

## Assessing Residential Satisfaction Among The Residents In Ogbomoso Urban Centre, Nigeria

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**Abstract:** The importance of residents' satisfaction with housing cannot be over-emphasised as it contributes to the quality of residents' life. This study assess residential satisfaction among residents in Ogbomoso Urban Centre. Multistage sampling techniques and simple random sampling were applied, with the aid of questionnaire administration among 430 residents in twenty political wards but only 378 copies were properly filled, returned, and analysed. The population of the study area was collected from the National Population Commission to determine the population trend and the number of copies of the questionnaires to be administered in each of the political wards. Residential satisfaction was obtained through factors that contribute to the residents' satisfaction and satisfaction level. At the beginning of the analysis, a factor analysis was applied to reduce the data set and to group various variables as factors. This is to present the magnitudes of residential satisfaction among the residents. Descriptive analysis with the use of frequency and percentage, cross-tabulation, regression analysis, mean index, residents' relative satisfaction index, and relative importance satisfaction index were explored to assess residential satisfaction among the residents. The results revealed that the residents are not satisfied with the house and neighbourhoods. Their current demographic status has constrained them to continue staying within their residential neighbourhoods. The authors believe that, there is a need for a realistic and vigorous approach towards the provision of better housing and environment that enhance better living. This will invariably improve residents' quality of life and reduce the socio-spatial divergence among various social groups.

**Keywords:** Neighbourhood, Residential, Satisfaction, Ogbomoso, Quality of life

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### I. Introduction

Residents' satisfaction in determining the quality of the residential environment has been a topic of interest in quality-of-life research (Muslim et al., 2013). This focused on the association between the residents and their environment. However, the majority of the studies on residential satisfaction, especially as relates to residents' perception of residential environments, are limited to developed cities (Türkoğlu, 1997). Little attention has been drawn to the developing and ancient cities like Ogbomoso. Ogbomoso's population is growing at an alarming rate resulting from the inflow of students into the established university (Akinyode, 2014; Akinyode & Khan, 2013). This consequently had a substantial impact on the city, specifically on the housing shortage and residential environment. The most common response to the housing shortage has been squatter housing, especially within the indigenous neighbourhood (Akinyode, 2016). The Ogbomoso urban centre and particularly the indigenous core neighbourhoods is characterized by densely crowded housing stock, which had transformed into sprawling residential neighbourhoods. This scenario is triggering social isolation and broadening socio-spatial

divergence among various social groups within the city. This consequently influences the residents' quality of life. It would be of importance to control and monitor the quality of the residential environment with regard to the residents within the city neighbourhoods. This will however improve residents' quality of life and reduce the socio-spatial divergence among various social groups.

Various studies on residential assessment focused on either public or private housing at the urban centre and utilised the concept of housing satisfaction in appraising the interactions between the residents and their physical environment (Amole, 2009). Kaitilla (1993) investigation also focused on the satisfaction with public housing in Papua New Guinea and asserted that residential satisfaction implies residents' satisfaction with the house as a distinct physical object and the neighbourhood. According to him, neighbourhood satisfaction is assessed in terms of interaction among the community members and upon this assertion, he limited his study to specific aspects of housing that are considered important among residents in their relationship with housing. The focus on the indigenous core neighbourhood has been neglected in these various studies. In addition, the aspect of the social environment in assessing residential satisfaction according to the residents' perspective has been overlooked especially in the context of Ogbomoso. The major research question of this study is to ascertain the level of residents' residential satisfaction (RRS) towards physical and social environments. This is regarding residents within the ancient city of Ogbomoso. This is with a view to have a better understanding of the RRS of the ancient city of Ogbomoso. The results will be of assistance to zonal offices of physical planning and urban development within the city, the housing researchers, and housing policymakers in the areas of the deteriorating state of ancient neighbourhoods and the need for urban renewal projects through effective planning and monitoring. The outcome of the study will also help to ensure an environment that is safe, comfortable, and convenient and to improve the quality of life of the residents. Because of this, the study aims to assess the level of residential satisfaction among the residents in the ancient city of Ogbomoso with a view to explain the level of residents' satisfaction and to predict their residential satisfaction as an important component in quality of life of residents.

## **II. The Review of the Past Studies**

### **2.1 Housing**

A survey of literature vividly shows that housing connotes different meanings in different countries (Parson, 2007). According to Abrams and Bliss (2013), housing is not only shelter but part of the fabric of neighbourhood life and the whole social milieu, it touches on many facets of industrialization, economic activity, and development. Housing is the second most important requirement for man, it transcends simple shelter (Amole, 2009). Housing includes utilities and community services like electricity, water supply, good access roads, and sewage, and requires disposal facilities and access to employment. Housing is important to the development of society in both economic, social, and welfare terms. In the realm of private and public investment, according to Ajanlekoko (2002), housing connotes the built environment (which includes shelter) that represents man's most tangible material asset representing up to 20 to 30 percent of fixed capital formation in areas with vigorous housing programmes and it is increasingly recognized as a profitable investment item, yielding a flow of income.

Housing is a very expensive capital investment, which forms a substantial proportion of every nation's Gross Fixed Capital Formation (GFCF). No nation in the world can boast of having the economic capability to provide housing to all its citizens without other amenities suffering (FRN, 2011). Home may indeed be regarded as the greatest antidote for man against the vagaries of modern living. It is the last support of peace and relaxation of mind and body, and therefore the prerequisite for sanity in a world of toil, sweat, tribulations, and even happiness. Housing at different epoch, remains "strategic asset to man, irrespective of his social-economic status, colour or creed. The passion and emotional attachment to housing in African cultural setting was underscored by the fact that one is not considered a man until he owns a house (Okupe, 2002). As opined by Ajanlekoko (2002) at the centre piece of all human endeavours is the ambition to confer on a lasting legacy to his family or off-springs. Majority of this dream is seen in the context of home ownership. Housing is generally believed to be the ultimate reward or outcome of a successful life accomplishment. A man who has not built or acquired a house is regarded as a non-achiever in the society. So, globally, over the millennium, man has always pursued with the fulfilment of this singular goal with determination (Ajanlekoko, 2002).

### **2.2 Housing Condition**

The steady rate of urbanization and concentration of job opportunities in towns and cities impinge on the ability of urban households to access good quality and affordable housing in the open market (Gabriel, 2008; Hassan, 2005). This is why international concerns have been growing over the deteriorating housing conditions in urban areas of developing nations, in Central and Eastern Europe (United-Nations, 1975). This has led to much concern for housing affordability and satisfaction. Due to the steady increase of urbanization, housing affordability has been seen as a problem to cope with due to the increase in the demand for housing units, and construction materials and consequent rise in the rent. Hence, several studies have indicated that public housing provision

which involves policy formulation, institutional development, actual housing provision, allocation, and management is one of the major panaceas to this housing problem (Sengupta & Tipple, 2007; Valença, 2007). However, effective public housing provision cannot be achieved without the consequent study of the teeming population's level of housing affordability and satisfaction.

### **2.3 Quality of life**

Quality of life cannot be directly quantified but entails the relationship between the individuals' needs and their assessment to satisfy such needs (Zebardast, 2008). This is the focus of the study on quality of life. The individual gives an assessment and judgment on a phenomenon which makes the decision to be subjective and objective (Djebarni & Al- Abed, 2000; Muslim et al., 2013). The assessment of a phenomenon depends on certain criteria that an individual recognizes as essential elements to enhance their satisfaction in their living that contribute meaningfully to their life. As a result, the study takes into account residents' objective assessment on the residential satisfaction concerning the house and residential neighbourhood. Apgar (2004) saw homeownership, the availability of good quality and affordable rental housing as the contributing factors that enhance residents' quality of life.

### **2.4 Residential satisfaction**

Residential satisfaction refers to resident's evaluation of the conditions of their residential environment as it relates to their needs and expectations to enhance their better living (Adriaanse, 2007; Amerigo & Aragone, 1997). Various factors have been considered to influence housing satisfaction and these include homeowners, age and type of ownership, dwelling, housing services, and neighbourhood. The residential environment comprises the residents, the neighbourhood, and the house they are residing. The satisfaction derived from the residential neighbourhood and the house is of importance in assessing the residents' satisfaction. Residents in terms of the overall environment that comprises of residents, neighbourhood, and the house can therefore measure residential satisfaction. Various scholars asserted that residents experience satisfaction through the house and their neighbourhood ('Ulyani Mohd Najib et al., 2011; Aiello et al., 2010; Fleury-Bahi et al., 2008; Hashim, 2003; Kahana et al., 2003; Kährlik et al., 2012; Mohit et al., 2010). Although, their experience of satisfaction may be similar, the levels of their satisfaction may be different from one resident to other residents at different levels of the environment. Consideration was given to different levels of environmental satisfaction in the investigation of Kährlik et al. (2012). Arguing that housing satisfaction can lead to improving individual quality of life, Salleh (2008), in his investigation on dwelling, housing services, and neighbourhood as the factors that influence the residents of private low-cost housing in Malaysia, asserted that residents are more satisfied with their dwelling units and housing services compared with the neighbourhood facilities. Onibokun (1974) opined that housing habitability is not only influenced by the engineering elements but also by social, behavioural, cultural, and other elements in the entire societal-environmental system. The housing unit that is adequate from the engineering or the design point of view may not necessarily be adequate or satisfactory from the residents' perspective. House, according to him, is only one relationship in a series of factors that determine resident's relative satisfaction with their housing unit. Amole (2008) saw house and neighbourhood as the essential elements of the environment. The residential environment satisfaction that embraces social, spatial, contextual, and functional to which the residents respond is essential to inform the researchers of their importance in different levels of the environment (Muslim et al., 2012a, 2012b; Muslim et al., 2013). Amole (2008) included the interactions of the students among themselves and in relation to their space to measure students' satisfaction with their housing and modified the residential satisfaction index to the relative satisfaction index. The residential satisfaction index to relative satisfaction will be more appropriate to adopt in measuring and assessing residential satisfaction among residents within the urban centre that can be termed as ancient city. Toyin Sawyerr and Yusof (2013) based their housing satisfaction assessment on physical and social attributes of the house. The physical attributes assess the physical facilities that are being provided within the neighbourhood while the social attributes include the interaction of the residents among themselves.

### **2.5 Residential neighbourhood**

Bowman and Thompson (2009) discovered in their study that the social status of different households according to their income influences the choice of their residential neighbourhood. Low-income households decide to reside within the neighbourhood that is affordable to them. They give precedence to accessibility to their workplace, schools, and shops. The decision on where to reside depends on their economic status. The level of households' satisfaction increases when they live in a residential neighbourhood that fits their social status. Yang (2008) used the residential neighbourhood of housing satisfaction to appraise the physical form of two American cities. Housing satisfaction based on the housing environment replicates the households' response concerning the residential neighbourhood resided (Bjorklund & Klingborg, 2005; Kellekcĭ & Berköz, 2006; Kellekcĭ & Berköz, 2006; Salleh, 2008) which can be of assistance for policymaking. Salleh (2008) investigation on the level of

housing satisfaction in low-cost housing areas built by the private sector indicated that neighbourhood factors in terms of provision of neighbourhood facilities, safety, and better environment outlook are the prevailing factors to determine housing satisfaction. According to him, most of the private developers were not encouraged in making provision for neighbourhood facilities and a better environment in order to increase their profit.

Among the housing unit, residential neighbourhood, and community services factors that affect housing satisfaction, residential neighbourhood factors significantly influence housing satisfaction (Djebarni & Al- Abed, 2000). Djebarni and Al- Abed (2000) considered the distance to the workplace, the location of schools, and infrastructural services and amenities to be the factors in judging the quality of residential neighbourhoods. Accessibility and public transportation facilities were confirmed to have a significant influence on housing satisfaction within the residential neighbourhood Salleh et al. (2011). Parkes et al. (2002) investigation revealed that most households were not very satisfied with residential neighbourhoods because of the poor security and crime situation within their residential neighbourhoods. Galster (1987) considered the difference between households' actual and their desired housing and residential neighbourhood conditions to evaluate housing satisfaction. Individuals make decisions about housing conditions based on their needs and aspirations. The dissimilarity between the actual and the desired housing and residential neighbourhood conditions results in housing dissatisfaction within the residential neighbourhood. Salleh (2008) investigation on housing satisfaction in the states of Pulau Pinang and Terengganu affirmed the neighbourhood factors to be the principal factor affecting housing satisfaction in private low-cost housing in Malaysia.

### **2.6 Factors Influencing Housing Satisfaction**

According to Mohit and Azim (2012), many studies suggest that housing satisfaction is a function of a whole series of factors related to the occupant's dwelling, services within the dwelling area, relationship with neighbours, and the location of the dwelling unit. The study of (Kowaltowski et al., 2005), revealed that the main factors related to housing satisfaction in Brazil include communal services such as roads, sewer systems, and basic utilities within the housing area. He and Zhao (2006) studied the real estate market in Beijing and found that housing demand is highly influenced by certain factors such as proximity to the transport system and public facilities rather than merely based on physical factors. Physical aspects of the housing area such as common areas, ventilation and lighting, and orientation of windows within the housing areas also contribute towards overall housing satisfaction. The study of Vera-Toscano and Ateca-Amestoy (2008), also revealed that housing satisfaction is influenced by individual and household attributes, housing characteristics, and social interactions with one's residential neighbourhood. Building features such as the number of bedrooms, size and location of kitchen, and quality of housing units have been shown to have strongly influenced residential satisfaction (Noriza et al., 2010).

Factors influencing individual or household housing satisfaction, as revealed by Huang and Du (2015), include physical features and design, the housing services and conditions, public facilities provided, social environment within the housing area, and housing management practices among others. Building physical features include the number and size of bedrooms, privacy, and location of the kitchen among others. While building quality features relate to the level of amenities and services offered, the neighbourhood amenity factors include distance to school, employment, medical, public transport, community centres, and shopping facilities. Management services, particularly in the context of public housing, relate to the enforcement of rules, and handling of complaints among others. In addition, residential satisfaction is also hypothesized to change in relation to the demographic characteristics of the residents, covering aspects such as household/tenant age, income, duration of residence, and housing tenure status. This implies that there is no distinct factor that is likely to influence housing satisfaction in general. Residential housing satisfaction is subjective and is likely to vary across culture, geographical location, and socio-economic background.

## **III. Method and Data**

The residents' residential satisfaction (RRS) framework was used to assess residential satisfaction from the residents' perspective. This study employed multistage sampling techniques. The first stage was the delineation of the two local government areas in Ogbomoso City into their constituent twenty political wards. The second stage was determining the sample size in each of the political wards. The last stage was the administration of a set of questionnaire within the twenty political wards of Ogbomoso North and South local government areas based on the determined sample size with the use of simple random sampling. The questionnaire administration was adopted for the study among 430 residents within the study areas. Section A of the questionnaire consists of respondent's demographic personal information such as sex, income, academic level among others. Section B focuses on the major types and characteristics of housing units. Section C appraises the factors contributing to residential satisfaction in their housing units while section D assesses the level of residents' satisfaction with the housing units. Sections A and B were designed as multiple choice questions while the third and fourth sections of the questionnaire were closed-ended type with the use of 45 questions focusing on factors

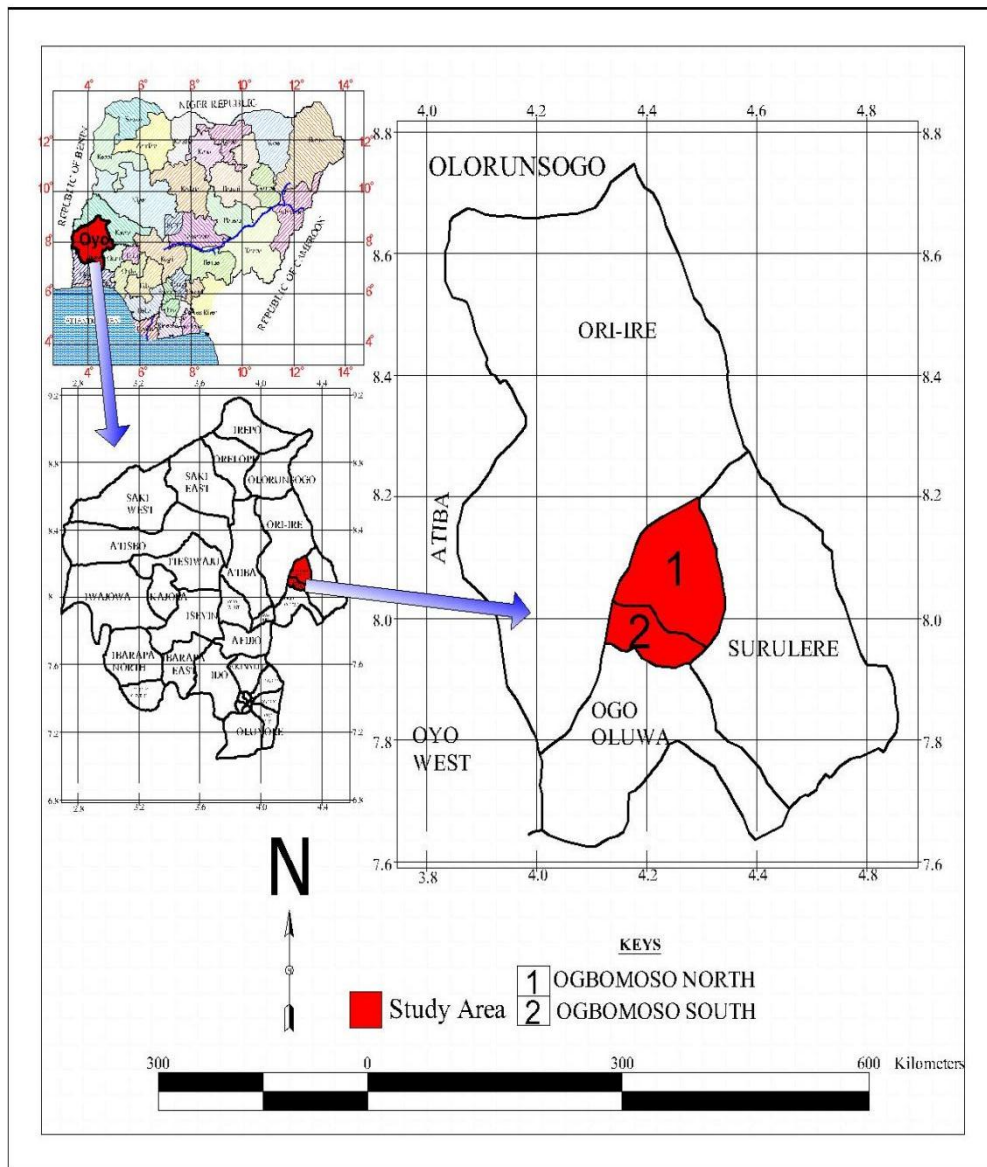
that contribute to housing satisfaction with a 5-point Likert scale measurement ranging from 1 (no influence at all) to 5 (very high influence). Residents' residential satisfaction levels were obtained through a 5-point Likert scale ranging from 1 (very dissatisfied) to 5 (very satisfied).

Out of the total number of 430 copies of the questionnaire administered for data collection, only 378 were properly filled, returned, and analysed. This represents an 87.91 percent response rate, which is an acceptable rate of response for a self-completion questionnaire (Jack, 2008; Kelley et al., 2003). Descriptive statistics such as frequency distribution and percentages, and tables were used for illustrative purposes to explain variables on demographic characteristics of respondents. Cross-tabulation was used to make the comparison between the two local government areas. Factor analysis was adopted to reduce the data set to smaller factors with the aid of SPSS software version 22. With this, variables that were related are emerged as factors. Regression Analysis was also used to examine the influence of demographic characteristics of residents on their choice of housing units. The mean index was used to evaluate the level of residents' satisfaction while the Residents' Relative Satisfaction Index (RRSI) was developed to determine the factors contributing to residents' satisfaction with their housing units. The relative importance satisfaction index (RISI) through mean scores of the responses was computed from the previous analysis. This is used to rank the importance of satisfaction and determine whether there would be a hierarchical order in the satisfaction level.

#### **IV. The Study Area**

Ogbomosho is one of the major precolonial and ancient settlements in Nigeria. The city has a long rich historical record and is considered one of Nigeria's largest urban centres. The majority of the people are members of the Yoruba ethnic group (Falola & Adebayo, 2000). Ogunlola was of Ibariba descent, he came to the area now known as Ogbomosho in pursuit of his hunting profession. He stayed under the Ajagbon tree (still by the side of the palace) and used the branches for hanging gear. The whole place was at this time (around the middle of the seventeenth century), a dense jungle. He was an expert archer and brave hunter. Later he and his wife, Esuu, built their hut by the side of the Ajagbon tree. Ogunlola noticed smoke oozing from some nearby locations. He took courage and approached these places and discovered other hunters (Oyerinde, 1934). The first one named Aale at a site now called Oke-Elerin quarters, the second called Onsilu at the site now known as Ijeru quarters, the third Orisatolu at Isapa quarters, and the fourth Akande quarters. The descendants of the first three of these hunters are now beaded the king of Aale of Oke-elerin, Onijeru of Ijeru and Onisapa of Isapa quarters respectively, while, there is no more Bale Akande.

Ogbomosho is an ancient city in Oyo State, south western Nigeria. Ogbomosho lies on coordinates: 08° 08' North of the Equator and 04° 15' East of the Greenwich Meridian as shown in Figure 1. The major federal road that cuts through Ogbomosho region is the Oyo-Ilorin Road. Ogbomosho region is within Oyo state and consists of five local government areas as shown in Figure 1. These include Ogbomosho North; Ogbomosho South; Orire; Surulere; and Ogo-Oluwa local government areas. Ogbomosho City comprises two local government areas: Ogbomosho North, and Ogbomosho South. The City has a tropical climate. In summer, there is more rainfall than in the winter season. The annual temperature is 26.1 OC with an average rainfall of 1217mm per annum. The temperature of the City is highest on average in March, at around 28.5°C. In August, the average temperature is 24.0°C and it is the lowest average temperature in a whole year. Residents of Ogbomosho engage in diverse primary, secondary, and tertiary economic activities ranging from farming to manufacturing although on a lower scale. The major activities include farming, artisans, trading, and light industries. The population of Ogbomosho City, comprising the present Ogbomosho North and Ogbomosho South local government areas, in the 1963 census was 343,329 while the population figure in the 1991 population census was 170,253, out of 3,488,789 of the whole Oyo State. This made the City claim 4.76 percent of the total population of the state.



**Figure 1:** Ogbomosho within the Context of Oyo State.

Source: Oyo State Ministry of Lands, Housing and Urban Development, 2023

The reason for the reduction in the 1991 population census to half of 1963 is that Ogbomosho included the surrounding settlements until 1991 when three local governments were created out of Ogbomosho. These are Ogo-Oluwa Local Government with its headquarters at Ajaawa, Surulere Local Government with its headquarters at Iresaadu, and Orire Local Government with headquarters at Ikoyi. However, the study area for this project is limited to Ogbomosho North and South as shown in Figure 1. Ogbomosho North and South local government areas have a population of approximately 198,839 and 100,815 respectively totalled 299,654 in the 2006 population census and is considered one of Nigeria's largest urban centres. The limitation to these two local government areas is basically in the fact that they are the two local government areas within the urban centre that comprises residents with different socio-economic statuses. Besides, there is a diversity of cultures within the two local government areas compared with the other three local governments that are rural local government areas.

Ogbomosho North and South are Local Government Areas in Oyo State, Nigeria. Ogbomosho North with its headquarters located at Kinnira is home to Ladoke Akintola University of Technology (LAUTECH) - the best state university in Nigeria, the Nigerian Baptist Medical Center, and Bowen University Teaching Hospital. The Soun Palace is the major traditional home located at the heart of Ogbomosho North local government, the larger of the two local government areas in the city in terms of population and it is the city's major economic nerve. The local government council is made up of Ten (10) political wards, which are Masifa/ Aguodo, Sabo/ Taara, Isale-Afon, Okelerin, Osupa, Aaje/ Ogunbado, Jagun, Ita-Alasa, Isale-Ora/ Saja and Abogunde. Ogbomosho South, the

second Local Government area within the City, has its headquarters at Arowomole. It has an area of 68 square km with a population of 100,815 according to the 2006 national population census. The local government area also consists of ten political wards which are Akata; Alapata; Arowomole; Ibapon; Ijeru 1; Ijeru 2; Ilogbo; Isoko; Lagbedu; and Okeola as shown in Figure 2.

## V. Analysis of Results and Findings

### 5.1. Demographic Characteristics of Residents

An attempt was made to examine the demographic characteristics of the respondents within the study area to determine the residents' socioeconomic attributes that influence the housing unit they reside through which their housing satisfaction can be measured. Table I reveals larger proportion (67.99%) of the respondents are native of Ogbomosho while the remaining (32.01%) are non-native. This result reveals the same trend in the two local government areas of Ogbomosho North and South. As a result, the majority of the respondents are likely to have more knowledge of their housing situation, the reason they reside in the housing unit and determine the level of their housing satisfaction. Investigations on the gender of the residents revealed that the majority (64.02%) of the residents are male while the remaining (35.98%) are female. Ogbomosho is located in the South-western region of Nigeria mostly populated by the Yoruba ethnic group. In Yoruba culture, it is believed that the male is the household's head and should be responsible for the provision of housing units for his family. Besides, it is observed that the majority of the female had gone out for their petty trading and could not be met at home during the period of the survey. The age of respondents is another socio-economic attribute that was investigated in the study.

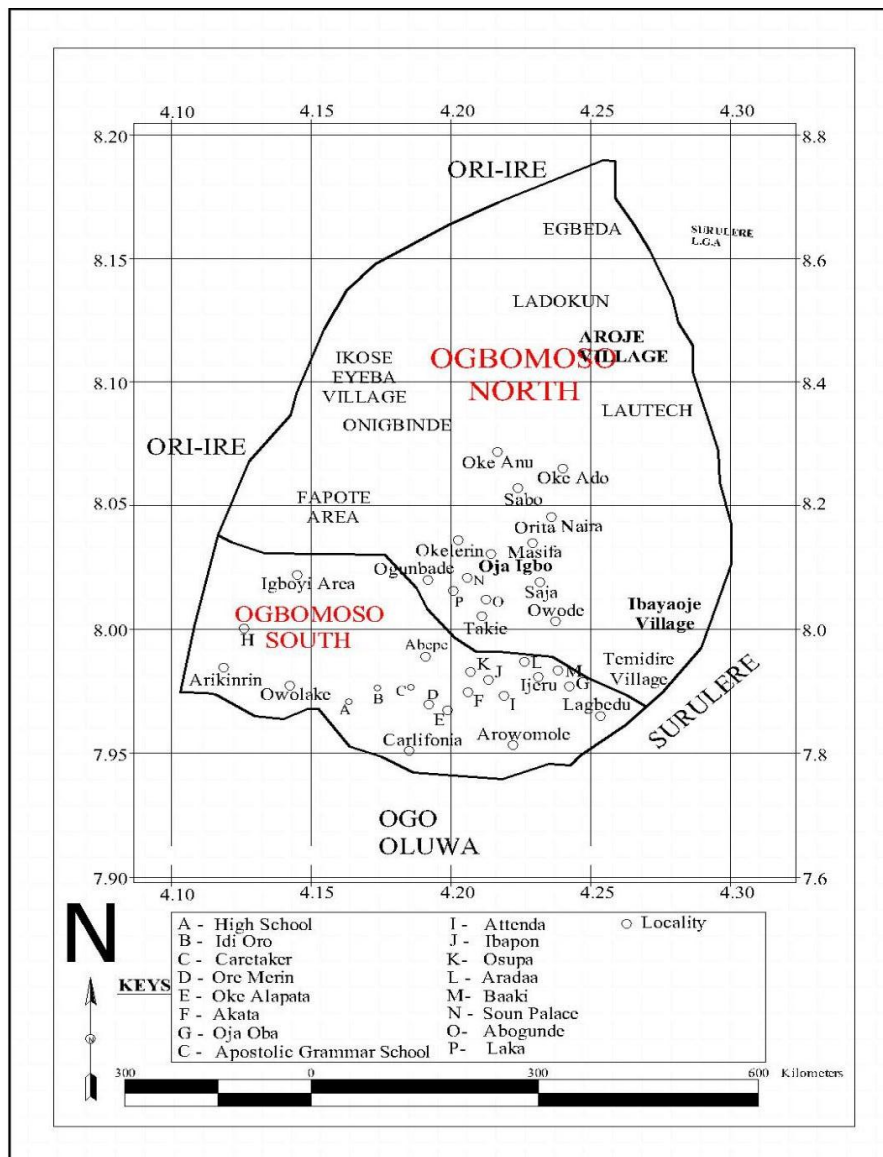


Figure 2: Ogbomosho North and South Local Government Areas within the Context of Ogbomosho Zone. Source: Oyo State Ministry of Lands, Housing and Urban Development, 2023.

The study reveals that 61.64% of the respondents fall within the age group of 18-35 years while 23.28% are within the age group of 36-45 years. 12.17% and 2.91% are the respondents within the age group of 46-60 years and above 60 years respectively as shown in Table I. The trend of this result looks similar between the two local government areas. The only difference in the trend of age distribution pattern of the respondents is that, no respondent that is above 60 years old in Ogbomosho North local government area. This implies that the majority of the residents in the study area are youths according to the age group classification by the National Population Commission (NPC, 2010).

**Table I: Demographic Characteristics of Residents**

S/N	Demography of Respondents	Ogbomosho North	Ogbomosho South	Total	Percentage
I	Nativity of Respondents				
	YES	182	75	257	67.99
	No	73	48	121	32.01
	Total	255	123	378	100.00
II	Gender of Residents				
	Male	162	80	242	64.02
	Female	87	49	136	35.98
	Total	249	129	378	100
III	Age of Respondents				
	18-35	184	49	233	61.64
	36-45	45	43	88	23.28
	46-60	26	20	46	12.17
	above 60	00	11	11	2.91
	Total	255	123	378	100.0
IV	Marital Status of Residents				
	Single	137	45	182	48.15
	Married	99	62	161	42.59
	Divorced	13	14	27	7.14
	Widowed	00	08	8	2.12
	Total	249	129	378	100.0
V	Educational Status of Residents				
	No formal education	57	62	119	31.48
	Primary education	11	17	28	7.41
	Secondary education	38	30	68	17.99
	Post-secondary education	18	17	35	9.26
	Tertiary	125	03	128	33.86
	Total	249	129	378	100.0
VI	Occupation of Respondents				
	Student	58	41	99	26.19
	Civil Servant	107	15	122	32.28
	Trading	30	42	72	19.05
	Apprentice	36	00	36	9.52
	Others	21	28	49	12.96
	Total	252	126	378	100.0
VII	Monthly Income of Residents				
	Less than N 30,000	91	34	125	33.07
	N 30,000 - N 44,500	56	51	107	28.31
	N 45,000 - N 90,000	88	39	127	33.60
	N 91,000 - N 120,000	09	01	10	2.64
	Above N 120,000	09	00	9	2.38
	Total	253	125	378	100.0

Source: Authors' Field Survey, 2023

Majority of the respondents (51.33%) are within the working class range, which is capable of providing housing units for themselves in accordance with their income irrespective of their satisfaction. Marital status and the formation of new households are one of the major factors used in measuring housing demand and supply. This is because a single-status household that is married forms a new household that adds to housing demand in a community. This often necessitates additional housing needs for that particular community. It is obvious among individual youths especially the educated ones, that when they get married, the level of their satisfaction with existing housing units is likely to change due to the increase in the members of their household, income, and taste. As a result, this study takes investigation of the marital status of the respondents so important in assessing residents' housing satisfaction within the study area. As evidenced by Table I, almost half (48.15%) of the respondents are single followed by the married (42.59%), 7.14% are divorced, and 2.12% are widowed. It can therefore be inferred that, as these single respondents are getting married, they are likely to be in need of additional housing units that will satisfy the prospective married couple. This may likely affect their present level of housing satisfaction.



Educational status is another variable in the demographic characteristics of the respondents that was investigated. This is likely to influence the type of housing unit an individual resides in and the level of their housing satisfaction. Educational status at times influences the occupation of residents and their monthly income, which have the likelihood of influencing a particular housing demand that meets individual satisfaction. As revealed in Table I, about a third (33.86%) of the respondents have a tertiary level of education, while, a significant proportion (31.48%) have no formal education. The remaining, (17.99%, 9.26%, and 7.41%) have secondary, post-secondary, and primary education respectively. However, there is variation in the distribution of respondents' educational status in the study area. In the Ogbomosho South local government area, a larger proportion (62 respondents which is 48.06%) have no formal education, while, a few (03 respondents which is 2.33%) have tertiary education. This implies that the distribution of educational characteristics of respondents in the study is not the same across the city. The significant proportion of respondents with no formal education might be one of the factors contributing to the high number of traders as shown in Table I in the study area. The factor contributing to the high level of tertiary educational status in Ogbomosho North might be influenced by the location of Ladoko Akintola University of Technology (LAUTECH), Ogbomosho. LAUTECH is located at Ogbomosho North, and this implies that majority of students and staffs of the institution are likely to reside within the local government area due to its proximity to the institution than the interval residential areas in Ogbomosho South.

Occupation is one of the major socioeconomic variables that can be used in measuring an individual's behaviour regarding housing satisfaction (Ju & Omar, 2010). As evidenced by Table I, about a third (32.28%) of the respondents are civil servants, a considerable proportion (26.19%) are students, and, a few (9.52%) are apprentices. Majority of respondents in the study area are likely civil servants because most of the residents have tertiary educational qualifications. About 33.60% earns between ₦45,000 and ₦90,000 and 33.07% earns less than ₦30,000. A significant proportion (28.31%) earns between ₦30,000 and ₦44,500. The income level of the residents may likely influence the residents' type of housing units and their level of satisfaction. Household's income therefore determined their housing demand while their affordable housing units affects the level of satisfaction.

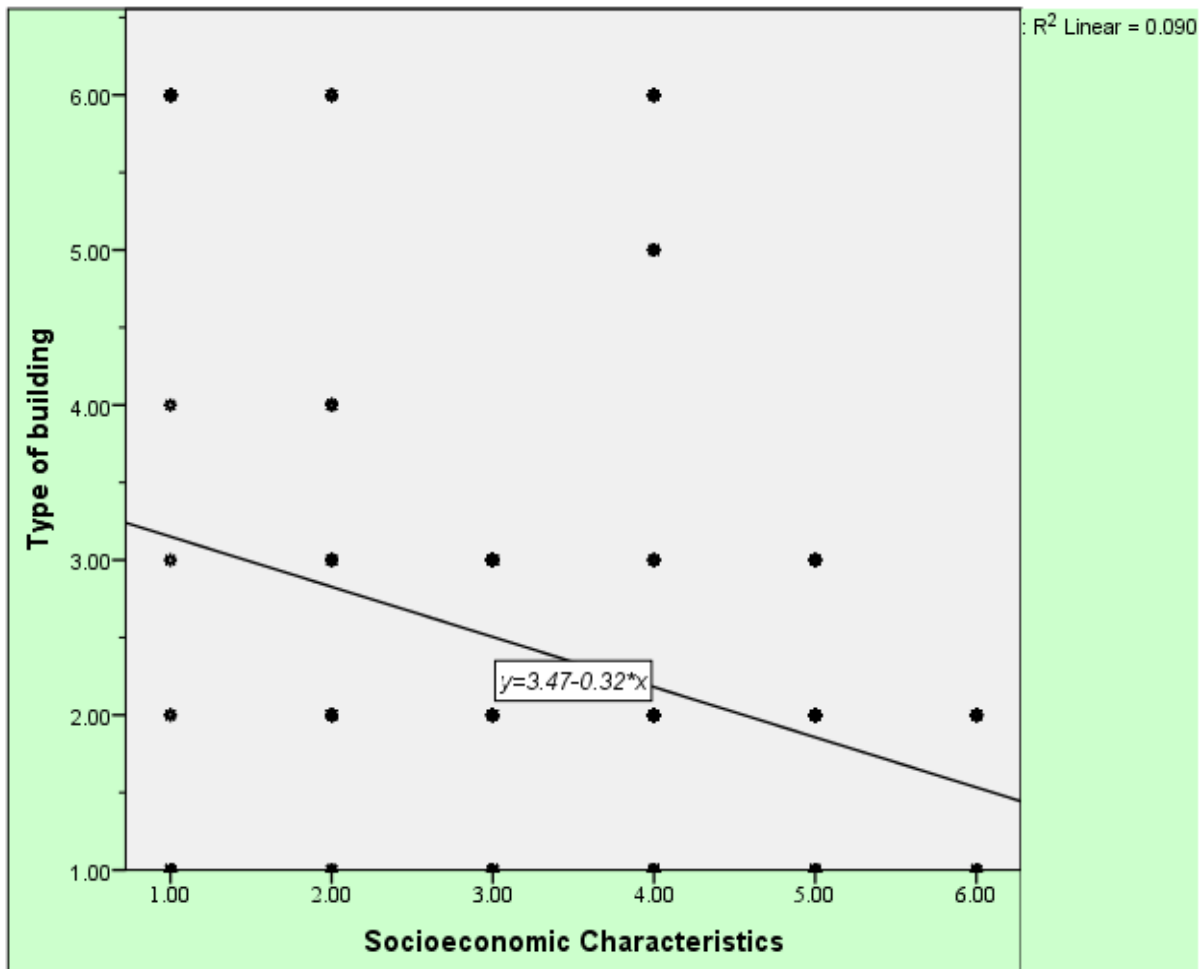
**5.2. Influence of Demographic Characteristics on Residents Choice of Housing Unit**

The influence of demographic characteristics on residents' choice of housing unit was appraised using the regression analysis. Data on the demographic characteristics of respondents and their choice of housing unit were subjected to logarithmic transformation to perform parametric statistical analysis such as the regression analysis on both data. This process was conducted using the logarithmic transformation function in SPSS. The logarithmic transformed data on the demographic characteristics of respondents was regressed on the transformed data on the type of housing unit. The result of the regression analysis presented in Table II revealed that there is a negative correlation between the demographic characteristics of residents and their choice of housing unit ( $r = -0.3$ ). This implies that the demographic characteristics of residents do not influence the decision of residents on the choice of their housing units (Vera-Toscano & Ateca-Amestoy, 2008). Also, the significant test at absolute value ( $r = 0.03$ ,  $p = 0.000$ ,  $\alpha = 0.05$ , at 95% level of confidence) revealed that there is a statistical difference between the demographic characteristics of residents and their choice of housing units. The line of best fit ( $y = 3.47 - 0.32x$ ) as shown in Figure 3 also shows that as socioeconomic values increase, residents' choice of housing unit decreases which implies that there is a negative mathematical association between the two. Therefore, the demographic characteristics of residents do not influence their choice of housing units in the Ogbomosho urban centre. This implies that factors such as the monthly income of respondents do not influence their choice of housing units. For instance, as evidenced by Figure 3, as the monthly income of residents' increases, their choice of housing units does not necessarily change from its initial status. This can be as a result of certain factors other than demographic characteristics, such as the taste of residents, and familiarity of residents with such buildings or environments among others.

**Table II: Summary of Regression Analysis**

R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
				R Square Change	F Change	df <sub>1</sub>	df <sub>2</sub>	Sig. F Change
0.300	0.090	0.087	1.40065	0.090	36.621	1	371	0.000

Source: Author's Field Survey, 2023



**Figure 3:** Influence of demographic characteristics on Residents Choice of Housing Unit

Source: Author’s Field Survey, 2023

High-rent of housing units is not feasible to attract low-income households. As a result, the socioeconomic status of residents determines the quality of houses and the environment they reside. The physical external and internal conditions of the houses they occupy and the construction quality of the house are of very low quality. These houses are mostly either rented with low rental value or inherited from the extended family. It can be inferred that affordable houses among low-income households are of low-quality standard. Despite this fact, personal interaction with some households reveals that the residents are not satisfied with the housing units being occupied. They assume low rent is synonymous with low-quality houses whereas they believe they deserve to live in decent housing conditions if there is a better opportunity.

**5.3. Factors Contributing to Residents’ Satisfaction with their Housing Units**

The study examines the factors contributing to residents’ satisfaction with their housing units using the developed Residents’ Relative Satisfaction Index (RRSI), while, the factors are ranked accordingly in their order of magnitude. The factors were grouped into two (2) with the calculated RRSI mean value of 4.09. Factors with positive deviation above the mean RRSI value (4.09) contribute to residents’ level of satisfaction with their housing units. Factors with negative deviation below the mean RRSI value have little or no influence on residents’ satisfaction with their housing units. As evidenced by Table III, the result of the analysis shows that the type of housing units (RRSI = 4.54) and location (RRSI = 4.54) are the major factors contributing to residents’ satisfaction with their housing units. Others are neighbourhood structure (RRSI = 4.29), accessibility (RRSI = 4.22), availability of facilities such as toilets, bathrooms, and water among others (RRSI = 4.11), and physical structure of the housing units (RRSI = 4.11).

**Table III:** Factors Contributing to Residents’ Satisfaction with their Housing Unit

S/N	Factors	Ratings					NR (f)	OSW	RRSI	$\bar{X}$	D = (X- $\bar{X}$ )	D <sup>2</sup>	Rank
		5	4	3	2	1							
1.	Type of Housing Units	1015	336	81	4	0	316	1436	4.54	4.09	0.45	0.2025	1
2.	Location	1025	324	96	2	1	319	1448	4.54		0.45	0.2025	1
3.	Neighborhoods Structure	970	368	90	38	9	344	1475	4.29		0.2	0.0400	3
4.	Accessibility	890	288	132	36	9	321	1355	4.22		0.13	0.0169	4
5.	Physical Structure	585	532	189	20	0	323	1326	4.11		0.02	0.0004	5
6.	Availability of Facilities such as toilets, bathrooms etc.	840	260	162	56	8	323	1326	4.11		0.02	0.0004	5
7	Type of Design	535	504	108	68	0	303	1215	4.01		-0.08	0.0064	7
8.	Rent	700	420	105	74	9	326	1308	4.01		-0.08	0.0064	7
9.	Privacy	765	396	54	6	4	322	1270	3.94		-0.15	0.0225	9
10.	Availability of Neighborhood Amenities	715	412	156	56	1	344	1357	3.94		-0.15	0.0225	9
11.	Income	610	436	267	2	2	344	1338	3.89		-0.2	0.0400	11
12	Taste of Residents	460	524	186	20	2	322	1217	3.78		-0.31	0.0961	12
13	Room Size	460	668	159	20	2	354	1330	3.76		-0.33	0.1089	13
	<b>Total</b>								<b>53.14</b>			<b>0.7655</b>	

Source: Author’s Field Survey, 2023

Infrastructure such as electricity, good roads, and water supply are housing attributes that influence housing satisfaction. The majority of the residents prefer to reside within the residential area with well-maintained infrastructures and a decent environment (Kowaltowski et al., 2005; Salleh et al., 2011). Although, some of the infrastructures within the residential areas are fairly good, however, some physical and social issues like construction materials, especially wall construction with mud need proper maintenance. The physical observation of the total environment of the study area reveals that the maintenance of the residential houses is still low as shown in Figure 4.





**Figure 4:** Houses within the traditional core area of Ogbomoso

Source: Authors' Field Survey, 2023

The majority of the residents are not satisfied with the standard of building components. The standard of wall construction can be upgraded, to prevent dilapidated image. Besides, residents are not satisfied with the cooking spaces and this necessitates being properly designed as cooking is considered a major activity in the household. This is because these houses do not provide the same condition that the traditional cooking process demands. Therefore, a less sensible design is evident in these houses. Whether this kind of upgrading could cost much, is subject to investigation, the scope of this study does not cover this aspect. The factors that have little or no influence on residents' satisfaction with their housing units include room size (RRSI = 3.76), taste of residents (RRSI = 3.78), income (RRSI = 3.89), availability of neighbourhood amenities (RRSI = 3.94), privacy (RRSI = 3.94), rent (RRSI = 4.01) and type of design (RRSI = 4.01). This implies that types of the housing units, location, neighbourhood structure, accessibility, availability of housing facilities, and physical structures of the housing units contribute to or influence residents' satisfaction with their housing units (He & Zhao, 2006; Yang, 2008). While, factors such as room size, the taste of residents, income level of residents, availability of neighbourhood amenities, privacy, rent of housing units, and type of design of the housing units does not influence or contribute to residents' satisfaction with their housing.

#### 5.4. Residents' Satisfaction with their Housing Unit

The result of the analysis presented in Table IV revealed that more than two-fifths (44.2%) of the residents are satisfied with their housing units, while, a considerable proportion are very satisfied with their housing units. Few (5.8%) are not satisfied with their housing units. This implies that there is a high level of residents' satisfaction with their housing units in the study area. As noted earlier, factors such as type of housing units, location, neighbourhood, accessibility, availability of housing facilities, and physical structure of the housing units contribute to residents' satisfaction with their housing units in the city (Bjorklund & Klingborg, 2005; Kellekci & Berköz, 2006; Kellekci & Berköz, 2006; Salleh, 2008; Yang, 2008).

**Table IV:** Residents' Satisfaction with Housing Unit

Local Government Area	Very Satisfied	Satisfied	Neutral	Not Satisfied	Total
Ogbomoso North	88 25.4%	90 26.0%	37 10.7%	12 3.5%	227 65.6%
Ogbomoso South	47 13.6%	63 18.2%	1 0.3%	8 2.3%	119 34.4%
<b>Total</b>	<b>135</b> <b>39.0%</b>	<b>153</b> <b>44.2%</b>	<b>38</b> <b>11.0%</b>	<b>20</b> <b>5.8%</b>	<b>346</b> <b>100.0%</b>

Source: Authors' Field Survey, 2023

The non-satisfaction of a few of the residents with their housing units might be influenced by factors such as the source of water supply, means of waste disposal and electricity supply as well as neighbourhood amenities among others.

## VI. Conclusion and Recommendation

This study assesses residential satisfaction among residents within the Ogbomosho urban centre. The assessment of the residential satisfaction was expressed by the residents' subjective and objective judgment based on their satisfaction with their house and neighbourhood as related to their needs, expectations, and aspirations. The residents' satisfaction levels were measured based on the physical and social attributes of the house and the environment within the neighbourhood. The result indicates that the residents are not satisfied with their houses and environment as the majority of the houses are deteriorated with a lack of good infrastructural facilities. However, the residents continue to reside in the house and environment because they have no better alternatives, based on their socio-economic status. The condition of the house and the environment residents reside dictates the residents' quality of life within the Ogbomosho urban centre. Besides this, there is wide segregation between the rich and the poor within the city centre in terms of the quality of life, housing, and the physical environment. The authors believe that there is a need for a realistic and vigorous approach towards the provision of better housing and environment that enhances better living. This will invariably improve residents' quality of life, reduce the socio-spatial divergence among various social groups, and invariably bring true housing satisfaction among residents of the Ogbomosho North and South local government areas.

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