HOUSING MANAGEMENT AND RESIDENTS' SATISFACTION IN HOUSING ESTATES IN ENUGU METROPOLIS, NIGERIA: CASE STUDY OF CENTRAL BANK OF NIGERIA QUARTERS, ENUGU

Chukwunonso Obiefuna Umeora

Department Of Architecture, Chukwuemeka Odumegwu University, Uli Campus

Abstract

Some housing estates in Enugu are in a state of disrepair and poor state of maintenance. This sometimes affects the level of residents' satisfaction. The aim of this study therefore is to evaluate the nexus between housing management and residents' satisfaction in housing estates with a view to identifying factors that affect satisfaction level of residents in the estates and proffer solutions with which housing estates can be effectively managed in Enugu and Nigeria in general. Nigeria as well as other developing countries is known for poor maintenance culture and unsustainable practices without considerations of the consequent effects on the environment. There is the need to investigate the relationship between housing management and resident' satisfaction in housing estates in Enugu, Nigeria and offer feedback to the housing estate developers on the poor practices in the housing estate that affect residents' satisfaction. The study focused on Central Bank Quarters, Enugu as a case study and adopted survey research design in the methodology. Questionnaires were administered to 70 households in the estate and the analysis showed that poor maintenance of facilities in the estate, state of repair of the buildings, performance of facilities in the buildings and time taken to respond to residents' complaints are sources of dissatisfaction in the estate. Rules and regulations guiding residency and cleanliness level of the estate were found to be sources of satisfaction to the residents. The paper concluded that professionals in estate management should be used in managing estates and freehand given to them to apply their expertise in carrying out the management functions. Also, housing developers and providers should pay more attention to maintenance of buildings and facilities in estates as well as time taken to respond to residents' complaints, these add to sources of residents' satisfaction in housing.

Keywords: Housing Estates, Maintenance, Management, Residents, Satisfaction

INTRODUCTION

Before colonization of the country, there was no need for housing estates because housing was mainly for accommodating family members in compounds with a number of huts occupied by different members. The colonial masters introduced housing estates to house their employees in cities near their places of work. When the country gained independence, government and organizations (private and public) continued with the trend and expanded the number of housing estates. The successful management of estates has however come under scrutiny by experts and stakeholders. Management of the estates is essential as poor or lack of management could be

tragic resulting in ill-maintained buildings and environment, which affect resident's level of satisfaction. Jiboye (2012) as well as Ibem, Opoko, Adeboye and Amole (2013) noted that housing enables residents carry out different activities such as: work, rest, leisure and social interactions in the neighbourhood; in addition to these, being fit for the purpose of the users helps to ensure satisfaction.

To realize this, housing is supposed to be designed, constructed and managed based on established standards by government authorities. As researchers continue to offer solutions to improve qualitative deficiencies in housing conditions, efforts are continuously made at addressing the challenges posed by inadequacies in the housing sector. Ibem (2011) noted that these efforts have culminated in various housing programmes in various parts of Nigeria. Olotuah (2016) opined that the great percentage of the housing stock (housing estates inclusive) in Nigeria is largely inadequate qualitatively and is characterized by acute environmental and sanitary problems. This could be attributed to poor management of the buildings and facilities in housing estates.

Ahlbrandt (1976) as cited in Muoghalu (1987) posited that of all the dimensions of housing, management is the most crucial in explaining level of satisfaction of residents. Maintenance level, empathy, responsiveness and strictness were identified as the major components of management. Ukoha and Beamish (1997) buttressed this by stating that residents' satisfaction towards the management of the housing estate is an important dimension in measuring satisfaction level of residents. Therefore, proper housing management is indispensable for keeping the buildings and facilities in serviceable conditions to ensure residents' satisfaction (Hui, 2005).

Salleh, Yosuf, Salleh and Johari (2012) identified some management issues which have impact on residents' level of satisfaction in housing as: satisfaction towards residents' selection and procedures, implementation of the law, time taken to act on residents' complaints, tolerance in handling issues, quality of repair work upon completion, hygiene quality in building unit, hygiene quality in environment, environmental security and overall quality of maintenance carried out by the management and overall satisfaction towards the dwelling units. These were discovered to have strong relationship with the level of residents' satisfaction. This research therefore seeks to assess residents' level of satisfaction with management sub-system of housing in housing estates in Enugu metropolis, with Central Bank Quarters as a case study.

Area of Study

Enugu was the administrative capital of the old Eastern Region, capital of old Anambra State and later became the capital of Enugu State with its creation as a new State in 1991. Enugu is situated between latitudes 06° 21' N and 06° 30' North of the equator and longitude 07° 26' E and 07° 37'E of Greenwich meridian. It is bounded in the east by Nkanu East Local Government Area, in the west by Udi Local Government Area, in the north by Igbo-Etiti and Isiuzo Local Government Areas and in the south by Nkanu West Local Government Area (Chukwu, 2015). Enugu

metropolis comprises three local government areas, namely; Enugu East, Enugu North and Enugu South. These are shown in Figure 1. Enugu metropolis as at 2006 had a population of 722,664 and according to 2015 estimates should nearly two million residents (National Population Commission, 2006). It has a population density of about 427.6 persons per square kilometre. The city of Enugu falls under hot – humid climatic zone. This humidity is at its highest between March and November. The annual mean temperature ranges between 22^0 C and 30^0 C, relative humidity fluctuates between 40% and 80%. The prevailing winds are of two types, namely the North-East Trade Wind and South-West Trade Wind. The north-east trade wind blows from across the dry Sahara thereby leads to the dusty harmattan weather in the dry season. The south-west trade wind blows as a water saturated wind from the Atlantic and brings about the rainy season. The rainy season usually lasts from April to October with a short break in August. The Central Bank of Nigeria (CBN) quarters is situated at Trans Ekulu in Enugu East Local Government Area of Enugu State. The estate is bounded in the North by Nike Lake, West by Ugbo-Odogwu community and in the South by Ekulu River.
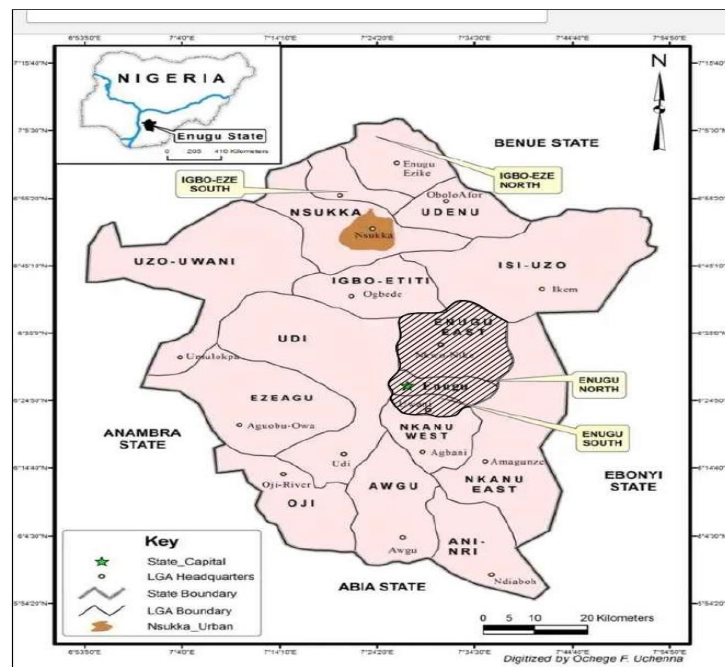

Figure 1: Map of Enugu state showing Enugu Metropolis
Source: Ochege (2016)

LITERATURE REVIEW

Theoretical Framework

Steggell, Binder, Davidson, Vega, Hutton and Rodecap (2003) as well as Ibem, Adeboye and Alagbe (2015) noted that there are different theoretical frameworks frequently used in satisfaction evaluation in housing, topmost among which is the Theory of Housing Adjustment.

According to Morris and Winter (1975), this theory defines the manner households gauge their level of satisfaction with housing conditions and thus, identified two criteria used by families to gauge housing conditions, which are - family norms and cultural norms. Family norms refer to the standards (e.g. social, economic and psychological position) families attribute to their housing condition, while cultural norms signify housing needs derived from cultural standards based on which conditions are gauged. These cultural norms as related housing could be expressed in terms of quality of the housing, which may include housing space; tenure type; maintenance level of facilities in the neighbourhood.

Housing deficiency is said to exist if housing condition does not fit into the resident's family and cultural norms. Thus, evidences of this deficiency can be in the form of housing dissatisfaction, thereby leading to housing adjustment behaviour. Abubakar, Tareef and Abdullah (2015), as well as Ibem, Adeboye and Alagbe (2015) asserted that housing adjustment remains inevitable as long as there is drop in the quality of housing condition which may be caused by poor management.

Review of Empirical Literature

Obodoh (2009) defined management as the planning, procurement, organization, coordination and control of the necessary resources for their achievement. The relationship between housing management and the residents exerts a great influence on residents' level of satisfaction (Yau & Ho, 2009). Given that most housing schemes are designed and constructed to meet government stipulated standards, the buildings in the estates are usually of good performance when newly built. If these buildings and the environment are not properly managed, they would become liabilities to the owners and the environment leading to dissatisfaction of the residents

Becker (1977) posited that the system of housing management can be perceived by residents as a factor restricting freedom in housing estates. Onibokun (1974) contented that the rules and regulations set up by housing authorities for administering and maintaining housing could be source of satisfaction or dissatisfaction. Also, Turner (1976) as cited in Muoghalu (1987) criticized the rigidity and cost arrangements enacted by housing managers as possible causes of dissatisfaction and encouraged a greater degree of maintenance control by residents. Other researchers Salleh, Yosuf, Salleh and Johari, (2012), as well as Yau and Ho, (2009) showed that freedom or inhibition imposed by these rules and regulations on promptness with which repairs are done, mode of rent collection, relationship between management and residents either distress or satisfy residents. Obodoh (2009) further opined that management of estates is supposed to be a professional work that requires the skill and expertise of trained personnel in the field of estate management as the effect of lack of skill and training on the part of management is disastrous to estates.

Liu (1999) discovered high level of dissatisfaction among public housing occupants in the area of maintenance of the building estate and integrity of the building fabric. The following housing management issues were discovered to have strong relationship with the level of residents' satisfaction; satisfaction towards tenants' selection and procedures, implementation of the law, friendliness of the management, time taken to act on tenants' complaints, tolerance in handling issues, quality of repair work upon completion, hygiene quality in building unit, hygiene quality

in overall dwelling, environmental security, overall quality of maintenance carried out by the management and overall satisfaction towards the dwelling units.

METHODOLOGY

The design of this research is survey design and would use the following attributes: level of cleanliness of the estate, rules and regulations guiding residency, management and maintenance of facilities in the estate as well as time taken to act on residents' complaints in assessing residents' level of satisfaction with management sub-system. The instrument used for data collection in this study is the questionnaire. The questionnaire was structured to have close ended questions, for homogeneity in responses to the questions. There are 260 housing units in the CBN quarters which consist of the following housing unit types: (i) 2-bedroom flats- 16 blocks of 8 flats each, making a total 128 flats. (ii) 3-bedroom flats- 12 blocks of 8 flats each making a total of 96 flats. (iii) 3–bedroom flats (with boys' quarter) - 6 blocks of 6 flats each making a total of 36 flats. A total of 78 housing units were chosen as the sample size (which is 30% of the research population); thus, 78 copies of questionnaires were raised and administered to the tenants of the estate. Women were used as primary respondents in each household because they interact with the housing environment more than men. But in instances where women could not be reached, men responded to the questionnaire. The respondents were also asked to rate the level of satisfaction with their housing situations based on a five-point Likert scale ranging from 1 for "Very Unsatisfied'', 3 for "Neither Satisfied nor Dissatisfied" to 5 for 'Very Satisfied'. Data on the personal profiles of those encountered in the survey were also collected using the questionnaire.

RESULTS AND DISCUSSIONS

Table 1 shows that 78 copies of questionnaires were distributed to the tenants of the estate while 70 copies were returned. This represents a return rate of 89.74% which is considered to be adequate.

Table 1: Analysis of the distribution and return of questionnaire

	No. of Questionnaire Distributed	No. of Questionnaire returned	% Returned
Tenants of the Estate	78	70	89.74%

Source: Field study (2018)

Out of 70 respondents, 14 persons representing 17.14 % of the respondents were males, while 58 persons representing 82.86 % of the respondents were females; implying that the majority of the respondents were females. This is shown in Table 2.

Table 2: Personal data of respondents

Sex	Number of respondents
Male	12
Female	58
Total	**70**

Source: Field study (2018)

Analysed data shows that 9 of the respondents who represent 12.86 % of the respondents have lived in the estate between 1 - 5 years. 27 of the respondents or 38.57 % have lived in the estate between 6 – 10 years. Furthermore, 34 of the respondents or 48.57 % have lived in the estate for above 10 years. This means that the bulk of the tenants in the estate have lived there for a reasonable length of time and would be able to evaluate matters in the questionnaire. This is seen in Table 3.

Table 3: Response on length of stay of the tenant in the estate

Length of stay	No. of respondent	Frequency (%)
1- 5 years	9	12.86 %
6 – 10 years	27	38.57 %
Above 10 years	34	48.57%
Total	**70**	**100%**

Source: Field study (2018)

Table 4 shows that income level is the major factor majority of the tenants considered in their choice of accommodation.

Table 4: Response on factors considered in choice of accommodation

Factors	No. of Respondents
Household size	10
Income level	58
Education level	2
Total	**70**

Source: Field study (2018)

Table 5 shows that 86.96% of the respondents asserted that management consultants are involved in the management of the estate, while 6 respondents or 13.04% do not agree that consultants have been involved in managing the estate.

Table 5: Response on if management consultants are involved in management of the estate

Reaction	No. of Respondents	% of Response
Yes	62	86.96%
No	8	13.04%
Total	**70**	**100**

Source: Field study (2018)

In Table 6, it is shown that 68 respondents or 97.14 % of the sample size stated that they experience some disrepair in their building, while 2 of the respondents or 2.86 % stated that they do not experience any disrepair in their building. The consequence is that a great number of the tenants experience disrepair in the properties they occupy. This implies that the residents are dissatisfied with the state of repair of the buildings.

Table 6: Response on disrepair in buildings within the estate

Response	No. of Respondents	Frequency (%)
Yes	68	97.14%
No	2	5%
Total	**70**	**2.86%**

Source: Field study (2018)

On the level of satisfaction with state of repair of the buildings, the study indicated that 45.6%, 28.4%, 6.2%, 15.2%, and 4.6% of the residents indicated that they were very dissatisfied, dissatisfied, undecided, satisfied and very satisfied respectively with the state of repair of the buildings. The implication of this is that the majority of the residents are not satisfied with the state of repair of the buildings as the buildings are in dire need of maintenance works (see Figure 2).
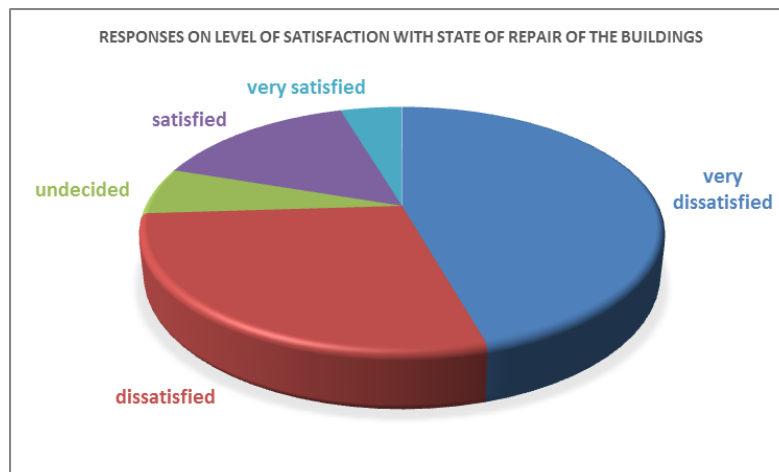

Figure 2: Responses on the level of satisfaction with state of repair of the buildings
Source: Field study (2018)

On the level of satisfaction with performance of facilities in the building, the study indicated that 55.9%, 18.6%, 5.1%, 15.3%, and 5.1% of the residents indicated that they were very dissatisfied, dissatisfied, undecided, satisfied and very satisfied respectively with the performance of facilities in the building. The housing facilities include all facilities attached to building in order for it to function efficiently such as: sanitary wares, refuse and sewage disposal; the efficiency of electricity and water supplies. The effective management of the facilities often create willingness to pay for accommodation even in the face of competition among users. Inadequate provision of these facilities foretells varied fears to residents' well-being and could lead to dissatisfaction. The implication of this is that the majority of the residents are not satisfied with the performance of facilities in the building (see Figure 3).
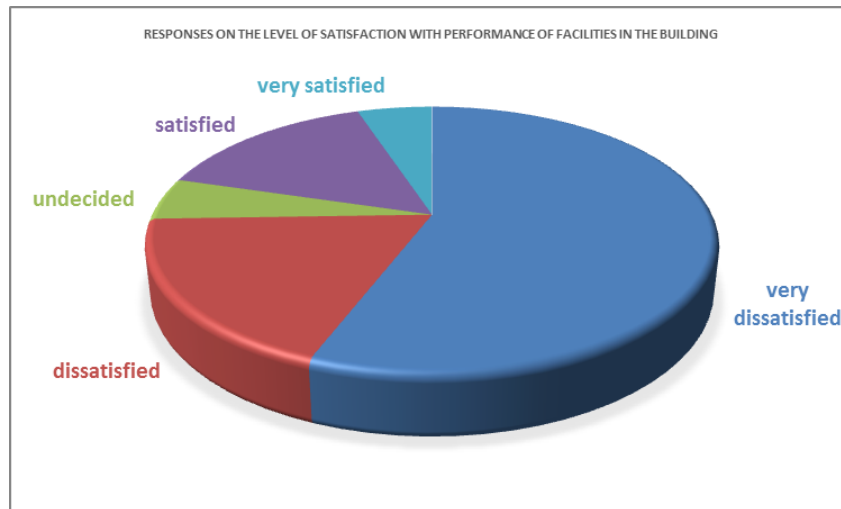

Figure 3: Responses on the level of satisfaction with performance of facilities in the building
Source: Field study (2018)

The result for the level of cleanliness in the estate, the residents responded as follows: 3.6%, 15.9%, 8.3%, 35.8% and 36.4% as very dissatisfied, dissatisfied, undecided, satisfied and very satisfied respectively. A greater percentage of the residents are satisfied with the level of cleanliness in the estate (see Figure 4).
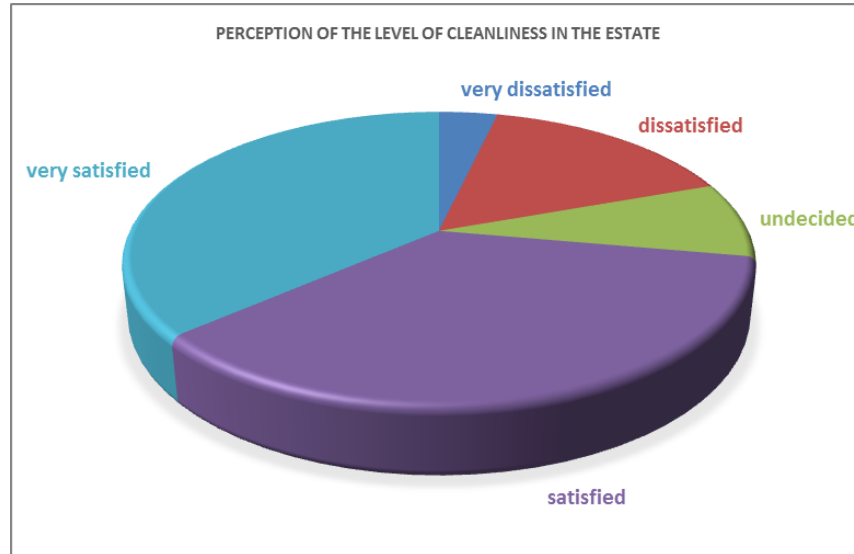
Figure 4: Perception of the level of cleanliness in the estate
Source: Field study (2018)

On the rules and regulations guiding residency in the estate, the residents' responses are 5.1%, 11.9%, 20.3%, 45.8% and 16.9% indicating that they were very stringent, stringent, undecided, less stringent, and not stringent, respectively. This indicated that more of the residents are satisfied with rules and regulations guiding residency in the estate (see Figure 5).
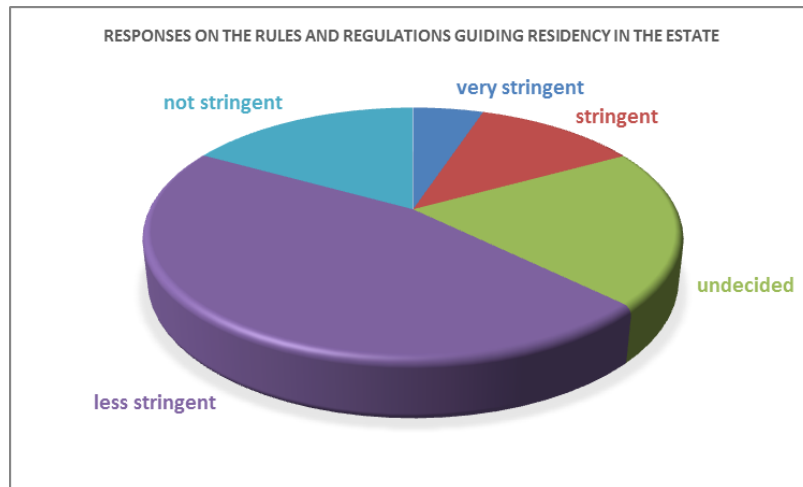

Figure 5: Responses on the rules and regulations guiding residency in the estate
Source: Field study (2018)

The result for the level of acceptability with the time taken to respond to residents' complaints showed that the residents responded as follows: 53.5%, 20.9%, 3.3%, 10.1% and 12.2% as very dissatisfied, dissatisfied, undecided, satisfied and very satisfied respectively. A greater

percentage of the residents are dissatisfied with the time taken to respond to residents' complaints which is from 7 days and above of laying any complaint (see Figure 6).
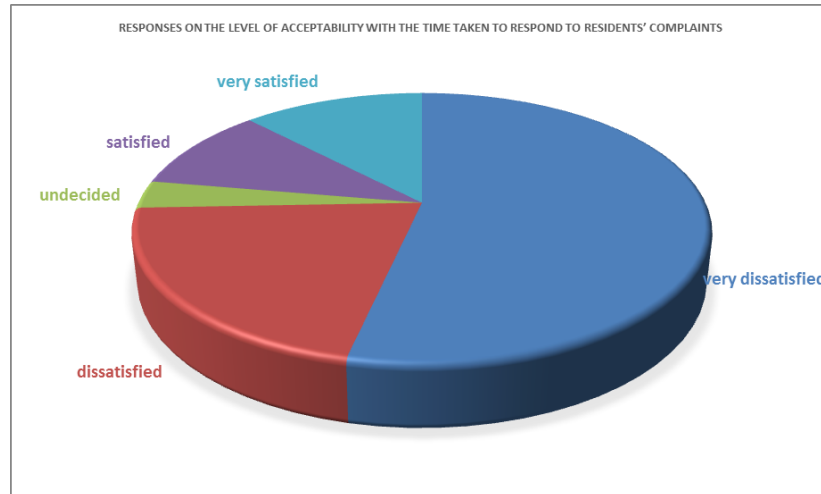

Figure 6: Responses on the level of acceptability with the time taken to respond to residents' complaints
Source: Field study (2018)

CONCLUSION

The data analysis results presented show the following findings: for residents, income level is paramount in the choice of accommodation. It was observed that there was poor maintenance of facilities in the estate, state of repair of the buildings, performance of facilities in the buildings and time taken to respond to residents' complaints are sources of dissatisfaction in the estate, while rules and regulation guiding residency and cleanliness level of the estate were found to be sources of satisfaction to the residents. Further revelations were made during interview sessions that the poor state of maintenance of the facilities was not because professionals are not used in the running of the estate, but that the estate managers are not free to manage the estate within the confines of best international practices as they are limited by institutional controls. Some of the institutional controls identified are: policies of the organization (CBN), administrative bottleneck where board approval is needed for management decisions, controlled rent, and delay in responding to maintenance problems because of required approvals. This implies that in housing, the developers and providers should pay more attention to maintenance of buildings and facilities in estate as well as time taken to respond to residents' complaints. These add to sources of residents' satisfaction in housing.

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