Factors Influencing Users' Satisfaction in Public and Private Estate in Lagos, Nigeria

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Abstract

The study was a post-occupancy evaluation aimed at weighing occupants' satisfying factors in selected private and public residential estates; questionnaire administration was employed; and housing variables were identified from previous studies. Extracted from the representative sample table developed by "The Research Advisors", 346 respondents were administered with questionnaires; the response rate was 285. The mean score was used in weighing occupants' satisfying factors in the estates. Generally, the private housing estate residents were found to derive better satisfaction from the physical and social elements than the residents of public housing estates. Recommendation is that, building projects for low and middle-income earners should accord priority attention to "shopping malls, educational, recreational, healthcare facilities and other public infrastructure; in addition to routine maintenance of facilities, regular collection of refuse, constant supply of water and electricity in the estates; as well as promotion of incremental construction.

Keywords: housing, public, private, satisfaction, users

Introduction

From time immemorial, a home has been the priority of individuals, the family and the community; and there were needs to identify a place to rest at the end of a day's toil. The cave provided a resting place for the primitive man. Development later included communal accommodation constructed by all and sundry with the materials in the nearest neighborhood (Wahab, 1991). This indicates that, accommodation has advanced from just a resting place to a more sophisticated setting structured to satisfy its users. Users' satisfaction has been a subject of investigation by scholars, various interest groups and researchers in the field of housing. It has been viewed as an assessment of the extent to which the current housing environment of residents met their needs, expectations and aspirations (Mohit, Ibrahim, & Rashid, 2010). Therefore, several existing studies (Liu, 1999; Salleh, 2008) on the subject are devoted to the assessment of the extent to which people are satisfied or dissatisfied with their housing estate conditions, while others (Galster, 1987; Jiboye, 2010; Jaafar, Hasan, Mahamad, & Ramayah, 2006; Salleh, Yosuf, Salleh, & Johari, 2012) focus on the factors that influence users' satisfaction in different countries.

Ibem and Aduwo (2012) explained that the provision of satisfactory housing that meets government prescribed standards of quality and users' needs, expectations and aspirations has always been the goal of every housing estate in Nigeria. The UN-HABITAT (2006) report however noted that in the past few decades, despite governments' laudable efforts, housing estate failed to achieve the goal of satisfying its users' expectations, given the present state of housing estates in the country. In view of this, Fatoye and Odusami (2009) suggested that for the housing sector to improve the quality of housing estate it produces, it must explore and understand users' needs and expectations as well as the extent to which such needs and expectations are met through regular performance evaluation. Teck-Hong (2011) shared similar view by noting that one possible way to meet households' housing needs is to examine factors which account for users' satisfaction or dissatisfaction using their housing conditions for appraisal. These views no doubt underscore the need for studies on users' satisfaction in the quest to provide housing estates that will be able to meet the daily needs, expectations and preferences of the occupants. For most nations, housing commands a larger share of the household budget than any other good or service consumed (Sylvia & Kinsey, 2002). Generally, the top bracket of high income earners lives in very expensive houses on spacious plots and has adopted styles of living characteristics of colonial administrators. These include top civil servants (policy formulators), employees and entrepreneurs in the private sectors who use their often inappropriately acquired positions and/or wealth from exploitation of the majority to obtain these high standards of accommodation (Olateju, 1991). Privately developed residential buildings are cheaper because these adopt less expensive standards and more related to the affordable rents of the low income groups (Federal Ministry of Works and Housing, 2008). Nevertheless,

with the huge expenditure requirement on housing, it is pertinent to give users' satisfaction preferential and priority attention. However, very little is known about the utility derived from different characteristics of housing by users.

Consequent upon these, the present study deemed it necessary to consider how certain housing attributes contribute to the satisfaction users derive in selected estates in Lagos state.

Review of Literature

Studies on residential satisfaction promote better understanding of the key sources of satisfaction and dissatisfaction among residents; factors influencing their satisfaction levels; as well as how residents are most likely to react in the event of dissatisfaction with the housing conditions. Information on satisfaction derivable from housing is important in informing housing policy and planning intervention (Fang, 2006). Several researchers have investigated the extent to which residents are satisfied with their housing units, neighbourhood (social, economic, physical) environment and management aspects of public housing in the different countries. For example, Liu (1999) investigated residential satisfaction among residents of public housing in Hong Kong and found high level of dissatisfaction, especially with maintenance and cleanliness of the estates, integrity of the building envelope and access to public transport. In South Korea, Ha (2008) observed that about 51 percent of the residents of social housing in that country were generally satisfied with their housing

conditions. The residents were satisfied with the availability of some neighbourhood facilities such as healthcare, shopping, banking facilities and post office, but were dissatisfied with parking facilities and landscaping in the estates. Mohit and Azim (2012) also showed that a majority of the residents in public housing in Hulhumale, Maldavies, were slightly satisfied with their present housing situation, but the satisfaction levels were higher for services and public facilities than physical space within the dwelling units and social environment of the housing estates. Elsewhere in Malaysia, Mohit, Ibrahim, and Rashid (2010) revealed that residents in newly constructed public low-cost housing in Kuala Lumpur were moderately satisfied with their housing conditions, but were most and least satisfied with housing unit support services and social environment of the estates, respectively. In Nigeria, Ukoha and Beamish (1997) investigated housing satisfaction amongst the residents of public housing in the Federal Capital Territory-Abuja, and found out that they were satisfied with the neighbourhood facilities but dissatisfied with the physical and spatial characteristics of buildings and the general management of the housing estates. A recent survey by Clement and Kayode (2012) showed that there was a high rate of satisfaction with the proximity to worship centres and adequacy of size of living room than satisfaction with proximity to recreation areas and healthcare facilities amongst the residents of public housing in Ondo State. Other studies (Jiboye, 2009; Ilesanmi, 2010) however showed that the residents in public housing in Lagos (the former federal capital of

Nigeria) were most satisfied with housing unit characteristics and least satisfied with the layout of the estates, access to public facilities and services. Jiboye (2009) corroborated above highlighted finding of Ukoha and Beamish (1997) by noting that the residents of public housing in Lagos were dissatisfied with management of the housing estates. Also in Abeokuta the capital of Ogun State, Ibem and Amole (2012) revealed that 59 percent of the residents of public core housing were satisfied with their housing conditions, and that satisfaction levels were higher for housing unit characteristics and management of the estate compared to access to neighborhood facilities and service. It can be concluded from these studies that the residents of public housing in the different countries have been satisfied or dissatisfied with the different aspects of their housing environment. Indeed, these studies show that residential satisfaction is a highly contextual construct, which partly depends on the manner in which the objective characteristics of the residential environment are perceived by the residents who are the evaluators.

Study Area

The study was conducted in Lagos State. The state can arguably be regarded as the centre for economic activities in Nigeria, and indeed West Africa. Lagos lies on latitude 6.27°N and longitude 3.28°E. Its metropolitan district occupies the Lagos Island and part of the mainland. It is a small state with a population of over 16 million (National Population Commission, 2009) on a land area of 3,577sq.km making it the sixth populous in

the world and the second largest city in Nigeria and one of the most populous cities in Africa. Being the industrial as well as commercial centre of the country, the city has a high population density and abundant economic opportunities, which in turn has led to over utilization of available utilities, resources and high rate of construction projects such as (private and public) housing estates.

Lagos has a high volume of construction activities as well as a large concentration of residential housing estates of various categories (low-cost housing/luxury estates). Many housing estates are present in Lagos state which is set basically to satisfy their users' at the time of completion. The high demands for residential, institutional, recreational buildings, etc. within the state have necessitated it been the choice area for the research study. Proximity and time available to undertake the research work has also prompted and/or influenced selection of this area for the study.

Three private and three public estates in Lagos state were selected for this study. Found in the estates are different housing types namely: detached, multiple housing, semi-detached and block of flats. Below are brief descriptions of each of the estates studied:

Abesan low-cost housing estate, in Mosan-Okunola Developing Council, Ipaja, has features that made it attractive. The estate constructed by the first civilian governor of Lagos State Alhaji Lateef Jakande, is riddled with failed roads, flooded streets, and sickening odour from leaking sewage tanks, putting residents at a high risk of a cholera outbreak.

Wemabod privately owned medium-cost housing estate, in Ikeja local council, Ikeja, is an attractive estate with very good maintenance policies which are usually adhered.

Gowon Estate in Egbeda, Mosan-Okunola local council development area of Lagos State could conveniently pass as a high brow residential area and was therefore much sought after by many Nigerians. It was one of the estates set up during the leadership of Military Head of State Nigeria, General Yakubu Gowon to house participants during the world Festival of Arts and Culture, FESTAC, in 1977. It retains lots of its distinctive features which make it heavily sought by middle class citizens.

Omole phase I Estate, in Ojodu area of the state is a public-schemed high-cost housing estate with associations to maintain the ways of users' of the estates. Located about six kilometers west of Ikeja, Omole Phase I and II are private estates inhabited by a small number of rich people. They offer decent accommodation and superb facilities ranging from public parks to street lighting, paved sidewalks and good roads as well as good security and maintenance services.

Omole Phase II is a Government Reserved Residential Area in Lagos State of Nigeria. Omole phase II was created during the administration of General Mobolaji Johnson as the military governor of Lagos state in 1975. The land mass was formerly used for agricultural purposes. Omole phase II is bounded by Berger, Isheri-Olowora and the Lagos-Ibadan Expressways; it is located about six kilometers west of Ikeja, the Capital city of Lagos State. Omole phase II is a quiet and peaceful estate with beautiful layout and houses. Many real estate investors prefer phase II to phase I because the closeness of Lagos-Ibadan express way helps to minimize traffic jam. It has several facilities which serve the inhabitants of the community.

Iponri estate, which is opposite Alaka, is better in terms of environment. The estate was built as low cost housing scheme for people of the state by the government. The buildings are still in good shape and better maintained.

Methodology

Post occupancy evaluation was the approach of the study. The targeted population comprises mainly occupants of buildings in the estates for more than one year. For Iponri estate, the blocks of flats are 153 units. Each contains a total number of 6 flats thus bringing the number of household to 918. Abesan estate, the blocks of flats are 285 units and each contains a total of 6 flats thus bringing the number of households to 1710. Gowon estate, the blocks of flat s are about 120 units and each contains a total of 12 flats thus bringing the number of household to 1440. Omole phase I, and II, the houses are 327, 121 semi-detached, and 206 detached duplexes, thus bringing the number of household to 448. In Wemabod industrial housing estate, the semi-detached duplexes are 87 units, detached houses are 79units, thus bringing the number of households 253.

We have a combined total population of 4769 number of households representing the sampling frame of all the residential properties in the selected study areas.

Extracted from the representative sample table developed by The Research Advisors (2006) at 95% confidence level and 0.05 sampling error, we have a sample size of 346. In order to weigh occupants' satisficing factors in the selected residential estates, housing variables were identified from previous studies. Questionnaires were distributed to the 346 expected respondents. The questionnaire is a 5-point likert scale questions with scaling namely: very dissatisfied = 1, dissatisfied = 2, not applicable = 3, satisfied = 4, very satisfied = 5 was used. Some questionnaires were collected on the day of administering them largely in Abesan and Gowon estate. Some were collected at the gate posts of the respondents and some at the respondents' offices mainly in Victoria Island. A total of 285 questionnaires were retrieved and used for analysis.

Discussion of Results

The data analysis is divided into two main segments i.e. questionnaire survey results and analysis of data collected from the source documents. In realizing the purpose of this study, descriptive and inferential statistics were utilized to analyze the sampled data collected from the field. Furthermore, tables were used for the presentation of data to facilitate understanding.

The analysis centers on the research instrument which is structured to reflect the purpose and objective of the study. The first part identifies the demographic data of the respondents. The second part of the structured questionnaire evaluates the various characteristics of the estate hence, using this to identify the occupants' satisfying factors in the selected residential estates. The study also weighs the level of satisfactions derived from physical/social attributes by users.

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Table 1: *Ranking of Users' Satisfaction with Physical Characteristics in the Estates*

Physical Characteristics	N	Sum	Mean	Std. Deviation	Variance	Rank
AESTHETICS	285	4872	3.42	-	-	4th
Building height	285	1011	3.55	1.142	1.305	1
Entrance/lobby design	285	975	3.42	1.084	1.174	2
External appearance	285	972	3.41	1.176	1.384	3
Colour of the building	285	966	3.39	1.236	1.527	4
Building form	285	948	3.33	1.246	1.552	5
USE OF SPACE	285	9030	3.52	-	-	3rd
Floor to ceiling height	285	1107	3.88	.894	.800	1
Proportion of windows/walls	285	1074	3.77	.936	.876	2
Size of flat	285	1029	3.61	1.119	1.253	3
Vertical circulation	285	1029	3.61	.888	.788	3
Horizontal circulation	285	999	3.51	.963	.927	5
Adequacy of car parking space	285	972	3.41	1.112	1.236	6
Space utilization	285	963	3.38	1.050	1.102	7
Adequacy of refuse disposal	285	945	3.32	1.061	1.125	8
Adequacy of landscaping area	285	912	3.20	1.054	1.111	9
BUILDING ENCLOSURE	285	8097	3.55	-	-	2nd
Structural integrity	285	1050	3.68	.899	.808	1
Electric fitting (no of sockets and positions)	285	1038	3.64	1.077	1.160	2
Orientation of Flat	285	1023	3.59	.948	.898	3
Windows (material and water tightness)	285	1020	3.58	1.034	1.069	4
Durability of external building finishes	285	999	3.51	1.143	1.307	5
Sanitary fittings (no of hand basins and water closet)	285	993	3.48	1.134	1.286	6
View from window	285	987	3.46	.894	.799	7
Water tightness from rain	285	987	3.46	1.115	1.242	7
HEALTH (PERSONAL & ENVIRONMENT)	285	5151	3.61	-	-	1st
Adequacy of natural ventilation	285	1083	3.80	.960	.921	1
Adequacy of daylight distribution	285	1080	3.79	.930	.864	2
Water quality	285	1062	3.73	1.001	1.002	3
Cleanliness of public area	285	963	3.38	1.118	1.250	4
Acoustic quality	285	963	3.38	1.118	1.250	4
LOCATIONAL CHARACTERISTICS	285	5448	3.19	-	-	5th
Appropriateness of site for erection of residential building	285	1059	3.72	.927	.859	1
Availability of convenience store/ markets	285	1002	3.52	1.077	1.159	2
Ease of access by public transport	285	987	3.46	.994	.989	3
Uninterrupted water supply	285	876	3.07	1.192	1.421	4
Postal services	285	825	3.89	.828	.686	5
Uninterrupted power supply	285	699	3.45	1.095	1.199	6

Table 1 shows the mean score of the physical characteristics influencing the satisfaction of residents in housing estate with health (personal and environmental) having the highest aggregated mean score average of 3.61. Under the subdivision of the health, adequacy of natural ventilation in flat has 3.80 means score average; and closely following is adequacy of daylight distribution in flats, the quality of water; while least ranked is acoustic quality with cleanliness of public areas.

On the aggregate, building enclosure ranks second with a mean score of 3.55; while the structural integrity as a subdivision ranks first with a mean score of (3.68). Other variables listed according to their decreasing mean score are: electrical fittings (3.64), orientation of flats (3.59), windows materials/water tightness (3.58), and durability of external building finishes (3.51), sanitary fittings (3.48) and water tightness from rain with a mean score average of 3.46.

The third in rank on aggregated mean is the use of space which shows that residents' are satisfied with the floor to ceiling height within most estates; while there is expression of acceptance for the size of flat/stairway. Least satisfactory among these physical characteristics is adequacy of landscaping area. Another physical characteristic of note is the aesthetics of the estate which has an aggregated mean score of 3.42.

Table 2: *Ranking of Users' Satisfaction with Social Characteristics in the Estates*

Physical Characteristics	N	Sum	Mean	Std. Deviation	Variance	Rank
ATTITUDE TO MAINTENANCE FACILITIES	285	4746	3.33	-	-	4th
Waste disposal through LAWMA, truck pushers or others	285	1023	3.59	.902	.813	1
Type of maintenance in place	285	981	3.44	1.055	1.114	2
In-house/outsourcing of maintenance	285	948	3.33	1.063	1.129	3
Frequency of maintenance	285	933	3.27	1.139	1.298	4
General Painting	285	861	3.02	.581	.338	5
EDUCATIONAL STATUS OF RESIDENTS	285	2838	3.32	-	-	5th
Local/International education	285	1005	3.53	.846	.715	1
Class of referee	285	942	3.31	.601	.361	2
Ordinary national level	285	891	3.13	.621	.385	3
SAFETY AND SECURITY	285	4557	3.20			6th
Security measures of the building to control trespassers	285	1032	3.62	.898	.807	1
Security provisions of flat	285	954	3.35	1.114	1.242	2
Lighting level of public areas	285	909	3.19	1.201	1.443	3
Fire services system	285	840	2.95	1.139	1.297	4
Adequacy of escape routes in case of fire	285	822	2.88	1.143	1.307	5
SOCIAL NEEDS	285	5442	3.18	-	-	7th
Privacy from neighbors	285	987	3.46	1.096	1.200	1
Nurseries and child care centres	285	954	3.35	.983	.967	2
Social and recreation centres	285	927	3.25	.996	.992	3
Anti-crime measures	285	921	3.23	1.012	1.024	4
Special requirement for disabled	285	843	2.96	.952	.907	5
Elderly centres	285	810	2.84	.746	.556	6
ECONOMIC STATUS OF CO-RESIDENTS	285	2115	3.71	-	-	1st
Location of apartment	285	1071	3.76	.972	.945	1
Type of house being occupied	285	1044	3.66	.891	.795	2
COMMUNITY INVOLVEMENT	285	2028	3.56	-	-	2nd
Stakeholders meeting	285	1026	3.60	.788	.621	1
Monthly contribution to maintain facilities	285	1002	3.52	1.037	1.075	2
MISCELLANEOUS FACTORS	285	2919	3.41	-	-	3rd
Maintenance of residential block	285	1047	3.67	1.063	1.129	1
Density of population within the estate	285	957	3.36	1.047	1.097	2
Maintenance of public areas	285	915	3.21	1.125	1.265	3

Table 2 shows the mean score of the social characteristics influencing the satisfaction of residents in housing estate. Most ranked of the social characteristics is

economic status of co-residents with a mean score of 3.71; followed by community participation with a mean score of 3.56. Ranking third is miscellaneous social factors with a mean score of 3.41. Other characteristics are listed according to their descending mean score namely: attitude to maintenance of facilities (3.33), educational status of residents (3.32), safety and security (3.20) and social needs of residents in the estate (3.18).

Conclusion and Recommendation

Finding from physical variables that influence users' satisfaction in the present study indicates that the residents are fairly satisfied with the aesthetics of the estate; while they are doubtful of locational characteristics.

In the case of social variables that influence users' satisfaction, inference that could be drawn from the analysis is that majority of residents are fairly satisfied with their respective choices of estate selected as a home of residence following the fact that the type/class of house being occupied as well as the location of the apartment are satisfactory with mean score 3.76 and 3.66 respectively. Also, residents are satisfied with the community participation/involvement in stakeholders meetings held in the estate as well as the contributions made towards maintenance of facilities. The population of residents within the estate, maintenance of public areas and maintenance of residential blocks are considered as satisfactory. Attitude to maintenance of facilities which includes such activities as the type of maintenance measures, frequency of maintenance of

facilities, class of maintenance, waste disposal management and general painting of estate are all classed as not been considered by residents in expressing their level of satisfaction. The table further shows that educational status of residents are not considered in determining the level of satisfaction while safety and social needs are ranked least with very less level of satisfaction.

Generally, the private housing estate residents were found to derive better satisfaction from the physical and social elements than the residents of public housing estates.

In conclusion, there is a need for all stakeholders to contribute towards improving residential estates. This improvement entails appreciating both physical and social characteristics influencing users' satisfaction in residential housing estate. The study has shown that most of the residents in private and public housing estates constructed in urban areas of Lagos State were to a fair extent satisfied with their housing conditions. Poor access to recreational facilities and inadequate medical/ healthcare facilities as well as proximity to market were found to be the main sources of dissatisfaction among the residents. This situation may have adverse implications on the quality of life of the residents of the housing estates which may bear negatively on the up keep of residences within the estates.

Residential satisfaction and extension of the quality of life of residents of both private and public housing estates in the study area and indeed future housing projects can be enhanced through the provision of basic social amenities and infrastructural facilities in the housing estates. To achieve this, it is important

to emphasize that future private/public housing projects for low and middle-income earners should be located closer to where there are shopping, educational, recreational, healthcare facilities and other public infrastructure to enable the residents enjoy these vital services, which are necessary for decent living and hygienic environment. Besides, more attention is needed in the area of routine maintenance of facilities, regular collection of refuse and constant supply of water and electricity in the estates, as the result of regression indicates. Another policy implication is that private/public housing stakeholders should endeavor to adopt housing delivery strategies which would involve active participation of home buyers in the development of their dwellings and promotion of incremental construction.

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