

Assessment of Students' Perception and Satisfaction with Hostel Accommodation in Afe Babalola University, Ado Ekiti, Nigeria

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Abstract

The study examined Students' Perception and Satisfaction with Accommodation Facilities in Afe Babalola University Ado- Ekiti. Information used for the study was collected with the aid of questionnaire administration. Multi-stage random sampling technique was adopted for the study. Firstly, the researchers divided the study population into two based on gender, that is, male and female. Secondly systematic random sampling technique was used to select every fourth rooms in all the hostels for data collection at the end 75 female and 75 male respondents were selected, constituting about 3% of the total study population. Findings revealed that student were generally satisfied with the facilities provided in their hostels but complained that the facilities are poorly maintained due to inadequate water supply to hostels. The study concluded that ABUAD management should ensure adequate supply of water to all hostels as a way forward and constantly maintain hostel equipment/facilities whenever need arises. The study is significant to the management of Afe Babalola University and those that are saddled with the responsibility of maintaining hostel accommodation facilities in their campus.

Keywords: Students, Hostel, Accommodation, Perception and Satisfaction.

Introduction

The world of higher education is becoming ever more competitive for universities, not only in attracting students but also in providing excellent experience for the duration of the student's stay. This has impact from the first time students visit the university (often prior to enrolment), through their first few formative weeks to the conclusion of their studies and sometimes beyond.

Accommodation is an important necessity in every aspect of human development and the improvement of the society. Accommodation is the key element in the tourism products and essential component of tourism. The World Tourism Organization's definition of a tourist presupposes that the tourist must spend at least one night in a destination visited. This definition

indicates a central role that accommodation plays in tourism. Tourist accommodation, which caters for both domestic and international tourist, is an important feature of the total tourist image of the country (Bhatia 2001).

According to Maslow (1970), shelter or home or accommodation or need for security comes first after the psychological needs are met (i.e. food, water and sex). Accommodation has been described as a unit on the environment that has a profound influence on the efficiency, social behaviour, health satisfaction and general welfare of any community (Tijani *et.al* 2008).

It is apparent from the paucity of literature on hostel accommodation for students in Tertiary Educational Institutions (TEIs) in Nigeria that not much attention has been given to the problem in the past in spite of its enormity and sensitivity. Ubong (2001) observed that hostel accommodation has not been receiving adequate attention in Nigeria although it is an important component of pupil personnel management (Ukeje, Akabogu, & Ndu, 1992; Asubonteng *et.al* 1996). This might be due to the national indifference arising from the people being used to general poor performance of social services.

Accommodation of students in hostels in Nigeria become a topical issue following the decision of the federal government in 2003 to increase hostel fees in government own institutions from the rate of N90.00 per academic year to N10,000.00 (Tijani and Habeeb 2013). This, according to government, is to keep the hostels in minimum residential conditions from deplorable states many of them found themselves due to rapid increase in the students' population while the infrastructural amenities are declining in supply and their stock depreciating. The announcement was followed by widespread demonstration by students (Tijani and Habeeb 2013).

The action of students informed the directives by the federal ministry of education to the Tertiary Education Institution (TEIs) in 2014. The Honourable Minister, Federal Ministry of Education directed that TELs must immediately withdraw from the management of students hostels and hand them over to private operations who will determine the rent to charge those who are willing to pay. The opinion of the Minister of the Federal Government is that a private management arrangement will free the administration from the problems associated with hostel accommodation so that tertiary institutions can concentrate their efforts in managing other aspects of institutional life. The handing over of accommodation system to private investors also encourage investment in private hostel accommodation around university environment in Nigeria.

However, with the licensing of many private universities by the Federal Government of Nigeria, on-campus hostel accommodation facilities operation by university management re-surfaces in many private universities including that of Afe Babalola University, Ado-Ekiti (ABUAD). Established on 4th January 2010 with about 240 students by 2013/2014 academic session students population has risen to 4,151 and they are all accommodated within the campus (Umeh 2015). ABUAD's vision is to be a "world class institution of higher learning and bench mark to other private universities in Nigeria". This laudable vision will however be difficult to achieve except the students hostel accommodation facilities are efficient. According to Amole, 2005; Hassanain, 2008 and Sahid *et.al* 2012), students can perform well in their studies if they have good, comfortable living conditions in their hostels. Recent studies on the efficiency of students' hostel accommodation and level of students' satisfaction in Nigeria focused on off-

campus students' hostel accommodation facilities (Tijani and Habeen, 2013, Akingbohunge and Akinluyi, 2012) among others. Hence, the need to examine the students' perception and satisfaction with on-campus accommodation system in Nigeria university using ABUAD as a case study. Thus, in order to achieve the above aim, the following research questions will guide the study:

- What are the socio-economic characteristics of the residents of the hostels?
- Are students satisfied with hostel accommodation system in ABUAD?
- What measures should be adopted to ameliorate problems confronting hostels accommodation in ABUAD?

Research Hypothesis

H1: There is no significant relationship in the perception of students and their satisfaction with the hostel accommodation in Afe Babalola University.

H2: Students are not significantly satisfied with hostel accommodation facilities.

Methodology

Population of Study

The study population comprises the five (5) hostels in Afe Babalola University which are Wema hostel, Abuad hostel, Boys' hostel 1, 2 and 3. Table 3.1 shows the list of hostels and number of current occupants in each of them.

TABLE1: Hostel and number of current student's occupant

Female Hostels	No of Students occupying the Hostel
ABUAD Girls Hostel	1,089
WEMA Girls Hostel	1,353
Sub-total	2,442

Male Hostels	No of Students occupying the Hostel
Hostel 1	752
Hostel 2	710
Hostel 3 (New Boys Hostel)	573
Sub- total	2,035

Sample and Sampling Technique

Multi-stage random sampling was adopted for the study. First the researchers divided the study population into two based on gender, that is, female and male hostel. Secondly, systematic random sampling technique was used to select every fourth rooms in all the hostels for data collection, and at the end, 75 female and 75 male respondents were selected constituting about 3% of the total population.

Questionnaire Administration & Procedures

The researchers used questionnaire to gather information from respondents. The questionnaire administered had sections A, B, C, D and E comprising a total of 25 questions, section A comprises 3 questions that bordered on general information concerning the respondents' personalities. Section B consists of 6 questions about the accommodation facilities provided, section C comprises 3 questions pertaining to the level of facilities provided in the hostel and section D comprises 11 questions pertaining to the level of students satisfaction with the accommodation facilities provided and section E comprises 2 questions dealing with identifying the problems with accommodation system and the recommendation from the respondents. A total number of 150 students were selected and questionnaire was administered to them; out of these, 137 respondents returned their questionnaire.

Both descriptive and inferential analysis were used such as tables and percentages to give a visual impression of what the analysis of the result looks like, and to give a clear impression of data analysis. The analytical technique employed was chi-square test with respect to the hypothesis of the study.

Results

Research Question 1: What are the Socio-economic characteristics of the residents of the hostel?

Table 2: Responses on the Socio- Economic characteristic of the respondents

Socio- Economic characteristics		Frequency NO	Percentage %
Sex	Male	68	49.6
	Female	69	50.4
	Total	137	100
Age	19 or less	47	34.3
	20-29	90	65.7
	30 and above	0	0
	Total	137	100
Religion	Christian	115	83.9
	Muslim	22	16.1
	Total	137	100
College	Sms	61	44.5
	Engineering	12	8.8
	Sciences	20	14.6
	Law	16	11.7
	MHS	28	20.4
	Total	137	100
Current year of students	100 level	10	7.3
	200 level	28	20.4
	300 level	40	29.4
	400 level	52	38.0
	500 level	7	5.1
	Total	137	100
Stay in the hostel	1 year	14	10.2
	2 years	28	20.4
	3years	42	30.7
	4years	46	33.6
	5years	7	5.1
	Total	137	100
Types of room	1 bedded	8	5.8
	2 bedded	36	26.3
	4 bedded	93	67.9
	Total	137	100

Source: Fieldwork, 2015

Table 2 shows that 68 respondents who represent 49.6% were male and 69 respondents who represent 50.4% were female. Sex has been found to impact on level of students' satisfaction. For instance, males and females tend to have different perceptions on the issues of crowding,

privacy and quality of materials used in the hostel (Karlin *et al* 1979 and Tijani and Habeeb 2013). An evaluation of the sex of the students revealed that females were in the majority.

Age-Wise Distribution of the Respondents

The result indicates that 47(34.3%) of the respondents were 19 or less, 90(65.7%) of the respondents were 20-29 years and there were no respondents that represent 30 years and above which was zero or nil. This indicates that respondents between ages 20-29 were more involved in the study. This group can be said to be very mature enough to take informed decision on their own.

Distribution by the Level of Study

The result indicated that 10(7.3%) of the respondents were 100 level students, 28(20.4%) of respondents were in 200 level, while 40 respondents who represent 29.2% were students of 300 level, 52 out of 137 of the respondents who represents 38.0% were students of 400level and 7 respondents who represent 5.1% were 500 level students. Year of study, according to Sahid *et.al* (2012), is important in terms of both perceptions of, and satisfaction with the residents' experience. He argues that first year students usually rated themselves as feeling less involved and less part of the university community than their upper year counterparts. An evaluation of level of study shows that the 400level students were more involved in the study.

Research question 2: Are students satisfied with hostel accommodation system in ABUAD?

TABLE 3: The perception of students and their satisfaction with the hostel accommodation in Afe Babalola University

		Frequency NO	Percentage %
How will you rate the room furniture and fittings?	Poor	17	12.4
	V.poor	15	10.9
	Good	81	59.2
	V.good	24	17.5
	Excellent.	0	0.0
How will you rate the toilet and bathroom facilities?	Poor	48	35.1
	V.poor	57	41.6
	Good	12	8.8
	V.good	15	10.9
	Excellent.	5	3.6
What is the level of artificial lighting in the room?	Poor	12	8.8
	V.poor	8	5.8
	Good	97	70.8
	V.good	12	8.8
	Excellent.)	8	5.8
What is the level of ventilation in the room?	Poor	12	8.8
	V.poor	24	17.5
	Good	75	54.7
	V.good	18	13.1
	Excellent.	8	5.8
What is the level of the availability of water?	Poor	17	12.4
	V.poor	42	30.7
	Good	60	43.8
	V.good	4	2.9
	Excellent.	14	10.2
What is the level of the availability of electricity?	Poor	0	0
	V.poor	7	5.1
	Good	63	46.0
	V.good	39	28.5
	Excellent.	28	20.4
What is the level of waste disposal?	Poor	17	12.4
	V.poor	26	19.0
	Good	58	42.3
	V.good	29	21.2
	Excellent.	7	5.1
What is the level of the cleanliness of residence hall?	Poor	10	7.3
	V.poor	27	19.7
	Good	69	50.4
	V.good	21	15.3
	Excellent.	10	7.3
What is the level of the attitude of cleaning staff in hostel?	Poor	18	13.1
	V.poor	10	7.3
	Good	73	53.3
	V:good	30	21.9
	Excellent.	6	4.4
What is the level of the timeliness of repairs in the hostel?	Poor	27	19.7
	V.poor	40	29.2
	Good	59	43.1
	V.good	11	8.0
	Excellent.	0	0.0

5= Excellent, 4= Very good, 3= Good, 2= Poor 1= Very poor

Source: Survey, 2015

RESPONSE

The perception of students and their satisfaction with the hostel accommodation in Afe Babalola University Cross tabulation

According to table 3 on the rating of room furniture and fittings, 17.5% claimed they are good, 59.2% claimed they are very good, 10.9% claimed very poor and about 12.4% disliked it and claimed it is poor. Also, large percentage of respondents 41.6% rated the toilet and bathroom facilities very poor, 35.1% rated them as poor, 8.8% rated the facilities as good and 10.9% rated them as very good, 3.6% of the respondent rated them as excellent.

In the same vain more than half of the respondents about 70.8% respondents claimed that the level of artificial lighting in their room is good, 8.8% of the respondent claimed very good, 5.8% said it is excellent, 8.8% rated it very poor and 8.8% of the respondent claimed it is simply poor.

The distribution also showed that over 80% of the respondent found the level of ventilation in their rooms as perfect compare to 20% that still belief that ventilation in the room are poor.

Large proportion of the respondents (about 43.8%) rated the level of water availability in their hostel to be inadequate. This, probably, accounted for the rating of the toilet and bathroom facilities by more than 41.6% of the respondents, as poor.

Unlike water, toilets and bathroom facilities, larger percentage of respondents rated the level of electricity facilities in their hostel to be good as less than 10% of the respondents have negative complaints about electricity supply in their hostel. More than half of the respondents, about 70% are satisfied with the level of cleanliness of their hall of residents and the attitude of cleaning staff in their hostels. However, about 50% of the respondents have grievances when it comes to timeliness whenever they complain about any repair in their hostel. In general, students were largely satisfied with accommodation system in ABUAD. They only urge the management to improve on the level of water availability in their hostel which is greatly affecting toilet and and bathroom facilities in their hostels negatively.

Test of Hypotheses

Hypothesis 1: there is no significant relationship in the perception of students and their satisfaction with the hostel accommodation in Afe Babalola University.

Table 4: Shows the chi-square Analysis of relationship between the perception of students and satisfaction with hostel accommodation system in ABUAD

Pearson chi-square	449.087
Degree of freedom	45
p-value	0.000

Decision rule: reject H0: if the p-value is less than infinity value that is 0.05 significant level, otherwise accepts H01

Interpretation of the result: since the p-value 0.000 in the table above is less than the infinite value i.e 0.05, then it means there is enough statistical evidence to reject the null hypothesis and accept the alternative one which states that there is a significant relationship between the perception of students and their satisfaction with the hostel accommodation in Afe Babalola University. The findings confirm the study by Tijani and Habeeb (2013) that there was significant relationship between the perception of students and satisfaction with accommodation facilities.

Hypothesis 2: Students are not significantly satisfied with the accommodation facilities in ABUAD

Table 5: The Chi-square analysis of level of students satisfaction with hostel accommodation facilities in ABUAD

Pearson chi-square	93.033
Degree of freedom	2
P-value	0.000

Decision rule: Reject H₀, if P-value is less than infinite value at 5% significant level, otherwise accepts H₁.

Interpretation of the result: since the p-value 0.000 in the table above is less than infinite value i.e 0.05, then it means the relationship between the respondent variable and the independent variable is significant. As such it is a statistically convenient point to reject the null hypothesis that students are not satisfied with hostel accommodation facilities and accept the alternative hypothesis which stipulates that students are satisfied with hostel accommodation facilities in ABUAD. The findings of this study provide support for the argument that management of private University have capacity to manage students' hostel accommodation unlike their counter parts in the public Universities where similar facilities are facing a lot of challenges.

Summary and Conclusion

The focus of this research was to investigate students' perception and satisfaction with the hostel accommodation in Afe Babalola University, Ado-Ekiti. Data were obtained through questionnaire, which requested students to express the degree of their perception and satisfaction with the hostel accommodation facilities. Findings reveals that students were generally satisfied with the facilities provided in the hostel but complained that they are poorly maintained; the affected areas include:

- Poor water supplies to the hostel especially the boys' hostel.
- Poor maintenance of bathroom facilities.
- Poor maintenance of toilet facilities.

The data were analysed and tested for acceptance or rejection at 0.05 level of significance.

- Hypothesis 1 - which stated that there is no significant relationship between the perception of students and their satisfaction with the hostel accommodation in Afe Babalola University was also rejected
- Hypothesis 2 – which stated that students are not significantly satisfied with hostel accommodation facilities was rejected

Following the theoretical and statistical analysis carried out in this study, this research concluded as follows: firstly, students are satisfied with hostel accommodation facilities in ABUAD. Secondly that there is a significant relationship between the perception of students and their satisfaction with accommodation in Afe Babalola University. And that management should ensure adequate supply of water to all hostels as a way forward.

RECOMMENDATIONS

Based on the research findings the following recommendations are presented:

- Cleanness of residential hall; the hostel hall should be adequate. Staff should be employed to oversee the cleaners and make sure they carry out their work effectively
- Provision of adequate supply of water in all hostels.
- Hostel equipments should be constantly maintained and damages be repaired whenever they occur.

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