EVALUATION OF OCCUPANTS' SATISFACTION WITH ON-CAMPUS PRIVATE HOSTEL IN A NIGERIAN UNIVERSITY

Olukolajo, Michael Ayodele* and Mbazor, David Ngwoke
Department of Estate Management, Federal University of Technology Akure, NIGERIA
*Corresponding author: maolukolajo@futa.edu.ng

Abstract
The study evaluated the satisfaction of occupants of a private female hostel (Federal University of Technology Akure Academic Staff Cooperative Society - FUTAASCOOPS hostel) located at the Federal University of Technology Akure, Nigeria in terms of its structural components, accommodation provided, services/amenities, locational attributes and the environment. The hostel being a private investment is not wholly under the direct control and management of the University. Primary data was collected from the occupants of the hostel through 85 questionnaires distributed to them following a random sampling technique. A total of 70 questionnaires representing 82.4% of the population were retrieved and found valid for the analysis. Data analysis was conducted using percentage frequency distribution table, Weighted Mean Score (WMS) and Relative Satisfaction Index (RSI). Findings revealed that respondents consider the structural element, environment and locational attributes of the hostel satisfactory. The bedrooms, lobby, bathrooms, and kitchen except common room and laundry among the accommodation details were also considered satisfactory. Services/amenities provided in the hostel were generally unsatisfactory to the respondents. The study recommends that the investor, through sound management approach should sustain the satisfaction derived by the occupants, and improve the standard of amenities in the hostel to sustain patronage and prevent possible loss of value.

Keywords: Environmental features, Facilities, Occupancy Evaluation, Satisfaction, Students' hostel

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INTRODUCTION

Studies have established that the major cause of failure of many housing projects especially in developing nations is non-consideration of all the stakeholders' requirements and interests (Jiboye 2011, Jiboye, 2012). Thus, what is being observed in majority of cases is the design of a structure which has been patterned to suit the perception and idea of its designers (Jiboye, 2011). Since every building facility occupies a unique and central place in meeting the set design aspirations, Liu, (1999) posited that apart from the fact that completed residential buildings should be fit for the users' purpose; occupants' satisfaction should be considered as very important. Developers are therefore required to be knowledgeable in building performance when providing services for clients or occupants. An evaluation of building performance can provide some insight into future design decisions, and because building development involves complex activities; its performance evaluation should incorporate technical, social, functional and aesthetic issues (Jiboye, 2012)

Hostel as a type of residential properties provides accommodation for students especially in higher institutions of learning. Price, Matzdorf, Smith, and Agahi (2003) posited that prospective students consider the forms of hostel facility among others when making choice of institutions. It is therefore imperative that academic institutions such as universities pay good attention to the provision of functional hostel facilities with adequate water supply, electricity, good road networks, security, and recreational facilities and so on. The huge capital involved in providing student hostel facilities in most cases could exceed government capacity owning to the population of students admitted yearly in all the universities. Hence, government's input in the provision of hostels for students are most times inadequate due to the upsurge in students' population. In order to cushion the effect of non-availability of sufficient students' accommodation on campuses, universities sought a way out of the problem by entering into partnership with the private organisations under public private partnership (PPP) arrangement. For example Ogungbe, Olukolajo and Binuyo (2018) observed that private hostels are proliferating in Nigerian universities campuses with investors hoping for high return on their investment. Unfortunately, the end users' satisfaction with the facilities provided is paramount in achieving good return on investment irrespective of the capital outlay. This study aims to evaluate the occupants satisfaction with hostel facilities based structural components, accommodation provided,

services/amenities, locational attributes and the environment Most of existing related studies are not explicit based on these five dimensional approach to users satisfaction with hostel facilities. It is against this background that this paper undertook a post-occupancy evaluation of FUTAASCOOPS female hostel (a private initiative) at the Federal University of Technology Akure (FUTA). This is with a view to determine factors that promote users' satisfaction with the hostel facility to achieve a sustainable patronage.

LITERATURE REVIEW

Hostel facilities and satisfaction of residents

Investment in Hostel accommodation is capital intensive and private investors are encouraged to collaborate with the government in their provision especially in public institutions. Although public investments are not always for pecuniary returns, involvement of private investor in hostel provision cannot be divorced from the monetary return, hence the needs to ensure hostels are built to the specification and satisfaction of the target users. Hassanain (2008) linked students' academic performance to the satisfaction they derive from their hostel and its surrounding. Thus, an evaluation of hostel facility cannot be comprehensive enough without considering hostel with its environment because housing is more than mere shelter.

In recent time, it has been observed that on-campus students' accommodation has been a major area of conflict between universities authority and the students' body over issues that bother mainly on facilities provision and maintenance. Amole (2009) and Ajayi, Nwosu and Ajani (2015) observed that hostels in many Nigeria universities are fast deteriorating. Khozaei, Hassan, and Khozaei (2010). noted that when there is attachment of feeling to a particular place, such feeling can be linked to the overall satisfaction derived by the occupant. It is thus imperative to identify the factors that contribute to the satisfaction of students in the hostels. Oladiran (2013) investigated the satisfaction of student of University of Lagos with their hostel. The study was based on eleven hostels owned by the institution and managed by the facility manager appointed by the management. The survey observed that availability of bathrooms, reading rooms, bedrooms, common rooms, kitchen and fixtures, laundry as germane to hostel. Although residents rated the serenity of the hostels' surrounding, indoor temperature, ventilation, natural lighting and water supply as satisfactory, the electrical fittings, space provided, tidiness, and comfort provided were rated lower. It is expedient for developers and investors to target all-round satisfaction of the end users.

Olagunju and Zubairu (2016) conducted post occupancy evaluation of hostel facility at Federal University of Technology, Minna. The study established that only 15.1% of the respondents to survey questionnaire adjudged the hostel to be comfortable owing to that poor state of water supply, management and maintenance style. Although basic facilities were provided in the hostels, the numbers of occupant allocated to the rooms have outstripped the available provisions. Running hostel in this way will run down the facility and erode its value with time. Where resident have alternatives or close substitute, the level of patronage will be affected.

Agyekum, Ayarkwa and Amoah (2016) studied two postgraduate students' hostels at Kwame Nkrumah University of Science and Technology (KNUST), Ghana. The level of students' satisfaction in respect of the services and facilities provided was investigated. The residents were generally highly satisfied especially with bedroom, bathroom, kitchen, television room, meeting room, lobbies and support services. However, they were neither satisfied nor unsatisfied with their laundry room and the management of the hostel. Similarly, in a study of on-campus hostel at Takoradi University, Ghana, Osei-Poku, Braimah and Clegg (2020) compared the satisfaction of occupants of purpose built and that of converted hostels. The hostels were evaluated based on physical feature, social amenities, and management factors. The results shows that although the two hostels showed that the residents were neither satisfied nor unsatisfied, occupants of purpose built hostel were more satisfied than the converted hostel based on individual relative satisfaction index (RSI).

The factors that predict students' satisfaction was studied by Khozaei, Ayub, Hassan, and Khozaei (2010) in respect of hostels in Universiti Sains Malaysia. The study identified six factors through factor analysis as germane to predicting students' satisfaction with hostel facility. These are hostel fees, distance from university facilities, other facilities, security, rooms' safety and room size. These factors were viewed in hostel inside and outside campus to determine if there existed significance between them. No significant difference was found in the level of satisfaction between the two hostels. However, the strategic location, proximity of hostel to university facilities and lecture halls, and other working internet network connection made Cahaya Gemilang hostel the most preferred among students.

Students' residential satisfaction in De La Salle University-Manila, Philippines was studied by Navarez (2017) based on six dimensions: living condition of students, facilities and services in the community, and physical surroundings of neighborhood, social activities of students, living cost, and students' preference. It was found that students were grossly dissatisfied as the hostel fell below their expectations in terms the physical and social, financial, and management attributes of the living environment. The environment of hostel is germane to residents' satisfaction. Alkandari (2007) conducted a study on students' satisfaction with hostels at Kuwait University. The study showed that the females' perception of their hostels' environment is significantly different from that of male students. This is further established as females were generally more satisfied than male students.

From the reviewed literature, the concerns of earlier studies did not comprehensively cover the five elements of users' satisfaction assessment as covered in this study; a gap that this study seeks to bridge among others.

METHODOLOGY

The study is a survey research, conducted with the use of questionnaires to elicit information from the students occupying FUTAASCOOPS Female Hostel in the Federal University of Technology, Akure. The hostel is the only private initiative in the campus, developed by the Cooperative Society to boost its revenue generation. The investment comprises three blocks of a story building having twelve rooms per floor. In all there are seventy-two rooms with three bed spaces per room providing accommodation to two hundred and sixteen (216) female students. Consequently, the study population was the 216 residents of the hostel. The sample size adopted for the survey was based on the formula suggested by Israel (2003); using precision and confidence level of 10% and 95% respectively as shown in equation 1.

$$\mathrm{n} = \frac{\mathrm{N}}{1+\mathrm{Ne}^2} = \frac{216}{1+216(.10^2)} = 68.35 \qquad \ldots\ldots 1$$

Where n= the sample size

N = population size (216)

e = level of precision (10%)

Israel (2003) suggested that the figure obtained using the formula should be increased during survey to compensate for nonresponse such that the figure will be the least of the used sample size. Consequently, a total of 85 questionnaires were randomly administered to the hostel residents out of which 70 (82.4%) of the retrieved were found useful for analysis. The questionnaires provided information on the demographic characteristics of respondents, and their satisfaction with different aspects of the hostel facility such as structural features, accommodation details, environment, amenities and locational attributes.

Residents' satisfaction level was assessed on a 5 point Likert rating scale without neutral option to any of the question. This approach as advised by Hassanain (2008) and Sawyerr and Yusof (2013) would make the respondent to have a precise standpoint while responding to questions. Consequently, the scales were measured as 5 – indicating "strongly satisfied", 4 –"satisfied", 3 – "fairly satisfied", 2 – "dissatisfied" and 1 representing "strongly dissatisfied". The analysis of the data was undertaken using both Weighted Mean Score (WMS) and Relative Satisfaction Index (RSI). Mathematically, WMS can be expressed as:

$$\mathrm{WMS}_i = \frac{\sum_{i=1}^{n}(x_i * W_i)}{\sum_{i=1}^{n} W_i} \qquad \ldots\ldots\ldots 2$$

Where:
w_i = the allocated weighted value
x_i = the observed value

Relative Satisfaction Index (RSI) on the other hand is calculated by determining the WMS of each variable considered in percentage (i.e. $\mathrm{WMS_i}$*100). Also, mean aggregate of RSI (MRSI) was calculated where a particular variable is measured based on sub-constructs. The values obtained from RSI on each of the variable of analysis were interpreted based on Ojo and Oloruntoba (2012)

and Agyekum, Ayarkwa and Amoah (2016) where 1 – 20% represents “Very dissatisfied (VD)” , 21 – 40%, represents “Dissatisfied (D)”, 41 -60% representing “Fairly Satisfied (FS)”, 61 -80% indicating “Satisfied (S)” and 81 – 100” representing “Very satisfied (VS)”.

RESULTS

Demographic Characteristics of Respondents

This section presents information on the demographic characteristics of the respondents.

Table 1: Demographic Information of the Respondent

	Frequency	Per cent
Age Group		
16-20	26	37.1
21-24	39	55.7
25-30	5	7.1
Total	**70**	**100**
Marital status		
Single	68	97.1
Married	2	2.9
Total	**70**	**100**
Level of Study		
500	10	14.3
400	6	8.6
300	18	25.7
200	20	28.6
100	16	22.9
Total	**70**	**100**

From Table 1, it is observed that 39 (55.7%) of the respondents are between the age of 21-24 years. Only 2 (2.9%) are married while the remaining 68 (97.1%) are single. Larger percentages (77.1%) of the respondents are in 200 level of study and above, while only 16 (22.9%) are fresher (100 level). This survey shows the predominance of unmarried female students who were in different levels of their academic studies. It is expected that the respondents are all matured enough to provide valid responses to the administered questionnaire

Satisfaction Index of Respondents’ with FUTASCOOPS Female Hostel

This section presents the results of the empirical survey conducted on the respondent residents of the case study property based on various aspects of assessment. Table 2 shows the sampled residents’ satisfaction with the structural /construction features of the hostel. The floors, walls, windows, ceiling and roof member were rated satisfactory with their entire aggregate mean relative satisfaction index (MRSI) 71.56%. Disaggregated, there is MSRI of 77.33% for walls, followed by 76.57% for doors, 70.86 for windows, 68.86% for ceiling, and 63.71 for roof. Although the MRSI for the structural components are generally high, those of doors and roof are relatively lower. This may be attributed to faulty door locks and leakage in some parts of the roof as reported by the respondents.

Table 2: Residents' Satisfaction with the structural features of the hostel building

Structural Features	SS (5)	S (4)	FS (3)	D (2)	SD (1)	WMS	RSI	DECISION
Floor								
Room floor types/finishes	16	35	17	2	0	3.93	78.57	Satisfied
Walkways floor	5	31	26	8	0	3.47	69.43	Satisfied
Stair ways floor	3	35	21	9	2	3.40	68.00	Satisfied
						MRSI	**72.00**	**Satisfied**
Wall								
Quality of wall finishes (external paint)	15	43	8	4	0	3.99	79.71	Satisfied
Material used for the wall	11	43	12	4	0	3.87	77.43	Satisfied
Quality of wall finishes (internal paint)	13	37	11	7	2	3.74	74.86	Satisfied
						MRSI	**77.33**	**Satisfied**
Window								
Quality of windows	8	38	11	13	0	3.59	71.71	Satisfied
Material used for the windows	10	26	23	11	0	3.50	70.00	Satisfied
						MRSI	**70.86**	**Satisfied**
Doors								
Quality of doors	17	29	16	6	2	3.76	75.14	Satisfied
Material used for the doors	13	43	8	6	0	3.90	78.00	Satisfied
						MRSI	**76.57**	**Satisfied**
Ceiling								
Quality of ceiling finishes	6	35	21	8	0	3.56	71.14	Satisfied
Material used for the ceiling	6	26	26	9	3	3.33	66.57	Satisfied
						MRSI	**68.86**	**Satisfied**
Roof								
Quality of roof finishes	9	23	17	18	3	3.56	71.14	Satisfied
Material used for the roof	11	19	18	12	10	3.33	66.57	Satisfied
						MRSI	**63.71**	**Satisfied**
Mean Relative Satisfaction Index for Structural features							**(71.56)**	**Satisfied**

SS - strongly satisfied; S – satisfied; FS - fairly satisfied; D – dissatisfied; SD - strongly dissatisfied

Table 3 shows the results of the respondents' satisfaction with the accommodation components of the hostel facility. The overall aggregate RMSI of the accommodation features is 65.00% indicating that respondents are satisfied. The disaggregated MRSI results indicate that respondents rated their bathrooms higher than others with 73.14%; this is followed by the lobby with MRSI of 70.43%. Bedrooms have MRSI of 68.48% and kitchen, 63.43%, even though the number of kitchen available per floor and the electrical fittings were rated below satisfaction level. It is worthy of note that the MRSI for common rooms (59.80%) is low because of the state of its ventilation and lighting/electrical fittings. The least rated element under this category is laundry room which has MRSI as 54.71%, the respondents do not find the space provided and the state of its ventilation adequate.

Table 3: Respondents Satisfaction with Accommodation Details in the Hostel

Accommodation Details	SS (5)	S (4)	FS (3)	D (2)	SD (1)	WMS	RSI	DECISION
Bathroom								
Adequacy of bathroom space	21	22	21	4	2	3.80	76.00	Satisfied
Number of bathroom per floor	23	23	5	5	14	3.51	70.29	Satisfied
						MRSI	**73.14**	**Satisfied**
Lobby								
Space provided for lobby	13	28	13	15	1	3.53	70.57	Satisfied
Lighting of lobby	15	25	16	9	5	3.51	70.29	Satisfied
						MRSI	**70.43**	**Satisfied**
Bedrooms								
Room Lighting/Electrical fittings	24	14	17	8	7	3.57	71.43	Satisfied
Room Ventilation	8	27	26	8	1	3.47	69.43	Satisfied
Adequacy of room space	14	11	26	15	4	3.23	64.57	Satisfied
						MRSI	**68.48**	**Satisfied**
Kitchen/Kitchenette								
Ventilation in the kitchen	8	19	21	8	14	2.99	69.43	Satisfied
Adequacy of kitchen space	13	17	24	13	3	3.34	66.86	Satisfied
Number of Kitchen per floor	9	19	14	15	13	2.94	58.86	Fairly Satisfied
Kitchen Lighting/Electrical fittings	8	13	24	16	9	2.93	58.57	Fairly Satisfied
						MRSI	**63.43**	**Satisfied**
Common Room								
Adequacy of common room space	5	22	33	8	2	3.29	65.71	Satisfied
Ventilation of Common room	8	16	19	21	6	2.99	59.71	Fairly Satisfied
Common Room Lighting/Electrical fittings	15	12	3	17	23	2.70	54.00	Fairly Satisfied
						MRSI	**59.80**	**Fairly Satisfied**
Laundry								
Adequacy of space provided	13	13	11	14	19	2.81	56.29	Fairly Satisfied
Room Ventilation	8	10	14	26	12	2.66	53.14	Fairly Satisfied
						MRSI	**54.71**	**Fairly Satisfied**
Mean Relative Satisfaction Index for Structural features							**(65.00)**	**Satisfied**

SS - strongly satisfied; S – satisfied; FS - fairly satisfied; D – dissatisfied; SD - strongly dissatisfied

Table 4 displayed the respondents' satisfaction with the services/amenities provided in the case study hostel. This has an aggregated 53.65% MRSI indicating fair satisfaction of respondents. with various services provided for the comfort of the occupants. Apart from access road to the hostel and drainage system which have 77.14% and 60.86% respectively, other services such as sewage disposal, solid waste disposal, health care, electrical installations, water supply, recreational facilities, security services in terms of personnel, telephone services electricity supply and fire-fighting equipment were all rated fairly satisfactory. The services that were rated unsatisfactory are security in terms of technology (e.g. through the use of Closed Circuit Television - CCTV) and internet access; these have 40.00% and 39.43% respectively. Poor internet facility impacts negatively on the satisfaction of students as they depend on internet for both social and academic engagements. The importance of the services/amenities in the hostel cannot be overemphasized as they determine the level of comfort of the residents. The aspect of the hostel is rated too very low compared to other aspects.

Table 4: Satisfaction with the services/amenities provided

Services/Amenities Provided	SS (5)	S (4)	FS (3)	D (2)	SD (1)	RSI	RSI	DECISION
Access road(s) to the hostel	24	28	6	8	4	3.86	77.14	Satisfied
Drainage system	6	16	28	15	5	3.04	60.86	Satisfied
Sewage Disposal	8	17	17	22	6	2.99	59.71	Fairly Satisfied
Waste disposal	7	12	30	12	9	2.94	58.86	Fairly Satisfied
Health care within the hostel	3	5	35	21	6	2.69	53.71	Fairly Satisfied
Electrical Installations	0	14	23	28	5	2.66	53.14	Fairly Satisfied
Water supply	3	11	20	29	7	2.63	52.57	Fairly Satisfied
Recreational facilities	1	8	30	24	7	2.60	52.00	Fairly Satisfied
Security (Personnel)	1	12	28	15	14	2.59	51.71	Fairly Satisfied
Telephone services	0	10	30	20	10	2.57	51.43	Fairly Satisfied
Electricity Supply	0	13	19	32	6	2.56	51.14	Fairly Satisfied
Fire fighting equipment	2	6	20	37	5	2.47	49.43	Fairly Satisfied
Security (Technology e.g. CCTV)	3	6	12	16	33	2.00	40.00	Dissatisfied
Internet Access	1	2	20	18	29	1.97	39.43	Dissatisfied
						MRSI	**(53.65)**	Fairly Satisfied

SS - strongly satisfied; S – satisfied; FS - fairly satisfied; D – dissatisfied; SD - strongly dissatisfied

Table 5 presents the respondents satisfaction with the location of the hostel in relation to other notable landmarks and properties in the university. The aggregated satisfaction index (64.09%) indicates that the respondents were satisfied with the locational attributes of the hostel. However, the hostels location relative to lecture theatres (59.43%) and fire service (48.00%) were poorly rated compared to others. This rating generally shows that the location of hostel within the campus matters to students, consequently this may influence the level of patronage as the residents relate the location of their hostel to other university properties/service points in the campus. Proximity of the hostel to fire service is an indication of students' consciousness of their safety in case of fire outbreak. Aside these, it is noteworthy that FUTAASCOOPS Hostel is favourably located in proximity to most of the identified landmarks.

Table 5: Students' Satisfaction with the Locational Attributes of the Hostel

Locational Attributes	SS (5)	S (4)	FS (3)	D (2)	SD (1)	WMS	RSI	DECISION
Proximity to other hostels	24	20	11	8	7	3.66	73.14	Satisfied
Proximity to University Bookshop	20	22	14	2	12	3.51	70.29	Satisfied
Proximity to the University Health Center	17	27	7	9	10	3.46	69.14	Satisfied
Proximity to Library	19	16	16	11	8	3.39	67.71	Satisfied
Proximity to religious activity	15	18	16	11	10	3.24	64.86	Satisfied

areas/centers								
Proximity to the University auditorium (Event center)	19	17	13	3	18	3.23	64.57	Satisfied
Ease of mobility with campus shuttle bus	16	11	16	22	5	3.16	63.14	Satisfied
Ease of access to the University main gate/ entrance	14	12	18	14	12	3.03	60.57	Satisfied
Proximity to Lecture Areas/ Lecture theatres	13	15	13	15	14	2.97	59.43	Fairly Satisfied
Proximity to the University fire service	11	6	5	26	22	2.40	48.00	Fairly Satisfied
						MRSI	**64.09**	**Satisfied**

SS - strongly satisfied; S – satisfied; FS - fairly satisfied; D – dissatisfied; SD - strongly dissatisfied

Table 6 shows the respondents' satisfaction with the hostel in terms of its environment and surrounding; these were aggregately found satisfactory (72.43%). Specifically, vehicular parking lot has 78.29% RSI. The attractiveness/aesthetic value was found satisfactory with 77.71%. Serenity of the environment and quality of the surrounding landscape were 71.14% and 62.57% respectively. These ratings suggest that the environment of FUTAASCOOPS hostel is good and satisfactory to the residents as evident in the highest MRSI compared to others shown in Table 1-5.

Table 6: Respondents' Satisfaction with environment/surrounding

Environmental Features	**SS (5)**	**S (4)**	**FS (3)**	**D (2)**	**SD (1)**	**WMS**	**RSI**	**DECISION**
Vehicular parking lots	32	17	6	13	2	3.91	78.29	Satisfied
Attractiveness/Aesthetic	26	21	17	1	5	3.89	77.71	Satisfied
Serenity of the environment	5	36	24	3	2	3.56	71.14	Satisfied
Quality of Landscaping	25	8	6	13	18	3.13	62.57	Satisfied
						MRSI	**72.43**	**Satisfied**

SS - strongly satisfied; S – satisfied; FS - fairly satisfied; D – dissatisfied; SD - strongly dissatisfied

DISCUSSION OF FINDINGS

The female hostel herein appraised is a private investment owned and managed by the FUTA Academic Staff Cooperative Society in the University unlike others which are basically provided by the government. The assessment of the residents' satisfaction with the structural components of the subject hostel was rated generally satisfactory by the users (residents) with MRSI ranging between 77.33% and 63.71%. This result presents a good rating as it can be concluded that the hostel buildings are structurally sound. Although the hostel is relatively new (commissioned in 2018), there is need to maintain the building structure in order to prevent early deterioration which characterises some Nigerian university hostels as reported by Amole (2009) and Ajayi, Nwosu and Ajani (2015). Although the results from the survey shows a satisfactory rating by the respondents, none of the structural components of the host attained very satisfied, that is MRSI 81 – 100%. This indicates that that is room for improvement as this will make the residents have value for the hostel fees paid.

Results of the residents' satisfaction with the accommodation provided in the hostel indicate the state of the facilities in term of bedrooms, kitchen, bathroom, common room, laundry and lobby. These are primary spaces the users interact with and they are important determinants of satisfaction. Residents' satisfaction is fairly satisfactory unlike what obtains in the non-privately owned hostels in the institution as reported in Ajayi et al (2015). Number of kitchens provided per floor, lighting and

fittings, the quality of ventilation in common room and laundry are particularly rated low. This has to do majorly with the architectural design which needs to be looked into in future design decision.

The satisfaction survey of services and amenities provided in the study only has access road and drainage system rated satisfactorily. These services although are not necessarily design features of buildings, their presence make buildings functional and provide comfort to the occupier. Services such as sewage disposal, solid waste disposal, electrical installations, health care service, recreational facilities, telephone services, electricity supply, and fire fighting service/equipment are rated as fairly satisfactory. Whereas, electricity supply to the hostel is affected by the general epileptic supply of power in the nation at large, other services are within the reach of the institution management. The residents' dissatisfaction with no Closed Circuit Television (CCTV) for security service and poor internet facility in the hostel are both understandable. Availability of working CCTV will improve the safety of the residents of the hostel most especially with increasing rate of crime around the world.

Location of a building with reference to adjoining properties and its environment largely influence the level of satisfaction the occupant derive from it. The choice of site for FUTAASCOOPS Hostel is rated satisfactory in terms of its proximity to other hostels, the university bookshop, health center, library, religious activity area, university auditorium, campus Shuttle Park, and the main entrance (gate) to the university. It is not surprising that the proximity of the hostel to lecture areas/lecture theatres was rated low as these are scattered all over the university and accessible at different distances to hostels generally. The low rating of the proximity of the hostel to lecture theatres and fire service is not an alarming rating since students have their lectures at different locations in the campus. The poor rating may be attributed to the fact that some lecture theatres are off the route taken by the campus shuttle bus service. Re-routing the bus tract will improve the rating. Further to this, apart from central location of the fire service station, a decentralised fire service will improve the respondents' satisfaction.

The environment of the hostel is generally rated satisfactory in terms of the car park, aesthetics, serenity and quality of landscaping. The quality of hostel's environment among others according to Navarez (2017) can contribute immensely to the satisfaction of students. The environment of FUTAASCOOPS hostel has the highest MRSI (72.43%) among all the constructs used for assessing residents' satisfaction. This finding is in tandem with Alkandari (2007) where female students' satisfaction with their hostels environment at Kuwait University.

CONCLUSIONS

This study has investigated students' satisfaction with FUTAASCOOPS hostel in terms of structural components, accommodation provided, services/amenities, locational attributes and the environment. The satisfaction of residents is germane to providing feedback to the designer and developer/investor in order to secure a continuous patronage of users amidst available alternatives. The findings of the study indicate that the MRSI obtained on all the satisfaction assessment parameters fell below the highest obtainable index (81-100% MRSI, indicating "very satisfied"). This implies that there exists room for improvement so as to attain excellence. Although 'modification of the structural component, accommodation details and locational attributes of the subject hostel may not be immediately feasible, services/facilities provisions in the hostel need immediate attention especially in the aspects of sewage and waste disposal, health care within the hostel, electrical installations, water supply, recreational facilities, security (personnel), telephone services, electricity supply, fire fighting equipment, security (technology e.g. CCTV) and internet access.

Since the case study hostel herein studied is a private on-campus female investment, caution should be taken in generalising the result therefrom to all categories of hostel users and off-campus hostels. Further studies may be conducted on comparative analysis of private and non-private hostel investment in the institution,

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