

**ASSESSMENT OF USERS' SATISFACTION WITH HOSTEL
ACCOMMODATION IN TERTIARY INSTITUTIONS IN MINNA, NIGERIA**

BY

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M.TECH/SET/2019/10857**

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FEDERAL UNIVERSITY OF TECHNOLOGY MINNA**

JULY, 2023

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**THESIS SUBMITTED TO THE POSTGRADUATE SCHOOL, FEDERAL UNIVERSITY
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Abstract

This study assesses the users' satisfaction with hostel facilities within tertiary institutions in Minna. Housing satisfaction has been a general debate as it affects the wellbeing and productivity of man, which is also a reflection on the wellbeing of students. The study is carried out using questionnaires administered to the users of the facilities within the two institutions identified in the case study (Federal University of Technology Minna and College of Education Minna), where census sampling was used and questionnaires administered to 785 based on numbers of hostel rooms available across the selected tertiary institutions and total number of 560 questionnaires were returned. The study firstly carried out Cronbach alpha test to check reliability of the responses from the respondents, also the study checked whether there is a relationship between the condition of hostel components and satisfaction using Pearson Chi square test and linear by linear association, and the result revealed that there is a high level of internal consistency among the responses. The result indicated that average quality index of building components at 0.627 (62.7%), 0.672 (67.2%) and 0.663 (66.3%) equivalents to fair condition of all building components for Bosso, Gidan Kwano and College of Education respectively. The hostel facilities were sub-divided into physical features, social amenities and management services. For physical features, the overall satisfactory index showed that the users were satisfied with physical features at average satisfactory index of 0.672 (67.2%), 0.68 (68%) and 0.687 (68.7%) for Bosso, Gidan Kwano and College of Education respectively. While the social amenities reveals that the overall satisfactory index showed that the users were fairly satisfied with social amenities in Bosso and Gidan Kwano at average satisfactory index of 0.573 (57.3%) and 0.619 (61.9%) respectively. While the average overall performance of facilities in College of Education at 0.465 (46.5%) is found unsatisfactory. Lastly, the management services, the overall satisfactory index showed that the users were fairly satisfied with management services at average satisfactory index at 0.621 (62.1%), 0.613 (61.3%) and 0.617 (61.7%) for Bosso, Gidan Kwano and College of Education respectively. This result revealed that users of the hostels were fairly satisfied with functional performance of hostel facilities. And the result revealed that there is significant relationships as the p-value (Asymp. Sig) at 0.000 for both Pearson chi-square and linear by linear association is less than 0.05 level of significance. It therefore indicates that the hostel facilities condition is related to level of satisfaction to be derived from the accommodation. It is believed that the study will help developer and authority in decision that has to do with hostel facilities. The study therefore recommends that there should be regular maintenance of hostel facilities so as to improve the users' satisfaction in the tertiary institutions.

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CHAPTER ONE

INTRODUCTION

1.0 Background to the Study

There are many tertiary institutions in Nigeria saddle with the responsibility of higher learning. Many of these higher institutions have housing provision for its students to enhance easement in learning and easy concentration. This is regarded as social responsibilities of the institution as housing is seen as influencer on performance and psychological wellbeing of the student (Mbazor, 2021). There are several expectation from hostel accommodation in tertiary institutions which is supposed to enhance students' life. This include the promoting social communication, prospect for communal living and enhance their level of comfort (Osei-Poku *et al.*, 2020). Student hostel therefore has been severally defined to be a place where students reside to pursue tertiary education, which is away from their permanent resident (Iftikhar and Ajmal, 2015), it is as well referred to as university accommodation or resident, catered halls of residence, student halls, student housing, and halls of residence (Kolawole and Boluwatife, 2016).

The facilities and quality of the premier institution in Nigeria and those created after independence were of high standard and were available for the then students. On that note, the initial impression of students' hostel meant to initiate a better favorable students learning environment. Therefore, those foremost universities built hostels, to serve fit for the undergraduate students. The population of students within those schools were then within the limit of the infrastructure available (Egwunyenga, 2009). In which just 2 occupants or at most 3 occupants are within a room of 3.5meters by 3.0meters in some of these hostels. But the present situations is precarious, as the hostel is contradictory of its initial design, as a result of population explosion in term of people seeking admission into tertiary institution in Nigeria. In agreeing to

this, Sharma (2012), noted that it is a universal prevailing problem where people enrolling in tertiary institutions across the globe have been exploding in number over the period with assessed number to be about 160% increase in tertiary education. As a result of population explosion, the carrying capacity of the hostel accommodation become what cannot satisfy the applicant or students. The surge in population and admission list made the demand for housing around and inside higher institutions to be competitive, as the available spaces is intensely dragged between the students, especially in neighborhoods closer to the tertiary institutions; even though some of the students encounter pitiable condition of housing within the neighborhoods. It is sometimes difficult to address this peculiar issues of housing problems in the tertiary institutions in making access to decent accommodation for students (Ado *et al.*, 2018).

Students' accommodation need to be well planned and adequate to enhance their performance as the decent living condition within academic environment, has direct impact on the students' academic performance (Aluko, 2011; Mbazor, 2021). What play a significant role in healthy living has been decent accommodation and quality housing which is as well result into enhanced efficiency. This is correct especially for peculiar category of people—students, moreso the students in tertiary institutions, a serene environment where good accommodation is situated for proper assimilation of what they are taught, researched and read (Adeleye *et al.*, 2018).

Adeleye *et al.*, (2018) and Onibokun (1985), noted accommodation or hostel to have a thoughtful impact on the social conduct, satisfaction, overall well-being, health and efficiency. Therefore, it shows that the performance of all the students has a direct link with the hostels resides. Housing satisfaction has been observed, by Djebarni and Al-Abed (2000), conceptually as the individual or family level of contentment experienced with reference to the present housing residents. It is therefore an index for measuring the housing degree of contentment. This contentment level is

also refers to satisfaction level. On this basis the study therefore intend to look at the level of satisfactions of the users of hostels facilities within tertiary institutions in Minna.

- **Statement of the Research Problem**

It has been established by several authors such as Mbazor (2021), also Ayodele and Ngwoke (2021), that on-campus students' accommodation has generated more conflict between institutions management and the students' body on the issues surrounding facilities provision, maintenance and services. The hostels facilities in Nigeria have been observed to be deteriorating (Amole, 2009; Ajayi *et al.*, 2015; Ayodele and Ngwoke, 2021). This therefore can make individual not to be happy with his environment.

Hostel residents in tertiary/ higher institutions is design to enhance social communication within students, their degree of wellbeing while on campus and the prospect for communal living, (Osei-Poku *et al.*, 2020). The facilities that are needed to enhance level of comfort and achievement of result or performance are sometimes overstretched as a result of the high occupancy ratio. This can cause psychological effect on the occupant as it has a way of affecting their level of comfort and satisfaction. Students' satisfaction has been said to be measured by evaluating hostel accommodation in a given institution that is being handled through a given type of institutional authority (Adeleye *et al.*, 2018; Oladapo, 2006). This therefore gives basis for the study, to assess the level of satisfaction of the users of these hostels facilities within the study area.

- **Aim and Objectives**

The aim of the study is to assess the facilities of hostel accommodation of tertiary institutions in Minna with a view to relating its influence on students' satisfaction. To achieve the aim, the objectives are to:

- identify the facilities available in the tertiary institutions in Minna
- assess the quality of facilities provided within the hostels accommodation in the selected institutions.
- measure the level of satisfaction of the users with the hostel facilities.
- analyze the relationship between hostel facilities and users' satisfaction
- **Research Questions**

The research has some basic questions that require consideration and accurate identification that is degree of satisfactions, quality of facilities. The research question which will be critically viewed, among others include;

- What are the facilities provided within the hostel accommodation?
- What is the quality of the facilities provided within the hostel accommodation
- What is the satisfaction of users of hostel facilities in the concern institutions?
- Is there is a relationship between hostel facilities and users satisfaction?

1.4.1 Hypothesis

H_0 : There is no significant relationship between hostel accommodation facilities and the users' satisfaction in the study area.

H_A : There is a significant relationship between hostel accommodation facilities and the users' satisfaction in the study area.

1.5 The Scope of the Study

This study within its scope covers two tertiary institutions in Minna, Niger State. This is as a result of the fact that, they are the only recognized Public or government tertiary institutions within the study area. The Institutions are; Federal University of Technology, Minna, and College of Education, Minna, Niger State. The study limit its coverage to the male and female hostels within the two tertiary institutions, taking cognizance of the students staying within the facilities, being the fact that they would have developed satisfaction and dissatisfaction on different factors over a given period of time. The study make use of structured questionnaires to address the students' response to the level of satisfaction, taking cognizance of the services and facilities provided within the hostels.

1.6 Justification for the Study

The provision of hostels should reflect a reserve facility that enhance or promote good academic performance. That is why many authors have viewed it as an engine to achieving tertiary institution goals. Even though many tertiary institutions are facing the problem of making available suitable and conducive hostel accommodation for students on campus which is caused because of the persistent explosion in numbers of students in recent years even all over the world. Afterward, pressure engaged on the existing hostels within the institutions which therefore triggered challenge such as increase in room occupancy and result in overcrowding and insufficient social amenities (Adebisi *et al.*, 2017; Akinluyi, 2013; Osei-Poku *et al.*, 2020; Osei - Poku, 2016; Oladiran, 2013). Botha *et al.*, (2015), quietly state its views regarding this, by saying that the hostel facilities of tertiary institutions should possess the top settings for enriched social relations which lead to enhanced performance in academics and all other areas of life. But many times, it has been observed that these hostels have not been properly maintained, infrastructural

decay which is because of explosion of users, these result to dissatisfaction and unpleasant situation by the users of the hostels. Therefore the need to check whether the state of the facilities has influence on the satisfactions of the users of hostel accommodation has triggered the study, as well whether the state of the facilities influence the decision of the residents of the hostel in residing in such accommodation.

- **Study Area**

Minna is in Niger state which is the capital of the state with a total land area of about 10,000 hectares as well having people of about 440,000, as at 2006, (National Population Census). The coordinates of Minna lies between 6⁰ 28' and 6⁰ 36'E longitude and also on 9⁰ 37' and 9⁰ 50'N latitude. The notable neighbourhoods within the study area of Minna are; Chanchaga, Bosso, Tundu Fulani, Tunga, Sabon Gari, Maitunbi, Kpakungu, Barkin Salin, Dutse nkura, and Maikukele.

The two Tertiary Institutions understudy are Federal University of Technology Minna and College of Education Minna.

1.7.1 Federal University of Technology Minna

The Federal University of Technology Minna, is having two campuses, one in Bosso, while the permanent campus is in Gidan Kwano, along Bida road. The hostel accommodations in Bosso campus are Two (2) Male hostels and 4 Blocks of Female hostels. The school was founded in 1983. While the Gidan Kwano campus (permanent site) was formerly opened in February, 2005.

The breakdown of the hostels in Bosso Campus and Gidan Kwano Campus are as stated in Table

Table 1.1 Tertiary institutions' hostels rooms' capacity and price in the FUTMinna.

Institution	Unit/ Types	Rooms	Bedspace/ room	Price
Futminna Bosso Campus. Male Hostel	P	60	6/room	₦25,000/Bedspace
	Q	60	6/room	₦25,000/Bedspace
Futminna Bosso Campus female Hostel	L	16	10/Room	₦25,000/ bedspace
	M	10	10/ room	₦25,000/bedspace
	N	16	10/ room	₦25,000/ bedspace
	O	10	10/ room	₦25,000/bedspace
FutMinna Gidan Kwano campus, Female hostel. Shehu Aliyu	Shehu Aliyu	68	4/room	N35000/ bedspace
FutMinna Gidan Kwano campus, Obi hostel female	C	14	6/ room	N30,000/bedspace
	D	14	6/room	N30,000/bedspace
	E	14	6/room	N30,000/bedspace
	F	14	6/room	N30,000/bedspace
	G	14	6/room	N30,000/bedspace
FUTMinna, Gidan Kwano, Male Hostel	A	84	5/room	N35,000/bedspace
	B	84	5/room	N35,000/bedspace
FutMinna, Gidan Kwano Campus. New Hostel	Male	Room of 2=36	2/room	N130,000/bedspace
		Room of 4=36	4/room	N110,000/bedspace
	Female	Room of 4=36	2/room	N130,000/bedspace
		Room of 2=36 Room of	4/room	N110,000/bedspace

Field survey 2021

College of Education is along Chanchanga, towards the outskirts of the city Minna, the college establishment was initially to serve as an advanced Teachers' college by the defunct Government of the then North-Western State which was on November 1st 1975 in order to meet soaring teachers need then. It was later called or known as college of education in 1983, but some years past, the then governor, Muazu Babangida Aliyu planned on changing its nomenclature to that of a University of Education, but till this period of study, it has not really served or changed. The study area is the hostel accommodation within the school premises.

Table 1.2 Tertiary institutions' hostels rooms' capacity and price in College of Education

Institution	Unit/ Types	Rooms	Bedspace/ room	Price
Niger State College of Education, female hostel 1	A	23	Inner =6/room	₦12,000/space
	B	35	Outer=8/ room Inner=6/room Outer=8/room	₦12,000/space
Niger State College of Education, female hostel 2	A	10	6/room	₦12,000/space
	B	10	6/room	₦12,000/space
	C	10	6/room	₦12,000/space
	D	10	6/room	₦12,000/space
	E	10	6/room	₦12,000/space
Niger State College of Education, male hostel 1	A	20	6/room	₦12,000/space
	B	20	6/room	₦12,000/space

Field survey, 2021

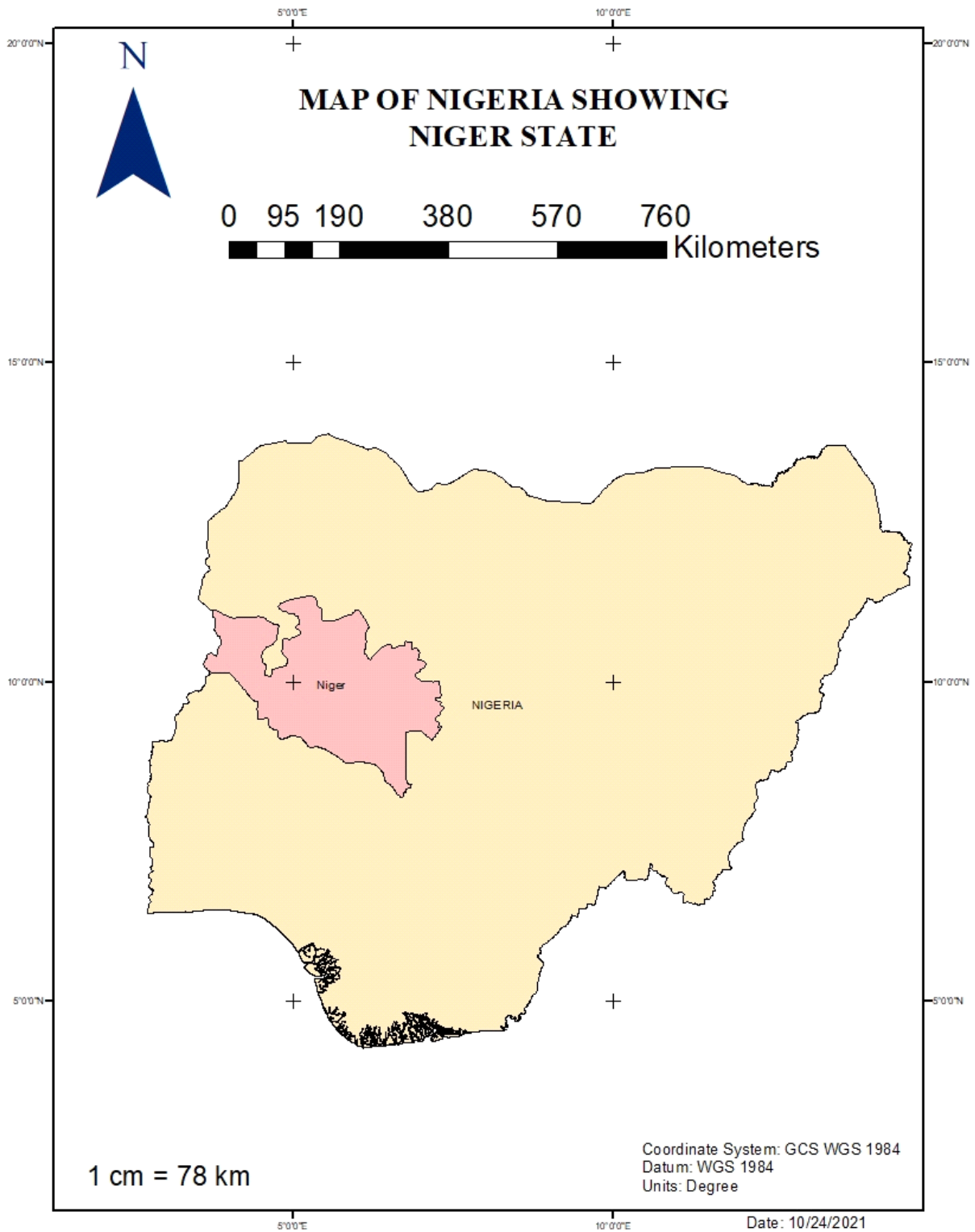


Figure 1.1: Map of Nigeria showing Niger State.

Source: Survey carried out using Google earth

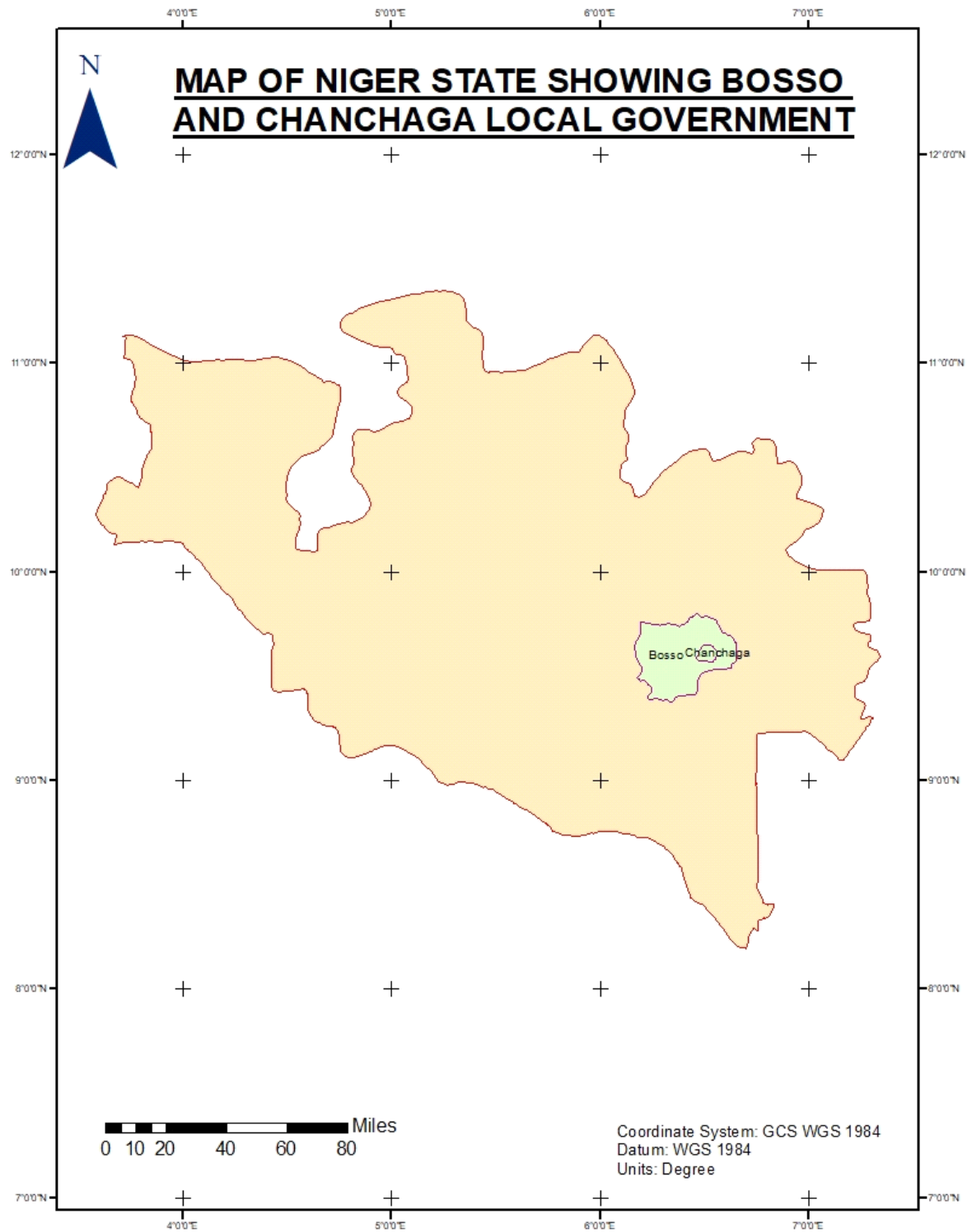


Figure 1.2: Map of Niger State showing Bosso and Chanchaga LGA.

Source: Survey carried out using Google earth

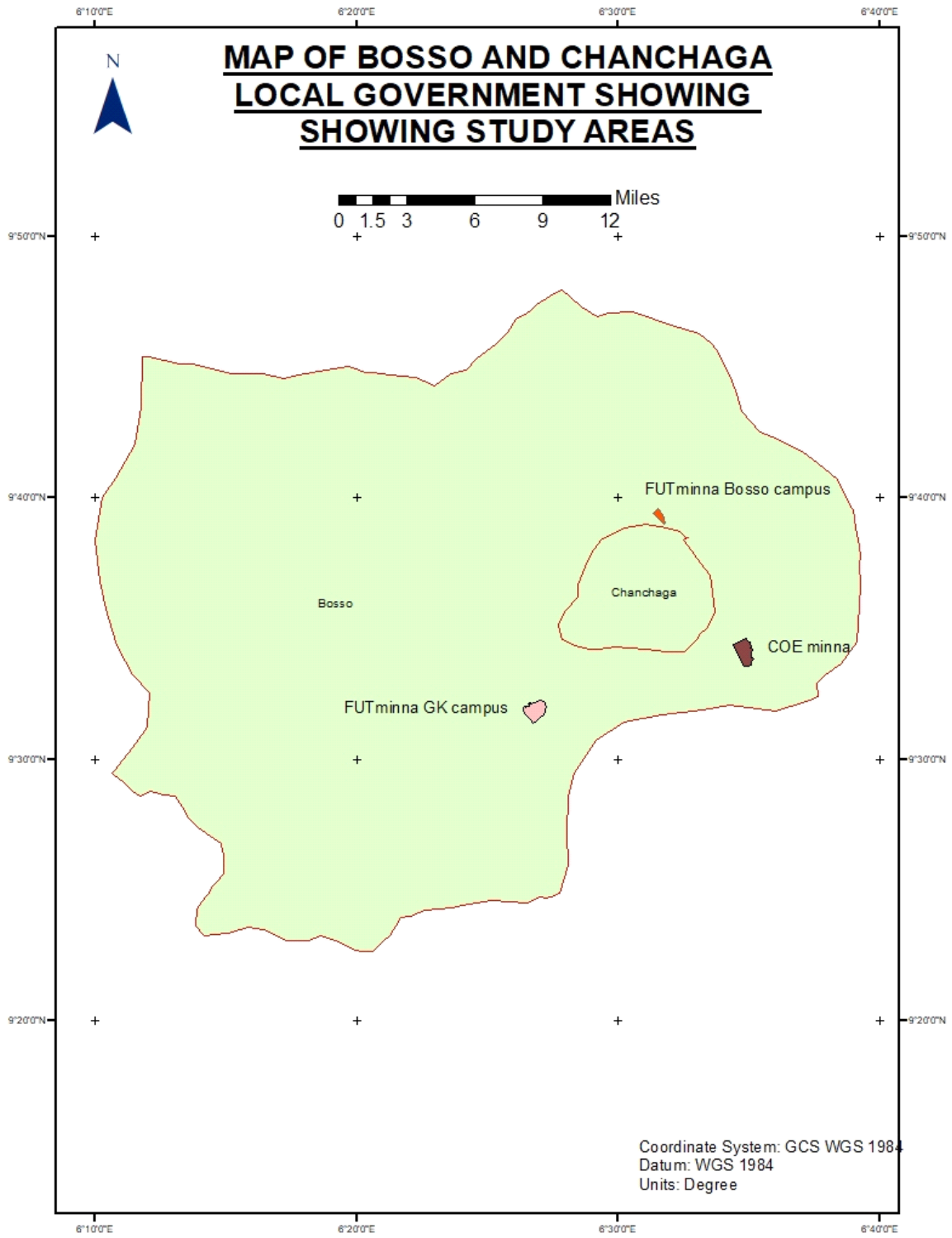


Figure 1.3: Map of Bosso and Chanchaga Local Government showing the study areas.

Source: Survey carried out using Google earth

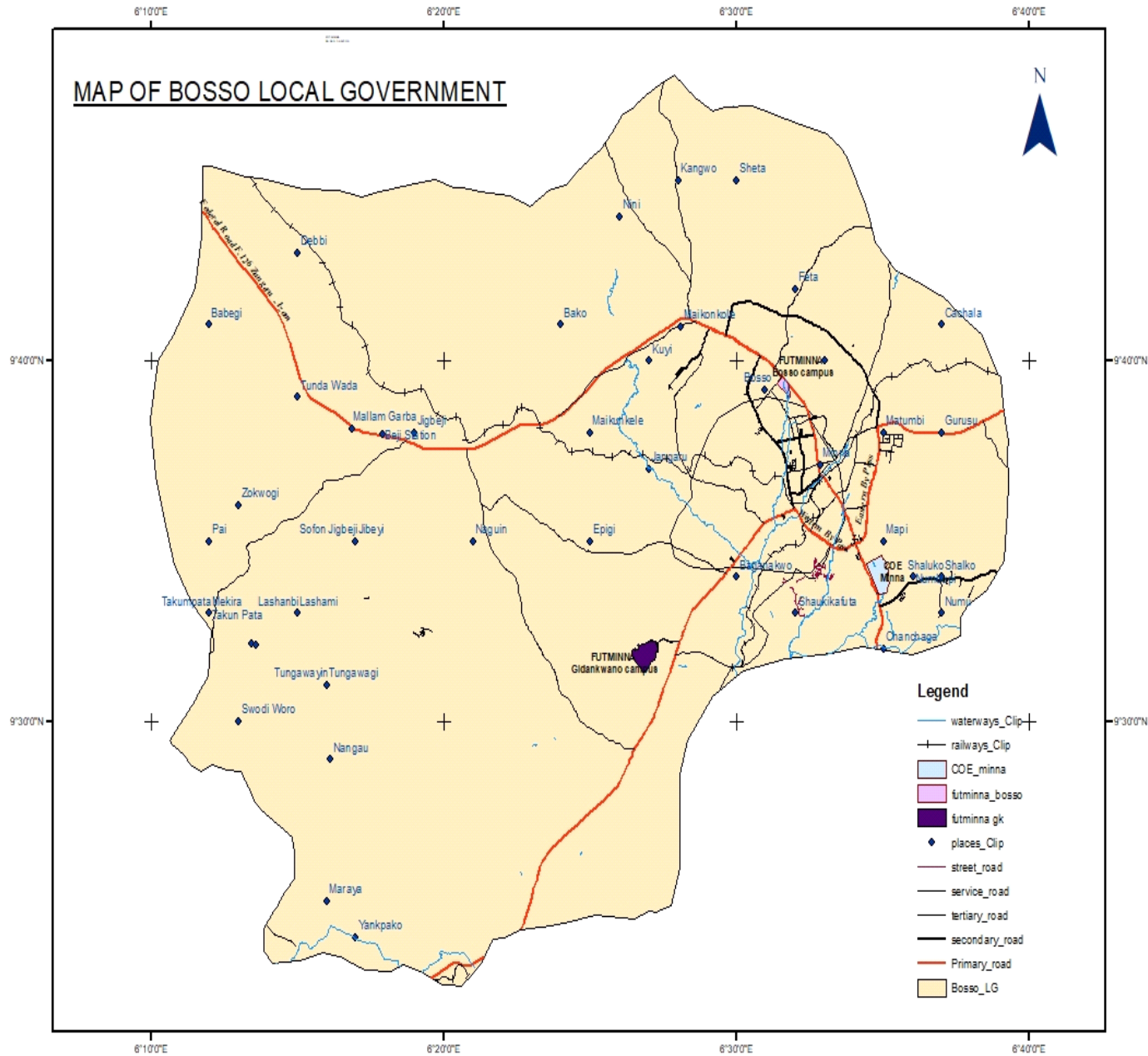


Figure 1.4: Minna Street guide

Source: Survey carried out using Google earth.

CHAPTER TWO

LITERATURE REVIEW

There have been several schools of thought regarding the ranking of housing as a social needs and basic needs of man. Ebie (2009), believe housing is ranked second after food.

Situation of housing delivery in Nigeria has been a general saying peculiar to developing nations which are characterized with several deficiencies such as housing quality. Many views have been focusing on housing as just a shelter, this has made the end product to be insatiable. This misconception may have been exacerbated by the views of shelter as just being a basic social need from the elements. However, housing goes beyond basic shelter. It constitutes, among other things, a space where household or age group display their existence and preserve their history and personalities of heredity (Awotona and Ogunshakin, 1994). There is growing interest in the research on how individuals reason of its abode, as being stated by Mohit *et al*, (2010), and in what way it touches their live. In particular, the anxiety of the user with the housing surroundings is currently to be in focus. Furthermore, housing is seen from both the ‘process’ and ‘product’ perspectives, where the process determines the product and its ability to meet user needs. When the product and its environment fail to meet the requirements of the user, a sense of

dissatisfaction is usually experienced. Housing satisfaction refers to individual or family level of contentment experienced in respect of the present condition of housing or facilities or that of deprivation or normative deficiency (Parkes *et al.*, 2002). It is therefore of view that housing satisfaction is an index of the degree of happiness in respect of the present condition of housing or facilities.

2.1.1 Concept of Hostel Accommodation

Hostel accommodation are residence provided by the tertiary institution for abode of their students to enhance easement and better performance. That is why Azeez *et al.*, (2016), define it as a housing provided by the institution at a given price to the student. In many cases, this given cost should be relatively cheap than economic rate or full rental value. Therefore hostel accommodation is students' residence within the campus facilities. It is worthy of note to state that students hostel in tertiary institutions is yet to attract a better focus both from the management of the institutions and the government (Osei-Poku *et al.*, 2020; Azeez *et al.*, 2016; Ubong, 2007).

Then students' accommodation supposed to include facilities such as bedroom that can be useful for study as well as sleeping, toilets, bathroom, laundry, kitchen and internets services which therefore improve performance. It is believe to enhance students facilities, there should be inclusive of enhancement elements like small market, ATM machines, cafeterias and indoor sport etc (Abramson, 2009; Azeez *et al.*, 2016; Mbazor, 2021). There are other supporting facilities such as water supply, fire safety, garbage disposal, closed circuit television (CCTV),

security guards (Abramson, 2009; Ado *et al.*, 2018). It has been established that one of important reason for miscarriage of most housing developments particularly in third world nations is sideline of all the participants' expectations and benefits (Ayodele and Ngwoke, 2021; Jiboye, 2011; Jiboye, 2012). The design sometimes is the conception of the owner and implementation of the designer without taking views from end users. It is pertinent to consider the interest of end users when designing and implementing hostels construction, this will enhance durability and continuous demand of such facilities which later transcend to improve in value.

It is necessary for schools or institutions to make housing priority stated by Azeez *et al.* (2016) which form part of decision process of prospecting student on the choice of schools (Price *et al.*, 2003).

Hostel accommodation can be mixed sex or single sex, that is hostels for male separate and female separate, it all depends on the sociocultural believe of the environment as well the design. Institutions accommodation mostly engage several clause or rule in it occupation compare to the private accommodation outside.

As a result of population explosion many public tertiary institutions have been noted to be prioritize hostel accommodation for final year and first year students, even if at all other students will access hostels, it will be after exhausting the opportunity for 1st and final year students (Odefadehan *et al.*, 2022), meanwhile some schools intentionally increase the accommodation fee in a way to reduce the demand, as they promise to provide better facilities. That is why Odefadehan *et al.* (2022) and Abdullahi *et al.* (2017) agreed that there is need to query whether in such instances there is users satisfaction.

Studies revealed that on-campus students' accommodation has generated more conflict between institutions authority and the students' body on the matters surrounding facilities provision, maintenance and services (Ayodele and Ngwoke, 2021). The hostels facilities within Nigeria have been observed to be deteriorating (Amole, 2009; Ajayi *et al.*, 2015).

Student accommodation is expected to enhance student academic performance because even though its non-direct action component in the environment of learning of the institution but a supporting facility (Adebisi *et al.*, 2017; Abdullahi *et al.*, 2017). The housing therefore should be able to perform its supposed aim, in which ultimately result into satisfaction.

There have been few study on the performance of students, based on housing quality and facilities (Hunley, 2006; Mbazor, 2021). But there are some related studies about housing performance of students across the globe in Foubert *et al.*, (1998) is one of them done in United State while Khozaei *et al.*, (2010a) and Khozaei *et al.*, (2010b) in Malaysia. Also in Turkey a study of similar magnitude was done which look at the satisfaction of students' housing quality by Kaya and Erkip (2001). Furthermore, academic productivity is hugely influenced by the indicators such as facilities availability and other hostels maintenance services Ado *et al.*, (2018).

There are basic questions in which Mbazor (2021), tried to asked and provide answer for, which is on hostel facilities and how it influence performance of students' academic. The facilities ranging from the stable electricity supply for reading, reading room inform of common rooms, internet connections within the environment, and other hygiene components such as water supply are noted to be influencer on academic performance. The occupancy ratio is a factors that is highly influencing as squatters are being noticed within the facilities which brings overcrowding.

In the study of Ubong (2007), on the Tertiary Educational Institutions hostels in Nigeria, reviewed the decision of government in 2003 when the fees for accommodation was reviewed from ₦90 to ₦10,000, which lead to widespread demonstration by students, although federal government reversed the decision but some institutions were able to reach a compromised. Awkwardly, the tertiary institutions couldn't catch up with the demands for space and keep the facilities at their peak forms over the years. This resulted into depreciation and dilapidation of facilities and overcrowded, that is why the author went further to ask whether the schools can afford to keep running the hostels facilities at such a very low rate/ rent or whether the full rental value should be enforced and whether hostels had better be considered for privatization arrangements.

On this note, Ubong (2007), gave a review that, government in 2004 by the then minister of education, Prof Fabian Osuji, made a directive to the Tertiary Education Institutions (TEI's) that they should immediately withdraw from the running of students hostels, in which private operators/ agent are to handle them and determine the prevailing rent to and charge the willing student. The idea is where there is service dissatisfaction, students will only complain or challenge the facilities managers and not the authorities of the tertiary institutions. Even though the belief of the then Federal government by the then Hon Minister has not quenched the gap in the accommodation problems. On this note, it is believed that government contribution in the handlings hostels of residence in Tertiary Education Institutions are just influencing.

In the view of Ubong (2007), tertiary education is viewed as a commodity that must be paid for which different from basic education that is seen as social responsibilities of government, therefore, every services there in, especially accommodation must be seen as commercial in which it luxury should be paid for to enjoy satisfaction.

Many studies have reflected several factors to affect the housing quality in which Oladapo (2006), stated that the quality of accommodations in semi-urban and urban dwellings is randomly dispersed and the offered limited which could only be paid for by some few ratio of the people in which they are noted to be politician or privileged in the environment. Therefore, housing quality is a reflection of the economic level of the user(s) and function of the population as population increases, the demand for housing increase, this result to accepting any available space or housing as the case may be without considering the quality as a result of more pressure from competitors or forces of demand and also the financial capacity which might be low to demand for a better one. The welfare of people can as well be measured by the quality housing that they stay. This as well determine the stay of health, productivity and longevity of the entire population and the quality of the environment. Some studies agreed with this fact and correlate the hostel quality and the residents' quality of life and further recommended that policies of housing which focus towards improving the wellbeing of the public should concentrate on improving the hostel quality (Ado *et al.*, 2018; Ozdemir, 2002; Oladapo, 2006), especially when it was established that deprived condition of housing bring about main health difficulties for the inhabitants (Adetunji and Isah, 2015; Arku *et al*, 2011; Baker and Douglas, 1990; Luginaah *et al.*,2010; Wan and Su, 2016).

In studying residential housing quality, some revealed that it is a function of the degree of users' satisfaction of hostels space and the immediate surroundings which comprised the type of ingredients applied, space utilization, physical features, and functionality of structures, utilities and services provided in the units (Meng and Hall, 2006; Okewole and Aribigbola, 2006).

2.1.2 Concept of Management

Different students agreed that service quality can be viewed from two angles; organization and customer, where customer perspective is argued that it means propensity of service to surpass or equal the hopes of customers (Ado *et al.*, 2018; Adebisi *et al.*, 2017; Mccoll *et al.*, 1996). On this note, service provider is the institution in question. Onuoha *et al.*, (2013); judgement of the direct user of service determine the service effectiveness which reflect how well the service is rendered out.

The institution make provision for more than just a house/ hostel, but quality features which supposed to enhance their life quality which are termed maintenance services (Najib *et al.*, 2011), this services which are facilities provided supposed to meet the desires, expectations and needs of the students.

The services have been viewed by Abramson (2009) which as cited by Ado *et al.*, (2018); to include mini-market, cafeteria, or bookshop and banking system which include Automated Teller Machine (ATM) around hostels environment. There are other supporting facilities such as water supply, fire safety, garbage disposal, closed circuit television (CCTV), security guards (Ado *et al.*, 2018; Abramson, 2009).

The service quality has been serious concerned in developing economy especially where there is population explosion. In Malaysia, a study was done by Bashir *et al.*, (2012), which look at the students' observation on the quality of service of hostel in Universities in Malaysian using the model of Parasuraman *et al.*, (1988), quality of service structure such as reaction, assurance, reliability, tangibles and empathy. The study further cited by Ado *et al.*, (2018), that it strengthened the use of the framework for service quality of hostels, where hypothesis verified to be helpful excluding one of them, in which the result shown that students remark service quality

at universities' hostels to be a little good and also to attain high level of satisfaction the management of hostel has to progress in the quality of the services.

Generally, the management service is focusing more on how the management team or service provider quickly respond to maintenance issues. When it is public facilities, the maintenance culture tends to be poor, as the management team always not in duress to respond to preventive or planned maintenance. Oluwatobi *et al*, (2019) on examination of the efficiency of maintenance management systems in delivery quality maintenance services in higher institutions, discovered after using mean ranking and T-Test that there is overall discontent with the delivery in the service quality as the system of management is seen to be poor and not active as suppose in which many factors triggered it maintenance quality and standard. It further revealed that many higher institutions do not have access to formal maintenance policy therefore, embrace unplanned maintenance method, while they neglect the worries of reliable professionals. Oluwatobi *et al*, (2019) cited Oluwunmi (2014), which base on a study of the degree of satisfaction with academic facilities in six universities in Ogun state. The result revealed a significant difference in students' satisfaction where students in 2 (two) out of 6 (six) universities said to be satisfied with the sampled academic facilities (such as ICT, occupancy ratio, furniture, electricity supply, library, classrooms).

It is good to take cognizance of post occupancy report as its independent views and feedback can be used to identify the deficiency in maintenance and to determine the hostels building total performance (Adewunmi *et al.*, 2011). On this note, the provider is therefore expected to evaluate the degree of satisfaction of the users, if claiming to provide a quality maintenance management services (Oluwatobi *et al.*, 2019). In achieving this, there is need to engage a proper and quality maintenance services, which are flexible, dynamic, simple and also

concentrate on constant appraisal based on it need, as it shelter the users and reflect technological changes and improvements.

2.1.3 Concept of Users' Satisfaction

Osei-Poku, *et al* (2020) in line with the study of Ayodele and Ngwoke (2021), agree to the point that many family tends to migrate to enjoy satisfaction and to leave a state of dissatisfaction, which also has a huge influence quality of life as well as its function in concluding the achievements of housing development schemes. Therefore housing satisfaction is seen as the contentment experienced concerning the level of their present residents (Alkandari, 2007; Djebarni and Al-Abed, 2000; Mohit *et al.*, 2010; Oluwatobi *et al.*, 2019). Consequently, it is a reflection of the level of happy mood or pleasant experience in occupation of such facilities.

People's responses to the environment where they reside is a reflection of satisfaction in the residential environment. Meanwhile the word environment in this context shows not only the physical features consisting of the structures and district, but as well as to economic and social conditions. Furthermore when suitable methods are applied in data collection and analyses, the measurement of physical, social and management/ services elements which conclude the degree of user satisfaction in the area of the residents is possible (Francescato *et al.*, 1989). In a behavioral logic, user satisfaction in accommodation ought to be refers as a reliant approach concerning accommodation surrounding.

As residential housing has psychological impact on the wellbeing of the users, it is expected that it should have some elementary excellent features to secure fascination to potential users and improve utilization for the realization of the scheduled objectives for which it was designed (Ebong, 1983; Onibokun, 1985). Such characteristics has been stated by Mbazor (2021) to

include decent drainage channel system, decent housing design, proper lighting, adequate ventilation, steady sanitation, adequate water supply, adequate security, proper occupancy ratio, and proper road accessibility. Mbazor (2021) in the study of housing quality in tertiary institution, agree concluded that measurement for housing quality should be the level of satisfaction in areas like enjoyment, health and living standards of users.

The concept of housing satisfaction is complex. That is why Elsinga and Hoekstra (2005) and Hassanain (2008) show comparable and related opinions on those concept housing satisfaction concept, and it was established on their opinion on previous research. The concept of housing satisfaction in their view is triggered for four main purposes. First of all, the total quality of life of individual can be predicted through it. Secondly, individual mobility can as well be indicated and demand on housing and surrounding neighborhoods can later be changed. Also, private sector development success can be measured through it as an assessment tool which measure resident's acceptance of predominant defects for prevailing neighborhoods development. Lastly, housing satisfaction perform a determining variables in the correlation between the attitude towards mobility and the resident's background.

Users' satisfaction has a trigger factors which is a reflection of a ceiling on housing quality. The user reaches the peak of level of satisfaction when the housing quality is high, therefore the quality of housing is proportionately correlated to the total sum of satisfaction achieved by the users (Danes and Morris, 1986; Morris *et al.*, 1988).

Some studies reflect satisfaction of users in relation or as a function of their income level (Parkes *et al.*, 2002), that is level of income determined the quality of the housing unit needed, as many will be relegated to some particular neighbourhoods or environment as a result of their class or

status. This made some authors to agree that housing quality can be ascertained through housing satisfaction of individual (Kellekci and Berkoz, 2006). Therefore, satisfaction is a feeling of pleasure or happiness attained or derived in use of a property (Longman, 2003).

While Neilson (2004) identified five factors that a reasonable housing should possess (which include: modern functional facilities, healthy, secure or safe, not prone to easy dilapidation, and efficient in energy), Meng and Hall (2006), in their own study mentioned four criteria which include; management, socio-cultural, scientific and objective criteria. The criteria have respective contemplations that control the selection of quality indicators. Mbazor (2021), noted that the impacts of On-campus hostel situations on students' performance, in many instances are not direct, it is worthy of note that the health and psychological implication is what impair on the academic performances.

Several studies have shown that, there have been increased demands for hostel accommodation in tertiary institutions in Nigeria as a reflection of increase in the number of students who enroll yearly (Mbazor, 2021; Khozaei *et al.*, 2010a; Najib and Yusof, 2009). The satisfaction of students or users in tertiary institution hostel can be function of academic performance. The performance of the users is triggered by several elements in the hostel facilities. It has been stated that some precise factors that influenced occupant's performance, including students, age of hostel, physical features of a hostel and facilities that are provided, social interaction, relationship with neighbours and management services satisfaction, (Varady *et al.*, 2001; Varady and Carrozza, 2000; Varady and Preiser, 1998).

The satisfaction derive by users of hostels facilities can therefore be summarised from above to include those from socio economic factors, physical factors, performances factors and management factors respectively. There is a research done by Osei-Poku *et al.*, (2020) on the

comparative evaluation of users' satisfaction with hostel accommodation, it is opined that those factors available for determining the degree of satisfaction remained clustered into social amenities, physical factors and management factors.

Many authors have explained the student hostels provision within school premises to be pivot in attaining of the aims of higher institution. But most of the institution is struggling to meet up with the demands for hostels accommodation with good facilities and high qualities as a result of yearly upsurge in the number of student in recent times, this result into serious pressure on the current hostels in tertiary institutions especially in Nigeria as the supply is fixed resulting into challenge such as inadequate social amenities and congestion as a result of increase in room occupancy (Adebisi *et al.*, 2017; Akinluyi, 2013; Oladiran, 2013; Osei-Poku, 2016).

It is believe that hostels should possess adequate facilities and enhance social interaction which will lead to improvement of the students' performance in all aspects of their lives especially academics (Botha *et al.*, 2015; Osei-Poku *et al.*, 2020; Mbazor, 2021).

In view of this, Hassanain (2008), had agreed that performance of students in their respective schoolwork is a function of comfortability in housing. This made some authors to look at and conclude that a positive correlation is between students' residential satisfaction and their academic grade (Botha *et al.*, 2015; Mbazor, 2021; Thornton, 2006; Singh, 2006).

Figure 2.1 Conceptual Model for assessing the Hostel Satisfaction in Higher Institutions in Minna

Osei-Poku *et al.*, (2020)

2.2 Empirical Review of Hostel Accommodation Satisfaction

In the work of Mbazor (2021), when studying the effect of on-campus accommodation quality and facilities on students' academic performance at the Federal University of Technology Akure as being stated by Ayodele and Ngwoke (2021), the study took into cognizance the quality of housing and as well as the users school grade previously and subsequently packing to the tertiary institution hostel, using Linkert scale and regression analysis respectively to test whether there is correlation existing between the housing quality, housing facilities and the school grade of the candidates. It is concluded in the study that a positive correlation exists between the school scores of the students and the quality of hostel facilities. When having enough space does not transcend to adequate housing. The idea of adequate housing means far above just an abode, but always involve everything that make such an abode inform of its components and as well the creation of a conducive neighbourhoods that people live in (Kicklighter and Kicklighter,1986). That is why some studies viewed facilities and it qualities in the hostels provision to determine level of satisfactions (Abdu *et al.*, 2017; Ado *et al.*, 2018; Ajayi *et al.*, 2015; Amole, 2009; Hassanain, 2008; Oluwunmi, 2014; Oluwunmi *et al.*, 2012; Simpeh and Shakantu, 2018).

Sanni-Anibire and Hassanaian (2016) conducted a study, it evaluated the student resident facilities using environmental indoor quality (IEQ), quality of design (DQ), and quality of building support services (QBSS). The study therefore conducted by considering the method of assessing students' resident satisfaction which took cognizance of viewpoint of management factors (M), physical factors (P) and Social amenities (SA).

A study conducted in Ghana by Nimako and Bondinuba (2013), examined student's accommodation quality (SAQ) in Kumasi Polytechnic and college of Technology Education, Kumasi of the University of Education Winneba. The study makes use of ranking where it was discovered that SAQ items with uncomplimentary score are; transportation accessibility, safety, bathrooms, entertaining, toilet, kitchen, room for reading, rent and searching costs. Furthermore, the accommodation fee of Kumasi Poly is still better and as well in other support facilities.

There are facilities that are social needs within and around the hostel environment. This can encourage privacy and psychological frame of mind. The need to have separate kitchens, private bathrooms for each rooms, study lounges and social spaces which should not be congested, as well need to access internet, which can be through data link or Wi fi in the rooms (Olujimi and Bello, 2009; Schenke, 2008). All these social facilities as it impact cannot be valued in monetary term, has great influence on the degree of hostel satisfaction (Abramson, 2009; Khozaei *et al.*, 2010a).

Even though many has written off this expectation, as many are not complaining as a result of their low anticipations with regards to services enjoyed from public facilities. That is why Olotuah (2000), when he conducted a research on accommodation situation in Suburban of Akure, Ondo state of Nigeria, revealed that even with the glaring evidence of pitiable housing situations in some areas of Akure, the people there are not complaining as a result of the low anticipations with regards to social services the residents have.

There have been several reviews of assessing the satisfaction of students using performance criteria. Osei-Poku *et al.*, (2020) cited Mohit and Al-khanbashiRaja (2014) in their study,

indicating the model that employed multi-facet framework which take into account six and two criteria respectively which are;

- Physical features (P)
- ii. Socio-demographic characteristics (SD),
- iii. Social environment (S)
- iv. Public facilities (PF)
- v. housing support services (HSS), and
- vi. Neighbourhood facilities (N)

And also two main headings for the second one; physical features (P) and social, financial, management (SFM) features. Physical features is associated with public facilities and services, also students' living conditions, as well as surrounding physical neighborhood. While the SFM are cost of living, students' social activities and their preferences. Likewise, Ajayi *et al*, (2015), gave categories applied in evaluating housing satisfaction which it was grouped also in social amenities (S), physical features (P), and management services (M). The physical attributes talk about the state of the structure and its environment while management comprised hygiene, maintenance culture, security and relationship with the management team. The social aspect refers to students' personal lifestyle, feelings and perceptions.

In Uganda, there was a research in which Mugambwa *et al*, (2016) carried out, which investigate correlation concerning privately delivered quality of hostel service and user satisfaction. The study made use of cross-section of 300 sampled students in 20 privately owned

hostels within Nsamizi Trading Institute of Social Development in Uganda. The research discovered security and satisfaction concerning those accommodation provided has a strong positive significant. It also shows rank order of importance of the qualities from reliability, security and tangibles respectively.

In Sri Lanka, a study was done by Mansor and Ali (2015), which check the effect of hostel students' satisfaction on their academic performance. The study made use of simple random sampling method, where 367 final year students were surveyed. The examination carried out with mean, standard deviation and Pearson Product Moment Correlation. It is revealed that 3.29 was the overall average hostel students' satisfaction, which has a significant greater P-values, also the mean CGPA of the surveyed users is 3.054 having great significant than the average pass. The study shown that a positive significant relationship exists concerning the CGPA of users and general satisfaction features, in which five out of the seven listed factors of satisfactions significantly influenced the academic performance, these are inmate cooperation, library, food facilities, and safety / security. Suki and Chowdbury (2015) studied whether facilities, location, and hostels quality within school affect users' attitudes in residing in hostels accommodation within school in Malaysia. The study made use of 230 cross-section questionnaires to the on-campus hostels students in Labuan. It adopted analysis using multiple regression. The study discovered that it is only hostels quality that was not satisfied but accepted the hostels' location and hostels' facilities. This further revealed their concern on the facilities; tile concealed the floor, mechanical system is also faultless having no linkage or problem, this raise their satisfaction. In it additional analysis, it is discovered that students' attitude is agreed to be intensely affected by satisfaction. In reviewing this study the population size was not stated, therefore it will be difficult to agree to the sample size.

Khozaei *et al.*, (2010b) also examined undergraduate students' level of satisfaction and sense of affection to place in Malaysia. The study made use of two hundred and sixty–seven sampled users (students) taken from Chinese, Malaysian and Indian students which were randomly carefully chosen from seven hostels of the study university. The analysis was based on Pearson Product Moment Correlation & ANOVA, which discovered that it has a positive significant correlation between the level of satisfaction and a sense of affection to place. This shows that sense of affection to the hostel is reliant on the level of satisfaction of the students (Odefadehan *et al.*, 2022).

Navarez (2017) did a study on the students' residential satisfaction in De La Salle University Manila, in Philippines, which was cited by Ayodele and Ngwoke (2021), based on six factors, that is: facilities and services in the environment, living condition of students, social activities of students, physical environments of area, cost of living and students' choice. The result shown not satisfactory with the social and physical, financial and management features of the existing surroundings by the users. Therefore hostels environment is crucial to residents' satisfaction.

Another important study was done by Khozaei *et al.*, (2010a) also acknowledged by Odefadehan *et al.*, (2022), which examined the elements that determine level of satisfaction within undergraduate students with the hostels of the university Sains Malaysia. It took a survey of two hundred and eighty–eight users (students) and made use of simple percentages, factor analysis, and student t-test. The findings show that there is satisfaction with proximity to university facilities, fees, room security, hostel security, room size and furthermore, there happen to be a notable variance in the satisfaction level between on-campus and off campus hostel students. Though the understudy population was unrevealed, in which sample size cannot be agreed upon.

Furthermore, physical features have been noted to greatly influence satisfaction especially in hostels accommodation that is why Kaya and Erkip (2001) in their study examined those influencing factors of physical features of hostel housing on satisfaction of student in Bilkent University, Ankara. The analysis showed that users residing in the last floor professed their rooms to be bigger also discovered they are a reduced amount of traffic or not populated in contrast to those on the ground floor. And the view has triggered the rising in the level of students' satisfaction with the condition of living according to the author. This study conformed to the old views that level of satisfaction to be triggered by room size of the hostel. Where it is discovered that students who are staying in a room where three occupants stays, likely to be less satisfied and not contempt with the conditions of living than those ones staying in just two occupants rooms size. Williams *et al*, (2022) state that the extent to which students are happy in their hostel depends on its facilities' availability, adequacy, and functionality.

Also Oluwunmi *et al*, (2012) examined the level of satisfaction in staff residential quarters. In which eight factors were assessed in the work and the finding revealed that the users were satisfied with security, water supply and electricity, in which they were not satisfied with maintenance process, internet link, and fumigation service. Even though, the study is on staff quarters, is still much relevant because they are as well end users and also it's within tertiary institutions facilities.

Abdullahi *et al*, (2017), examined non-physical and physical features performance in student satisfaction in Northern Nigeria universities. This study was broad in the sense that it reviewed the state of the facilities which has affected both the quality of learning and teaching as a result of declining in amenities which resulted into dissatisfied performance of both students and staff. The study further checked how the non-physical and physical university amenities performance

affects students' satisfaction with the amenities. Therefore, the study decided that performance of the physical amenities domicile with the maintenance section or management in which if done properly can understand the plight of students. This is just qualitative research without survey or quantitative analysis, then it is just an opinion of the author.

Another study which reveal gender sensitivity to satisfaction was done by Alkandari (2007), on students' satisfaction with hostels at Kuwait University, which revealed that the female observation of their hostels location is hugely diverse from the male counterpart. The study added that male students were not satisfied mostly more than female who were more satisfied. And this call for further study to investigate whether there are some preferences in the provision of facilities within the female hostel and the male counterpart.

The study done by Ajayi *et al*, (2015), which investigate the level of satisfaction with hostel amenities by the end-users in Federal University of Technology Minna. The research used 322 samples from a population of 1,923. It therefore revealed after a careful analysis of 15 hostel facilities element, with Relative Satisfactory Index is that end-users (students) were satisfied with water supply, electricity, security, ICT, and fence. Its further reveal dissatisfaction with firefighting equipment, toilet, laundry, bathroom, drainage and recreation area.

Atilola *et al*, (2021), in the study of end-user satisfaction with hostel facilities compared public and private female hostels in University of Ilorin Nigeria. The study made use of questionnaire which were analyzed using Relative satisfactory Index, on 13 facilities/ elements (i.e. electricity supply, drainage, distance to academic area, water supply, waste disposal, room size, bathroom, kitchenette, toilet, laundry, learning facilities , ICT/ reading common room facilities, and hostel maintenance). It was discovered that the final-users (students) in privately owned accommodation were pleased with drainage, waste dumping, size of the room, power supply and

bathroom while in the public accommodations, the amenities that were satisfactory were water supply, electricity, kitchen, room size and bathroom. The occupants of private hostels were not satisfied with laundry, learning facilities, common room, water supply and maintenance of hostel, while public hostels were least satisfied with toilet, drainage, maintenance of hostel, learning facilities and laundry. Taking cognizance of this, it is revealing that there is dissatisfaction especially in both public and private hostel with respect to learning facilities and some other related factors that can draw back the performance of students.

In the work of Xu *et al*, (2020), the user satisfaction of aged and recent hostel buildings in Australia campus were compared, the study made use of post occupancy evaluation (POE) survey to evaluate the user satisfaction with 3 hostel buildings within schools in the university of New South Wales, Sydney, where one of the sampled accommodation buildings is older and was allowed for occupation in 1996, and the remaining 2 buildings are recent accommodation. The survey was done and the elements categorized in three groups; technical, behavioral and functional. It was therefore revealed that the satisfactions level, with thermal and acoustic comfort remained lower standard for even newer and older accommodations. The indoor quality of the older building seems to be rated low. There is better satisfaction of both functional and behavioural elements in newer buildings.

Ayodele and Ngwoke (2021) evaluated the occupants' satisfaction with on-campus private hostel in Federal University of Technology Akure using cooperative hostels (FUTAASCOOPS Hostel). The study adopt weighted Mean score (WMS) as well the Relative Satisfaction Index (RSI) in achieving its findings. It took cognizance of structural elements, environment and locational attributes of the hostel as well as service and amenities. From the study, bathroom, lobby, bedroom and kitchen excluding laundry and common room were amongst the hostel elements

considered satisfactory. It is generally discovered that service/ amenities provided in the hostel were generally unsatisfactory to the users. It is advised that developers and investors to focus on getting the end users satisfaction more especially in service/ amenities. The view of these authors also included locational attributes within the tertiary institution influence satisfaction of the users. This location factor has several elements which include proximity to additional amenities such as library, lecture hall etc. The researcher's view of Ayodele and Ngwoke (2021) also agreed with that of Khozeai *et al*, (2010a); Suki and Chowdbury (2015)

Williams *et al*, (2022) did a study in Sierra Leone, on the Student Satisfaction with Hostel facilities, using Njala University as the case study. The study made use of cross sectional research design which adopt 482 total students within the facilities. The result revealed that students were reasonably satisfied with hostel facilities such as recreational grounds, security status, Library/ICT, waste management and electricity, even though there was over crowding as a result of squatting. It further revealed dissatisfaction with the performance and inadequacy of certain facilities which include the bed, toilet, drainage system, water supply, kitchen, room size, laundry, and firefighting device.

In the study of Odefadehan *et al*, (2022) on assessing students' satisfaction with hostel facilities in tertiary institutions focused on South West Nigeria using administered questionnaire and analyzed using relative important index. It discovered that students were on average satisfied with the hostel facilities. Meanwhile not all elements stated by other authors were present in the study area/ hostels. It therefore appealed that adequate and necessary facilities needed within hostels to meet up with the modern trend should be facilitated. As it is more reoccurring in most other studies like Ajayi *et al*, (2015), there is need for improvement in toilets/ bathroom and laundry facilities. And this peculiarity of dissatisfaction with toilet and bathroom is quite

common in related studies, which can be the reason or cause of illness of students in hostels as a result of poor sanitary conditions revealed by Odefadehan *et al*, (2022).

The common dissatisfaction derived in the hostel facilities has been pointed majorly on services/ amenities (Agyekum *et al.*, 2016; Ayodele and Ngwoke, 2021; Olagunju and Zubairu, 2016).

2.3 Different methods of measuring users' satisfaction

Level of satisfaction is assessed by the method known as Post Occupancy Evaluation (POE). This method has been adopted and used by many researchers to achieve this level of satisfaction which relied mostly on survey questionnaires from the study area. The authors used this method include Ajayi *et al*, (2015); Ayodele and Nwgoke (2021); Azeez *et al*, (2016); Danso and Hammond (2017); Navarez (2017); Osei-Poku *et al*, (2020); Sanni-Anibire and Hassanaian (2016). But Osei-Poku *et al*, (2020), cited Mohit and Al-khanbashiRaja (2014) that some authors as well in assessing students housing satisfaction made use of different approaches and theories. These theories differ in their views and approaches to housing satisfaction.

There are different groups or perspectives to the housing satisfaction which can be social perspective, psychological perspective and physical perspective.

Social perspective is viewed from the Housing Deficit Theory, that residents assess their present housing centered on some notable standards. And the standards are the benchmark established by cultures, society, individual or family. If there is discrepancy arising amongst housings agreed by the standards and the real condition a deficit or group is acknowledged consequential in dissatisfaction. The mode of response by the resident mostly will be seen in partitions or adding

allowances to get the anticipated space. Some move out to another housing (Osei-Poku *et al.*, 2020).

Galster and Hesser (1981), as well proposed the Psychological construct theory, which says individuals can shape a conceptual appearance of specific features of their housing which can functions as point of reference of their anticipations with that, they liken any other house. Therefore, if the present resident fit in to their standard or set desire, then they are satisfied, and if not so, it ends in dissatisfaction, and it can result into modification of housing prototypes e.g. edition, adjustment of the housing or residential mobility.

In the study of Osei-Poku *et al.*, (2020), these different theories are clearly stated. Housing satisfaction can be measured using questionnaires to the end users (Post Occupancy Evaluation), which looks at some facility elements. One of the elements agreed by Azeez *et al.*, (2016) is living condition which can be certified by the end user. Satisfaction towards living condition means there is no complaint regarding the housing unit which meet the original needs and aspiration of the user. Also housing location is a function that influence satisfaction as it affect users or residents in reacting towards their environment.

Therefore, satisfaction can be measured using relative satisfaction index on facilities elements mentioned by several authors such as Ayodele and Nwagwoke (2021); Osei-Poku *et al.*, (2020); Navarez (2017); Azeez *et al.*, (2016), which group the factors into three subheadings; Physical components, management and service features, social amenities.

Therefore, many studies made use of this approach but further need to look at a relationship between the hostels facilities and the hostel users' satisfaction, if there is any especially with different institutions facilities. It is on this basis that the research evaluates those components that influence users' satisfaction within the hostels.

CHAPTER THREE

3.0

RESEARCH METHODOLOGY

This study is carried out using primary data and secondary data. The research engages a proper or thorough initial recognizance survey to establish the facilities and the details structures and locations involves. After considering several similar studies using resident satisfaction index (RSI), the study therefore takes cognizance of this, and it reflect on the research.

3.1 Source of Data

Data needed for this study are therefore collected from two source which are classified as primary sources and secondary sources.

3.1.1 Primary data

The study made use of primary source of data, and this source of data include the use of oral interview, used of questionnaires on the users of the hostels in Federal University of Technology Minna and College of Education Minna.

3.1.2 Secondary data

The secondary sources of data involve the use of related books, journals, textbooks, magazine and other related materials from online or internets facilities. There are many related authors works that are consulted in the course of this research.

3.1.3 Population of the study and sample size

The sample frame of the study reveal the entire number of the occupants or total numbers of room space for students in the hostels understudy. While the sample size is the unit decided to be used out of the entire population or room space for the study. The fractions taken for the purpose of the study is hereby breakdown below;

Table 3.1 Indicating the room capacity of FUTMinna Bosso Campus

Hostels	No of rooms	Capacity per rooms	Total capacity	Total sample size 1(one) in each room
Male Hostel:				
P	60	6/room	360	60
Q	60	6/room	360	60
Female				
L	16	10/room	160	16
M	10	10/room	100	10
N	16	10/room	160	16
O	10	10/room	100	10
Total	172		1240	172

Field survey 2021

Table 3.2 Indicating the room capacity of FUTMinna Gidan Kwano Campus

Hostels	No of rooms	Capacity per rooms	Total capacity	Total sample size 1(one) in each room
Male Hostel:				
A	84	5/room	420	84
B	84	5/room	420	84
New Hostel	36	2/room	72	36
	36	4/room	144	36
Female				
Shehu Aliyu Female Hostel	68	4/room	272	68
Block C	14	6/room	84	14
D	14	6/room	84	14
E	14	6/room	84	14
F	14	6/room	84	14
G	14	6/room	84	14
PG ROOMS	15	6/room	90	15
New hostel female	36	2/room	72	36
	36	2/room	144	36
Total	465		2,054	465

Field survey 2021

Table 3.3 Indicating the room capacity of College of Education Minna

Hostels	No of rooms	Capacity per rooms	Total capacity	Total sample size
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				1(one) in each room
Prof Muhammad A. D. Male hostel				
Block A	20	6/room	120	20
Block B	20	6/room	120	20
Hajiya Zainab Bello				
Block A	23	6/room	138	23
Block B	35	8/room	280	35
Hajiya Dije Bala				
Block A	10	6/room	160	10
Block B	10	6/room	160	10
Block C	10	6/room	160	10
Block D	10	6/room	160	10
Block E	10	6/room	160	10
Total	148		1,458	148

Field survey, 2021

3.1.3.1 Population of the Study

The total population of students living across the selected hostel is 4,752, on the basis of 1(one) from each room, the total sampled is 785 students. The number of returned questionnaires is 560.

Table 3. 4 Questionnaires Administration

Question	Number of questionnaire	%
Total administered	785	-
Total not returned	225	28.7
Total received	560	71.3

3.2 Sampling Technique

This research made use of a simple random sampling technique. The method is best employed provided the student selected stayed in the room.

3.3 Method of Data Presentation and Analysis

From the questionnaire distributed which are in sections parts. The socio economics elements of users was revealed in the initial part while the succeeding part gave the in-depth views of the respondents in regards to the level of satisfaction with the hostels facilities and services, which are on a 5-point Likert scale of 1 = very dissatisfied to 5 = very satisfied. It is therefore adopted based on the view of Sawyerr and Yusof (2013) and Hassanain (2008) which believe would make the respondent to a precision while attending to questions. Furthermore, data from the questionnaires were analyzed using SPSS and the information on the respondents' demographics were presented as frequencies and percentages while the study utilized mean, relative important index, also making use of analysis of variance between the three locations of the study area (hostels) and pearson chi-square to analyse the data.

Table 3.5 The Measurement Scale for Level of Satisfaction

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

Source: Sawyerr & Yusof (2013)

CHAPTER FOUR

RESULT/ DATA PRESENTATION AND DISCUSSION

This chapter featured the analysis of data collected through the questionnaires during the field survey. This chapter analysed the responses collected from the respondents and interpreted in line with objectives of the study. The study utilized mean, relative important index, and pearson chi-square to analyse the data.

Table 4.1 Demographic Information of Respondents

Study Areas	Demographic Information		Frequency	Percent
Bosso	Gender	Male	45	37.5
		Female	75	62.5
		Total	120	100.0
	Age	Below 18yrs	5	4.2
		19-30yrs	115	95.8
		Total	120	100.0
Gidan kwano	Gender	Male	166	49.0
		Female	173	51.0
		Total	339	100.0
	Age	Below 18yrs	14	4.1
		19-30yrs	325	95.9
		Total	339	100.0
College of education	Gender	Male	5	5.0
		Female	96	95.0
		Total	101	100.0
	Age	Below 18yrs	45	44.6
		19-30yrs	56	55.4
		Total	101	100.0

Source: Field Survey, 2022

The demographic information revealed gender and age composition of sampled respondents across the study areas as presented in table 4.1. In Bosso, 95.8% of the respondents were between the age of 19-30yrs which form the majority while 62.5% of sampled respondents were female students. In Gidan Kwano, 95.9% of the respondents were between the age of 19-30yrs

which form the majority while 51% of sampled respondents were female students. In college of education, 55.4% of the respondents were between the age of 19-30yrs which form the majority while 95% of sampled respondents were female students. By implication, the majority of respondents were matured which comprised female who took their time to objectively give their opinion on the subject matter.

Table 4.2 Ownership of the Hostel, Nature of Management and level of Satisfaction

	Status	Bosso		Gidan Kwano		College of Education	
		Frequency	Percent	Frequency	Percent	Frequency	Percent
Ownership of the Hostel	School authority	116	96.7	320	94.4	97	96.0
	Private individual	1	.8	5	1.5	1	1.0
	joint ownership	3	2.5	14	4.1	3	3.0
	Total	120	100.0	339	100.0	101	100.0
Management of the Hostel	school authority	116	96.7	320	94.4	97	96.0
	estate agent	1	.8	5	1.5	1	1.0
	privatel	3	2.5	14	4.1	3	3.0

	y manage d						
	Total	120	100. 0	339	100. 0	101	100. 0
satisfy with the level of managem ent of the hostels facilities	very unsatisf ied	11	9.2	26	7.7	10	9.9
	not satisfie d	14	11.7	56	16.5	14	13.9
	Undeci ded	28	23.3	87	25.7	26	25.7
	Satisfie d	44	36.7	120	35.4	36	35.6
	very satisfie d	23	19.2	50	14.7	15	14.9
	Total	120	100. 0	339	100. 0	101	100. 0

Source: field survey, 2022



The ownership of the hostel, nature of management and level of satisfaction is presented in table

4.2. 96.7% 94.4% and 96% majority of the respondents claimed that authority of school owned the majority of the hostel, 96.6% 94.4% and 96% majority claimed that the management of the hostels were carried by the authority and 36.7%, 35.4% and 35.6% of the sampled students were satisfied with the management of the hostel facilities.



Figure 4.1 FUTMinna Needs

Assessment Hostel

Figure 4.2 Shehu Aliyu Female Hostel

Figure 4.3 FUTMinna Block B Male Hostel



Figure 4.4 Hajiya Zainab Bello female hostel (COE) Figure 4.5 Hajiya Dije Balla Female Hostel

The figures above (figure 4.1 to 4.5) indicate the side view front views of some of the hostels in the two higher institutions under study. FUTMinna Needs Assessment hostel view shows a recent structure having air conditioning attached to the building while also Shehu Aliyu Female hostel is made up of red bricks, possessing natural cooling effect especially in the afternoon better than cement block wall.

Table 4.3 Quality of the Building Elements in the Hostels

Components	Bosso cronbach's alpha test @0.81)				Gidan Kwano cronbach's alpha test @0.79)				College of Education cronbach's alpha test @0.76)			
	N	Mean	Quality index	Status	N	Mean	Quality index	Status	N	Mean	Quality index	Status
Roof	120	3.21	0.64	Fair	339	3.11	0.622	Fair	101	3.47	0.694	Good
Wall	120	3.34	0.67	Good	339	3.32	0.664	Good	101	3.60	0.72	Very Good

												d
Floor	120	3.34	0.67	Good	339	3.21	0.642	Fair	101	3.44	0.688	Good
Door	120	3.23	0.65	Good	339	3.14	0.628	Fair	101	3.37	0.674	Good
Window	120	3.23	0.65	Good	339	3.25	0.65	Fair	101	3.33	0.666	Good
Painting	120	3.23	0.64	Fair	339	3.50	0.7	Good	101	3.40	0.68	Good
Staircase	120	3.06	0.61	Fair	339	3.33	0.666	Good	101	3.16	0.632	Fair
Toilets	120	3.05	0.61	Fair	339	2.34	0.67	Poor	101	3.27	0.654	Good
Bathrooms	120	3.30	0.66	Good	339	3.47	0.694	Good	101	3.47	0.694	Good
Ceiling	120	3.26	0.65	Good	339	3.53	0.706	Very good	101	3.47	0.694	Good
Ventilation	120	3.26	0.65	Good	339	3.55	0.71	Very good	101	3.44	0.688	Good
Lighting	120	3.02	0.60	Fair	339	3.33	0.666	Good	101	3.35	0.67	Good
Common Room	120	2.97	0.59	Fair	339	2.50	0.6	Fair	101	3.10	0.62	Good
Reading Room	120	3.08	0.61	Fair	339	2.11	0.61	Poor	101	3.18	0.636	Good
Occupancy ratio	120	2.70	0.54	Fair	339	2.30	0.60	Poor	101	2.94	0.588	Good
Noise level	120	2.83	0.57	Fair	339	2.50	0.5	Good	101	3.08	0.616	Good
Average quality index			0.627(62.7%)	Fair	339		.672(67.2%)	Fair			0.663(66.3%)	Good

Source: Field Survey Computation, 2022

The study analyzed the quality condition of the hostel as presented in table 4.3. The building components were rated on 5-point likert scale (Very bad, bad, fair, good and very good) and the responses was tested using Cronbach alpha reliability test. The result revealed that the items maintained high internal consistency at 0.81, 0.79 and 0.76 for Bosso, Gidan Kwano and college of education respectively according to the rule of thumb alpha test more than 0.75 said to have maintained high level of internal consistency among responses. The mean average was used to

determine the quality index and result indicated that average quality index of building components at 0.627 (62.7%) equivalent to fair condition of all building components for Bosso, the average quality index in Gidan Kwano at 0.672 (67.2%) represents fair condition of building components and the average quality index in College of education at 0.663(66.3%) represents good condition of all the building components. It can be deduced that all the building components of hostels across the study areas were in fair condition except in Gidan Kwano where the building components were in good condition.

Table 4.4 Significance of Variability in Quality of Building Element and HSD Test

<i>Source of Variation</i>	<i>SS</i>	<i>Df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Between Groups	0.027109	2	0.013554	3.22867	0.048946	3.204317
Within Groups	0.188915	45	0.004198			
Total	0.216024	47				
(I) factor	(J) factor	Mean Difference (I-J)	Std. Error	Sig.		
Bosso	Kidan Gwano	.01950	.02291	.673		
	College of Education	-.03775	.02291	.236		
Gidan Kwano	Bosso	.0456	.02291	.673		
	College of Education	.0095*	.02291	.042		
College of Education	Bosso	.03775	.02291	.236		
	Kidan	.0095*	.02291	.042		

	Gwano					
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Source: computed from table 4.3

The significance of the variations in quality of building elements of the hostels was tested and the result presented in table 4.4 revealed that there is statistically significant variance in the quality of building elements across the selected hostels (p-value at 0.048946 is less than 0.05 level of significance). The further analysis of honesty significance of difference (HSD) revealed that Gidan Kwano maintained high quality difference with College of Education and then Bosso. In other word, hostel in Gidan Kwano has the highest quality than Bosso campus which both belong to FUTMinna, while Bosso has higher quality than College of Education.





Figure 4.6 Block B Male Hostel Toilet



Figure 4.7 Gidan kwano Female Hostel Toilet

Figure 4.8 Shehu Aliyu Female hostel toilet

Figure 4.9 COE: Hajiya Dije Balla Female

Hostel Toilet

Furthermore, figures 4.6 to 4.9 show some toilet facilities within the sampled hostels. The state of the toilet facilities indicates that FUTMinna Block B and A toilet are in dilapidated state, while FUTMinna Shehu Aliyu hostel indicate water closet (WC) design, still in fair state.

Table 4.5 Condition of the Hostel Facilities

Facilities	Bosso (cronbach's alpha test @0.80)				Gidan Kwano (cronbach's alpha test @0.78)				College of Education (cronbach's alpha test @0.82)			
	N	Mean	Quality Index	Status	N	Mean	Quality Index	Status	N	Mean	Quality Index	Status
Security	120	3.05	0.610	Fair	339	3.14	0.628	Fair	101	3.25	0.65	Good
Electricity Supply	120	3.04	0.609	Fair	339	3.14	0.628	Fair	101	3.17	0.634	Fair

Water Supply	120	2.93	0.586	Fair	339	2.88	0.576	Fair	101	2.90	0.58	Fair
Refuse	120	3.07	0.615	Fair	339	3.02	0.604	Fair	101	3.06	0.612	Fair
Drainage System	120	2.71	0.542	Fair	339	2.77	0.554	Fair	101	2.76	0.552	Fair
Sewage Management	120	2.87	0.575	Fair	339	2.85	0.57	Fair	101	2.91	0.582	Fair
Recreational Facilities	120	3.03	0.607	Fair	339	3.15	0.63	Fair	101	3.21	0.642	Fair
First service	120	3.50	0.700	Good	339	3.42	0.684	Good	101	3.49	0.698	Good
Level of Accessibility	120	3.46	0.693	Good	339	3.43	0.686	Good	101	3.61	0.722	Very good
Average quality index			0.615 (61.5%)	Fair			0.618 (61.8%)	Fair			0.630 (63%)	Fair

Source: field survey computation 2022

The condition of the hostel facilities measured on 5-point likert scale of level of quality (very bad, bad, fair, good and very good) is presented in table 4.5. The result of cronbach alpha reliability test revealed that there is high level of internal consistent among responses provided by the respondents. The overall mean quality index showed that the general condition of facilities in the hostels in Bosso is fair as average quality index at 0.615(61.5%), the mean quality in Gidan Kwano revealed that the condition of facilities is fair at 0.618(61.8%) and the mean quality condition of hostel facilities in College of education at 0.63(63%) showed that the facilities were in fair condition. The condition of the majority of facilities was fair but only two facilities, fire service and accessibility were in good condition.



Figure 4.10 Needs Assessment Hostel space



Figure 4.11 Shehu Aliyu Female Hostel space



Figure 4.12 COE: Prof M. Daniyan Male Hostel



Figure 4.13 FUTMINNA male hostels block B

The Figure 4.10 to Figure 4.13 show room occupancy level. In Needs Assessment Hostel and Shehu Aliyu Female hostel of both FUTMINNA, the room space is quite balance which seems not to be too crowded, Survey and interview as well made it known that there use to be proper check that limit illegal occupants. While in College of Education Minna, Prof Muhammad Daniyan Male hostel shows a level of rowdy capacity with high occupancy ratio.

Table 4.6 Level of Satisfactions with the Hostels Facilities (Physical Features)

Physical Features	Bosso (Cronbach's alpha @0.88)				Gidan kwano (Cronbach's alpha @0.81)				College of Education (Cronbach's alpha @0.86)			
	N	Mean	Satisfactory index	Status	N	Mean	Satisfactory index	Status	N	Mean	Satisfactory index	Status
Finishes	120	3.70	0.741	Satisfied	339	3.76	0.75222	Satisfied	101	3.71	0.74258	Satisfied
Natural lighting levels	120	3.39	0.678	Satisfied	339	3.43	0.68672	Satisfied	101	3.48	0.69702	Satisfied
Room size	120	3.26	0.651	Satisfied	339	3.28	0.65604	Satisfied	101	3.35	0.67128	Satisfied
Location of sanitary areas	120	3.20	0.648	Fairly satisfied	339	3.26	0.6531	Satisfied	101	3.31	0.66336	Satisfied
Level of natural ventilation	120	3.56	0.712	Satisfied	339	3.62	0.72508	Satisfied	101	3.63	0.72674	Satisfied
Number of WC	120	3.47	0.694	Satisfied	339	3.49	0.69912	Satisfied	101	3.45	0.69108	Satisfied

cubicles												
Number of shower cubicles	120	3.37	0.675	Satisfied	339	3.40	0.68024	Satisfied	101	3.42	0.68514	Satisfied
ease of movement	120	3.30	0.660	Satisfied	339	3.34	0.66902	Satisfied	101	3.38	0.67722	Satisfied
Room thermal comfort	120	3.18	0.637	Fairly satisfied	339	3.20	0.6413	Satisfied	101	3.23	0.64752	Satisfied
Artificial light levels	120	3.15	0.631	Fairly satisfied	339	3.15	0.63186	Satisfied	101	3.22	0.64554	Satisfied
occupancy ratio	120	3.43	0.687	Satisfied	339	3.49	0.69852	Satisfied	101	3.59	0.71882	Satisfied
Level of privacy	120	3.26	0.65286	Satisfied	339	3.35	0.6708	Satisfied	101	3.44	0.6891	Satisfied
Average Satisfactory Index			0.672(67.2%)	Satisfied			0.680(68%)	Satisfied			0.687(68.7)	Satisfied

Source: Field Survey Computation, 2022

The level of satisfaction with physical features in the hostels is presented in Table 4.6. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.88(88%), 0.81(81%) and 0.86(86%) higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were satisfied with physical features at average

satisfactory index of 0.672(67.2), 0.68(68%) and 0.687(68.7%) for Bosso, Gidan kwano and college of education respectively.

Table 4.7 Level of Satisfactions with the Hostels Facilities (Social Amenities)

Social Amenities	Bosso (Cronbach's alpha @0.80)				Gidan kwano (Cronbach's alpha @0.78)				College of Education (Cronbach's alpha @0.77)			
	N	Mean	Satisfactory index	Status	N	Mean	Satisfactory index	Status	N	Mean	Satisfactory index	Status
Waiting Room	120	2.55	0.511	Fairly satisfied	339	3.12	0.624	Fairly satisfied	101	2.30	0.46	Not satisfied
Electric power supply	120	2.74	0.549	Fairly satisfied	339	2.50	0.50	Fairly satisfied	101	2.10	0.42	Not satisfied
Water supply	120	2.74	0.548	Fairly satisfied	339	3.20	0.64	Fairly satisfied	101	2.40	0.48	Not satisfied
Availability of facilities for Persons	120	3.03	0.607	Fairly satisfied	339	3.50	0.70	Highly satisfied	101	2.12	0.424	Not satisfied

with disabilities												
Internet/Wi Fi	120	3.08	0.617	Fairly satisfied	339	3.22	0.644	Fairly satisfied	101	2.03	0.406	Not satisfied
Outdoor sports facilities	120	3.01	0.601	Fairly satisfied	339	3.03	0.606	Fairly satisfied	101	3.02	0.604	Not satisfied
Average Satisfactory Index			0.573	Fairly satisfied			0.619	Fairly satisfied			0.465	Not satisfied

Source: Field Survey Computation, 2022

The level of satisfaction with social amenities in the hostels is presented in Table 4.7. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using Cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.80(80%), 0.78(78%) and 0.77(77%) for Bosso, Gidan Kwano and College of Education respectively higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were fairly satisfied with social amenities in Bosso and Gidan Kwano at average satisfactory index of 0.573(57.3%) and 0.619(61.9% respectively. while the average overall performance of facilities in college of education at 0.465(46.5%) is found unsatisfactory .

Table 4.8 Level of Satisfactions with the Management Services of the Hostels Facilities

Management Hotel Facilities	Bosso (Cronbach's alpha @0.82)				Gidan kwano (Cronbach's alpha @0.77)				College of Education (Cronbach's alpha @0.89)			
	N	Mean	Satisfaction index	Status	N	Mean	Satisfaction index	Status	N	Mean	Satisfaction index	Status
Availability and adequacy of firefighting equipment	120	3.04	0.608	Fairly satisfied	339	3.02	0.604	Fairly satisfied	101	3.03	0.607	Fairly satisfied
Frequency of waste disposal	120	3.15	0.630	Fairly satisfied	339	3.12	0.624	Fairly satisfied	101	3.12	0.625	Fairly satisfied
Level of Security	120	3.17	0.635	Fairly satisfied	339	3.10	0.62	Fairly satisfied	101	3.13	0.627	Fairly satisfied
speed of handling residents' complaints	120	3.01	0.601	Fairly satisfied	339	2.99	0.598	Fairly satisfied	101	3.03	0.607	Fairly satisfied
Cleanliness of the toilet	120	3.04	0.608	Fairly satisfied	339	3.02	0.604	Fairly satisfied	101	3.03	0.607	Fairly satisfied
Frequency of maintenance of hall	120	3.15	0.630	Fairly satisfied	339	3.12	0.624	Fairly satisfied	101	3.12	0.625	Fairly satisfied
Cleanliness of the shower	120	3.17	0.635	Fairly satisfied	339	3.10	0.62	Fairly satisfied	101	3.13	0.627	Fairly satisfied
Average Satisfactory Index			0.621	Fairly satisfied			0.613	Fairly satisfied			0.617	Fairly satisfied

Source: Field Survey Computation, 2022

The level of satisfaction with management services in the hostels is presented in Table 4.8. The level of satisfaction was determined on 5-point likert scale (very satisfied, satisfied, undecided, unsatisfied and very unsatisfied). The study carried out reliability test using Cronbach's alpha test and the result revealed that there is high level of internal consistency among the responses at 0.89(89%) higher than 0.7(70%) minimum benchmark recommended by the general rule of thumb for such data to be considered reliable for use. Furthermore, the overall satisfactory index showed that the users were fairly satisfied with management services at average satisfactory index at 0.621(62.1%), 0.613(61.3%) and 0.617(61.7%) for Bosso, Gidan Kwano and College of education respectively.

Table 4.9 Overall Satisfactory Index for Hostel Facilities

	Hostel facilities	Cronbach's Alpha	Satisfactory index	Status
Bosso	Physical Features	0.88	0.672(67.2%)	Fairly Satisfied
	Social Amenities	0.80	0.573(57.3%)	Fairly satisfied
	Management services	0.82	0.621(62.1%)	Fairly satisfied
	Overall Average		0.622(62.2%)	Fairly satisfied
Gidan Kwano	Physical Features	0.81	0.680(68%)	Fairly Satisfied
	Social Amenities	0.78	0.619(61.9%)	Fairly satisfied
	Management services	0.77	0.613(61.3%)	Fairly satisfied
	Overall Average		0.637(63.7%)	Fairly satisfied
College of Education	Physical Features	0.86	0.680(68%)	Fairly Satisfied
	Social Amenities	0.77	0.465(46.5%)	unsatisfied
	Management services	0.89	0.617(61.7%)	Fairly satisfied
	Overall Average		0.587(58.7%)	Fairly satisfied

Source: Computed from Table 4.7

The overall satisfactory index was determined from average indices of physical features, social amenities, and management service is presented in table 4.9. In Bosso, Gidan Kwano and college

of education had cronbach alpha coefficient that is higher than 0.70 minimum benchmark, therefore there is high level of internal consistent indicating high level of reliability on the response. Students in Bosso, Gidan Kwano and College of education hostels were fairly satisfied with the condition of hostels facilities. The overall index at 0.622(62.2%), 0.637(63.7%) and 0.587(58.7%) in Bosso, Gidan Kwano and college of education respectively indicating that the overall level of satisfaction in the hostel facilities across and further revealed that students derived a fair satisfaction from facilities in the hostels. In other word, it can be said that the facilities in the hostels have not been performed maximally to the extent of giving required and expected satisfaction to the users.

Table 4.10 Significance of Variance in Satisfaction Derived from Hostel Facilities

	<i>Source of Variation</i>	<i>SS</i>	<i>Df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Physical feature	Between Groups	0.001482	2	0.000741	0.7016	0.503001	3.284918
	Within Groups	0.03484	33	0.001056			
	Total	0.036322	35				
Social Amenities	Between Groups	0.074093	2	0.037047	9.6385	0.002033	3.68232
	Within Groups	0.057654	15	0.003844			
	Total	0.131748	17				
Management Services	Between Groups	0.000203	2	0.000101	0.6904	0.514154	3.554557
	Within Groups	0.002641	18	0.000147			
	Total	0.002843	20				

Source: Computed from Table 4.6 to 4.8

The result of significance of variance in satisfaction derived from hostel facilities is presented in Table 4.10. The result of analysis of variance was conducted and result showed that the F-statistics at 0.7016 and 0.690 for satisfaction in both physical feature and management services

were not statistically significant at p-values at 0.5030 and 0.5141 were respectively higher than 0.05 level of significance. In other word, there is significant difference in the level of satisfaction derived by the students in both physical features and management services across the study areas. This is as a result of the same leadership style of management employed by the public institution in the management services of the public hostels and physical designs of building features.

Also, the F-statistics at 9.638 for level satisfaction in social amenities was statistically significant at p-value 0.0020 is less than 0.05 level of significant, in other word there is statistical significance difference in the level of satisfaction derived from social amenities in the hostel across the study areas. This can be deduced that the students across the study areas do not enjoy social amenities at the same level, in other word, the social amenities provided across the study areas do not provide the same services and satisfaction to the student across the study areas.

Table 4.11 Analysis of Mixed-Crosstabulation between Condition Hostels Attributes and Satisfaction Level

			Satisfaction					Total
			very unsatisfied	not satisfied	Undecided	satisfied	very satisfied	
Condition	WALL	Count	5	17	25	24	8	79

n Hostel Attributes		% within Condition Hostel Attributes	6.3%	21.5%	31.6%	30.4%	10.1%	100.0%
	ROOF	Count	7	9	16	24	16	72
		% within Condition Hostel Attributes	9.7%	12.5%	22.2%	33.3%	22.2%	100.0%
	FLOOR	Count	2	13	14	18	7	54
		% within Condition Hostel Attributes	3.7%	24.1%	25.9%	33.3%	13.0%	100.0%
	DOOR	Count	5	13	32	26	2	78
		% within Condition Hostel Attributes	6.4%	16.7%	41.0%	33.3%	2.6%	100.0%
	WINDOW	Count	22	10	16	15	3	66
		% within Condition Hostel Attributes	33.3%	15.2%	24.2%	22.7%	4.5%	100.0%
	PAINTING	Count	13	17	11	15	9	65
		% within Condition Hostel Attributes	20.0%	26.2%	16.9%	23.1%	13.8%	100.0%
	STAIRCASE	Count	3	3	12	9	8	35
		% within Condition Hostel Attributes	8.6%	8.6%	34.3%	25.7%	22.9%	100.0%
	TOILET	Count	1	9	11	7	2	30
		% within Condition Hostel Attributes	3.3%	30.0%	36.7%	23.3%	6.7%	100.0%

		s						
	BATHROOM	Count	2	2	2	3	0	9
		% within Condition Hostel Attributes	22.2%	22.2%	22.2%	33.3%	0.0%	100.0%
	CEILING	Count	2	3	1	5	1	12
		% within Condition Hostel Attributes	16.7%	25.0%	8.3%	41.7%	8.3%	100.0%
	LIGHTING	Count	1	0	4	7	0	12
		% within Condition Hostel Attributes	8.3%	0.0%	33.3%	58.3%	0.0%	100.0%
	WAITING ROOM	Count	3	3	2	5	1	14
		% within Condition Hostel Attributes	21.4%	21.4%	14.3%	35.7%	7.1%	100.0%
	READING ROOM	Count	2	1	6	9	4	22
		% within Condition Hostel Attributes	9.1%	4.5%	27.3%	40.9%	18.2%	100.0%
Total		Count	71	104	155	168	62	560
		% within Condition Hostel Attributes	12.7%	18.6%	27.7%	30.0%	11.1%	100.0%

Source: field survey computation 2022

The analysis of crosstabulation presented in table 4.11 showed the level of satisfaction with respect to condition hostel attributes. 30.4%, 33.3%, 33.3%, 33.3%, 41.7%, 58.3%, 35.7% and 40.9% of sampled respondents were satisfied with wall, roof, floor, bathroom ceiling, lighting, waiting room and reading room respectively. 41.0%, 34.3% and 36.7% door staircase and toilet

were undecided or indifference to their level of satisfaction. 33.3% of the sampled respondent were very satisfied with condition of window and 26.2% of the sampled respondents were very satisfied with painting. Summarily, 30% of the overall respondents were satisfied with condition of hostel attributes.

Table 4.12 Relationship between the condition of hostel components and satisfaction

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	688.920 ^a	12	.000
Likelihood Ratio	617.997	12	.000
Linear-by-Linear Association	316.144	1	.000
N of Valid Cases	560		

Source: computed from table 4.8

The result of relationship between the condition of hostel facilities and satisfaction using Pearson chi-square test and linear by linear association is presented in table 4.12. The result revealed that there is significant relationships as the p-value (Asymp. Sig) at 0.000 for both Pearson chi-square and linear by linear association is less than 0.05 level of significance. This further indicates that the condition of hostel facilities is related to level of satisfaction to be derived from the accommodation.

4.1 Summary of Finding

- The ownership structure of the hostels revealed that majority of the hostels were owned by school authority and managed by school authority who provided management services to occupants for their students. Only a few hostels were owned and managed by both individual and private body. The study further found that the condition of the majority of

facilities were fair but only two facilities, fire service and accessibility were also found in good condition.

- The overall level of satisfaction with respect to physical features of the hostels revealed there is fair satisfactory index of 67.2%, 68% and 68.7% for Bosso, Gidan Kwano and college of education respectively across the study areas, This indicate that the level of satisfaction derived from the physical features above average and is said to be maximum. In other word, the functional performance of physical features is to be satisfactory at 67.2% level of performance.
- Also it was further discovered that social amenities in the hostels showed a fairly satisfactory index for Bosso and Gidan Kwano at 61.9% and 57.3% respectively, while in college of education it is found unsatisfied at 46.5% low index. This indicates that the level of satisfaction with respect to social amenities in the hostels provided fair satisfaction to the occupants, in other word, the performance of social amenities in the hostels is fairly satisfactory in Bosso and Gidan Kwano. The study further found that management services rendered in the hostels by the school authority also provided a fair satisfaction to the occupants at satisfactory index of 62.1%, 61.3% and 61.7% for Bosso, Gidan Kwano and college of education respectively.
- The study further found that there is significant relationship between the condition of hostel components and the level of satisfaction. The study further established that the condition of hostel attributes significantly determined the level of satisfaction to be derived from the accommodation.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Conclusion

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

a fair satisfaction to the occupants. The study further deduced that the level of users' satisfaction is significantly associated with the performance and condition of hostel facilities.

The gap in knowledge is that physical attributes derive higher satisfaction than management services and social amenities in the study areas.

5.2 Recommendations

Based on the findings of the study and conclusion provided, following recommendations are provided to address the user satisfaction in the hostel.

- It is therefore recommended that the regular maintenance of hostel facilities is important in improving users' satisfaction in the tertiary institutions. Developing a maintenance plan is strategic to sustainability of real estate investment, thereby it should be encouraged.
- It is recommended that schedule of condition and dilapidation should be carried out regularly in order to check the condition of building facilities.
- Improvement in management services through prompt response to complaints and repairs. This will preserve the value of the hostel and maintain it marketable condition.

5.3 Contribution to Knowledge

The study revealed a trend in which physical features shows more satisfactions than that social amenities and management services. It is expected that a study needed to be conducted in verifying the factors responsible.

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APPENDIX

ASSESSMENT OF USERS' SATISFACTION WITH HOSTEL ACCOMMODATION IN TERTIARY INSTITUTIONS IN MINNA

Being Questionnaires for M.Tech in Estate management and Valuation academic research purpose.

• **Socio-Economics Characteristics**

- What is your name.....
- The age of the respondent.....(a) below 18yrs (b) 19-30yrs (c) 31-60yrs (d) 61yrs and above
- What's your gender? Male Female
- Course of study in the institution.....
- The level/ class of the respondent.....(a) 100Level (b) 200Level (c) 300Level (d) 400Level (e) 500Level (f) others level, please specify

- What is the class of your CGPA.....(a) 0-2.49 (b)2.50-2.99 (c) 3.00-3.49 (d) 3.50-4.49 (e) 4.50-5.00

- **Management and Services**

- Who owns the hostel you occupy (a) School authority (b) Private Individual (c) Joint Ownership
- Who manage the hostel you occupy..... (a) the school authority (b) estate agent?
- Are you satisfy with the level of management of the hostels facilities (a)very satisfied (b) satisfied (c) Undecided (d) not satisfy (e) very unsatisfied

- **Users Assessment of the Hostels**

Q1 Quality of the Building elements in the hostels

Building elements	Very Bad	Bad	Fair	Good	Very Good
1.Roof					
2. Wall					
3. Floor					
4. Door					
5. Window					
6. Painting					
7. Staircase					
8. Toilets					
9. Bathrooms					
10.Ceiling					
11. Ventilations					
12. Lighting					
13. Common Room					
14. Reading Room					
15. Occupancy ratio					
16. Noise level					

Q2. Condition of the hostel facilities

Facilities	Very Bad	Bad	Fair	Good	Very Good
1.Security					
2. Electricity Supply					

3. Water Supply					
4. Refuse					
5. Drainage System					
6. Sewage Management					
7. Recreational Facilities					
8. First service					
9. Level of Accessibility					

Level of satisfactions with the hostels facilities

Attributes	Very satisfied	Satisfied	Undecided	Unsatisfied	Very Unsatisfied
<ul style="list-style-type: none"> Physical Features: 					
<ul style="list-style-type: none"> Finishes 					
<ul style="list-style-type: none"> Natural lighting levels 					
<ul style="list-style-type: none"> Room size 					
<ul style="list-style-type: none"> Location of sanitary areas 					
5. Level of natural ventilation					
<ul style="list-style-type: none"> Number of WC cubicles 					
7. Number of shower cubicles					
8.ease of movement					
9. Room thermal comfort					
10. Artificial light levels					
11.occupancy ratio					
12. Level of privacy					
<ul style="list-style-type: none"> Social Amenities: 					
1.Common room					
2.Electric power supply					
3.Water supply					
4. Availability of facilities for Persons with disabilities					
<ul style="list-style-type: none"> Internet/ Wi Fi 					
<ul style="list-style-type: none"> Outdoor sports facilities 					
(c) Management					

Factors:					
1.Availability and adequacy of firefighting equipment					
2. Frequency of waste disposal					
3.Level of Security					
4.speed of handling residents' complaints					
5. Cleanliness of the toilet					
6. Frequency of maintenance of hall					
7. Cleanliness of the shower					