . N. (2016). Assessment of facilities in motor parks in Minna, Niger state, nigeria, through post occupancy evaluation. *Ethiopian Journal of Environmental Studies & Management* 9 (5): Pp. 653 – 665.

Adesanya, A.O. & Adeniji, S.A., (1998). Sustaining urban public transport in Nigeria: critical issues and remedies in Freeman & Jamet (eds.) Urban Transport Policy. Balkema, Rotterdam, 775-781.

Adil, M., Ghaswyneh, O. F., & Albkour, A. M. (2013). SERVQUAL and SERVPERF: A Review of Measures in Services Marketing Research. *Global Journal of Management and Business Research Marketing*, 65-76.

Afon, A.O., Abolade O., Okanlawon S.A. (2006). User's perception of environmental hazards and risk as a tool in public space management: The case of selected motor parks in Lagos, Nigeria. Planning and Administration Applied to Disaster Management and Land Conflicts. 5th FIG Regional Conference, Accra, Ghana: . 2-15.

Ajakaiye, O. O., & Agunloye, O. O. (2020). Level Of Satisfaction With Condition Of Facilities In 9Intra-Urban Motor Parks Across Density Areas Of Lagos Metropolis, Lagos, Nigeria. *International Journal of Advances in Mechanical and Civil Engineering,, 7*(1), 1-4.

Ali, A. N. (2010). An assessment of the quality of intra-urban bus services in the city of Enugu, Enugu State, Nigeria. Theoretical and Empirical Researches in Urban Management. Number 6(15),74-91.

Anable, J. (2005). 'Complacent Car Addicts' or 'Aspiring Environmentalists'? Identifying travel behaviour segments using attitude theory. *Elsevier Journal of Transport Policy*, 12, 65-78

Bergstad, C.J., Gamble, A., Gärling, T., Hagman, O., Polk, M., Ettema, D., Friman, M., Olsson, L.E., 2011. Subjective well-being related to satisfaction with daily travel. Transportation 38 (1), 1-15

Buttle, F. (1996). "SERVQUAL: Review,critique, research agenda", *European Journal of Marketing*, 30, (1), 8-32.

Christopher, M., Payne, A. and Ballantyne, D.(2002), "Relationship marketing: Creating stakeholdervalue", Butterworth-Heinemann, Jordan Hill,Oxford.

Chumakova, A . (2014). Customer Satisfaction on Sacility Services in Terminal 2 of Tampere Airport, Bachelor's thesis Degree Programme in Tourism, Tampere University of Applied Sciences,

.

De Vos, J. (2018). Do people travel with their preferred travel mode? Analysing the extent of travel mode dissonance and its effect on travel satisfaction Transporation Research Part A : Policy and Practice.(117), 261-274, https://doi.org/10.1016/j.tra.2018.08.034

Diener, E . (2000). Subjective well-being: The science of happiness and a proposal for a national index. American Psychologist 55 (1), 34-43.

Egunjobi, L. (1999). Our Gasping Cities . An Inaugural Lecture delivered at the University of Ibadan on 21st October 1999.

Ettema, D., Gärling, T. Olsson, L.E., Friman, M., (2010). Out-of-home activities, daily travel, and subjective well-being. Transportation Research Part A 44 (9), 723-732

Evans, J.E. (2004). Transit scheduling and frequency. TCRP report 95: Traveller Response to Transport ation System Changes. Washington D.C.: Transportation Research Board

Friman, M . Tommy, G . Dick, E . and Lars, E . O .(2017). How does travel affect emotional well-being and life satisfaction, Transporatation Research Part A : Policy and Practice (106) : 170-180. https://doi.org/10.1016/j.tra.2017.09.024

Fruin, J.J., (1985). Passenger Information Systems for Transit Transfer Facilities. Retrieved from www.getcited.org

Garschhammer, M., Hauck, R., Hegering, H.-G., Kempter, B., Radisic, I., R¨olle, H., Schmidt, H., Langer, M. & Nerb, M. (2001). Towards generic Service Management Concepts A Service Model Based Approach. 7th IEEE/IFIP International Symposium on Integrated Network Management (IM 2001),Seattle, Washington USA, IEEE Publishing Management 3(7): 360-367

Grigoroudis, E. & Siskos, Y., (2002). Preference disaggregation for measuring and analysing customer satisfaction: The MUSA method," European Journal of Operational Research, Elsevier, 143(1), 148-170, November.

Iseki, H., Ringler, A., Taylor, B.D., Miller, M., & Smart, M. (2007). Evaluating Transit Stops and Stations from the Perspective of Transit Users

Knupfer, P. Pokotilo, V. Woetzel, J. (2018). Elements of Success: Urban Transportation Systems of 24 Global Cities. *Report Journal of Urban Transportation*, 1

Koonce, P., Ryus, P., Zagel, D., Park, Y. & Parks, J., (2006). An Evaluation of Comprehensive Transit Improvements-Tri met's Streamline Program. *Journal of Public Transportation*, 2006 BRT Special Edition

Langer, M., Loidl, S. & Nerb, M. (1999) Customer Service Management: A More Transparent View to your Subscribed Services. Available online at http://www.cnm.dfn.de/cnm/lln_iscc99.ps

Lunke, E. B . (2020). Commuters Satisfaction With Public Tranaport: Institite of Transport Economics, *Journal of Transport and Health 16* : 1-7.

Niger State Ministry of Transportation (2015). Published by Niger State Ministry of Transport, Minna.

Offiong, V., Awoyemi, O., Maduka, F. O., Ewa, E., & Onogbosele, C. I. (2015). An Assessment of Touting Activities in Selected Urban Motor Parks in Ibadan Metropolis. *Journal of Environment and Earth Science, 5*(9), 170-178.

Ogundipe, O. M. (2008). Environmental Degradation and Global Warming: The Challenges for sustainable Transportation in Nigeria. *Research Joural of Applied Sciences, 3: 133-137.*

Onokala, P.C. (2001). Urbanization and Urban transportation problems in Nigeria, in E.O. Ezeani and N.N. Elekwe (eds) Issues in urbanization and urban administration in Nigeria Jamoe Enterprises (Nigeria) Publishers Enugu, pp 168-186

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implication for future research. *Journal of Marketing*, 49, 49–63. DOI: 10.2307/1251430.

Smith, O. (2013). Commute well-being differences by mode: Evidence from Portland, Oregon, USA. Journal of Transport and Health 4, 246-254. https://doi.org/10.1016/j.jth.2016.08.005

Stojic, D ., Zoran, C ., Otilija, S ., and Aleksandra, M . H . (2020). Students' Views on Public Transport: Satisfaction and Emission, Sustainability, *12*(20), 8470; **https://doi.org/10.3390/su12208470**

Titus, S.I., Andrew, E.D. & Mynepalli, K.C.S., (2010). Refuse disposal practices in three major motor parks in Ibadan municipality, Nigeria. Journal of Public Health and Epidemiology 2(4), 82-86, Available online at http://www.academicjournals.org/jphe

Veenhoven R (2012), Social Development and Happiness in Nations, Working Paper 2012-3 International Institute of Social Studies (ISS) , Series Indices of Social Development , The Hague, ISSN 2213-6614

World Population Review, (2021). *Minna Population 2021*. Retrieved from World Population Review: https://worldpopulationreview.com/world-cities/minna-population

Worpole, K. Knox, K. (2013). The Social Value of Public Spaces. Retrieved from http://www.jrf.org.uk on 12th May 2013.

Zeithaml, Parasuraman & Berry, (1990) Delivering Quality Service; Balancing Customer Perceptions and Expectations, Free Press.

APPENDIX

FEDERAL UNIVERSITY OF TECHNOLOGY MINNA

DEPARTMENT OF TRANSPORT MANAGEMENT TECHNOLOGY

Dear sir/ma,

This survey is being conducted to measure the level of customer satisfaction with the motor parks facilities in Minna. Your reply will be highly appreciated and given special treatment as it is important in assessing the state of motor park within the city.

SECTION A- DEMOGRAPHIC DATA

1. Gender (a) Male (b) Female
2. Age (a) less than 18 years (b) 18 years- 30 years (c) 26 years- 45 years (d) 46 years- 60 years (e) Above 60 years
3. Occupation (a) Civil Servant (b)Students (c) Self-Employed (d) Retiree (e) Others
4. Marital Status (a) Single (b) Married (c) others
5. Income Level (monthly) (a) Less than 10000 Naira (b) 10000 naira- 30000 Naira (c) 30001 Naira- 50000Naira (d) Above 50000 Naira
6. Highest Level of Education (a) Primary Certificate (b) Secondary Certificate (c) National Diploma (d) Higher National Diploma/University Certificate (e)Others_____
7. Which of the parks are you using? (a) Abdulsalaam Motor park (b) Minna Central motor park (c) Mobil Motor Park (d) Gwadabe Motor Park (e) Kure Market Motor Park (f) Kpakungu Motor Park (g) Nice Travel Motor park (h) Paida Motor park
8. How frequently do you come to this park? (a) Daily (b) Weekly (c) More than once a week (d) Monthly

SECTION B – PARK FACILITIES SERVICE QUALITY MEASUREMENT

Please tick as appropriate. You are required to rate how important you think the variable is then grade them based on your perception. Where:

Service Attributes	**Service Expectation**					**Service Perception (Performance)**				
	How important are these qualities to you?					**How satisfied are you with this parks service**				
	1	2	3	4	5	1	2	3	4	5
Are you satisfied with the how clean the park seats are?										
Are you satisfied with the level of cleanliness of the waiting areas?										
Are the toilet clean and well maintained?										
Are the terminal offices good looking and clean?										
Are the refreshment areas/shops clean?										
Is the park environment free from touts and hoodlums?										
Is the park environment free from street hawking?										
Is the park environment free from littering and dirty?										
Are the waiting areas capable of providing shelter for passengers/goods during harsh weather conditions?										
Are passengers safe and secure within the motor parks?										
Are goods safe within the motor park?										
Do the refreshment areas offer variety of foods, snacks and basic needs?										
Do the toilets have enough water?										
Are the information boards readily updated?										
Are the information boards placed in ways that are easily readable?										

Are the parking spaces clearly demarcated with road markings?										
Is the park environment very spacious?										
Is the park environment uncongested?										

9. How satisfied are you with the overall condition of the park facilities? (a) very unsatisfactory (b) unsatisfactory (c) Average (d) satisfactory (e) Very Satisfactory
10. What other type of facility would you like to see in the park?

    _____

    _____

    _____

11. Which of the facilities in this park are you most dissatisfied with?
    (a) Toilets (b) Parking spaces (c) the offices (d) the shops (e) the waiting areas (f) others _____