Quest Journals
Journal of Architecture and Civil EngineeringVolume 7 ~ Issue 3 (2022)
pp: 10-17
www.questjournals.org

Research Paper

Household Satisfaction with Development of Private Housings in Abuja Municipal Area Council (AMAC) FCT, Nigeria

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Abstract
Global housing spending accounts for 15 percent to 35 percent of the national budgets of most developed countries. The figure in Nigeria is a pathetic 0.4 percent. While successive governments have targeted the provision of quality and affordable housing, little has been achieved. This research presents the outcome of a user satisfaction study in the Abuja Municipal Area Council (AMAC), on the development of private housing. In this study four major elements of housing satisfaction have been identified and assessed, including: i) Dwelling features satisfaction ii) Neighbourhood's Facilities and Environmental satisfaction ii) Structural Components satisfaction iv) Management Services satisfaction. Data obtained from a standardized questionnaire administered to 100 production control occupants using a systematic random sampling technique in the AMAC. Sixty (60) questionnaires were successfully retrieved for analysis, providing an approximately 70 percent response rate. Analyzed using descriptive statistics based on the five point Likert scale of the mean satisfaction score. Research findings indicate that residents typically show little satisfaction with the characteristics of their housing units. However, with the overall housing situation, they are neither pleased nor unhappy. This research can be used to track growth management parameters in policy implementation and policy recommendations in developing countries in general, and Abuja in particular.

Keywords: *Residential Satisfaction; Affordable Housing Estate; Structural Components; Comfort Level; Satisfaction.*

***R**eceived 02 Mar, 2022; **R**evised 14 Mar, 2022; **A**ccepted 16 Mar, 2022 © The author(s) 2022.*
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I. Introduction

Housing satisfaction was measured in ways that went beyond common assumptions about physical and organizational suitability. Housing is more than just a haven for citizens of any socio-economic background (Jiboye, 2014). It includes all required facilities, amenities and services, including access to jobs and security, to complement human survival. This is an important economic field because of the significant positive externalities in terms of economic development, public health, and social stability (Adetunji, Olawahab & Yinka, 2015). They are a man-made commodity, a major economic region, and a necessity for national socioeconomic prosperity ('Critical Review of Nigeria National Housing Policies Delivery (NNHPD'), (2015). One of the most important indicators of a person's social status and quality of life has been accommodation. Household satisfaction with the general residential community represents the quality of life in terms of how well it suits their goals and desires. This is calculated by periodically evaluating the guiding variables of housing satisfaction or dissatisfaction, which vary by venue, on a regular basis (Teck-Hong, 2012). Nigeria has made concerted efforts to meet its housing needs through a variety of housing policies and programs delivered through various delivery methods ranging from direct construction to environmental assistance. Private owners, cooperatives, and individuals or groups of individuals make up the private housing market (David et al., 2014).For the last 45 years (1976-2021), Abuja has been developing a land area of approximately 250 square kilometers, divided into four stages of growth and subdivided into districts and enclaves (Anigbogu, 2015).

Since the government could no longer meet the fast-growing region's housing needs on its own, private sector participation in the housing supply in Abuja was unavoidable. Government and private sector activities have culminated in the growth of cities all over the world. As a result, starting in 2000, 184 private real estate developers were allocated 26 hectares of land in six districts for residential construction (Zayyanu, Foziah, and Soheil, 2015). For a successful housing program, the residential climate, facilities, and services must be adaptable to the intended consumer (Zayyanu, Foziah, and Soheil, 2015). (Waziri, Yusof, and Salleh, 2013) argued that an occupant satisfaction assessment would involve an examination of a specific housing unit located in a specific setting operated under some form of institutional management. To decide if the occupants are pleased or dissatisfied with the effective monitoring of the development control guide lines Private housing building, as well as the degree of compliance, including alteration if possible, must be reviewed on a regular basis. This will keep private developers on track, as profit maximization is one of their main goals, which could necessitate sacrificing standards. It will also serve as a barometer for private-sector growth(Maren, 2017).

Surveys on occupants' satisfaction with their environment have been performed in Western countries to evaluate the extent of occupants' satisfaction according to (Mohit & Azim, 2012)the variables that impact satisfaction or disappointment, as well as the satisfaction models that can be used. However, based on the literature review on this study, no study has been done to see whether the results of the studies can be extended to other developing countries. The majority of these studies concern developed Western Countries and were conducted with national samples (Marans, 2012); ; David and Fine-Davis, 1981) or samples of city scale ((Marans, 2012); Campbell et al., 1976; David and Fine- Davis, 1981) (Galster and Hesser, 1981). In developing countries, there are no enough literature on the housing climate (Waziri, Yusof, and Salleh, 2013).

As a result, further research is needed to decide if the results and models established in the Western context are generalizable. Furthermore, public housing is given a higher priority in research on housing satisfaction. For example, Onibnkun (1974) assesses consumer satisfaction with public housing projects in Canada; Oktay (2009) assesses neighborhood satisfaction, sense of community, and attachment; Dekker et al. (2007) on Post-World War 11 housing and neighborhood satisfaction in large European city housing estates; others in European cities, and on Hong Kong residential housing satisfaction(Zheng, 2010); (Karadag, 2012); (Fallahi, 2016). Most of the construction of public and private housing in developing countries has failed, owing to a lack of knowledge of the needs of the occupant's or what best fits their residential needs (Jiboye, 2012).Despite an increased focus on the sector, especially in the federal capital territory of Abuja, none of Nigeria's housing satisfaction studies have looked into the level of household satisfaction with private housing. Few studies available on housing or residential satisfaction (Ukoha and Beamish, 1997; Gbakeji and Magnus, 2007; Amole, 2009; Jiboye, 2009, 2012; lbem and Amole, 2012; Clement and Kayode, 2012. The aim of this study is to find out on how residents of private housing are satisfied with the housing development in AMAC, Nigeria. Under the growth control parameters, the results can be used as a basis for policy reform.

II. Literature Review

Housing factors such as residents' physical, social/psychological, and management attributes, as well as demographic factors, all affect residential satisfaction (Emmanuel, 2012). Social, cultural, and behavioral factors, have affected the habitability of a house in the sense of the entire social group Onibokun (1974). Age, marital status (number of children, and family size Tan and Hamza (1979) in Jiboye (2012). Other variables include income, schooling, housing, and welfare (Festus, 2015). (Maren, 2017) social engagement and contact, (Jiboye, 2014) previous living arrangements, residential mobility, and future intention to transfer, while to (Jiboye, 2011)the amount of money a client earns in communication is directly proportional to how happy they are with their accommodations. Higher-income households are typically happy with their housing, according to studies by (Okey F, 2019). This encourages households to move to a more suitable location or neighborhood, according to (Nna & Felicia, 2015), resulting in higher levels of satisfaction (Teck-Hong, 2010).

Previous residential satisfaction study results, have established a basis for measuring housing satisfaction, including satisfaction with residential units, neighborhood quality, developer management services, or landowners' satisfaction with the building's services and amenities both within and outside the structure Salleh et al. (2011). (Baker, Bentley, Lester, & Beer, 2016) investigated measures of resident psychosocial characteristics and compared their inputs to predict satisfaction in housing and neighborhoods, as cited in (Aliyu, 2017). Personality characteristics, according to the results, are significant predictors of housing satisfaction. Occupant satisfaction with their living environment has shown complex patterns in relationships, according to the study's findings. There is relationship between personal, physical, and social characteristics and happiness (Roosli, 2013). According to social status, housing satisfaction, resistance, and psychology differ (Abdul & Azim, 2012), Personality characteristics and housing satisfaction are also strong predictors (Salleh et al., 2011). While Ukoha and Beamish (1997) used socioeconomic profile of housing tenants to determine residential satisfaction.

According to an empirical study, age, incomes, family structure, and life cycle changes are all demographic determinants of residential satisfaction, since people of different ages show different levels of satisfaction, (Fallahi, 2016)discovered that older residents have lower expectations but a higher tolerance for any residence flaws, in the analysis of residential satisfaction, age is a significant factor. Despite the fact that age has a negative effect on happiness, Mohit et al. (2010) discovered that the number of residents in a unit can be a significant factor in residential happiness. Families without children are more likely to be optimistic about their horns and properties than single and two-person households (Dekker, et al., 2007).Since each tribe has its own genetically modified housing specifications that can influence how they feel about their living quarters, ethnicity plays a role in determining individual satisfaction. Husna and Nurizan's (1987). In their public core housing satisfaction studies in Abeokuta, Nigeria, Ibem and Arnole (2012) discovered that educational history, job field, age, and sex all play a role in residential satisfaction.

(Waziri, Yusof, and Salleh, 2013) developed a model that linked satisfaction with community services to happiness in other areas of life, such as social, family, and job. According to the findings, satisfaction with community facilities and other suburban areas is the most direct antecedent to community satisfaction. Tenure is a form of property right that can be purchased or rented. Renters, who make up the bulk of the population, have a higher degree of satisfaction with private housing (Ukoha and Beamish, 1596). Housing satisfaction is heavily influenced by home ownership, as a result, residents will have more control over their housing units. Families are generally satisfied if they can buy their homes by building rather than sales (Teck-Hong, 2012).

Type of structure and facilities used in Nigeria are directly related to the socioeconomic status of the inhabitants (Olugbenga & Adekemi, 2013), which could be linked to the country's long period of British occupation, which influenced its social class structure and way of life. Inherited inequalities in spatial planning, such as the division of communities into 1ow, medium, and high income classes, are linked to service gaps, which affect satisfaction. In Nigeria, people who live in single-family homes are happier than those who live in apartments (Awotona, 1987). Kitchen room, laundry and washing areas are objective physical characteristics of housing. The scale of living and dining areas, as well as the morphological layout of the residence hall, the number and degree of sockets, the number of bedrooms and bathroom, and other housing features, are all included in residential satisfaction studies (Teck Hong, 2012).The number of bedrooms, the size of the kitchen, and the location of the house are all factors that influence residential satisfaction (Salleh, 2008). According to Ukoha and Beamish (1997), residents of Abuja's public housing were unhappy with the buildings and structural features.(Olugbenga & Adekemi, 2013)who looked at the size of the house and the number of spaces, as well as the quality and utility of the living space (plan), the physical condition of the house and building; sub-structural efficiency (electricity, power, gas, pipeline, cable TV, telephone); status of lights; insulation and heating conditions; central heating and central hot water systems; accessibility of doormen/guardians: Elevator accessibility in multi-story buildings; environmental arrangements; accessibility; adequate security; house and building comfort; environmental quality factors influence satisfaction with housing and buildings. For example, owing to a shortage of bedrooms, tenants in public housing in Maiduguri, Nigeria, became unhappy with their living conditions (Aisha Abubakar, 2013). According to (Aisha Abubakar, 2013), the majority of housing components in Benin City, Nigeria, display positive residential satisfaction, though environmental variables have earned negative feedback. Housing conditions, according to the (Dorcas, 2016) are a product of a number of factors, including cultural and aspirational norms. Spatial criteria and building material regulation (John Turner, 1972)), neighbourhoods conditions and environmental conditions are included (John Turner, 1972); (Roosli, 2013). Local rules, laws, codes, and regulations, as well as social socioeconomic conditions, all affect housing standards and the opportunity to address residents' housing needs with available resources (Ukoha and Beamish, 1997).

A survey, on public housing construction in Enugu and Owerri, both in south-eastern Nigeria, is insufficient and fails to meet minimum community and environmental requirements (Waziri, Yusof, and Salleh, 2013). Leaky roofs and broken walls were discovered in public housing in Benin, implying low-quality materials and contractors' inadequate construction resources, as well as government officials' unwillingness to challenge them (Mulliner, 2013). In the overall housing environment, community facilities and characteristics can be a great source of fun or irritation. The physical and social characteristics of a neighborhood are a deciding factor in residential satisfaction(Roosli, 2013). In Nigeria, for example, residents of public housing have expressed dissatisfaction with their homes due to a lack of basic facilities such as highways, schools, waste disposal systems, community security, management, and shopping malls (Samuel, Wapwera, Mallo, & Choji, 2017). On the other hand, residents of Abuja's public housing were generally satisfied with facilities such as proximity to schools, hospitals, and clinics (Ukoha and Beamish, 1997). Residents of the Ondo State Property Development Company are also included (Clement and Kayode, 2012). Salleh (2008) addresses two main factors in the quality of life, namely housing satisfaction, in his studies of private low-cost housing satisfaction and the environment; the results show that neighborhood variables are the most significant factors for housing satisfaction. Low levels of satisfaction in the neighborhood have been related to a lack of public transportation, children's playgrounds, multipurpose spaces, parking areas, security, and disabled facilities. Ramdane and

Abdullah (2000) identified three factors that affect housing satisfaction: dwelling units, neighbourhoods, and community service factors (Salleh, et al., 2011).

(Nwanekezie & Onuoha, 2019) discovered that location characteristics are significant factors in understanding the development of residential satisfaction among tenants of public housing. In Nigeria, many public housing sites have proved to be a major impediment to achieving or meeting the housing initiative's objectives (Mohit et al., 2012). Public housing units in the Okigwe, Nsukka, and Lokoja districts were not occupied for many years after the scheme was completed, according to Ukoha and Beamish (1996). Due to its poor position, the Maiduguri core housing estate will remain eruptive until it is transformed into military barracks (Gilbert, 2014). Residents of Lagos' festival town were also disappointed with the residential property's proximity to medical facilities, leisure centers, urban services, and employment opportunities (Awotona, 1990).Ondo State Property Development conducted research on the provision of public housing and customer satisfaction. In three selected housing estates, Company, South West Nigeria, discovered that variables like proximity to the religious center and reasonable living return scale resulted in a high degree of satisfaction Clement and Kayode (2012). Place attributes, especially in relation to residents' personal activities, can be a source of satisfaction or dissatisfaction. Local facilities, such as shopping centers, must be available schools, and transpiration centers to be accessible, desirable location features in relation to central business districts are typically required (Tan, 2011).

It is also satisfying to provide tenants with access to their needs in order to build housing in a working community environment. In the areas of building property management, among public housing residents, Lui (1999) finds a high degree of dissatisfaction. The lack of disability programs, recreation, elderly, and childcare facilities, as well as the fabric's dignity and ease of access to public transportation, are all factors to consider, are the most pressing concerns for residents of private housing, although a lack of cleanliness and sanitation. Connection to public transportation and the cost of living are the two most pressing issues for residents of private housing. Previous research suggests that effective housing management can increase the relative satisfaction of public housing tenants (Onibnkun, 1974). Overall satisfaction with management practices is influenced by the meticulous planning and preparation of residential property operations, as well as management expertise, experience, and knowledge and policy implementation criteria established in the general interest of residents as well as the comfort and habitability of the residential area administrative practices in public housing are causing widespread dissatisfaction (Ukoha and Beamish, 1997). The ability to maintain good relationships with neighbors, tenants, and the management team shows a high level of residential satisfaction (Salleh, et al., 2011).The complete maintenance and insurance terms of a private residential property, on the other hand, are exclusively with the owners of the residential property and it is expected that the degree of satisfaction with the overall housing climate would be affected by the management's effort to repair and maintain common facilities. The repairs cover both the cost of the services provided and the time it takes to respond to occupant complaints (Ukoha and Beamish, 1997; Salleh et al., 2011). According to Salleh et al., 2001 as cited in Paris and Kagari (2005), residents' reactions to housing are influenced by eighteen (18) management issues: Customer satisfaction with management personnel, tenant selection and practices, legal compliance, and management friendliness are all factors to consider time taken to respond to tenant complaints, patience in dealing with problems, worker cooperation, quality of repair work after completion, quality of construction, quality of hygiene in the building unit, quality of hygiene in the construction unit. These have been found to have a strong relationship with tenant satisfaction(Aliyu, 2017).

Housing satisfaction theory examines how a buyer of a housing product reacts to the product's overall components, as described by taste, in relation to their expectations. The degree to which (residents) believe (their housing) helps them achieve their objectives (Jiboye, 2012). The word "residential satisfaction" was coined to describe the measurement of the difference between residents' ideal housing and their real neighborhood conditions (Galster, 1985; Mohit et al. 2010). The family decides where they want to live based on their interests and ambitions. If their housing and neighborhoods do not meet their aspirations and ambitions, they will be disappointed (Salleh, 2008). Morris & Winter (1978), as quoted by Ukoha and Beamish (1997), include predictors of housing satisfaction in their housing change theory. When a housing arrangement is incompatible with cultural, family, and community housing norms, it leads to homelessness. The household appears to make some changes or adjustments in order to make the housing adhere to their needs, with some brief falls on the housing situation. Housing shortages result from a misalignment between existing housing conditions and housing desires, resulting in dissatisfaction with one's living situation. When they hit a certain degree of frustration with their current living condition, some kind of housing adaptation will almost certainly be considered (Salleh, 2008). This is particularly true when housing is purchased to meet the specific and complex needs of a family (Ibem and Amole, 2012).

A relevant research outcome should be considered in light of the two aspects of residential satisfaction described above, and these are subjective studies based on a particular benchmark, as informed by the household's characteristics; as defined by the household's overall components; and purpose. According to Galster (1585); Amole (2009), the subjective examination examines human psychological factors such as

S/No	Description of Satisfaction Construct	No. of Items	Mean Score
1.	Total Structure Components	7	3.6667
2.	Total Dwelling Features	11	2.8113
3.	Total Neighbourhood Facilities and Environment	15	3.1838
4.	Total Measurement Services	6	3.7601
5.	Overall Housing Satisfaction	30	3.2541

interpretation, emotions, behaviors, and expectations. Physical qualities, facilities, utilities, and the atmosphere are all included in the quantitative measurement of residential satisfaction (Mohit et al, 2010).

III. Methodology

Both primary and secondary sources are used in the data collection process. Questionnaires were produced and distributed to Gwarin-Pa Housing Estate tenants as a survey sample. However, the instruments were prepared with little adaptation to meet the study's intent based on previous residential satisfaction surveys. The degree of different residential satisfaction components was measured using a 5-point Likert scale. This ranges from I extremely pleased, (ii) pleased, (iii) neutral, (iv) dissatisfied, and (v) extremely dissatisfied. In comparison to other open-ended issues, the Likert scale, according to Teck-Hong (2012), provides a fair degree of reliability (Malik, Mushtag, Khalid, Khalik and Malik, 2009). The survey was divided into three sections: household demographics, residents' socioeconomic status, and housing satisfaction scales A, B, and C. Part C is made up of four separate components: (i) structural components; (ii) housing units; (iii) neighborhood facilities and environmental satisfaction; and (iv) management services satisfaction. A total of 112 questionnaires were used to administer samples. This study focuses on a sampling scheme of 1,120 housing units in Abuja's Gwarin-Pa Housing Estate, representing 10% of the household. This is done by systematic random sampling, which ensures that each unit of the population sample has an equal probability of being chosen. A total of 66 questionnaires were also collected for analysis, with a response rate of 74%.

IV. Presentation and Interpretation of Results

4.1 The Respondents' History

According to the demographics of the respondents, 40.9 percent of the housing estate's tenants are between the ages of 31 and 40, while just 6.1 percent are over the age of Males have the largest number of respondents, with about 83.3 percent, compared to females, who have around 16.7%. Approximately 39% of respondents work for the government, 28% work in the organized private sector, 27% work in the informal sector in different types of companies, and 4.5 percent work as retired civil servants. A two-bedroom semi-detached bungalow and a five-bedroom duplex are part of the residential estate. According to the response rate, the two-bedroom building has the most residents (36.4%), while the five-bedroom building has only 12. With a response point, 39 percent of owner occupants and 60.6 percent of tenants live in their own homes. Just 4 (about 6.1 percent) of the respondents had lived on the estate for more than 6 years, while 18 had lived there for less than 3 years. According to the response rate, Hausa and lgbo have the most citizens (31.8 percent each), Yoruba has 24 percent, and foreign nationals make up just 3% of the respondents. 37 percent of those interviewed have a monthly salary of between ₦100,000 and ₦200,000. Around 47% of those polled are said to be degree holders.

The Cronbach Alpha value for full satisfaction with private housing construction was 0.783 after a reliability test. Since the information was considered sufficient, all of the objects were retained for further investigation. The frequencies and mean scores for total and overall housing satisfaction were then calculated using descriptive statistics based on the Likert scale.

Table 1: Structural Components Satisfaction

4.2 The Structural Components Satisfaction

As shown in Table 1, the mean score satisfaction level for structural components is 3.67. There are certain components that must be scrutinized for design defects. Residents are neither satisfied nor disappointed, according to the study's results. The overall shape and finish of a building, as well as the floor, walls, doors, windows, and roof, are all calculated. Approximately 40% of the people on the other hand, are disappointed with their windows and flooring. About 33% was unhappy with the shape and completion of the structure.

4.3 Satisfaction of Dwelling Unit Features

The living room, kitchen, dining room, and bedroom areas, as well as the washing room area, natural lighting and ventilation, the number of sockets, socket level, fabric line, waste line, and noise, make up the

characteristics of the dwelling unit in this study. With an average score of 4.27, residents are generally disappointed with the developers' washing industry.

However, they indicate a low level of satisfaction with all variables within this category, with the exception of the cloth line equipment and waste line, where they are neither pleased nor dissatisfied. These results are consistent with Salleh's (2008) findings, which showed that residents were unhappy with the kitchen, dining room, and fabric line equipment in particular.

4.4 Neighborhood and Satisfaction with the Community

This group includes the following key variables: Children's playground, nursery school, primary school, high school, health center/clinic, business, gated enclave, public transportation, parking, and population density. A community center, disability services, a police station, a fire department, and a place of worship are also accessible. People are usually unhappy with public transit and disability services, which earn scores of 4.2879 and 4.1970, respectively. Their dissatisfaction with this facility is reflected in the average ranking for the children's playground, community center, sector, and health center. A mean score of more than 2 indicates low satisfaction in schools located near housing estates, worship centers, and dense populations. With a cumulative score of 3.18, they were neither pleased nor disappointed with the overall degree of satisfaction with community services and the environment.

4.5Satisfaction of Management Services.

Certain aspects of developer management programs are also unsatisfactory to residents. Sanitation received a score of 4.22, and water supply received a score of 4.22, Pipe repair received a score of 3.93, while waste management received a score of 4.36. Protection is within the range of 3.5 mean scores for variables like electrical wiring, rules, and regulations, which are neither met nor disappointed. For variables like electrical wiring, rules, and regulations that are neither met nor dissatisfied, protection is within the range of 3.5 mean scores.

4.6 Total Housing' Satisfaction

As determined by all four residential satisfaction buildings, housing satisfaction is achieved at the aggregate level. The cumulative mean scores of the various housing satisfaction components add up to 3.25 in this sense. In general, this means that people are satisfied with their current situation table 1 above). They are neither happy nor unhappy in their current living condition.

V. Conclusion

The aim of this study is to determine how satisfied Abuja residents are with their housing as a result of the expansion of private housing estates within the AMAC. Satisfaction with the design features, the characteristics of the dwelling unit, the community amenities, and the atmosphere. The main components identified and evaluated are satisfaction with the developers' management services and satisfaction with the developers' management services. According to the report, structural components have a high level of satisfaction. Residents, on the other hand, are unhappy with their floors and walls in nearly 41 percent of cases. Residents are generally pleased with the features of their dwelling unit, with the exception of the washing field, garbage line, and cloth line appliances. Residents are generally satisfied with schools, parking lots, and population densities, among other things, but public transit, children's playgrounds, and health care are often disappointing. Furthermore, with the exception of defense, which is provided by developers, residents are generally dissatisfied with management services, resulting in an average level of satisfaction. With a mean score of 4.36, sanitation and waste management has the highest level of dissatisfaction among management providers. This is consistent with Jiboye (2009)'s results, which indicate that management facilities have a lower satisfaction score than the average, suggesting that occupants' levels of housing satisfaction vary depending on the item in question. In order to enhance overall occupant satisfaction, housing constructed by private developers should be properly maintained by responsible agencies. To ensure adequate service delivery, the government should reconsider mass housing construction policies through the development control department.

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