

Determinant of Housing Satisfaction in Residential Localities in Lagos State**Abolanle Oladimeji Orelaja*, Olusola Olugbemileke Johnson, Abiola Abiodun Aderogba
& Akuyoma Geraldine Ozugha**Department of Estate Management & Valuation
Yaba College of Technology, Lagos, Nigeria***Corresponding author:** bolaorelaja@gmail.com;**Abstract**

This study examines the determinants of housing satisfaction of residential localities in public Estates in Lagos, Nigeria. Housing satisfaction to residents of a location is the extent to which individual housing needs and expectation are fulfilled. The study identified four housing criteria within and around, consisting of the dwelling unit, environmental quality, neighborhood facilities, management system and social infrastructures. 152 questionnaires were administered using simple random sampling technique, 138 were retrieved and acceptable for further analysis using Gowon Estate. Data analysis was done using simple descriptive statistics and Mean Item Score (five points Likert scale). It was observed that, ranking from 1st – 5th, for Dwelling units Room size 1st, Bedroom Numbers 2nd, Quality of Building 3rd and Ventilation 4th. Natural lighting 5th. For Environmental and Neighbourhood facilities Air 1st, Proximity to children school 2nd, Access Roads 3rd, Proximity to work place 4th, Access to public transport 5th. For Management System Sewage & Waste 1st, Cleaning of Environment 2nd, Drainage system 3rd, Maintenance of Building 4th, Road 5th. For Social infrastructures Open space for event 1st, Schools for children 2nd, Health Centre 3rd, Shopping Mall 4th, Playground for children 5th. The major problem is to identify the residential preferences of end users. This paper therefore recommends that the environmental and neighborhood facilities should be adequately provided for residents and also the government should establish committee to see to the operations and management of structures and facilities in Public Estates and also formulate policies to enhance the system.

Keywords: Housing, Residential localities, public Estates, satisfaction level**1.0 Introduction**

One of the essential elements for human survival, housing is a package of services that is widely recognised (Olayiwola, 2003). It encompasses both internal and external facilities, such as the housing unit, the surrounding area, and the environmental quality. Housing is defined by the National Housing Policy (2004) as the process of creating a usable shelter in a neighbourhood supported by ongoing upkeep of the built environment for daily living and family activities within the community. The ultimate goal of any housing project is to improve people's housing prospects and ensure fair access to adequate housing in order to meet the

demands of its occupants and improve their well-being. Housing is a significant investment and a right of every individual (Balestra & Sultan, 2013). Housing must be supplied in an adequate manner to meet residents' requirements because it is a crucial national investment and a human right. Housing as a key product of human enterprise and the economy, it is a pre-requisite to natural socio-economic prosperity (Waziri, 2012, p. 3) cited in Waziri, Yusof, & Salleh, (2013, p.3). Housing satisfaction to residents of a location is the extent to which individual housing needs and expectation are fulfilled.

According to NHP (2004) and Oladapo (2006), there are some qualitative and quantitative deficiencies in Nigeria's housing situation. The quantitative challenges can be overcome by making allowance for future addition of the housing unit while the qualitative challenges are caused by the housing providers who do not consider the factors and parameters that determine occupant's satisfaction especially in the public estate. Additionally, according to Mohit and Azim (2012), the majority of people living in public housing in Hulhumale, Maldives, were only moderately satisfied with their current living arrangements. However, satisfaction levels were higher for services and public amenities than for the actual living quarters themselves and the neighbourhood atmosphere of the housing estates.

The determinant of housing satisfaction depends majorly on users' expectations on the various housing estate which reflect on the degree to which housing needs are fulfilled in the estate.

According to Fatoye and Odusami (2009) in Ibe & Aduwo (2013, p. 163), the housing sector must regularly evaluate its performance in order to better understand the needs and expectations of its users and the extent to which those needs and expectations are met. The idea behind residential satisfaction is to compare the differences between actual occupant housing preferences and the actual neighbourhood conditions (Ibe & Amole, 2010; Mohit & Raja, 2014)

These and many would be investigated in this study by determining housing satisfaction in residential localities in public estates with reference to Gowon Estate.

1.2 Statement of Problem

Housing provision in Nigeria has always been a problem faced by the citizens, especially in the urban areas like Lagos state where people migrate constantly from the rural to urban due to certain opportunities in the urban areas. This has led to increase in rent, overcrowding, hazard development, over use of infrastructures, unhygienic environment, unsafe house due to cheap workmanship and wrong materials, etc. This situation has remained inadequate in quantity and quality as well as unaffordable (Makinde, 2013). As a result of this, the Government has set out policies to curb out the problems, but has not been able to achieve this due to certain reasons like; lack of adequate monitoring and evaluation of housing policy, abandoned projects due to change of power, bureaucracy in the system, conversion of the budgeted amount for a different need due to selfish reasons, poor policy implementation, delay in building plans, administrative inefficiencies etc.

Available public housing provided by the government lacks proper management, maintenance culture and lacks housing satisfaction. According to Mohit, Ibrahim, and Rashid's 2010 study in Malaysia, inhabitants of a recently built public low-cost housing complex in Kuala Lumpur were moderately satisfied with their living conditions, but were less so with the estates' social atmosphere and support services for individual housing units. Due to a mismatch between the facilities' real capabilities and users' expectations, dissatisfaction results in complaints (Kellek & Bebköz, 2005).

Jiboye, (2010), examined the correlates of public housing satisfaction in Lagos, Nigeria by identifying relevant factors that brings about satisfaction, he discovered that, tenant satisfaction level with both environment and dwelling components of housing was above average while satisfaction level with management component is below average in Significance of House-type as a Determinant of Residential Quality in Osogbo, Southwest Nigeria. The study investigated the effect of house-types on the assessment of residential quality in Osogbo, Nigeria. which indicates that house-type significantly affects the assessment of residential quality in Osogbo.

Hence, government inability to cater for housing needs to meet user expectation and satisfaction in Lagos state is an issue of concern. It is therefore pertinent to identify the factors that determines housing satisfaction in public estates and challenges hindering satisfaction in public estates with reference to Gowon Estate.

Literature Review

2.0 According to Olatubara and Fatoye (2006), public housing is a type of housing tenure in which the property is given and held by the government. It is designed with the intention of giving the general public access to affordable housing or lodging for those who are willing to pay a sizeable sum either all at once or in installments, depending on the definitions of terms, specifics, and criteria for allocation that vary depending on the context (Mohit and Nazyddah, 2011). According to Osman and Lemmer (2002), since it's a necessary component of human growth and existence, public housing is supposed to offer inhabitants easily accessible, safe, lovely, and attractive dwelling in a sustainable manner.

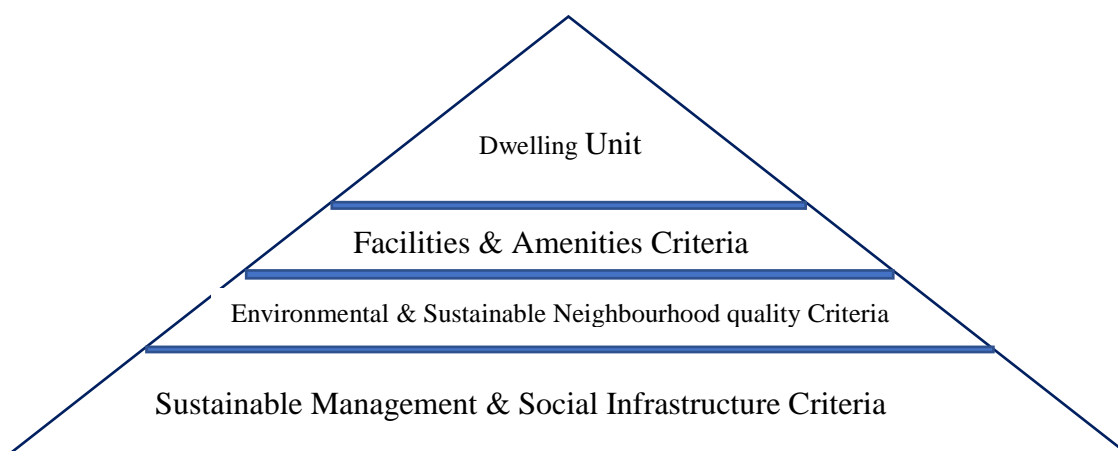
Owner occupier satisfaction with public housing suggests that the owner enjoys the structure, the neighbourhood, the physical condition of the region, or the location. When expectations are met, a person is said to be satisfied. A person who is satisfied with their home may likely believe that it is spacious enough or has sufficient amenities.

Both objective and subjective indicators of housing features, such as physical, social/psychological, and managerial attributes, as well as resident demographics, might have an impact on the idea of public housing satisfaction in residential communities (Amole, 2009). Housing satisfaction, according to Ogu (2002), is a non-economic and normative quality

evaluation way to access the quality of housing unit. It describes the level of contentment experienced by a household with respect to the existing housing situation.

The function and physical adequacy of the home, the quality and sufficiency of social and community facilities, the nature and efficacy of official policies and personnel attitudes, the conveniences for living, the condition and maintenance of the home environment, the maintenance of the dwelling facilities, privacy, and the like—all of which were identified in Oladapo's studies—show that occupants' satisfaction could be measured by housing characteristics.

Triangular Determinants of Housing Satisfactory Level Criteria



Four Criteria used in Measuring Housing Satisfaction:

Dwelling unit satisfaction Criteria: This relates to housing qualities such the number and sizes of rooms, where they are located, how private they are, and the size of the house overall. The quality of housing and the value of a home are both strongly influenced by the building's structure (Westaway, 2006).

Facilities and amenities Criteria: These are accessible in the residence and its neighbourhood, with varying degrees of quality depending on socioeconomic level. A household's level of contentment with the number and sizes of rooms, where the rooms are located, the degree of seclusion, and the overall size of the house in their social surroundings will also increase when they reside in a neighbourhood that matches their social standing (Frank & Enkawa, 2009). The quality of housing and the value of a home are both strongly influenced by the building's structure (Westaway, 2006).

Environmental and Neighbourhood qualities Criteria: This includes elements like ease of access to the workplace, security, and environmental control; good public transportation; close proximity to commercial areas; exteriors of buildings with high aesthetic values; close

proximity to open spaces; not noisy and no traffic congestion; good reputation; good quality along the building's surroundings; close proximity to town centres; and a welcoming environment (Hui & Zheng, 2010).

Management and social Infrastructure Criteria: This refer to proper management of the facility and provisions like open space, green areas, multipurpose hall, playground etc.

Onifade, V., Lawason, T. & Yoade, A (2019) carried out a study on Sustainable Housing satisfaction determinants in Metropolitan Lagos. They examined 186 residential neighbourhoods, and the study found that in medium and low-density regions, the number of occupied rooms and the styles of buildings are key predictors of sustainable housing satisfaction, whereas in high-density areas, the number of occupied rooms is a significant determinant. As a result, there were differences in the factors of sustainable housing satisfaction in Lagos Metropolis, Nigeria across household densities.

Jiboye, A. (2010) wrote on "The Lagos, Nigeria public housing satisfaction correlates. He identified important elements that are outside the home yet work together with those within to create adequate housing in Nigeria. The study made use of a conceptual model that distinguished three elements of housing: the environment, the habitation, and the management subsystems. 1,022 questionnaires from the respondents, indicating their levels of satisfaction with their dwelling, were retrieved. Correlation, multiple regression, and analysis of variance (ANOVA) were used to analyse it. The findings showed that tenants had above-average satisfaction levels with the environment and housing components, but below-average satisfaction levels with the management component. The findings revealed a strong relationship ($p < 0.01$) between renters' levels of satisfaction and the environmental, habitation, and management aspects of housing. In home design and development, it was stressed how important it is to take essential environmental, housing, and management elements into account.

Ren & Folmer (2016), they wrote on Determinant of Residential Satisfaction in urban China. The study, which examined interregional differences in residential satisfaction in urban China, was based on the China General Social Survey's 2006 wave. A multi-group structural equation model (SEM) is used to investigate whether the determinants differ between the coastal, central, and inland regions. They found that the coastline region has less residential facilities than the middle and interior regions. Residential pleasure is positively impacted by housing quality, house ownership, community type, and socioeconomic level in all three regions. In the coastal region, housing quality has a greater impact on residents' contentment than community type and Hukou do in the middle and inland regions.

Ikurekong (2009), he wrote on The factors that affect housing satisfaction in residential areas of Nigeria's Uyo. The evaluation of the residential neighbourhood quality is one of the

significant issues in the urban centres of the majority of developing nations. The issue of urban inhabitants' lack of residential options has been made worse by this. He used a questionnaire to examine 20 areas in Uyo, and 1200 households were questioned about their living arrangements and surroundings. Utilising the factor analysis technique, the households' levels of satisfaction were assessed. The findings showed that in Uyo, six criteria were generated as housing satisfaction predictors. These include the availability of consumer items, social infrastructure, housing options, water supplies for health and recreation, and security services. Eighty percent of the variation within the data set was explained by these six variables could be used to assess the quality residential localities in Uyo and other similar urban centers in Nigeria and other less developed countries.

Mammadi, A. (2020) carried out a study on the city of Maiduguri's citizens' opinions towards public housing. The study evaluated the satisfaction and preference of residents as well as the quality of home components. Data were gathered by a questionnaire survey from 265 household heads of the housing estate who were proportionately chosen from the target population in Maiduguri metropolis as part of the study's quantitative methodology. Multiple regression analysis, mean ranking, frequency distribution, and descriptive and inferential statistics were used to analyse the acquired data. The results indicated that the quality of the building components, the condition of the bedroom, the living room, the roof, the finishing, and the kitchen were rated as very good, and the condition of the store, the dining area, the garage, and the toilets was rated as good in the study area. It was concluded that the quality and preference of public housing significantly influence. The study proposed incorporating occupant characteristics into the planning and construction of housing estates. This will guarantee that the occupants' needs are fully included into the development, resulting in increased occupant satisfaction and improved estate functionality.

Adegbinle, A., Onifade, V. & Solanke, P. (2019) carried out a study on influence of housing attributes on Housing satisfaction in Selected Residential areas of Ogun State. They conducted a survey on 20 local Government areas of Ogun state, data collated through structured questionnaires and were analyzed through descriptive and inferential statistical tools. The study found that Indoor Air Quality (IAQ), Individual Space (INS), Building Privacy (BUP), Condition of Building Materials (CBM), and Indoor Lighting (INL) all had an impact on satisfaction with housing features. The results suggest that the suitability of these features has an impact on the occupant's contentment.

In order to determine how well two public-private partnership housing estates in Lagos State, Nigeria were performing in terms of addressing residents' housing needs, Jegede (2021) evaluated the level of residential satisfaction for sustainability among inhabitants of the estates. He examined the physical characteristics of housing units in the PPP housing estates, identified the socioeconomic and demographic characteristics of residents, and determined the elements that affect residents' happiness with the PPP housing estates. Utilising categorical regression

analysis and descriptive statistics, data were gathered and examined. The outcome demonstrated that inhabitants are typically satisfied with their living arrangements. The qualities of their housing unit were the areas where people were most satisfied, followed by their neighbourhood, while maintenance procedures were the area where residents were least satisfied. The study found that the most important predictors of inhabitants' level of satisfaction were their socioeconomic characteristics and demographics. The study came to the conclusion that better housing maintenance practises, efficient infrastructure, and services could increase the pleasure felt by inhabitants of the PPP housing complexes.

3.0 Study Area

Gowon is situated in Lagos State's Egbeda Ipaja, Mosan Okunola Local Council Development Area. Egbeda is situated in the former Ikeja local government, which later became the Alimosho local government, in the Lagos West district of Lagos State. According to the official 2006 census, Alimosho, a Local Government Area Division in Lagos State, Nigeria, had 1,288,714 residents, making it the largest local government in Lagos.

Gowon Estate is a federal public estate, under the built-up residential housing scheme for low income earners. When it was newly constructed, it was a place that satisfied its residents, it looked smart, with good infrastructural facilities and services. It contains lots of distinctive features which makes it heavily sought by middle class citizens. But as time changed the estate lost its all due to neglect of government on the part of maintenance of infrastructures and lack of management on the facilities, lawless estate which lead to illegal structures, squatters all over the estate, stagnant water on the road, jobless youth which led to area boys etc. Gowon estate blocks of flats are about 120 units, and each contains a total of 12 flats thus bringing the number of households to 1440 (Ebiaride&Umeh, 2015, p.34).

The population in this study comprised all the residents of the estate. These residents are expected to provide the determinant of residential satisfaction in their housing estate.

In the context of this study, the entire population was randomly selected, where 152 questionnaires were administered to the residents of the Gowon Housing estate.

4.0 DATA ANALYSIS

The analysis of data computed via the Statistical Package for Social Science (SPSS 23.0 for windows). The technique for the data analysis descriptive and the Min item Score in Five Likert Scale in order to measure and rank the level of occupier's satisfaction in the study area.

4.1 Respondents Tenure in the Estate

S/N	TENURE	FREQUENCY	PERCENTAGE
	Gowon Estate		
	RENTED	50	39.1
	OWNER OCCUPIED	78	60.9
	TOTAL	128	

Source: Field Survey, (2022)

From Table 4.1, it can be seen that out of the total respondents in Gowon Estate 50 (39.1%) are tenant while 78 (60.9%) are Landlord. The data suggests therefore that majority of respondents in Gowon Estate are landlords whose opinion can be depended on.

Table 4.2: Respondents Household Size

S/N	HOUSEHOLD SIZE	FREQUENCY	PERCENTAGE
1	0-3 PERSONS	26	20.8
2	4-6 PERSONS	82	65.6
3	7-10 PERSONS	13	10.4
4	10 AND ABOVE	4	3.2
	TOTAL	125	100

Source: Field Survey, (2022)

The Table 4.2 above infers that a total of 26 respondents (20.8%) are between 0-3 in the house, a total of 82 respondents (65.6%) are between 4-6 persons. A total of 13 respondents (10.4%) between 7-10 persons while 4 (3.2%) have a household number of 10 and above. The effect of this response is that the estates are fully occupied as expected.

Table 4.3: Respondent Appraisal On Satisfaction With Housing Dwelling Unit

S/N	DWELLING UNIT	5	4	3	2	1	MIS	RANK
	GOWON ESTATE							
1	Power Supply	37	73	7	15	4	3.89	11 th
2	Waste Disposal	35	70	10	17	5	3.82	12 th
3	Water	40	75	4	14	4	3.97	10 th
4	Finishes	26	46	8	36	19	3.17	13 th
5	Natural lighting	56	65	10	4	1	4.25	5 th
6	Ventilation	63	59	11	3	1	4.31	4 th
7	Quality of building	82	40	7	4	2	4.45	3 rd
8	Room size	67	56	8	2	3	4.62	1 st

9	Kitchen	57	67	5	5	3	4.24	6 th
10	Bedroom Number	54	64	9	4	4	4.55	2 nd
11	Living area	61	52	5	9	9	4.08	8 th
12	Dining area	61	53	8	8	7	4.11	7 th
13	Privacy in the house	70	41	8	7	11	4.1	9 th

Source: Field Survey, (2022)

Respondents’ satisfaction on with the housing dwelling units according to the response shown in the table 4.3 for Gowon Estate, it indicates that the most selected factors ranking from st-5th: Room size, Bedroom Number, quality of building, ventilation, natural lighting house. while the least selected factors were: Kitchen, Dining area, Power supply, Waste disposal, Finishes.

Table 4.4: Level Of Satisfaction With Environmental And Neighbourhood Facilities

S/N	FACILITIES	5	4	3	2	1	MIS	RANK
GOWON ESTATE								
1	Air	81	47	3	4	2	4.47	1st
2	Security/safety	59	45	7	15	10	3.94	8th
3	Health care services	29	56	18	11	23	3.42	10th
4	Road	13	22	17	48	36	2.78	12th
5	Drainage	15	31	8	45	36	2.59	13th
6	Sewage	29	73	9	16	8	3.73	9th
7	Proximity to workplace	55	61	7	10	2	4.18	4th
8	Proximity to worship place	65	57	6	5	3	4.29	6th
9	Proximity to children school	74	47	12	2	1	4.4	2nd
10	Access to roads	69	52	7	7	0	4.36	3rd
11	Access to public transport	63	60	4	6	4	4.26	5th
12	Water	57	56	10	4	10	4.07	7th
13	Serenity	37	30	5	20	45	2.96	11th

Source: Field Survey, (2022)

Level of satisfaction with environmental and neighborhood facilities according to the response of the respondents in Gowon Estate the Level of satisfaction with environmental and neighborhood facilities according to the response of the respondents shown in the table 4.4 above indicates that the most selected factors were: Air Quality, Proximity to school, Access Road, Proximity to workplace, Access to public Transport, Access to place of Worship, Water Access to public transport, Access to road, Air, Proximity to children school, Proximity to work place, Water, Proximity to worship place, Security/Safety, as they ranked 1st to 8th respectively while the least selected facilities were: Sewage, Serenity, Health care services, Road, Drainage, as they ranked 9th, 10th, 11th, 12th, and 13th respectively.

Table 4.5: Level Of Satisfaction With The Management System

S/N	MANAGEMENT	5	4	3	2	1	MIS	RANK
GOWON ESTATE								
1	Drainage system	27	28	10	17	55	2.67	3 rd
2	Sewage system	28	49	11	19	30	3.19	1 st
3	Road	19	25	11	31	51	2.49	5 th
4	Waste	24	29	14	40	27	3.19	1 st
5	Maintenance of the building	19	25	11	38	44	2.54	4 th
6	Cleaning of the Environment	31	26	11	36	33	2.90	2 nd

Source: Field Survey, (2022)

The level of satisfaction in Gowon Estate with the management system according to response of the respondents shown in the table 4.5 above indicates that the most selected factors were: Sewage & Waste system, Road, Cleaning of the environment, Drainage system, maintenance of building, Road as they ranked 1st to 5th.

Table 4.6: Level of Satisfaction with Social Infrastructure

S/N	SOCIAL INFRACTRUCTURE	5	4	3	2	1	MIS	RANK
GOWON ESTATE								
1	Open space for event	71	26	25	11	4	4.09	1 st
2	Green areas	22	17	75	15	8	3.22	6 th
3	Library	9	11	92	16	7	2.99	8 th
4	Recreational/sporting facilities	9	16	85	25	2	3.04	7 th
5	Playground for children	13	43	59	19	2	3.47	5 th
6	Health care center	15	66	41	11	4	3.56	3 rd
7	Schools for children	20	71	30	13	3	3.67	2 nd
8	Shopping mall	20	63	22	28	4	3.49	4 th

Source: Field Survey, (2022)

Respondents level of satisfaction with the social infrastructures according to responses shown in the table 4.6 above indicates that the most selected social infrastructures were: Open space for event, school for children, Health centre, shopping mall, playground for children as they ranked 1st to 5th respectively while the least selected factors were: Green areas, Recreational/sporting facilities, library as they ranked 6th, 7th and 8th respectively.

Table 4.7: Factors That Create Dissatisfaction to Respondents

S/N	CHALLENGES	YES	Percent	NO	Percent
GOWON ESTATE					
1	SIZE	33	24.1	104	76.0
2	Location	17	12.4	119	87.6
3	Quality of building materials	29	21.2	108	78.8
4	Maintenance of infrastructures	84	61.3	53	38.7
5	Safety/security	73	53.3	64	46.7
6	Drainage system	97	70.8	40	29.2
7	Sewage system	84	61.3	53	38.7
8	Road	80	58.4	57	41.6
9	Space of dwelling	31	22.6	105	77.4
10	Accessibility to work place	28	20.4	109	80.1
11	Accessibility to school	33	24.1	104	76.1
12	Grocery shop	47	34.3	90	65.7
13	Waste disposal	70	51.5	65	48.5
14	Drug abuse	59	43.4	76	56.6
15	Electricity	55	40.4	81	59.6
16	Network services	50	36.8	85	63.2
17	Recreational center	91	66.9	45	33.1
18	Water supply	82	60.7	53	39.3
19	Cleanliness of the environment	94	69.1	41	30.9
20	Smart technology	96	70.6	39	29.4
21	Transportation within the estate	47	34.6	88	65.4
22	Maintenance of facilities	88	65.2	47	34.8

Source: Field Survey, (2022)

The study requested the respondent to indicate their factors that create dissatisfaction to them in the estate. From the study findings as shown in the table 4.7 above, the result shows that 33 (24.1%) are dissatisfied with the size of unit while 104(76.0%) are not, 17(12.4%) are dissatisfied with Location while 119(87.6%) are not, 29(21.2%) are dissatisfied with Quality of building materials while 108(78.8%) are not, 84(61.3%) are dissatisfied with maintenance of infrastructures while 53 (38.7%) are not, 73(53.3%) are dissatisfied with Security while 64 (46.7%) are not, 97(70.8%) are dissatisfied with Drainage system while 40(29.2%) are not, 84(61.3%) are dissatisfied with the sewage system while 53(38.7%) are not, 80 (58.4%) are dissatisfied with Road while 57(41.6%) are not, 31(22.6%) are dissatisfied with the Space of dwelling while 105(76.6%) are not, 28(20.4%) are dissatisfied with Accessibility to work place

while 109(79.6%) are not, 33(24.1%) are dissatisfied with accessibility to school while 104(75.9%) are not, 47 (34.3%) are dissatisfied with Grocery shop while 90(65.3%) are not, 70(51.5%) are dissatisfied with Waste disposal while 65 (47.8%) are not, 59(43.4%) are dissatisfied with Drug abuse while 76(55.9%) are not, 55(40.4%) are dissatisfied with Electricity while 81 (59.6%) are not, 50 (36.8%) are dissatisfied with Network services while 85(62.5%) are not, 91(66.9%) are dissatisfied with Recreational center while 45(33.1%) are not, 82(60.7%) are dissatisfied with Water supply while 53(39.3%) are not, 94(69.1%) are dissatisfied with cleanliness of the environment while 41 (30.1%) are not, 96(70.6%) are dissatisfied with smart technology while 39(28.7%) are not, 47 (34.6%) are dissatisfied with Transportation within the estate while 88(64.7%) are not and 88 (65.2%) respondents are dissatisfied with Maintenance of facilities while 47 (34.8%) are not. These findings depict that majority of the factors that creates dissatisfaction to respondents in the estate are; Drainage system, Grocery Shop, Recreational centre, Smart technology and to an extent the maintenance of facilities.

Table 4.8: Solutions for the Improvement on Housing Satisfaction

S/N	FACTORS	YES	Percent	NO	Percent
GOWON ESTATE					
1	Nearest to facilities.	79	58.1	57	41.9
2	Provision of housing facilities.	84	61.8	52	38.2
3	Constant facility management.	95	69.9	41	30.1
4	Maintenance of infrastructures.	109	80.1	27	19.9
5	Provision of social infrastructures.	115	84.6	21	15.4
6	Provision of health and leisure factors.	104	76.5	32	23.5
7	Rehabilitation of roads and Drainage.	108	79.4	28	20.6
8	Proper sewage disposal and management system.	101	74.3	34	25
9	Formulation of policies to see adequate maintenance of structures and facilities.	84	62.2	50	37
10	Persecution of residents who violate the rules guiding residency maintenance scheme.	97	71.3	37	27.2

Source: Field Survey, (2022)

The study also requested the respondents to recommend solutions for the improvement of housing satisfaction in the estate. From the study findings, Provision of social infrastructure was the most recommended solution with (84.6%), followed by maintenance infrastructures,

Rehabilitation of roads and drainages (79.4.7%), provision of health and leisure factors, (76.1%), Persecution of residents who violate the rules guiding residency maintenance scheme (71.1%), Proper sewage disposal and management system (74.3%), Constant facility management (69.9%) and Formulation of policies to see adequate maintenance of structures and facilities with (62.6%) respectively .

From the findings on the study area, it was discovered that the satisfactory level of residents in Gowon Estate were moderately satisfied with the management system, social infrastructures, environmental and neighbourhood facilities but were satisfied with the housing dwelling unit.

5.0 Recommendations

Relating to the four factors being identified under the study, Environmental and Neighborhood facilities seem to be most significant and it is recommended that they are adequately provided for the residents such as Access to schools & Workplace, Playground, Accessibility, parking areas, etc.

It is also recommended that the Government establishes committee to see to the operations and management of structures and facilities within Gowon estate. And also formulate policies, the major goal of the policy is to guarantee that all home owners regularly renovate and maintain their residence(s). Annual inspections are one way to accomplish this.

5.1 Conclusion

This study identified factors that determines housing satisfaction in residential localities in public estates with reference to Gown Estate where residents in the public estate are satisfied with the quality of the dwelling unit. A significant percentage of residents in the estate were dissatisfied with the social infrastructures. The Government should put in effort to improve on the social infrastructures, environment and neighborhood facilities especially on the roads, drainages, security, etc. The buildings should be rehabilitated to suit to modern needs of the residents and there should be proper management of the facilities. The real estate developers are responsible for the increase in residential satisfaction; they need to pay attention to the design and constructional stage of development.

However, there is need for future researchers to continue to build on the body of knowledge on determinant of housing satisfaction in residential localities by investigating into more factors that creates satisfaction to residents.

References

- Amole, D. (2009). Residential satisfaction in student housing. *Journal of Environmental Psychology*. Vol. 29. Pp.76-85.
- Adeginle, M., Onifade, V. & Solake, P. (2019). Influence of Housing Attributes on Housing Satisfaction in selected Residential Areas of Ogun State. *Environmental Technology & Science Journal*. Vol.10 (1).

- Balestra, C., & Sultan, J. (2013). Home sweet home: The determinants of residential satisfaction and its relation with well-being. *OECD Statistics Working Papers*, 1-42.
- Ebiaride, E. & Umeh, O. (2015). Factors influencing user's satisfaction in public and private estate in Lagos, Nigeria. *ATBU Journal of Environmental Technology*. Vol. 8 (2). Pp.30-41.
- Fatoye, E. & Odusami, K. T. (2009). Occupants' satisfaction approach to housing performance evaluation: the case of Nigeria being *RICS COBRA research conference* held at the University of Cape Town. Vol. 10 (11).
- Frank, B. & Enkawa, T. (2009). Economic driver of dwelling satisfaction: Evidence from Germany. *International Journal of Housing Markets and Analysis*. Vol.2(1). Pp. 6-20.
- Hui, E. & Zheng, X. (2010). Measuring customer satisfaction of FM service in housing sector: A Structural Equation Model Approach. *Facilities Journal*. Vol.28 (5/6). Pp. 306-320.
- Ibem, E.& Amole, O. (2010). Evaluation of Public housing programmes in Nigeria: A theoretical & conceptual Approach. *The Built Human Environment Review*. Vol.3. Pp.88-117.
- Ikurekong, E. (2009). Determinants of Housing Satisfaction in Residential Localities within Uyo, Nigeria. *Futy Journal of environment*. Vol.4 (1). Pp.28-35
- Jegade, F. (2021). Assessment of Residential Satisfaction for sustainability in Public-Private Partnerships (PPP) Housing Estates in Lagos, Nigeria. *Earth & Environmental Science*. Vol. 665.
- Jiboye, A. D. (2010). Evaluating tenant's satisfaction with public housing in Lagos, Nigeria. *Town Planning and Architecture*. Vol.33 (4). Pp.239–247
- Kellekc, D. & Bebköz, L. (2005). Determinants of Users satisfaction & environment Quality: Sample of Istanbul Metropolitan. Urban & regional Planning Department, Faculty of Architecture, Istanbul Technical University, Turkey.
- Makinde, O. (2014). Housing Delivery system, need & Demand. *Environment Development Sustainability Journal*. Vol.16 (1).
- Mammadi, A. (2020). Measuring Residents Satisfaction Level of Public Housing in Maiduguri metropolis of Borno State, Nigeria. *Path of Science*.Vol.6 (3).
- Mohit, M. A., & Azim, M. (2012). Assessment of residential satisfaction with public housing in Hulhumale', Maldives. *ASEAN Conference on Environment Behaviour Studies, Bangkok, Thailand*. Vol.16 (18). Pp.1-17.
- Mohit, M. A., Ibrahim, M., & Rashid, Y. R. (2010). Assessment of residential satisfaction in newly designed public low-cost housing in Kuala Lumpur, Malaysia. *Habitat International*. Vol.34, 18-27.
- Mohit, M.A., & Nazyddah, N. (2011). Social housing programme of Selangor Zakat board and housing satisfaction. *Journal of Housing and the Built Environment*. Vol. 26(1), 123-142

- Mohit, M.& Raja, A. (2014). Residential satisfaction Concept, Theories & Empirical Studies. *Planning Malaysia Journal. Vol. 12 (3)*
- National Housing policy (2004). <http://housingfinanceafrica.org>.
- Oladapo, A. (2006). A Study of tenant maintenance awareness, responsibility and satisfaction in Institutional Housing in Nigeria. *International Journal of Strategic Property Management, Vol.10*. Pp.217-231.
- Olayiwola, L. (2003) The future of public housing in Nigeria. A Lecture series. *Department of Urban and Regional Planning, Obafemi Awolowo University, Ile-Ife, Nigeria*.
- Olatubara, C.O., & Fatoye, E.O. (2006). Residential satisfaction in public estates in Lagos State, Nigeria. *Journal of Nigerian Institute of Town Planners*, 19(1), 103-124.
- Onifade, V., Lawanson, T., & Yoade, A. (2019). Sustainable Housing Satisfaction Determinants in Metropolitan Lagos, Nigeria. *Journal of Sustainable Development. Vol.20 (2)*
- Osman, A., & Lemmer, C. (2002). Architecture and housing: Changing perceptions in the New South Africa. The case of Pretoria University. *Proceedings of XXX IAHS World Congress on Housing, Coimbra Environment*, 18, pp. 213–232.
- Ren, H. & Folmer, H. (2016). Determinants of Residential Satisfaction in Urban China. *Sage Journals. Vol.10*.
- Waziri, A. G., Yusof, N., & Salleh, A. G. (2013). Residential satisfaction with private housing estate development in Abuja, Nigeria. *School of Housing, Building and Planning, Universiti Sains Malaysia, 11800 Pulau Pinang. Vol. 6(1)*. Pp. 3-12.
- Waziri, A.G. (2012). Towards fire safety and security in grills housing: A Review of Approach. *Interdisciplinary Journal of Contemporary Research in Business. Vol. 4(8)*, 270-288.
- Westaway, M.S. (2006) A longitudinal investigation of satisfaction with personal and environmental quality of life in an informal South African housing settlement, Doornkop, Soweto. *Habitat International, Vol.30*. Pp. 175–189.