

An Examination of Residents' Satisfaction with Management of Public Estates in Uyo, Akwa Ibom State, Nigeria

Okey Francis Nwanekezie^{1,*}, Cajethan Chidi Ezema²

¹Department of Estate Management, University of Uyo, Uyo, Akwa Ibom State, Nigeria

²Department of Estate Management, Institute of Management and Technology, Enugu, Enugu State, Nigeria

Abstract This paper investigated the satisfaction level of residents of APICO Shelter Afrique Model Estate in Uyo Metropolis. A cross-section of 186 households in the estate was surveyed using the simple random technique. Relative importance index was adopted to analyze the gathered data. The findings reveal that the residents were satisfied with the physical facilities such as road network, children school and public supply of electricity in the estate, while they were unsatisfied with the availability of public supply of water, shopping facilities, medical/health care facilities, and recreation/sporting facilities. The findings further indicate that the residents were unsatisfied with the present management of the estate, as handled by Akwa Ibom property investment Company (APICO). The study recommended the employment of estate surveyors and valuers by APICO to handle the management of the estate.

Keywords Public Estate, Residents, Satisfaction, APICO, and Management

1. Introduction

The public housing estate in Nigeria dates back to the colonial era where housing was majorly on the provision of official quarters for expatriate staff and selected indigenous public service employees. The outbreak of bubonic plague in Lagos in 1928 and workers' strike in 1945 further enhanced the construction and provision of public housing estate by the British colonial government. These housing areas were known as Government Reserved Areas (GRAs). Later, at independence, the various regional governments established housing corporations to provide housing units for the general public.

After the Nigerian civil war, there was rapid transformation and development in public housing, where estates, such as the 1004 flats in Lagos, the Lagos state development and Property Corporation residential and industrial estate, the Central Bank estates and the various state Housing Corporation estates, sprang up. (Nwankwo, 1995, Mbina 2007 and Udoudoh 2016).

These estates were and mostly still managed by the various housing corporations and the Ministry of Works and

Housing. The in-house staff of these agencies serves as the technical expert for management. But management of an estate is more than an administrative function. It involves taking care of the physical fabrics of a building or estate to prolong its life. Lawal (1997) defines housing management as "the application of skill in caring for a property, its surroundings and amenities and in developing a sound relationship between landlord and tenant and tenants themselves so that the estate, as well as individual houses, may give the fullest satisfaction to both the landlord and the tenants". Appropriate property management principles and skill are necessary for proper and effective management of any estate whether public or private. One needs to ponder how many of the staff of the housing corporations are well trained in the practice of estate or property management. Nwankwo (1995) citing the example of FESTAC in Lagos, states that public estates has degenerated with its management in the hands of the Federal Housing Authority. Festac estate is a federal Government-owned housing estate in Nigerian commercial capital, Lagos. Its name is derived from 'FESTAC' which stands for African Festival of Arts and culture which held in Lagos in 1977. This same view is held by Lawal (1997) and Ezenagu (2000). The residents of these estates are paying for various charges to the authority and the issue of deriving satisfaction from the services paid for begs for an answer.

Satisfaction is a subjective measure; it is not constant and changes with experiences. Sodiya, Oyediji, and Bello (2016) opine that a good housing design is such that satisfies a

* Corresponding author:

okeynwanekezie@yahoo.com (Okey Francis Nwanekezie)

Published online at <http://journal.sapub.org/ijcem>

Copyright © 2019 The Author(s). Published by Scientific & Academic Publishing

This work is licensed under the Creative Commons Attribution International

License (CC BY). <http://creativecommons.org/licenses/by/4.0/>

trinity of requirement in a user; that is, his physical needs (satisfactory body reaction or feeling), his emotional needs (aesthetics and psychological) and his intellectual needs (logic, orderliness, and flawlessness). To Jiboye (2012), housing satisfaction is the degree of contentment experienced by an individual or a family member about the current housing situation. Studies on tenant satisfaction with public estate have been the focus of many pieces of research. For instance Jiboye (2010) and Ibem and Aduwo (2013) assess the correlates of public housing satisfaction, Wazin, Yusof, Rahim and Roosli (2014) examine how socioeconomic status determine or influence housing satisfaction, while Babalola, Ibem, Olofua, and Fulani (2016) and Sodiya et al. (2016) concerned themselves with quality of public housing and satisfaction. Jiboye (2012) and Ebiriade and Umeh (2015) have examined post-occupancy evaluation aimed at weighing occupants satisfaction. None of the above studies have considered the satisfaction of the resident with the management of these public estates.

As stated earlier, management of public estates is in the hands of government ministries/agencies with its attendant bureaucratic bottlenecks and ill-equipped staff. One tends to wonder if the situation is the same in all the public estates. APICO Shelter-Afriq model estate in Uyo, Akwa Ibom State, the focus of this present study has been variously described in glowing terms. However, its management is handled by Akwa Ibom Property and Investment Company Limited (APICO). Therefore this study is structured to assess the level of satisfaction of the residents of this estate, with the management by APICO.

2. Review of Related Literature

Studies on housing satisfaction are well documented. Therefore this section shall review some of this available literature in an attempt at identifying gaps which this present study will attempt to fill.

In an empirical study, Jiboye (2010) examined the correlation between housing satisfaction and three relevant factors of environment, dwelling and management. The study surveyed 1,232 households in public estates in Lagos using systematic random sampling technique. Correlation analyses, multiple regression, and analysis of variance (ANOVA) were employed to analyze the gathered data. A positive and significant relationship between environmental satisfaction and variables of access to electricity, drainage system, road, and neighborhood noise level was revealed. The study showed that adequacy of building design, room sizes, floor condition, finishes, ventilation, etc. tend to increase tenants satisfaction with their dwellings, and that tenants' satisfaction tends to increase with the improvement in the management's involvement in estates administration. The study further revealed that tenants' satisfaction level with the overall environment and dwelling components of the housing was above average, whereas the satisfaction level with the management component was below average.

The findings of this study are quite relevant to the study of tenants' satisfaction in a public housing estate, but there is need to isolate the factor of management to have a comprehensive view of the factor. Besides, this study was carried out only in Lagos which may result in the unlimited generalization of its findings.

In another study of housing satisfaction, Jiboye (2012) investigated the post-occupancy residential satisfaction of residents in Oniru Estate, Lagos. The author adopted a systematic sampling method to survey 120 housing units from a total of 600 units in Oniru estate. Chi-square test and descriptive statistics were used to analyze the gathered data. The result showed that half of the sampled population expressed satisfaction with the housing estate in terms of functionality, accessibility, spatial adequacy and efficiency, aesthetics, security, and privacy. The findings also indicated the total physical condition in the estate was relatively in a good state. The tested hypothesis of the study showed that the residents' satisfaction level had been significantly influenced by the quality of their dwelling and housing environment. The author advocated for consideration of relevant inputs from the end-users or occupants of residential developments in the planning, design, and development of housing estates. Though this study is an improved one from the author's previous work in 2010 by concentrating on a single estate for in-depth study, rather than all the estates, it has not examined the factor of management subsystem in residential housing satisfaction.

Mohit and Azim (2012) in Malaysia assessed residential satisfaction with public housing in Hulhumale. A cross-section of 100 housing units was surveyed through the questionnaire. Frequency distribution, mean, standard deviation and regression were adopted to analyze the gathered data. The findings revealed that all the residents were satisfied most with size and condition of the bedroom and least satisfied with the size of the toilets. It also showed that the residents were generally happy with the services provided in the estate and with the social environment within the housing area. The study concluded that merely providing housing does not ensure the success of existing housing development and policies. This study was not conducted in Nigeria; besides it did not consider the impact of management of the estate on the residents' satisfaction.

Ibem and Aduwo (2013) in Abeokuta, Ogun State surveyed a cross-section of 452 household heads in 10 public housing estate out of the 12 estates. Analysis using descriptive statistics, factor and categorical regression analysis was done. The study revealed that the respondents were generally dissatisfied with their housing conditions, but satisfaction levels were higher with dwelling unit features than neighborhood facilities and services. It also showed that satisfaction levels were also higher among mortgage holders than renters and in residents participatory housing development than in the turnkey and Public-Private Partnership (PPP) houses, where completed houses were acquired. The study suggested the provision of essential

social amenities and infrastructural facilities in public housing to increase the quality of life of low and middle-income residents. This study like the researches of Jiboye (2012) revealed the satisfaction of the residents with the dwelling condition and being unsatisfied with the general condition of the estate. Also, like previous studies, it did not consider the management sub-system. The study population is not stated; therefore the sample size may not be representative of the study population.

In a similar study to Ibem and Aduwo (2013), Ibem and Amole (2013) investigated subjective life satisfaction in Abeokuta, Ogun State. 452 residents in 10 public housing estate were surveyed through the questionnaire. Descriptive statistics, factor, and multivariate regression analyses were adopted to analyze the data. The findings showed that the respondents were generally satisfied with life in their current residences. The study further revealed that a large proportion of the respondents were dissatisfied with access to housing services and infrastructure facilities, but happy with the physical and spatial nature of the dwelling unit components of their housing environment. This study which is a replicate of Ibem and Aduwo (2013) has the same limitation.

Waziri, Yusof and Salleh (2013) in Abuja, studied residential satisfaction in a private housing estate, the study identified and measured four major housing satisfaction components of structural, dwelling, neighborhood and management. A cross-section of 112 occupants of Prince and Princess Housing Estate were surveyed through a systematic random sampling technique in which 66 questionnaires were retrieved for analysis. Mean score was used to analyze the gathered data. The finding revealed that residents expressed generally low satisfaction with their dwelling unit features. The study also showed that they were neither satisfied nor dissatisfied with the overall housing component. Population of the study area was 1,120 and the study sampled only 66 which cannot be representative of the population.

In another study, Waziri, Yusof, Rahim, Roosli and Yakub (2014) examine how socioeconomic status determine or affect housing satisfaction using the same case study as in Waziri et al. (2013). A survey of 66 housing unit in Prince and Princess Housing Estate, Abuja was conducted, and the resultant data were analyzed using Pearson – Product Moment Correlations and multiple regression. The study showed that length of stay sufficiently correlates with the total housing satisfaction. This study concluded that socio-economic status could be used as an indicator tool for housing development planning. This study also sampled 66 occupants out of 1,120 which is considered to be inadequate for the conclusions thereof.

Ebiaride and Umeh (2015) in Lagos investigated factors influencing users' satisfaction in public and private estate. A cross-section of 346 respondents was surveyed through the questionnaire. Mean score was used to analyze the resultant data. The findings showed that the residents of public housing estates derive less satisfaction from the physical and social elements than private housing estate residents. The

study also revealed that the residents of both estates were satisfied with the community participation/involvement in stakeholders meeting in the estates. The authors recommended routine maintenance of facilities, regular collection of the refuse, constant supply of water and electricity in the estate. The study has considered only physical and social factors, without considering the management factor in residents' satisfaction.

In Lagos, Babalola, Ibem, Olotuah, and Fulani (2016) studied the perception of residents on the quality of public housing. The research surveyed fifteen housing estates, and data was collected through the use of the questionnaire. A total of 379 household heads were interviewed in these housing estates. Simple and cumulative percentages were used in analyzing the gathered data. The study revealed the spaces provided were adequate while services such as electricity and water supply were inadequate. It also indicated the respondents were unsatisfied with the ventilation in the estate because of high obstruction. This study did not state the population of research, and therefore the sample size of 379 may not be a probabilistic representation of the population of study.

Sodiya, Oyedeji, and Bello (2016) in Abeokuta examined tenant's priorities in building finishes and facilities when selecting accommodation. A cross section of 189 practicing estate surveyors and valuers and tenants in five public estates were surveyed through the questionnaire. Relative importance index was used to analyze the gathered data. The study revealed that the most desired facilities/finishes in residential apartments were window burglary proof, electricity, more than one toilet, external metal doors, fence, gate, and tiles. The findings of the study also showed a significant difference between the rent passing on apartments with desired finishes/facilities and those without. This study had examined the finishes of the apartment without consideration of the management of the estate. Besides, the population of the study is unknown.

The above reviews reveal that almost all the literature is centered in Western Nigeria with no similar studies in the South-South. Furthermore, most of these studies did not consider the satisfaction of the residents with the management of the studied estates.

3. Study Area

APICO Shelter – Afrique Model Estate is a public estate in Uyo, Akwa Ibom State, managed by the Akwa Ibom Property and Investment Company Limited (APICO). The estate was commissioned on 28th November 2002 with 372 buildings (Udoudoh, 2016). The estate is located at Km 10, Uyo – Oron Road, Mbiabong Etoi. It covers a land area of approximately 40 hectares with only phase one fully developed. All the roads in phase one of the estate are tarred and motorable. The estate was designed with water borehole with its own treatment plant. Beside the public electricity supply in the estate, it is also provided with a 1000 KVA

standby generator. A divisional police headquarters has been established to boost security in the estate. Most of the designed houses have been remodeled and re-designed, some converted to other uses. APICO Shelter Afrique is one estate that every government functionary wants to have a property; given that Ewet Housing Estate (the first established public estate in Uyo metropolis) is at its threshold. The choice of the estate among several public estates in Uyo Metropolis is premised on the fact that it is the most recently constructed estate and is expected that the facilities and management will be at optimum.

3.1. Research Methods

This study measured the satisfaction of residents of a public housing estate with the management of the estate and APICO Shelter Afrique Model Estate was selected as the case study. There are 372 housing units in the estate (Udoudoh, 2016), and 50% of the total population was sampled using the simple random technique. Thus, 186 households were surveyed through a questionnaire, and 161 of the questionnaires were retrieved, giving an effective

responses rate of 86.56%. Relative importance index was used to analyze the gathered data. The index is a 5 point scale with the mean value of 3.00, hence any index that is less than the mean value is considered insignificant or unsatisfactory.

4. Data Presentation and Discussion

Several dimensions and factors to residents' satisfaction with public estates have been identified in the literature. Most of the earlier reviewed literature gave little or no attention to the management of these estates as a factor to residents' satisfaction. Hence, this study had been designed to examine this important dimension to residents/tenants' satisfaction with public estates. However, it was also of importance that the satisfaction level of the resident/tenants with physical facilities in the estate be examined. Thus facilities identified in the estate are also examined. Thus facilities identified in the estate were put forward to the residents/tenants to rate their level of satisfaction, with 5 being the highest and 1 least satisfied. Their responses and the analysis are presented in table 1 below:

Table 1. Residents' Satisfaction with Estate Facilities in APICO Shelter Afrique Estate, Uyo

S/NO	ITEM	1	2	3	4	5	RII	RANK
1	Provision and availability of public water supply	13	41	68	22	17	2.93	4th
2	Tarred and motorable roads	0	5	22	73	61	4.14	1st
3	Provision and availability of public electricity supply	4	33	86	25	13	3.06	3rd
4	Availability of recreation/ sporting facilities	12	42	67	29	11	2.90	5th
5	Availability of shopping facilities	25	43	81	8	4	2.52	6th
6	Availability of medical/health care facilities	28	44	77	7	5	2.38	7th
7	Children schools. Overall index	7	27	79	32	16	3.14 3.01	2nd

Source: Author's Field Survey (2018)

Data in table 1 above reveals that only three items or facilities are significant. The residents rated the road infrastructure as the best with a satisfaction index of 4.14. This can be attributed to the massive road infrastructure development by the state government in the estate. The residents were also satisfied with the availability of children schools in the estate with an index of 3.14.

In recent times, several private schools have sprung up in the estate as there is no public school in the estate. In the third position and last significant facilities with an index of 3.06 is the provision and availability of public electricity supply in the estate. Ranked 4th with an index of 2.93 is the provision and availability of public water supply. While public water infrastructure was in the design of the estate and actually provided, the supply of water over the years has not been adequate. This has given rise to the drilling of private boreholes in almost all the premises in the estate which has further reduced the efficiency and effectiveness of the public water supply in the estate. The residents did not consider the

available recreation and sporting facilities in the estate as satisfactory as it was rated 5th with an index of 2.90. The estate has only one open space for recreation/sport which is not adequate. Shopping facilities were ranked 6th with an index of 2.52, and this can be attributed to the presence of shopping facilities at the entrance of the estate only.

The least satisfied facility in the estate is medical/healthcare with an index 2.38. Also, there is no public healthcare facility in the estate, with only one private clinic which is not adequate for the estate. The findings of Jiboye (2010), Jiboye (2012), Ibem and Aduwo (2013), Waziri et al. (2014) and Babalola et al. (2016) collaborate the above findings.

Next, the management dimensions/factors identified in literature were posed to the residents in a five-point Likert scale with five being the highest satisfied and two being least satisfied. The resultant data were analyzed using the relative importance index. Table 2 below presents the data.

Table 2. Resident'S Satisfaction with Management of Apico Shelter Afrique Estate, Uyo

S/NO	ITEM	1	2	3	4	5	RII	RANK
1	Attention to residents' complaints	3	31	89	24	14	3.09	2nd
2	Prompt treatment of the complaint	10	45	81	19	6	2.79	3rd
3	Regular and prompt response to maintenance of facilities	24	41	89	4	3	2.51	5th
4	Prompt evacuation/disposal of waste	2	21	73	36	29	3.43	1st
5	Enforcement of rules and regulations within the estate	12	46	75	21	7	2.78	4th
6	Enforcement of building codes within the estate	13	46	74	18	10	2.79	7th
7	Dealing with crime	31	53	67	8	2	2.36	2nd
8	The noise level in the estate	5	30	85	26	15	3.09	
	Overall Index						2.85	

Source: Author's Field Survey (2018)

An examination of data in table 2 above shows that only three items are rated significantly. The cleanliness of the estate through prompt evacuation and disposal of waste was ranked highest with an index of 3.43. The state government handles the disposal of waste in the state capital and sometimes through the effort of APICO, the managers of the estate. In a tied second position with indices of 3.09 each are "attention to residents' complaints" and "noise level in the estate." The estate is known for its quietness, and because of this, the residents are quite satisfied. Though the management of the estate attends to complain by the residents, the residents were unsatisfied with the treatment of such complaint. Prompt treatment of complaint was ranked third in a tied position with enforcement of building codes within the estate with indices of 2.79. This shows that the residents were unsatisfied with the enforcement of building standards within the estate. These can be seen in the rate of remodeling of the buildings, without prior approval from the management. Closely followed is enforcement of rules and regulations within the estate with an index of 2.78. In the fifth position is a regular and prompt response to maintenance of facilities with an index of 2.51 and in the last spot with an index of 2.36 is dealing with crime. The overall index shows the residents were unsatisfied with the management of the estate with an index of 2.85. Like Nwankwo (1995) one tends to ask would the administration of the estate have been different under private company instead of a government body. The above analysis shows the management of the estate is below expectation and unsatisfactory.

5. Conclusions and Recommendations

The management of most public estates has always been in the hands of government ministries and agencies. Most of these agencies lack required workforce for this task, and this work was designed to evaluate the satisfaction level of residents of APICO Shelter Afrique Estate in Uyo Metropolis with the management of the estate by APICO. The study concludes that residents are unsatisfied with the administration of the estate by APICO, though most of the physical facilities that attract one to an estate are readily

available and satisfactory.

The Akwa Ibom Property and Investment Company (APICO) should employ estate surveyors and valuers to handle the management unit of the company, as management of an estate is beyond physical planning and regulation of development within the estate or its administrative activities. Alternatively, they can farm out the management of the estate to a private company for efficient work. Furthermore, APICO or government should consider the establishment of medical facilities, and recreation/sporting facilities in the estate.

REFERENCES

- [1] Babalola, O. D., Ibem, E. O. Olotuah, A. O. and Fulani, O. A. (2016). Residents' Perception of Quality of Public Housing in Lagos, Nigeria. *International Journal of Applied Environmental Studies*, 11 (2): 583 – 598.
- [2] Ebiaride, E. C. and Umeh, O. L. (2015). Factors Influencing Users' Satisfaction in Public and Private Estate in Lagos, Nigeria. *ATBU Journal of Environmental Technology*, 8 (2): 30-41.
- [3] Ezenagu, V. C. (2000). *Fundamentals of Housing*. Awka: Fountain Publishers.
- [4] Ibem, E. O., and Aduwo, E. B. (2013). Assessment of Residential Satisfaction in Public Housing in Ogun State, Nigeria. *Habitat International*, 40:163 – 175.
- [5] Ibem, E. O., and Amote, D. (2013). Subjective Life Satisfaction in Public Housing in Urban Areas of Ogun State Nigeria. *The International Journal of Urban Policy and Planning*, 35: 51 – 61.
- [6] Jiboye, A. D. (2010). The Correlates of Public Housing Satisfaction in Lagos, Nigeria. *Journal of Geography and Regional Planning*, 3 (2): 17 – 28.
- [7] Jiboye, A. D. (2012). Post – Occupancy Evaluation of Residential Satisfaction in Lagos, Nigeria: Feedback for Residential Improvement. *Frontiers of Architectural Research*, 1 236 – 243.
- [8] Lawal, M. I. (1997). *Principles and Practice of Housing Management*. Lagos: ILCO Books and Publishers.

- [9] Mbina, A. A. (2007). Assessing the Housing Delivery Services in Nigeria in Ekop, O. B., Etim, E. E. and Obot, I. D. (eds). *Physical Development of Urban Nigeria: Emerging Trends and Challenges*. Ikot Ekpene: Development Universal Consortia.
- [10] Molit, M. A., and Aziri, M. (2012). Assessment of Residential Satisfaction with Public Housing in Hulhumale, Maldives. *Proceeding of ASEAN Conference on Environment-Behaviour Studies*, Bangkok, Thailand, 16 – 18 July.
- [11] Nwankwo, P. C. (1995). *Property Management Practice in Nigeria*. Lagos: Pelin Limited.
- [12] Sodiya, A. K., Oyedeji, O. J. and Bello, I. K. (2016). Examination of Tenants Perceptions of Finishes and Facilities in Residential Metropolis. *Pearl Journal of Management, Social Science and Humanities*, 2 (2): 25 – 32.
- [13] Udoudoh, F. P. (2016). *Real Estate and Infrastructure Economics in Urban Nigeria*. Uyo. MEF (Nigeria) Limited.
- [14] Waziri, A. G., Yusof, N. and Salleh, A. G. (2013). Residential Satisfaction with Private Housing Estate Development in Abuja – Nigeria. *Alam Cipta* 6 (2): 3 – 12.
- [15] Waziri, A. G, Yusof, N., Ralim, N. M., Roosli, R., and Yakub, A. A. (2014). How Socio-economic Status (SES) Predicts Housing Satisfaction in Nigeria. *International Journal of Management Studies and Research*, 2 (9): 95–104.