

Public Housing Provision and User Satisfaction in Ondo State Nigeria

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Abstract

This study investigates activities of Ondo State Property Development Corporation in Nigeria. It focuses on three selected study housing estate within 20 kilometres radius of Akure the Ondo State capital city. The major roads through the selected estates were loop or linear. In the methodology adopted, point of reference was chosen for loop road and going clockwise along it and its adjoining streets every tenth was selected for the survey. The linear road point of references was also selected and was gone through in sequential order. Research questions were administered to elicit data on satisfaction of some services and facilities. The relative satisfaction Index was used as a barometer for measuring satisfaction. The findings are that there was a high rate of satisfaction with factors such as proximity to religion centre and adequate size of the living room while the high rate of dissatisfaction in the recreation, nearness to health facilities and availability of children play area. This study recommended improvement of quality housing environment that encompass high maintenance culture and mobilization of private sector for capital investment by government machinery.

Keywords: Housing estate, Satisfaction, Facilities, Environment, Maintenance culture

1. Introduction

Housing provision policies and approaches have long been implemented in many developing nations in a bid to ensure its affordability as an inevitable human need (Teck-Hong, 2012). Thus, public housing was born out of the clamour for improved and decent living conditions dated back to 1929, in the Bubonic Wave of 1928 – 1929 of Nigeria National Housing Planning (NHP) 1991 (Ademiluyi, 2010). Housing was treated as a basic necessity in line with other facilities as; good roads, hospitals, adequate water, electricity, school etc. One of the primary functions of public housing is to be used to redistribute income and correct imperfections of market situation. In order to increase housing stock in Nigeria, the government had used initiatives to create diverse strategies in both state and Federal Housing Corporations which included direct construction, establishment of the National Housing Fund, setting up of mortgage organization to mobilize fund etc. Despite all these efforts, the problems of inadequate funding, quality and acute shortage persisted (Ajakaiye and Fatokun, 2000; Ibem, 2010).

Housing Corporation and other related institutions had not relented their effort but still undergoing restructuring and experimentation with the view of making them effective and responsive to the needs of the populace in ameliorating the suffering of the masses. The creation of housing corporations (States and Federal) makes the advent of modern estates throughout Nigeria. Thus, whenever new states are created, such states constitute their own housing corporation as an organ of planning and housing development. At the defunct of the western region of Nigeria, the Ondo State inaugurated her own housing corporation in 1976, and was established under edict no 3 of 1977 of Nigerian constitution. The corporation functions were to make available service plot, dwelling houses, commercial and industrial buildings in the state. To convincingly pursue the goal and objectives of the corporation, loans were directly granted to individuals for construction of buildings at the inception of the corporation.

In housing development, the Ondo State Development Property Corporation established Ijapo, Oba-Ile, and Oba-Afunbiowo, all at Akure. Other housing estates included those in Owo and Ondo Township. However, this study only focuses on the housing estates at Akure the capital city of Ondo State.

Table 1: Selected Samples of the Estates

Estates	Government built		Privately built		Total no of Units	
	Units	%	Units	%	Units	%
IJAPO	27.0	31.0	60.0	69.0	87.0	100.0
OBA-ILE	23.0	23.4	75.0	76.6	98.0	100.0
OBA-AFUNBIOWO	-	-	60.0	100	0.0	100.0
TOTAL	50.0	20.4	195.0	79.6	245	100

The table above indicated that the selected housing units in each state were either built by government or privately built. Out the 87 units selected at Ijapo and 96 units at Oba-Ile, 31% and 23.4% of these were built by government at Ijapo and Oba-Ile respectively. At Oba-Afunbiowo the government only provide enable environment for building while 100% of the selected unit were built by private individuals. The involvement of private sector/individual emerged because of the agitation that government should decrease public involvement in direct construction in order to fulfil a well-articulated and realistic policy (National Economic Empowerment and Development Strategy, 2004; Ibem, 2010).

2. Theoretical Frame Work

Housing appraisal is crucial to housing development and it triggers an insert towards necessary information for effective housing projects (Preiser, 1989). The housing satisfaction has become useful indicators to evaluate the performance of housing Adriaanse, 2007; Kellekc & Berkoz, 2006). Satisfaction is defined as a feeling of happiness or pleasure achieved or got (Longman, 2003). Ogu (2002) posits that housing satisfaction refers to the level of ease knowledgeable by a household. The quality of housing stock has much influence in its satisfaction. The quality of housing is primary in determine its satisfaction (Jiboye, 2010). The determinants of various factors of housing satisfaction can assist in established reason for differences in house hold satisfactions. Jiboye (2010) stress that housing satisfaction can is associated with the degree of its quality and it's characteristic in meeting occupant choice and comfort. Many people want to conceive their house as a place of retreat from the stresses and encountered problems of daily living. Under such circumstances, the quality should go beyond engineering consideration to also include social, cultural behaviour and other elements that can be benefiting the occupants (Osasona, et al., 2007; Jiboye, 2008; Teck-Hong, 2012).

In achieving this, the primary satisfaction variable (facilities and services) can be grouped into sub-headings such as clean/conducive environment, maintenance, Architectural Design planning, management of dwelling and socio-cultural facilities. The exploration of each sub-group can sum up the satisfaction and of the whole group. Alternatively, the mean aggregate Relative Satisfaction index can be found and used to express the facilities and service that is source of prominent dissatisfaction. The aim of the paper was to identify the number of facilities and services that cause satisfaction and prominent dissatisfaction in Ondo State development and Property Corporation. The objectives were to select some facilities and service that were common to these housing estates; using Relative Satisfaction Index (RSI) analysis for each property or service in the housing estate; and analysis of mean aggregate Relative Satisfaction Indexes (RSIs) of these properties and service in each of the housing estates. The ranking of Relative Satisfaction Indexes of the individual facility and services in each also assisted in further analysis.

3. Method and Findings

The study relied on both secondary and primary data. The secondary data included those obtained from records of the Ondo state Housing Corporation and primary data were those collected through administered questionnaires. Relative Satisfaction Indexes were obtained over 50 facilities and service. The questionnaires were programmed to seek the opinion of the residents of the three estates on a five point Likert scale. 1, for very dissatisfied, 2, for dissatisfied, 3 for neither satisfied nor dissatisfied, 4, for satisfied and 5 for very satisfied. A total of 245 questionnaires was distributed and collected. Judging from the work of Fatoye and Olatubara (2006), the Relative Satisfaction Indexes (RSI) of each of the 50 facilities and services were determined and were the sum of residents' actual score which can be taken as the mean item score.

$$RSI = \frac{(5n_5 + 4n_4 + 3n_3 + 2n_2 + 1n_1)}{N}$$

RSI represent the Relative Satisfaction Index of a respondent.

n_1 is the number of criteria with very dissatisfied

n_2 is the number of criteria with dissatisfied

n_3 is the number with neither satisfied nor dissatisfied

n_4 is the number with satisfied

n_5 is the number of criteria with very satisfied

N is the number of questionnaires filled and collected in the area

The maximum score of any tenants could attain was 100 percent and minimum score was 20% (on a five point scale). The Relative Satisfaction Index (RSI) for each service or facilities was recorded and its rank was recorded alongside.

Referring to the work of Fatoye and Olatubara, (2006), the Relative Satisfaction Index (RSI) for each service of facility in Ijapo i.e. Column 'A',

$$RSI_a = \frac{(5n_5 + 4n_4 + 3n_3 + 2n_2 + 1n_1)}{N_a} \times 100$$

Where RSI_a Is the Relative Satisfaction Index for Ijapo and N_a The number of questionnaires filled and use of the research, and n_5, n_4, n_3, n_2 and n_1 , Still remained as defined above.

Mean Aggregate Relative Satisfaction Index for Ijapo equals Means aggregate RSI_a

Therefore, Means Aggregate is given by

$$RSI_a = \frac{\sum RSI_a}{N}$$

Where $\sum RSI_a$ = Cumulative Relative Satisfaction Index and N, the number of facilities and services provided in Ijapo.

From Table 1.2, $\sum RSI_a = 2599$ and $N = 50$

$$\text{Mean Aggregate } RSI_a = \frac{\text{Cumulative Relative Satisfaction Index}}{\text{Number of Service and Facilities}}$$

$$\text{Mean Aggregate } RSI_a = \frac{\sum RSI_a}{N}$$

$$\text{Mean Aggregate } RSI_a = \frac{2599}{50}$$

Therefore, Mean aggregate Relative Satisfaction Index = $51.98 \approx 52$.

The means aggregate Relative Satisfaction Index for Oba-Ile and Oba-Afunbiowo were also calculated with the same method as 46.0 and 42.4 respectively.

4. Discussion

This study seeks to identify some housing dissatisfaction within the study area. Thus, Ndubueze (2001) opine that for a service or facility to be identified as one of the most prominent sources of dissatisfied within an area, its satisfaction factor must be lower than the groups means aggregate relative satisfaction index (RSI). As illustrated in Table 1.2, the following: Ijapo's mean aggregates Relative Satisfaction Index was 52% and the facilities and services provided that had Relative Satisfaction Index less than this were as follows: erosion effect, good electricity condition and children play area. All added up to three. As such, they were the sources of the most prominent dissatisfaction within the area.

The means aggregate Relative Satisfaction Index (RSI_b) for Oba-Ile was 46.0%. The preeminent source of dissatisfaction for the facilities and the service provided were as a follows: presence of recreation, nearness to health facilities, good landscaping, closeness to the shopping centres and the presence of children play area, all added up to five. The group mean aggregate Relative Satisfaction Index in Oba-Afunbiowo was 42.4%, the highest prominent source of dissatisfaction was as follows: presence in the recreation area, availability of public transportation, availability of water supply, closeness to the shopping centres and presence of play area for children. All added up to five. In Table 2, at minimum score of 61% Satisfaction, Ijapo had 40 facilities and services source of satisfaction, Oba-Ile had 33 and Oba-Afunbiowo had 31.

Table 2: Table on Relative Satisfaction Index (Rsi) and Ranking

S/n	Facilities and service	Ijapo estate (A)		Oba-Ile estate (B)		Oba-Afunbiowo (C)	
		RSI	Ranking	RSI	Ranking	RSI	Ranking
1	Proximity to religious centre	96.1	1	91.4	1	70.0	13
2	Presence of recreation space	90.1	2	42.0	46	40.0	47
3	Size of living	90.0	2	87.6	2	73.3	2
4	Good location of building	90.0	2	65.7	31	62.3	32
5	Adequacy of lighting	86.0	5	83.5	4	68.0	22
6	Toilet condition (good)	85.5	6	70.7	27	70.3	13
7	Ventilation	85.5	7	79.1	10	71.3	10
8	Floor easily cleanses resistant and resilient	84.1	8	77.3	13	68.8	20
9	Good site layout	84.1	8	80.6	7	69.7	19
10	Windows condition	83.0	10	75.3	17	70.3	12
11	Good door condition	82.8	11	73.2	21	70.0	13
12	Bathroom size	81.8	12	72.0	24	52.3	39
13	Kitchen size	81.8	12	80.2	8	47.0	42
14	Room size	81.8	12	80.2	8	65.7	30
15	Ceiling/ electronic discharge	80.9	15	77.8	12	68.0	22
16	Absence of roof warping	80.9	15	53.6	40	66.0	38
17	Absence of Overcrowding	80.0	17	91.4	1	72.0	5
18	Good access to building	80.0	17	73.5	20	64.3	31
19	Adequacy of room	80.0	17	84.5	3	72.0	5
20	Ceiling condition	79.7	20	77.3	13	73.0	3
21	Refuse disposal	79.0	21	68.0	28	70.0	13
22	No noise pollution	77.5	22	76.3	15	60.7	32
23	Nearness to police station	77.4	23	56.2	34	41.3	44
24	Storage facilities condition	77.3	24	68.0	28	74.6	1
25	Suitability of foundation	77.2	25	72.9	21	67.3	27
26	Water closet condition	77.0	26	75.3	16	70.6	12
27	Quality of water	77.9	27	69.4	27	72.0	5
28	Presence of cracking floor	75.9	28	66.1	30	68.0	22
29	Presence of roof leakage	75.8	29	51.8	42	66.0	38
30	Private space	74.7	30	54.7	36	72.0	5
31	Clean kept surrounding	73.2	31	71.6	24	70.0	13
32	Absence of wall cracking	71.7	32	56.1	35	72.7	4
33	Absence of dilapidation	70.3	33	71.6	24	70.0	13
34	Availability of parking lots	70.1	34	81.8	6	68.0	22
35	No air pollution	69.7	35	60.0	33	60.7	32
36	Availability of public transport	69.7	35	54.1	37	40.7	45
37	Security/vigilante	67.9	37	81.8	7	68.0	22
38	Exit door condition	67.6	38	72.2	22	58.6	34
39	Good finishing of building	66.9	39	74.1	18	58.3	35
40	Cleanness of building	61.8	40	79.0	12	70.6	11

41	Availability of water supply	60.9	41	48.2	44	30.0	50
42	Good road condition	60.2	42	48.6	43	49.3	41
43	Erosion effect	57.5	43	54.1	37	40.0	46
44	Nearness to health facilities	55.4	44	35.1	49	53.3	38
45	Painting of building	52.4	45	62.2	32	52.3	39
46	Landscaping	52.4	46	35.7	48	46.0	43
47	Visual aesthetic	50.6	47	42.2	45	58.3	35
48	Good electricity condition	47.0	48	52.4	41	57.3	36
49	Closeness to shopping facilities	46.4	49	40.4	47	36.3	49
50	Play area for children	42.1	50	31.6	50	37.0	48
	ΣRSI_a	52.0	ΣRSI_b	46.0	ΣRSI_c	42.4	

At the Ijapo, proximity to religious centres had the Relative Satisfaction Index of 96.1% and was ranked first; presence of recreation had the least of 42.1% and was ranked last. (i.e. Fiftieth position). Religious centres seem to quell the stresses that resulted from social and environment problems. It was also an easy way of manipulating and exploiting innocent individuals.

At Oba-Ile, proximity to religions centres and the absence of overcrowding had the highest RSI of 91.4% while absence of play area for children has the least i.e. 31.6%. The absence of overcrowding could be attributed to the location of Oba-Ile at the outskirts of Akure compared to Ijapo and was ranked first while availability of public water supply had RSI of 31.6% and was ranked last. At Oba-Afunbiowo, good storage facilities had the highest RSI of 73.3% were ranked first while availability of public water supply had the lowest RSI of 31.6% and was ranked last. The reason for storage facilities was that Oba-Afunbiowo still had potential of building more houses and there was need of storage of materials.

Table 3: Table on Satisfaction Index Distribution on Service and Facilities.

RSI Score (%)	Satisfaction Level	Ijapo		Oba-Ile		Oba-Afunbiowo	
		Freq.	%	Freq.	%	Freq.	%
		1-20	Very Dissatisfied	-	-	-	-
21-40	Dissatisfied	-	-	4.0	8.0	5.0	10.0
41-60	Neither Satisfied nor Dissatisfied	9.0	18.0	14.0	28.0	12.0	24.0
61-80	Satisfied	25.0	50.0	24.0	48.0	33.0	66.0
81-100	Very satisfied	16.0	32.0	8.0	16.0	-	-
Total		50	100	50	100	50	100

From Table 3, the satisfaction table was measured between 61- 80, 50% was satisfied at Ijapo, 48% at Oba-Ile and 66% at Oba-Afunbiowo. The high rate of those that were satisfied at Oba-Afunbiowo resulted from the fact that all houses were privately built to their owners taste compared to Ijapo and Oba-Ile where some of these houses were built by government and in line with a prototype design.

5. Conclusion and Policy Recommendations

Neglect on the part of housing delivery agency (government and private) on the need to incorporate occupant's needs into proper consideration in the course of housing provision has often resulted into poor housing quality. Therefore, there should be establishment of associations that are

relevant to housing policy and interest, preferably a non-government organization (NGOs), community Based organization (CBOs), building materials manufacturers, trade unions, tenants and consumer associations. These organizations shall work through interpersonal and intra-groups relationship to develop the house of their dream that meet the desired satisfaction of the populace.

As a strategy of improving facilities and services for effective satisfaction in public housing, the government can mobilize the private sector to share in that had been long spearheaded by government agents. Such roles may comprise financing of real estate, water supply, power development tackling pollution and other environmental problems. The state laws should address the duties of operators, collection and priority problems. It should address the duties of operators, collection and priorities on the use of revenue while making provision for punishment of defaulters.

To increase satisfaction, there should be rules for planning and implementation of facilities and services that will be administrated by laws and not by individuals. Thus, the culture of regular maintenance should be cultivated to keep the quality of facilities and physical capability of housing stock while the general public should be educated on cost reduction effectiveness of regular maintenance in building life circle cost.

The study revealed that Ijapo housing estate had the least number of facilities and service with prominent dissatisfaction and the largest number, when considering the minimum score of 61% satisfaction. Each of Oba-Ile and Oba-Afunbiowo had the least number, when considering the minimum score of 61% satisfaction. Hence Ijapo was the most satisfied housing estates. This result underscored the fact that Oba-Afunbiowo should have offered the most satisfied housing estates because they built their houses to their taste. However, the housing estate was deficient of some essential facilities (good road, close to shopping centres, public water supply etc.). The study give insight into specific areas of poor infrastructural in the study area which when address will help in upgrading housing stock for better living.

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