AN ASSESSMENT OF OCCUPANTS SATISFACTION WITH HOUSING CONDITION IN STAFF QUARTERS OF SHEHU SHAGARI COLLEGE OF EDUCATION (SSCOE) AND UMARU ALI SHINKAFI POLYTECHNIC SOKOTO (UASP)

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ABSTRACT
This study examines the housing satisfaction in the housing facility provided by the Shehu Shagari College of Education (SSCOE) and Umaru Ali Shinkafi Polytechnic, Sokoto (UASP) located in Wamakko Local Government Area of Sokoto State. The housing Condition, the housing facilities' adequacy, and residents' perception of housing satisfaction were assessed. Sixty-seven (67) questionnaires were distributed to the residents of The (SSCOE) and (UASP) staff quarters. A total of forty (40) questionnaires were returned. A simple random sampling technique was used to administer a structured questionnaire, which aided in collecting primary data from the housing occupants. The main aim of this study is to assess the level of residential satisfaction/dissatisfaction perceived by the housing estate residents to raise awareness on the need for better housing for the occupants of these staff quarters and housing policy improvement. The study findings reveal that most of the residents in the study area were dissatisfied with the level of maintenance of their houses poor access to neighbourhood facilities and inadequate supply of good drinking water. As the research indicates, more attention is needed to routine maintenance of facilities, constant supply of water, and provision of good roads in the quarters.

Keywords: Satisfaction, Residential, Institution, Facilities, Occupancy,

INTRODUCTION

Institutional buildings, facilities, and their environment must be rendered with the maximum quality for effective functioning and productivity (Olatunji, 2013). Architects do only receive useful feedback about the performance or workability of completed buildings from clients or users that are satisfied or dissatisfied. Evaluation by the actual users of a building is therefore essential for improving design quality (Ilesanmi, 2010). Ibimilua and Ibitoye (2015) opined that the Housing problem is peculiar to both rich and poor nations as well as developed and un-developing countries. Specific problems are associated with housing worldwide. They include a shortage of housing (qualitatively). Oluwunmi et al. (2012) have affirmed that adequate provision of staff quarter accommodation buildings in a university has notable advantages, such as punctuality to classes as against having to come from outside the university campus, which, most times, is prone to traffic congestion fostering continuous lateness to work. Measuring Housing satisfaction has gone beyond the boundaries of general assumptions, which are limited to physical and structural adequacy (Jiboye, 2009).

Recent studies on residential satisfaction in Malaysia also focus on public housing, which includes (Mohit *et al.,* 2010; Salleh *et al.,* 2011; Teck-Hong, 2012; Sam *et al.,* 2012). It

has been observed that, in developing countries, most of the public and private housing projects failed largely due to the non-consideration of the occupants' requirements or what satisfies their residential requirements (Jiboye, 2012). None of the housing satisfaction studies in Nigeria has attempted to investigate the level of household satisfaction with staff quarters, even with the increasing attention on the sector, particularly in Sokoto state. Housing or residential satisfaction research is generally low in the Nigerian context; the few available studies include (Magnus, 2007; Amole, 2009; Jiboye, 2009, 2012; Ibem and Amole, 2012; Clement and Kayode, 2012; Oluwunmi *et al.,* 2012).

This research aims to determine residential satisfaction with the College of Education and Umaru Ali Shinkafi Polytechnic Sokoto staff housing quarters in Sokoto, Nigeria. To achieve the aim, the following objectives were formulated;

   i.   To evaluate the interior and exterior spaces of the COE and UASP quarters, knowing the things that determine the level of the occupant's satisfaction/dissatisfaction
  ii.   Examine the resident's satisfaction with housing and life in the selected housing estate and the factors that influenced it.
 iii.   To evaluate the level of maintenance received in the staff quarters

The findings can be used for policy improvement within the development control parameters. Housing also includes water, power, roads and good internet facilities.

LITERATURE REVIEW
Residential Satisfaction
Residential satisfaction is a reflection of "the level to which (the inhabitants or occupants) observed (that their housing) is helping them to achieve their set goals." It refers to individuals' evaluation of the conditions of their current residential environment, subject to their needs, anticipation and accomplishments (Jiboye, 2011). According to Salleh (2008), theories on residential satisfaction are based on the notion that residential satisfaction is a measure of the difference between occupants' actual and desired housing and neighborhood situations whose judgments are based on their needs and aspirations. Satisfaction with their residential conditions shows the absence of complaints as their needs meet their aspirations. Contrarily, they will likely feel dissatisfied if their housing and neighbourhoods do not meet their residential needs and aspirations.

Interior and exterior appearance
Appearance is one of the most critical aspects of building performance. It pertains to the occupants' aesthetic perception of the building. Common problems that affect exterior walls are color fading, moisture and wind infiltration, spelling, buckling, delaminating, cracking, cleanability, and erosion. The quality of construction and selection of building materials should be compatible with and complement the existing physical environment (Sanni-Anibire and Hassanain, 2016).

METHODOLOGY

A simple random sampling technique was used to administer a structured questionnaire, which aided in collecting primary data from the housing occupants. The study population in this research is the total number constituting the target group defined in the study's objective.

The instrument used to collect data for this study is a questionnaire. A questionnaire is a research instrument consisting of a series of questions and other prompts to gather information from respondents. The study will involve data collection from both primary and secondary sources. As a survey research, questionnaires were drafted and administered to the residents of the Shehu Shagari College of Education and Umaru Ali Shinkafi Polytechnic Staff Housing quarters in Sokoto to measure the perception of the housing satisfaction of the residents there. A 5-point Likert scale was used to measure the level of the various components of residential satisfaction. This ranges from 1) very satisfied, 2) satisfied, 3) neutral, 4) dissatisfied, and 5) very dissatisfied.

Table 1: Questionnaires Distributed

S/No	Area	Target population	No of questionnaires administered	No of questionnaires Retrieved	% questionnaires retrieved
1	SSCOE	40	33	19	47.5
2	UASP	40	34	21	52.5
	Total	**80**	**67**	**40**	**100**

Source: Field Survey, (2024).

Table 2: Length of Stay in the Residence

Length of stay in the Residence	Frequency	Percent (%)
0-6 Months	5	12.5
1-2 Years	8	20.0
3 + Years	19	47.5
7-12 Years	8	20.0
Total	**40**	**100.0**

Source: Field Survey, (2024).

The results from Table 2 and Figure 2 suggest that the respondents had lived in their current residences for a reasonable period and thus can provide reliable data on their satisfaction levels with their current housing environment.
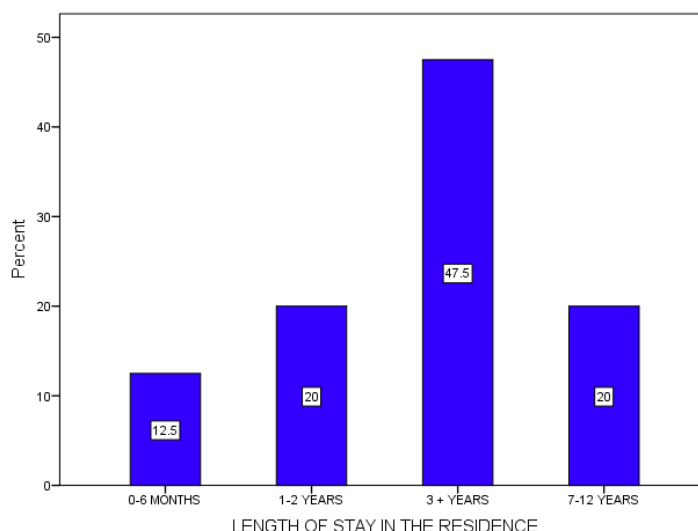
Figure 2 Length of Stay in the Residence

Table 3: Condition of Apartment When Residence First Moved in

Condition of Apart When Residence First Moved in	Frequency	Percent
Very Poor	10	25.0
Poor	19	47.5
Average	10	25.0
Good	1	2.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 3 reveals that a large portion (47.5%) of the residents are of the view that the condition of their apartments was relatively poor when they first moved in. (25%) of the residents are of the view that that the condition of their apartment was deplorable when they first moved in. another (25%) of the residents are of the think that the condition of their apartment was fair when they first moved in. The results from the analysis reveal that the houses were in bad condition when the residents moved in.

Table 4: Level of resident's satisfaction with maintenance over the past 24 months

Level of satisfaction with maintenance	Frequency	Percent (%)
Very Dissatisfied	11	27.5
Dissatisfied	21	52.5
Neutral	5	12.5
Satisfied	2	5.0
Extremely Satisfied	1	2.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 4 and Figure 4 indicate that most of the residents (52.5%) are dissatisfied with the level of maintenance they received over the past 24 months. Next to this is (27.5%) Who were very

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dissatisfied? (12.5%) of the respondents who perceived it as being neutral, (5%) were satisfied with the level of maintenance, while (2.5%) were delighted. The results suggest that the occupants of the staff quarters are generally dissatisfied with the level of maintenance carried out on their property over the last 24 months.
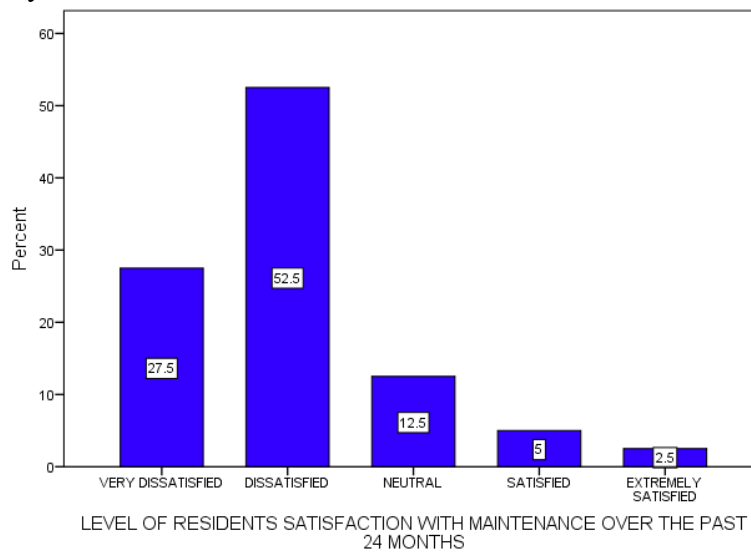

Figure 4: Level of Residents Satisfaction with Maintenance Over the Past 24 Months

Table 5: Overall Satisfaction with Present Apartment Community

Overall Satisfaction with Present Apartment Community	Frequency	Percent
Very Dissatisfied	9	22.5
Dissatisfied	12	30.0
Neutral	16	40.0
Satisfied	3	7.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 5 indicates that the highest portion of the population (40%) were neutral about the overall satisfaction observed in their present apartment community (22.5%) were very dissatisfied, (30%) were dissatisfied. In comparison, a small fraction (7.5%) were satisfied with the overall satisfaction with their present apartment community.

Table 6: General State of Water Supply

Water Supply	Frequency	Percent (%)
Very Irregular	16	40.0
Irregular	11	27.5
Neutral	8	20.0
Regular	5	12.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 6 shows that a good proportion (40%) of the respondents observed a very irregular water supply. Next to this is (27.5%) of the respondents thought they observed irregular water supply.

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(20%) the respondents were neutral on the general state of the water supply, while (5%) claimed that the general state of the water supply was neutral.

Table 7: General State of Electricity Supply

Electricity Supply	Frequency	Percent (%)
Very Poor	1	2.5
Poor	2	5.0
Average	7	17.5
Good	21	52.5
Very Good	9	22.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

The analysis from Table 7 revealed that (50%) of the respondents believed that the general state of the electricity supply was good, while (22.5%) perceived it as very good. (17.5%) of the respondents indicated that the general state of electricity supply was average. (5%) indicated that the general state of the electricity supply was poor. A small fraction (2.5%) viewed the general state of electricity supply as very poor.

Table 8: Conditions of Roads in Staff Quarters

Conditions of Roads	Frequency	Percent (%)
Very Poor	9	22.5
Poor	22	55.0
Average	6	15.0
Good	2	5.0
Very Good	1	2.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 8 reveals that a majority (55%) of the residents perceived the condition of roads in the quarters to be poor, while (22.5%) claimed that the condition of roads was deplorable. Although (15%) indicated that the condition of the roads was average, about (5%) of the respondents perceived the conditions of the roads to be good. A small fraction of the respondents believe that the condition of roads in the quarters was excellent.

Table 9: Level of Satisfaction with Refuse Disposal/Management in the Quarters

Satisfaction with Refuse Disposal/Management	Frequency	Percent (%)
Very Dissatisfied	3	7.5
Dissatisfied	7	17.
Fairly Satisfied	17	42.5
Satisfied	13	32.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

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Analysis of Table 9 reveals that (42.5%) are pretty satisfied with the level of refuse disposal/management in the quarters, (32.5%) of the respondents were satisfied with the level of refuse disposal/management, (17.5%) of the respondents were dissatisfied with the level of reuse disposal/management in the quarters, (7.5%) of the respondents were very dissatisfied with the level of refuse disposal/management in the quarters.

Table 10: Level of Security in the Quarters

Security	Frequency	Percent (%)
Very Poor	3	7.5
Poor	3	7.5
Average	15	37.5
Good	19	47.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 10 reveals that a majority (47.5%) perceived the level of security in the quarters as good, while (37.5%) thought that the level of security in quarters was average. (7.5%) indicated that the level of security in the quarters was poor. (7.5%) of the respondents also thought that the level of security in the quarters was inferior.

Table 11: Residents Perception of the Sizes of Spaces in Their Apartments (Kitchen)

Sizes of Spaces in Their Apartments (Kitchen)	Frequency	Percent (%)
Very Poor	5	12.5
Poor	12	30.0
Fair	19	47.5
Good	3	7.5
Very Good	1	2.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 11 reveals that (47.5%) perceived the size of their kitchen as fair. Next to this is (30%) who perceived the size of their kitchen as poor, (12.5%) who indicated it was inferior. (7.5%) of the respondents indicated it was good. However, a small fraction (2.5%) of the sample indicated it was perfect.

Table 12: Residents Perception of the Sizes of Spaces in Their Apartments (Bedroom)

Sizes of Spaces in their Apartments (Kitchen)	Frequency	Percent (%)
Very Poor	1	2.5
Poor	11	27.5
Fair	23	57.5
Good	4	10.0
Very Good	1	2.5
Total	**40**	**100.0**

Table 12 reveals that (57.5%) perceived the size of the bedroom as fair. Next to this is (27.5%) who perceived the size of their bedroom as poor, (10%) who indicated it was good. (2.5%) The respondents also indicated that it was perfectperfect. However, a small fraction (2.5%) of the sample indicated it could have been bettercould have been better.

Table 13: Residents Perception of the Sizes of Spaces in Their Apartments (Sitting Room)

Sizes of Spaces in Their Apartments (Sitting Room)	Frequency	Percent (%)
Very Poor	2	5.0
Poor	3	7.5
Fair	20	50.0
Good	13	32.5
Very Good	2	5.0
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 13 reveals that (50%) perceived the size of the sitting room as fair. Next to this is (32.5%) who perceived the size of their sitting room as good, (7.5%) who indicated it was poor. (5.0%) of the respondent also indicated that the size of their sitting room was perfect, and another (5%) indicated it was inferior.

Table 14: Ventilation in Residents Apartments

Ventilation	Frequency	Percent (%)
Poor	1	2.5
Average	10	25.0
Good	22	55.0
Very Good	4	10.0
Perfect	3	7.5
Total	**40**	**100.0**

Source: Field Survey, (2024).

Table 14 reveals that (55%) perceived the ventilation in their apartment as good. Next to this is (25%) who perceived the ventilation in their apartment as being average, (10%) who indicated it was perfect. (7.5%) of the respondents indicated it was perfect. However, a small fraction (2.5%) of the sample claimed it needed improvement. The results reveal the residents are satisfied with the ventilation they receive in their apartments.

SUMMARY OF FINDINGS

i.   This study has shown that most of the residents in the study area staff Quarters were dissatisfied with the level of maintenance in their houses, as the houses have not beenbeen maintained for a long time.

ii.   The study areas staffs have observed poor access to neighbourhood facilities and inadequate supply of good drinking water as the primary sources of dissatisfaction among the residents in the study area.

iii.   The study also revealed that the residents are generally satisfied with the level of electricity supply. Therefore, everything being equal, this situation may have adversely affected the residents in both SSCOE and UASPS.

CONCLUSION

This study examined the housing satisfaction of Shehu Shagari College of Education and Umaru Ali Shinkafi Polytechnic Sokoto staff quarters. The findings showed that occupants are generally unsatisfied with the quality of housing facilities, as the need more security, were there factors are considered. Furthermore, facilities maintenance, constant water supply and provision of good roads in the quarters are all in bad states. The study revealed that water quality, air quality, electricity supply, structural condition of buildings and other significant indicator of environmental quality are excellent in housing quarters in the study area. Furthermore, it is diwasovered that numbea r of occupants, power supply, size of bathroom, housing design and size of toilets are majorsignificantors influencing staffstaffsfaction with their housing quarters in the study area.

RECOMMENDATIONS

Based on the significant findings in the study, the following recommendations are proffered as policy guidelines for the improvement of staff housing conditions and satisfaction levels in the study area:

i.   The study suggests that Housing Quarters constructed in the study area can be enhanced throuby providingc social amenities and infrastructural facilities in the housing quarters.

ii.   It is suggested that relevant authorities in tertiary institutions housing developers should continue to improve the quality of dwelling units they produce by ensuring that houses are designed and constructed to provide adequate security, privacy, thermal and visual comfort for the occupants. More attention is needed in the area of routine maintenance of facilities, constant supply of water and provision of good roads in the quarters as the result of the research indicates.

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APPENDIX

Umaru Ali Shinkafi Polytechnic Sokoto, Nigeria