

## **STUDENTS' HOUSING SATISFACTION IN SELECTED PUBLIC TERTIARY INSTITUTIONS IN OYO STATE, NIGERIA**

**Adeleye, O. A** 

Department of Urban and Regional Planning, Obafemi Awolowo University, Ile-Ife, Nigeria

faadeleye@gmail.com

**Akinpelu, O. P**

Bells University of Technology, Ota, Ogun State, Nigeria

**Azeez, T. O.**

Department of Urban and Regional Planning, Obafemi Awolowo University, Ile-Ife, Nigeria

### **Abstract**

*This paper examines students' satisfaction with hostel accommodation in selected public tertiary institutions in Oyo State, Nigeria. This was accomplished by assessing the levels of housing satisfaction of the population and the degree of satisfaction of students residing in selected public tertiary institutions' hostels. Three (3) major housing components – Environment (E), Dwelling (D), and Management (M), were identified and employed for this study. Using questionnaire, 6 (six) hostels representing half of the total hostels were purposively selected. Subsequently, 293 representing twenty percent (20%) of the total population were systematically sampled from the selected hostels. The data obtained from the survey were analyzed in two stages. First, is the use of descriptive statistics such as frequency tabulation to assess the general levels of students' housing satisfaction, and second, is the use of Satisfaction Indices (RSI) to determine the degree of students' satisfaction with each of the housing components identified for the study. The results of the analysis indicate that the level of students' housing satisfaction varies and is dependent on the environment, dwelling and management interaction systems. It demonstrated that the level of students' satisfaction with the housing environment, dwellings and management in the University of Ibadan was above average (satisfactory), while these housing components in The Polytechnic, Ibadan was below average (unsatisfactory). The*

*study shows that housing components can significantly influence students' hostels accommodation satisfaction. These should be considered strongly by planners and tertiary institutions authority, when planning and designing students' housing projects.*

*Keywords: Student housing, housing satisfaction, public tertiary institutions, hostel environment, Nigeria*

## **INTRODUCTION**

Good housing and decent accommodation play a significant role in healthy living and lead to improved productivity. This is particularly true for a special category of individuals—students, especially those in tertiary institutions, who require good accommodation in a serene environment for proper assimilation of what they have been taught.

Students' hostel accommodation has been one of the major challenges in Nigeria tertiary institutions due to explosion in students' population (Akpan, 1998; Offiong, 2002). Likewise, residing in students' housing faraway from family for a long period of time is an enduring experience for young students (Khozaei, Ayub and Hassan; 2010). The majority of the students admitted are below the age of eighteen and a substantial proportion never left home or had previous hostel experience (Amole, 1997). This new life style provides an opportunity to learn how to live independently, compromise with other students and roommates, share space and facilities, among others.

However, it has been established that housing has a profound influence on the health, efficiency, social behaviour, satisfaction and general welfare (Onibokun, 1985). With this, it means that housing exerts influence on overall performance of its residents. Conceptually, housing satisfaction according to Djebarni and Al-Abed (2000) refers to the degree of contentment experienced by an individual or family with regard to the current housing situation. It is an index for determining the level of contentment with housing.

Students need comfortable accommodation for them to have a conducive environment for their primary function in their institutions (Osagie, 1993). Nevertheless, original idea of students' housing was to provide a more conducive academic atmosphere for students. As a result, the first generation universities built hostels, befitting the image of undergraduate students. Students' population then was within control (Egwunyenga, 2009). In some of the hostels, two or a maximum of three students occupied a room of 3.5m x 3.0m (Guardian, 2004). Presently, the situation of hostel is opposite of what it used to be, as a result of sporadic increase in number of prospective candidates seeking admission into Nigeria tertiary

institutions. This phenomenon has made hostels lose its original purpose of providing conducive academic atmosphere. The combined effects of these are increased pressure on utilities such as water, the frequent breakdown of the sewage disposal system and the unsanitary condition of some of the halls of residence. Anti-social behaviour such as stealing, cultism, hooliganism and prostitution are only a few of the many other attendant consequences of this observed overcrowding of the students' hostels.

Housing providers (especially public housing) often presume that house seekers, especially in the developing countries, are usually desperately in need of housing. It becomes difficult to understand whose interest is being catered for by most policy decisions on housing planning and development programme which do not entail a comprehensive assessment of a household within its residential condition (Olatubara, 1996).

Therefore, understanding factors influencing students' contentment with their hostel accommodation is of utmost importance to all stakeholders in tertiary education. Although, there are many studies that investigated factors influencing residents' satisfaction with their homes and neighbourhood, (Amole, 1997; Onibokun, 1974; Theodori, 2001; Oladapo, 2006; Jiboye, 2010), there seems to be a few of inquiry into students' satisfaction with their housing (Amole, 2009).

It is on this background that this study becomes highly significant for the development of students' housing in Oyo State, Nigeria. The Study focuses on the following objectives: assessment of the levels of students' satisfaction with hostel accommodations in the study area; and the evaluation of students' satisfaction with their hostels. The findings of this study are thus intended to provide a basis for the improvement of the quality of students' housing in Nigeria.

## **EMPIRICAL REVIEW**

The issues involved in housing for the people are more than shelter. Kicklighter (1986) has observed that the concept of adequate housing implies more than just a dwelling, but includes all that is within the dwelling and the creation of a conducive environment in which people live and grow. Bauer (1951) has also observed that a dwelling that is adequate from the engineering or design point of view may not necessarily be adequate or satisfactory from the inhabitant's point of view. The house is only one link in a chain of factor which determines people's overall satisfaction level. Therefore, what constitutes housing satisfaction varies according to numerous related circumstances. Olayiwola (1997) noted that the satisfaction of tenants at a particular point in time can be meaningfully defined as being relative rather than absolute. It is not a matter of students being completely satisfied or dissatisfied. In other words, the housing

satisfaction level of students varies and is dependent on dwelling, environment and management interaction systems.

Assessing the level of students' satisfaction would therefore require evaluating a particular hostel accommodation located within a particular environment that is managed under a certain type of institutional management (Onibokun 1974; Oladapo 2006).

Nevertheless, studies of human perception and behaviour have shown that the interaction and interdependence of the components of a subsystem act as a stimulus to an individual in forming a cognitive image or mental picture of oneself and each of the other interacting components. Such an image becomes the basis of one's attitude and feelings towards each of the components of the system, and the totality of these feelings is the basis on which one's relative satisfaction with each subsystem depends (Lynch 1960).

The use of this information on housing has been negligible in most third world countries such as Nigeria. Therefore, this work is designed to identify various concepts contributing to satisfactory student housing. This would provide all stakeholders in student housing development with valuable data on which an ideal student-dwelling-environment-management interaction could be based.

## **RESEARCH METHODOLOGY**

### **The Study Area**

The study area is selected institutions in Oyo State, including University of Ibadan and The Polytechnic, Ibadan both are located in Ibadan, on latitude  $7^{\circ}.23'$  North of the Equator and longitude  $3^{\circ}.56'$  east of Greenwich Meridian(Dada, *et al*2007).

### ***University of Ibadan, Ibadan***

The University of Ibadan popularly referred to as UI, is the oldest Nigeria University. It was founded on its site on 17<sup>th</sup> November, 1948. It is located at about 8 Kilometres from the centre of the city of Ibadan, western Nigeria. The institution is situated in Ibadan North Local Government Area of Oyo State. Today, the University has a total student enrolment of about 20,000 students shared among different faculties (www.postgraduateschool.ui.edu.ng, 2008). The University was originally instituted as an independent external college of the University of London. Then, it was called the University College, Ibadan. However, the institution became an independent university in 1962.

Moreover, the University has fourteen faculties which include Agriculture and Forestry, Arts, Basic Medical Sciences, Clinical Sciences, Dentistry, Education, Law, Pharmacy, Public

Health Science, Social Sciences, Technology, Veterinary Medicine and Mechanical Engineering.

The university is primarily residential with halls of residence for both male and female students. There is also provision of accommodation for postgraduate students, the names of the halls of residence are as follows: Abdulsalam Abubakar Hall (Mixed Postgraduate), Independence Hall (Male undergraduate), Kuti Hall (Male undergraduate), Mellanby Hall (Male undergraduate), Nnamdi Azikiwe Hall (Male undergraduate), Obafemi Awolowo Hall (Mixed undergraduate & Postgraduate), Queen Elizabeth II Hall (Female undergraduate), Queen Idia Hall (Female undergraduate), Sultan Bello Hall (Male undergraduate), Tafawa Balewa Hall (Mixed Postgraduate), Tedder Hall (Male undergraduate). The analysis of halls of residence in University of Ibadan is presented in the Table 1.

Table 1 Halls of Residence in University of Ibadan

	Halls	Gender	Academic Level	No of Blocks	No of Rooms	No of Bed Spaces	Year of Construction
1	Independence	Male	Undergraduate	4	242	940	1960
2	Kuti	Male	Undergraduate	5	209	552	1953
3	Mellanby	Male	Undergraduate	4	206	550	1952
4	NnamdiAzikwe	Male	Undergraduate	4	269	980	1958
5	Queen Elizabeth	Female	Undergraduate	9	271	800	1978
6	Queen Idia	Female	Undergraduate	3	334	1,255	1976
7	Sultan Bello	Male	Undergraduate	5	170	430	1955
8	Tedder	Male	Undergraduate	4	195	570	1952
<b>TOTAL</b>				38	1,896	6,077	

Source: Authors' Field Survey, 2012

### ***The Polytechnic Ibadan***

The Polytechnic Ibadan was established in 1970 as a successor to the erstwhile Technical College, Ibadan under the provisions of a principal Edict cited as the Polytechnic, Ibadan Edict 1970. This Edict has undergone several amendments in order to make the Polytechnic relevant to the present day needs of Oyo State, the Proprietor. The primary function of the Polytechnic is to provide for students training and development of techniques in applied science, engineering, environmental science and commerce.

The Polytechnic, Ibadan main campus is primarily residential with halls of residence for both male and female students. The names of the halls are as follows: Olori Hall (Female OND

and HND students), Orisun Hall (Mixed OND and HND), Ramaat Hall (Female OND and HND students) and Unity Hall (Male OND and HND students). In addition, the analysis of halls of residence in the Polytechnic Ibadan is presented in the Table 2.

Table 2 Halls of Residence in The Polytechnic, Ibadan

S/N	Halls	Gender	Academic Level	No of Blocks	No of Rooms	No of Bed spaces	Year of Construction
1	Olori	Female	OND/HND	7	309	639	1971
2	Orisun	Mixed	OND/HND	5	200	800	1980
3	Ramaat	Female	OND/HND	4	156	313	1971
4	Unity	Male	OND/HND	6	192	715	1980
<b>Total</b>				22	857	2,467	

Source: Authors' field survey, 2012

### Method of data collection

Primary data for this study were obtained through the administration of questionnaire to students in selected hostels within the study area. Information on residents' perception of levels of housing satisfaction was obtained from the selected public institutions with hostel accommodations in Oyo State. 6 hostels representing half of the total hostels were purposively selected. The study administered questionnaire to a student in one out of every 5 rooms in each of the hostels' block. Subsequently, 293 representing twenty percent of the total population were systematically sampled from the selected hostels. The data collected were analyzed using descriptive statistical analysis and the evaluation of relative satisfaction indices (RSI).

Table 3. Hostels samples for questionnaire administration

Institutions	Halls	Rooms	Sample Size	Percentage
University of Ibadan	Kuti	209	41	20
	Nnamdi Azikwe	269	50	20
	Queen Idia	334	63	20
	Tedder	195	37	20
	Total	1,007	193	20
The Polytechnic, Ibadan	Olori	304	60	20
	Unity	192	40	20
	Total	501	101	20
<b>Ground Total</b>		1,508	293	

Authors' field survey, 2012

## ANALYSIS AND DISCUSSION

A review of available literature suggests that certain variables or parameters are relevant for student housing evaluation. Users' housing satisfaction was examined based on the interacting factors of the dwelling (D), the environment (E), and management (M) components of student housing. Students' satisfaction levels with these factors were obtained using a five-point Likert scale ranging from very dissatisfied (rated as 1) to very satisfied (rated as 5).

Subsequently, the total weight values (TWV) and the mean values ( $\bar{x}$ ) for each factor were obtained and used to evaluate the degree of housing satisfaction (RSI) for the students in the study area. The level of satisfaction being tested was determined by adopting the mid-point value of the index, which is three (3) (that is, average or fairly satisfactory), as the acceptable mean (Coakes and Steed 2001, cited in Oladapo 2006). This implies that any result significantly different from this mean value was assumed to be either positive or negative (Pulling and Haidar 2003, also cited in Oladapo 2006).

### Evaluation of Students' Housing Satisfaction

The analysis of students' levels of satisfaction with housing was carried out using the values obtained from the rated variables of housing satisfaction (see Appendix I) to determine the indices for satisfaction.

Using formula:  $TWV = (n) \times (w)$

Where: TWV is the total weight values of rated variables and the formula- $RSI = \Sigma X / (n)$ .

Where X is the mean values of the rated variables, n is the number of respondents.

Therefore,  $RSI = \Sigma X / (N)$

Where RSI is the relative satisfaction index, and  $\Sigma X$  is the total sum of the mean of the rated variables, N is number of variables rated.

Using the equation stated above, the indices for housing satisfaction (RSI) were evaluated for all the variables of housing in appendix I.

The analysis in the Table 4a reveals that students in University of Ibadan were generally satisfied with their hostel environments. This is because the total weight value (TWVE) and the total mean score (XE) of all the variables rated in the sample are 1752 and 9.34 respectively, while the satisfaction index (RSIE) for the environmental component (E) is 3.11. These values imply that the students' level of satisfaction (RS) with their hostel environment in University of Ibadan was above average or adequately satisfactory in order of ranking. With regard to satisfaction with dwelling, it appears that students were satisfied with their dwellings. This claim is affirmed by the result in Table 4b, in which the total weight value (TWVD) and the total mean value (XD) of the dwelling factors are 1937 and 10.02, while the satisfaction index (RSID) for the

dwelling component (D) is 3.34. This result also indicates that the students' level of satisfaction with their dwelling was above average or satisfactory in the order of ranking.

Also, in relation to management component, the Table 4c reveals that students were satisfied. This is supported by the result in the table, in which the total weight value (TWVM) and the total mean value (XM) of the management factors are 1813 and 9.40, while the satisfaction index (RSIM) for the management component (M) is 3.13. Result shows that the students' level of satisfaction with their management was above average or satisfactory in the order of ranking.

However, a contrary result was obtained from the data on the level of satisfaction with the three components in the Polytechnic, Ibadan. Students were generally dissatisfied with their hostel environments. The result presented in Table 5a shows that the total weight value (TWVE) and the total mean value (XE) of the factors are 740 and 7.40 respectively, while the satisfaction index (RISE) is 2.47. This value falls below the average (i.e. 3), therefore indicating a low satisfaction level in the order of ranking. The result implies that the students' level of satisfaction with their hostel environments was unsatisfactory.

In the same vein, Table 5b presented the information on the students' satisfaction with their hostel dwellings. It is discovered from the result that students were dissatisfied with their dwelling components. The table reveals that the total weight values (TWVD) and the total mean value (XD) of the factors are 843 and 8.43, respectively, while the satisfaction index (RISD) is 2.81. This value falls below the average, this means a low satisfaction level in the order of ranking. The result implies that the students' level of satisfaction with their hostel dwellings was unsatisfactory.

Also, the result in table 5c suggests that students residing in hostels of The Polytechnic, Ibadan were generally dissatisfied with their hostel management. This is because the total weight value (TWVM) and the total mean (XM) of all the factors rated in the sample are 743 and 7.43 respectively, while the satisfaction index (RSIM) is 2.48. This result indicates that the students' level of satisfaction with their hostel management in the Polytechnic, Ibadan was unsatisfactory.

Table 4 Variables of Housing Satisfaction in the University of Ibadan

(a)	Environmental Variables (E)	Total Weight Values (TWV)	Mean Values (X)
1	Clean and healthy environment	551	2.86
2	Proximity to lecture theatre	649	3.62
3	Recreation facilities	552	2.86
	Total	1752	9.34
	$RSI_E = 9.34/3 = 3.11$		



(b)	Dwelling Variables (D)	Total Weight Values (TWV)	Mean Values (X)
1	Room privacy	589	3.05
2	Room size	647	3.35
3	Room ventilation	701	3.62
	Total	1937	10.02
$RSI_D = 10.02/3 = 3.34$			
(c)	Management Variables (M)	Total Weight Values (TWV)	Mean Values (X)
1	Hostel maintenance	586	3.04
2	Hostel rules	606	3.14
3	Hostel security	621	3.22
	Total	1813	9.40
$RSI_M = 9.40/3 = 3.13$			

Source: Authors' Field Survey, 2012

Table 5 Variables of Housing Satisfaction in The Polytechnic, Ibadan

(a)	Environmental Variables (E)	Total Weight Values (TWV)	Mean Values (X)
1	Clean and healthy environment	212	2.12
2	Proximity to lecture theatre	311	3.11
3	Recreation facilities	217	2.17
	Total	740	7.40
$RSI_E = 7.40/3 = 2.47$			
(b)	Dwelling Variables (D)	Total Weight Values (TWV)	Mean Values (X)
1	Clean and healthy environment	240	2.40
2	Proximity to lecture theatre	286	2.86
3	Recreation facilities	317	3.17
	Total	843	8.43
$RSI_D = 8.43/3 = 2.81$			
(c)	Maintenance Variables (M)	Total Weight Values (TWV)	Mean Values (X)
1	Clean and healthy environment	227	2.27
2	Proximity to lecture theatre	253	2.53
3	Recreation facilities	263	2.63
	Total	743	7.43
$RSI_M = 7.43/3 = 2.48$			

Source: Authors' Field Survey, 2012

## CONCLUSION

This paper has attempted to evaluate the levels of students' satisfaction with hostel accommodation in selected public tertiary institutions in Oyo State, Nigeria. In this regard, the study identifies the students' satisfaction level within the dwelling, environment and management components of student housing.

The findings show that in the study area, the satisfaction level of students with their hostel environment, dwellings and the management is average in University of Ibadan, while the students' satisfaction level with environment, dwellings and the management in The Polytechnic, Ibadan is below average. The findings indicate that there are variations in the hostel satisfaction levels of students, and these depend primarily on the environment, dwelling and management interaction subsystem. These findings suggest that while students residing in hostels of University of Ibadan were satisfied with the three components. On the contrary, students staying in the hostels of The Polytechnic, Ibadan were dissatisfied with the three components. This implies that there is a need for significant improvement on present situation of hostels in the institution. There is a need to investigate those salient features of hostels, particularly within the context of the components which provide students with the desirable level of satisfaction.

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**APPENDIX****Perception of housing satisfaction**

Tables show the result of students' rating levels of their satisfaction with housing in the study area.

**Respondents Satisfaction Level with Hostels in the University of Ibadan**

Satisfaction with Clean and Healthy Environment (SCHE)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	26	13.5
2	Dissatisfied	42	21.8
3	Just Satisfied	68	35.2
4	Satisfied	42	21.8
5	Very Satisfied	15	7.8
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Proximity to Lecture Theatres (SPLT)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	12	6.2
2	Dissatisfied	23	11.9
3	Just Satisfied	68	35.2
4	Satisfied	63	32.6
5	Very Satisfied	27	14.0
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Recreation Facilities (SRF)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	15	7.8
2	Dissatisfied	55	28.5
3	Just Satisfied	73	37.8
4	Satisfied	42	21.8
5	Very Satisfied	8	4.2
	Total	193	100

Authors' Field Survey, 2012

Satisfaction with Privacy (SRP)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	23	11.9
2	Dissatisfied	40	20.7
3	Just Satisfied	52	26.9
4	Satisfied	60	31.1
5	Very Satisfied	18	9.3
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Room Size (SRS)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	10	5.2
2	Dissatisfied	33	17.1
3	Just Satisfied	54	28.1
4	Satisfied	71	36.8
5	Very Satisfied	25	13.0
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Room Ventilation (SRV)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	6	3.1
2	Dissatisfied	24	12.4
3	Just Satisfied	44	22.8
4	Satisfied	80	41.5
5	Very Satisfied	39	120.2
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Maintenance (SHM)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	15	7.8
2	Dissatisfied	45	23.3
3	Just Satisfied	64	33.2
4	Satisfied	56	29.0
5	Very Satisfied	13	6.7
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Rules (SHR)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	13	6.7
2	Dissatisfied	38	18.7
3	Just Satisfied	65	33.7
4	Satisfied	63	32.6
5	Very Satisfied	14	7.3
	Total	193	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Security (SHS)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	17	8.8
2	Dissatisfied	52	26.9
3	Just Satisfied	56	29.0
4	Satisfied	58	30.1
5	Very Satisfied	10	5.2
	Total	193	

Source: Authors' Field Survey, 2012

### Respondents Satisfaction Level with Hostels in the Polytechnic, Ibadan

Satisfaction with Clean and Healthy Environment (SCHE)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	23	23.0
2	Dissatisfied	52	52.0
3	Just Satisfied	17	17.0
4	Satisfied	6	6.0
5	Very Satisfied	2	2.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Proximity to Lecture Theatre (SPLT)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	10	10.0
2	Dissatisfied	17	17.0
3	Just Satisfied	26	26.0
4	Satisfied	42	42.0
5	Very Satisfied	5	5.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Recreation Facilities (SRF)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	20	20.0
2	Dissatisfied	52	52.0
3	Just Satisfied	22	22.0
4	Satisfied	3	3.0
5	Very Satisfied	3	3.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Room Privacy (SRP)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	11	11.0
2	Dissatisfied	48	48.0
3	Just Satisfied	24	24.0
4	Satisfied	12	12.0
5	Very Satisfied	5	5.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Room Size (SRS)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	3	3.0
2	Dissatisfied	24	24.0
3	Just Satisfied	44	44.0
4	Satisfied	21	21.0
5	Very Satisfied	8	8.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Room Ventilation (SRV)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	4	4.0
2	Dissatisfied	20	20.0
3	Just Satisfied	39	39.0
4	Satisfied	29	29.0
5	Very Satisfied	8	8.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Maintenance (SHM)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	19	19.0
2	Dissatisfied	45	45.0
3	Just Satisfied	26	26.0
4	Satisfied	10	10.0
5	Very Satisfied	0	0.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Rules (SHR)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	13	13.0
2	Dissatisfied	34	34.0
3	Just Satisfied	39	39.0
4	Satisfied	10	10.0
5	Very Satisfied	4	4.0
	Total	100	100

Source: Authors' Field Survey, 2012

Satisfaction with Hostel Security (SHS)			
Weight value (w)	Rating	Number (n)	Percentage
1	Very dissatisfied	9	9.0
2	Dissatisfied	38	38.0
3	Just Satisfied	36	36.0
4	Satisfied	15	15.0
5	Very Satisfied	2	2.0
	Total	100	100

Source: Authors' Field Survey, 2012