

HOUSING SATISFACTION AMONG RESIDENTS OF SELECTED ESTATES IN OWERRI URBAN, IMO STATE

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Abstract

This study examined housing satisfaction among various residents of selected estates in Owerri urban, Imo State. Questionnaire was employed in data collection, while descriptive statistics were utilized for analyses of the collected data analyses. The data were collected from 733 sampled respondents residing in various estates in Owerri urban. The indices used for this study included socio-demographic characteristics and housing satisfaction as indicators. The research focused on household heads in the estates which are male, with 73.7% representation. The respondents were of diverse age groups, with the highest proportion falling within the 41-50 years. The result of the study among other things show that housing satisfaction significantly varied across different residential densities. Residents in the study area are dominated by female respondents. This is attested to by 315 respondents representing (43%) Most of the respondents are within the age bracket of 41-50. This is followed by the age bracket of 51-60. On education attainment, most residents of the estates are degree holders followed by secondary school holders. However, primary school holders account for 6% of the total respondents. The study therefore recommends that improvement on estate features including security, good access roads with drainage, accessibility to recreational areas. Efforts should be made to improve the quality and design of housing units. This includes ensuring adequate space, amenities.

Keywords: Housing Satisfaction, Residents, Estate, Owerri Urban, Imo State.

1. Introduction

One of the universally accepted necessities and major economic asset in every nation in human life is housing (Njoku & Dominic, 2024). Adequate housing provides the foundation for stable communities and social inclusion (Okpoechi, 2018). Zhang, Wang & Zhang (2017) have established a strong correlation between housing, good health, productivity and socio-economic development. Also, Gopikrishnan, & Paul (2018) have observed that there is a significant association between housing conditions and satisfactory level of an individual. People's right to shelter is thus a basic one and the provision of decent housing to all requiring

them should be the hallmark of every civilized society and one of the criteria for gauging development. Furthermore, Adegbile, Solanke & Awodele (2018) have also established a significant correlation between the quality of life and the comfort, convenience and visual acceptability of the house. Therefore the significance of adequate housing to the level of satisfaction of the people in any society cannot be overemphasized. However, the provision of adequate housing in Nigeria and other developing nations alike still remains one of the most intractable challenges facing human and national development. Previous attempts by all stakeholders, including government agencies, planners and developers to provide necessary recipe for solving the housing problem have yielded little or no success. Thus, for the past few decades, access to adequate housing has remained one of the most unattainable expectations of the majority of urban dwellers in Nigeria (Ayadiuno & Ndulue, 2023).

Since housing is no doubt an important national investment and a right of every individual, the ultimate aim of any housing program is to improve its adequacy in order to satisfy the needs of its occupants. Nevertheless, the housing situation in Nigeria is characterized by some inadequacies, which are qualitative and quantitative in nature (Oluyemi, Akinlade & Ogundeji, 2019). While the quantitative housing problem could be solved by increasing the number of existing stock, the qualitative inadequacies are enormous and complex. In fact, Adegbile et al (2018) cited Oladapo, (2006) considered the qualitative problem as the major challenge of urban housing in Nigeria. Previous researches (Ayadiuno & Ndulue, 2023; Njoku & Dominic, 2024) have observed that the failure of many public and private housing projects was due to the lack of adequate thought and consideration given to adequate housing, as relevant factors or parameters which combine to determine tenants housing satisfaction were ignored (Ndulue & Ayadiuno, 2024). If the housing sector is to improve the quality of the residential buildings it produces in meeting these needs and expectations, it then take a proactive approach to understanding what is being produced. This can be done effectively through the assessment of the users' satisfaction on the quality performance of the dwelling houses. As postulated, people are viewed to have a perception of the main attributes of their physical environment. These attributes are evaluative based on certain standards on this aspiration (i.e. what people believe they may reasonably aspire to be or enjoy). In this sense, residents are seen as cognitively having a construct of reference conditions for each particular salient feature of the residential environment. Given an environment then, the quality and quantity of the environmental feature implied by the reference point is dependent feature implied by the reference point is dependent on the individual self-assessed needs and aspirations (Bello & Egresi, 2017).

The criteria guiding design and development have been based on developers' standard rather than users' preferences and needs. This seems to be true in most public estates in Owerri urban. Hence the essence of the study.

Aim

The aim of the study is to examine the satisfaction level of residents in selected estates of Owerri urban.

2. Statement of the Problem

Most buildings especially the public residential estates are erected with the general desire to satisfy the housing demands of the public. In Owerri, most of these public housing estates are occupied by varying categories of persons and arguably the occupants have different feeling concerning the extent of housing quality satisfaction derived from their unit of houses dwelled by them. At times,

residents do build additional structures or bedrooms in the already designed houses, this is arguably an indication that they may probably are not satisfied with the houses in the estate as it was designed. Since there are no empirical prove on them whether there building produce the expected needs and desire of the dwellers, it becomes imperative that actual satisfaction assessments on the housing quality of these estates are made.

Therefore the tasks confronting planners and policy makers and all those concerned with providing housing, are to be able to examine adequate and satisfactory housing, and use them as inputs to housing design and development. However, most of the previous studies in this direction have been cursory and unrelated in scope and application. Hence, the need to have an empirical feedback on the satisfaction of this units of houses in the public housing estate is put forwards as a problem of the research.

Study Area

Owerri is the capital of Imo State, situated in the southeastern part of Nigeria. It lies within latitudes $5^{\circ} 15' N$ and $5^{\circ} 34' N$; and longitude $6^{\circ} 50' E$ and $7^{\circ} 59' E$ with an area of approximately 100 km² (Fig. 1). There are three local government areas that make up Owerri urban - Owerri municipal, Owerri North, and Owerri West. The total population for the three local government areas was about 403,425 as at 2006 (NPC, 2006). The economic activities of Owerri residents include industrial, commercial, Agricultural (fishing, farming etc), transportation, administration, tourism, and education. Owerri is home to a vibrant housing sector. There are different categories of public and private housing developments in Owerri (Diagi, Suzan, Nnaemeka, Ekweogu, Acholonu & Emmanuel, 2022).

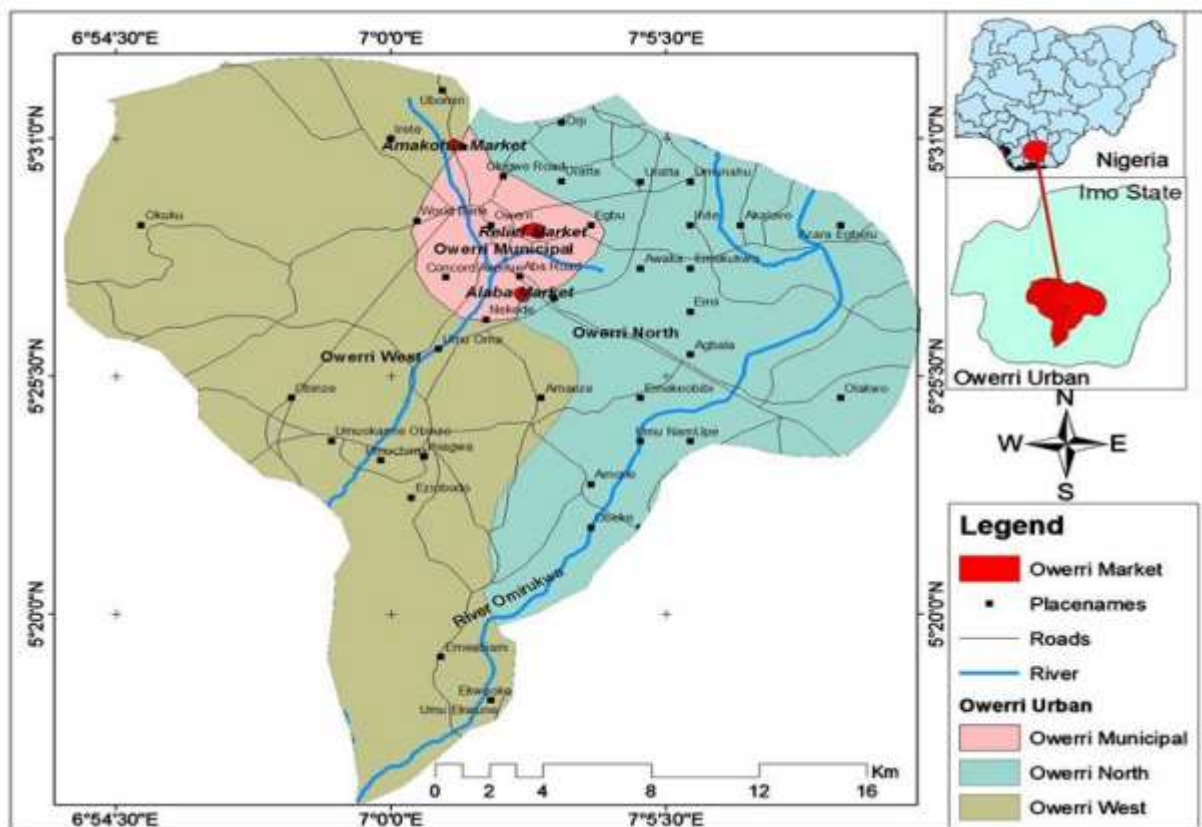


Fig 1: Location map of the study area. Source: GIS lab of the department of urban and regional planning, Abia State University, Uturu, Abia State.

3. Literature Review

Satisfaction Concepts

Housing is more than shelter; simply providing housing units does not measure the success of any housing projects (Oluyemi, Akinlade & Ogundejì (2019). The assumption that the physical and structural efficiency of a dwelling is a good measure of its adequacy and habitability is narrow and misleading. However, the issue of housing or residential satisfaction has long been viewed from several perspectives and essentially has been the subject of a number of researches (Albert, Santos & Vizmanos, 2018). Conceptually, housing satisfaction according to Jamiu, Salihu, Muhammad, Aliyu & Rukayya (2023) 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 and refers to an entire continuum of satisfaction.

Bonina, Koskinen, Eaton & Gawer (2021) have observed that a dwelling that is adequate from the physical or design point of view may not necessarily be adequate or satisfactory from the users' point of view. Therefore, the concept of habitable and satisfactory house is related to the physical, architectural and engineering components of the house, as well as to the social, behavioral, cultural and personal characteristics of the inhabitants, the components of the environment of which the house is a part; and the nature of the institutional arrangements under which the house is managed. On their premise, Bai, Xie & Dewancker (2022), referred to the concept as the tenant - dwelling - environment and management interaction system. In other words, assessing housing satisfaction would mean evaluating the level of satisfaction of the tenant, living at a particular housing unit located in the particular community or environment, and managed under a type of institutional management. It is based on this conceptual framework that a satisfaction model would be developed

Concept of Housing Quality

Housing quality is a complex concept, because it is not an absolute one like one would expect to find in a dictionary. Housing quality has two interrelated sets of dimension, namely: those physical. Material, social and economic constituents of the residential environment and those perceived meanings, values and uses of these constituents (Lv, Wang, Zheng, Peng & Ping, 2022).

Housing quality determines the nature, state or standard of housing with respect to minimum or acceptable standards. Thus good quality housing implies a level of housing which is no less than the minimum standard and therefore acceptable. Housing quality is a measure which can be used to determine the infrastructural facilities that are needed in a house to make it a quality houses e.g. electricity, water supply, access roads, drainage facilities available, sanitary facilities, structures and materials. In order to determine the type of housing qualities that is found. Housing quality is determined by a number of factors that most significant of which is income. The level of income is one of the crucial factors that determine the type and quality of housing as household obtains in any given housing market (Oluyemi, Akinlade & Ogundejì, 2019). It requires also conducive atmosphere that is free from environmental hazard. In accounting for housing quality, both quantitative and qualitative dimensions are to be taken.

Housing Quality Deterioration in Nigeria

Housing problems in Nigeria urban centres have been accentuated by the rapid growth in the 1950s (Muhammad, Kasim & Martin, 2015). It has been ascertained by Ezeanya, Ademiluyi & Ezejiofor (2020) that rapid population increases couple with a high rate of urbanization affects quality of urban housing. Such rapid rate of population increase derives from high natural growth rate and urban-directed

migration. The total urban population for Nigeria cites of 20,000 people or more his increased from 3.1 million or 11% of the total National population in 1952-1953 census (Adegbile, Solanke & Awodele, 2018). Njoku & Dominic (2024) argued that such high urban population growth rate poses great problems for urban management, employment, social infrastructure, provision of adequate quality and quality urban housing is difficult or impossible. The above developments produced a great pressure and deterioration in the quality of housing condition and deterioration in the quality of housing in Nigeria urban centre.

The general inadequacies of housing condition and deterioration in the quality housing in Nigerian urban centres are revealed in a number of issues for example, house occupancy ratio ranging from 3 to 5 person per room had been recorded for many towns and cities in the case of Lagos an overall average of 5.2 person/room was obtained in a survey of rooming house facilities. Similarly, the percentage of households occupying one room ranged from 41.2 percent for Sokoto to 76 percent for Lagos metropolitan area such measures reveal the seriousness of overcrowding in the urban centres. Study has shown that provisions of amenities in the dwelling are generally inadequate, housing facilities both external and internal, shortage of accommodation and increasing house rents. The deteriorating state of housing quality is synonymous with our urban centres, conventionally; it has been seen in all areas as our urban centres turning into slum and ghettos (Albert, Santos & Vizmanos, 2018; Bai, Xie & Dewancker, 2022).

4. Materials and Methods

The data sources used in this study include both primary and secondary data. Oral interview were also used to ascertain residents' level of satisfaction or dissatisfaction. The stratified, systematic and simple random sampling techniques were applied in the study. A questionnaire survey of six (6) housing estates in the Owerri urban was employed. The secondary sources of data were acquired through journals and publication from individuals, government and non-government organization within and outside the study area. Textbooks, published papers, unpublished research thesis and the internet were also used. Sample size of 733 respondents was used in the study. Descriptive statistics was used in data analysis.

Table 1: The selected housing estates for the study

S/N	Housing estate	No. of questionnaire distributed
1	Udenwa Estate	106
2	Graceland Estate	57
3	Heartland Estate	100
4	Imo Housing Estate	167
5	Aladinma Estate	133
6	Federal Housing Estate	170
Total		733

Presentation and Discussion

Sex of Respondents

Table 1 show that out of the sampled 733 respondents, 418 respondents (57%) were males while 315 respondents (43%) were females. Hence, male respondents who bear the bulk of housing demand participated more in the study than females.

Table 2. Sex distributions of respondents

Sex	Frequency	Percent (%)
Male	418	57
Female	315	43

Total	733	100
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Source: Field survey, (2025)

Age Distribution of Respondents

The breakdown of the data collected shows that 29 respondents representing 4% are in the age group of below 21 years (the growing population), while the remaining 704 respondents which represent 96%, and are in the adult (active) age group of above 21 years. The prominent age group is the working population, hence better positioned to report credible information for the study. However, the ideas of the aging (dependent) population with a count of 62 respondents complemented the submissions of the active population (respondents). This is shown in table 2 below.

Table 3: Age distribution of respondents

S/N	Age	Responses	Percentage
1	Below 21	29	4
2	21-30	46	6
3	31-40	100	14
4	41-50	262	36
5	51-60	234	32
6	61 and above	62	36
	Total	733	100

Source: Researcher's survey, (2025)

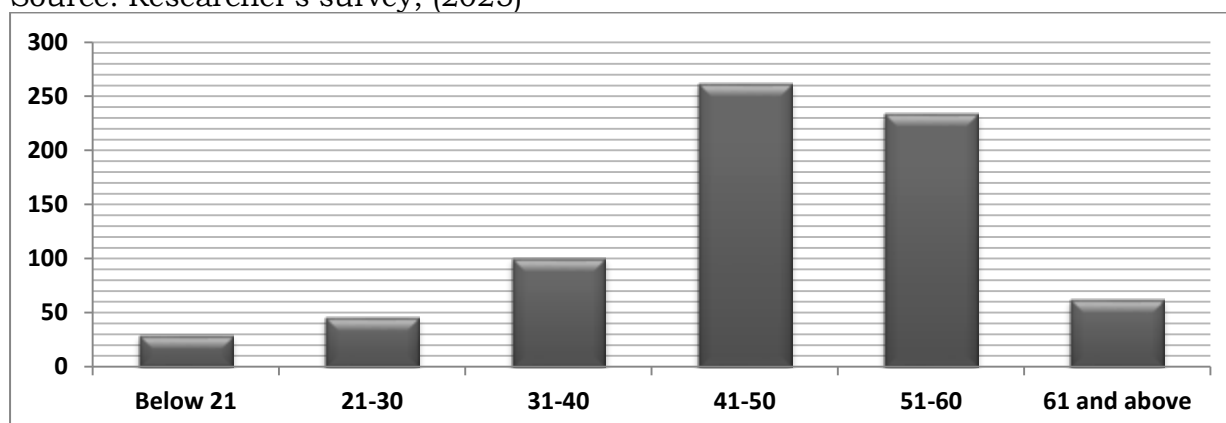


Figure 2: Age distribution of respondents

Source: Researcher's survey, (2025).

Level of Education attained by Respondents

The data collected shows that 464 respondents at 63% representing more than a half of the total questionnaires distributed had tertiary education, 140 respondents which represents 19% had secondary education, 76 respondents which represents 10% had vocational education, 41 respondents which represents 6% had primary education, while 12 respondents representing 2% were not formally educated. This indicates that virtually all the respondents are formally educated. This is shown in table 3.

Table 4: Level of Education.

S/N	Level of education	Responses	Percentage
1	Primary	41	6
2	Secondary	140	19
3	Vocational	76	10
4	Tertiary	464	63
5	Not formally educated	12	2
6	Total	733	100

Source: Researcher's survey, (2025).

Figure 2: shows that almost all the respondents passed through formal education; hence they were able to provide adequate and accurate data for this study without difficulty.

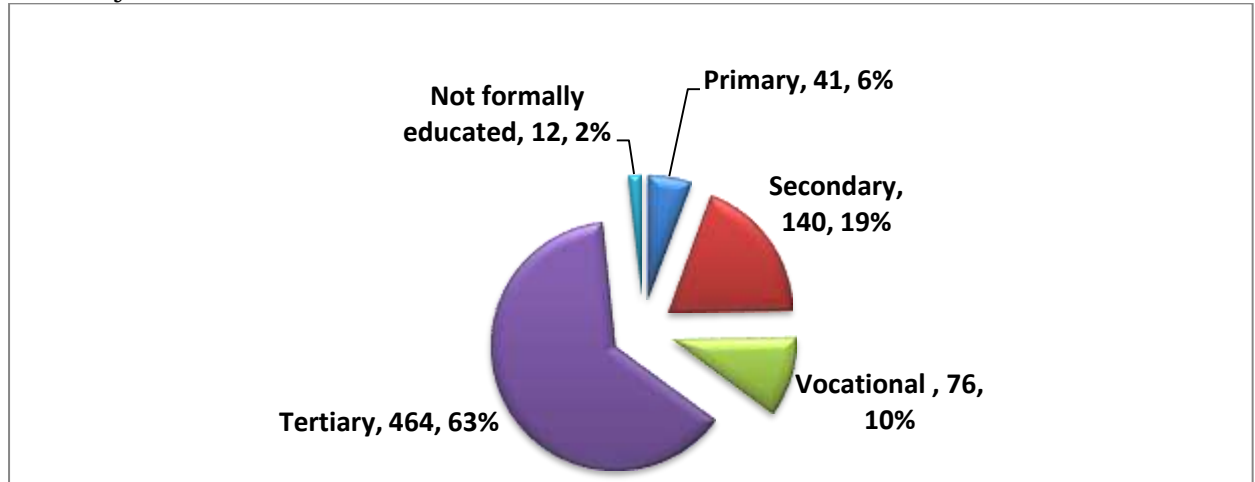


Figure 3: Level of education attained by respondents

Source: Researcher's survey, (2025).

Income Level of Respondents

As shown in the table 5, 135 respondents (19%) earn between 20,000 naira-39,000 naira, 200 respondents (27%) earn between 40,000 naira – 59,000naira each month, no respondent representing earn below 10,000 naira per month, 17 respondents (2%) earn between 10,000 naira-19,000 naira monthly while the 381 respondents representing (52%) earn 60,000 naira and above.

Table 5: Monthly income level of residents

S/N	MONTHLY INCOME	RESPONSES	PERCENTAGE
1	Below N10,000	0	0
2	10,000-19,000	17	2
3	20,000-39,000	135	19
4	40,000-59,000	200	27
6	60,000 and above	381	52
7	Total	733	100

Source: Researcher's survey, (2025).

Figure 3: shows that the majority of respondents fall within the middle income and low income categories.

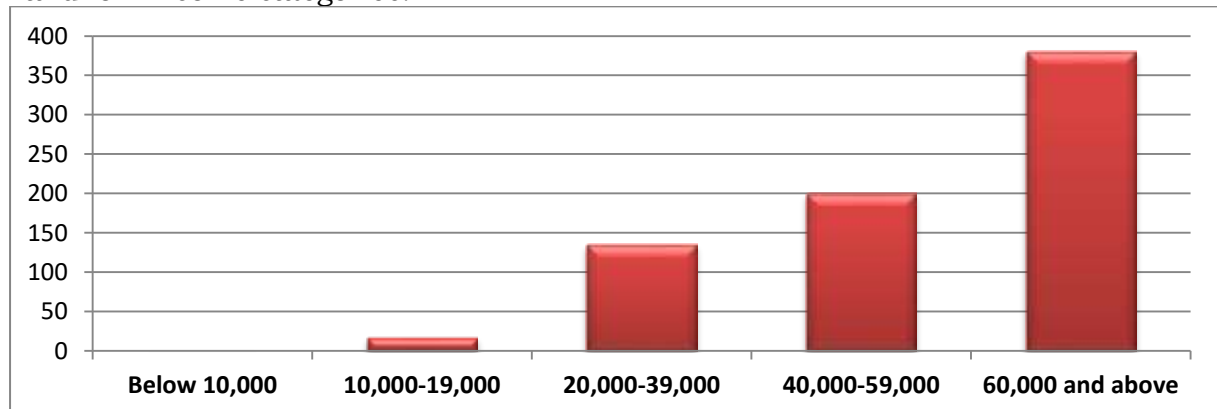


Figure 4: Monthly income distribution of respondents

Source: Researcher's survey, (2025).

Determinants that Influence Satisfaction in Estates

Results from the questionnaire distributed indicated that 725 respondents (26%) were of the opinion that facilities and amenities influences satisfaction in estates, 702 respondents (25%) pointed at security, 521 respondents (18%) observed that it is the design, 385 respondents (14%) represented that convenience influences satisfaction in estates, 356 respondents (12%) considered space while 142 respondents (5%) opined that other factors other than those mentioned influence satisfaction in estates. Summarily, it can be easily deduced that facilities and amenities, security, and design are the major players in satisfaction assessment.

Table 6: Satisfaction index of respondents

S/n	Satisfaction Index	Frequency	Percent
1	Design	521	18
2	Security	702	25
3	Space	356	12
4	Convenience	385	14
5	Facilities and amenities	725	26
6	Others	142	5
	Total	2813	100

Source: Researcher's survey, (2025).

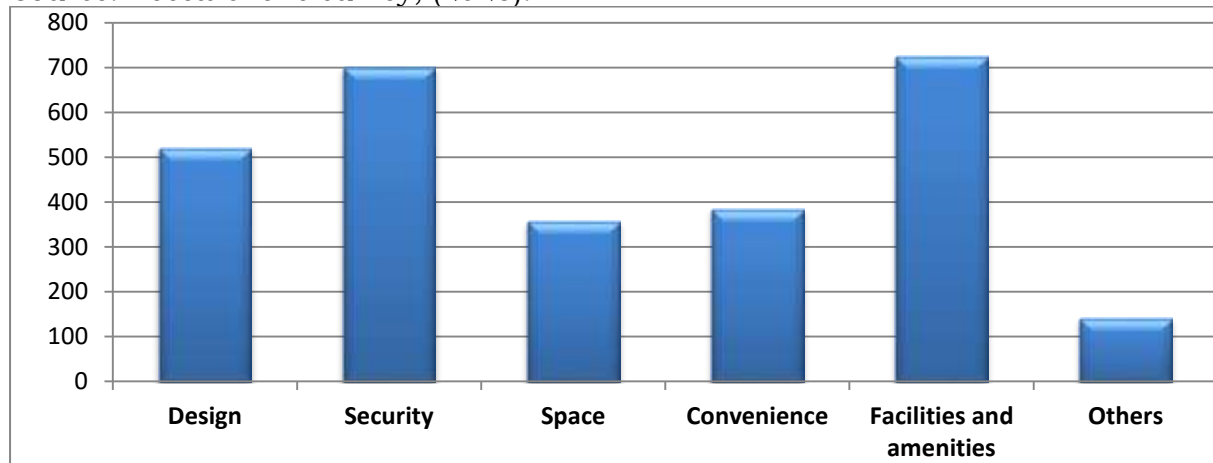


Fig 5: Satisfaction index of respondents

Source: Researcher's survey, (2025).

Estate Facilities and Amenities

From the questionnaire analysis, 70 (10%) respondents disclosed that the state of the estate facilities and amenities are very satisfactory, 100 (14%) respondents opined that it is satisfactory, 191 (26%) viewed them as moderate, 164 (22%) respondents submitted that the state of facilities and amenities in the estate is very unsatisfactory while 208 (28%) respondents submitted that they are unsatisfactory. However, it could be deduced that the state of estate facilities is considerably very low observable from the cumulative percentages. Areas worst hit includes Federal Housing Estate, Udenwa Estate, Graceland Estate, Heartland Estate, Imo Housing Estate, Aladinma Estate.as shown in table 7 below:

Table 7: Level of satisfaction among residents of the study estates

S/N	ESTATES	VERY SATISFACTORY	SATISFACTORY	MODERATE	VERY UNSATISFACTORY	UNSATISFACTORY	TOTAL
1	Federal Housing	5	21	26	27	36	115

	Estate						
2	Udenwa Estate	36	21	34	35	60	186
3	Graceland Estate	11	29	11	9	5	65
4	Heartland Estate	5	9	45	13	33	105
5	Imo Housing Estate	7	12	41	32	48	140
6	Aladinma Estate	6	8	34	48	26	122
	TOTAL	70	100	191	164	208	733
	(%)	10	14	26	22	28	100

Source: Researcher's survey, (2025).

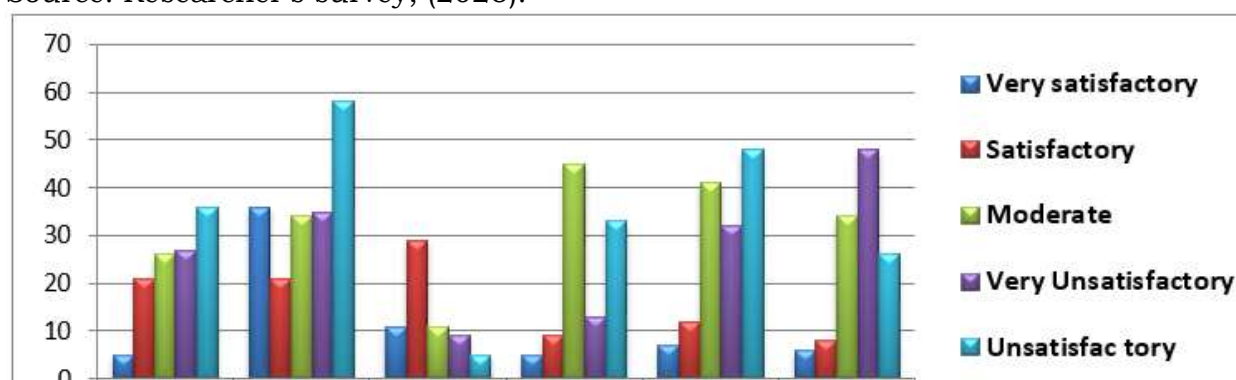


Fig 6: Level of satisfaction among residents in the study estates

5. Discussion and Summary of Findings

In understanding the general satisfaction level of residents in the various housing estates studied, the study showed that the residents had moderate satisfaction with the houses across the various residential housing estates in the study area; hence the percentage residents' satisfaction level.

Residents in the study area are dominated by female respondents. This is attested to by 315 respondents representing (43%).

Most of the respondents are within the age bracket of 41-50. This is followed by the age bracket of 51-60.

On education attainment, most residents of the estates are degree holders followed by secondary school holders. However, primary school holders account for 6% of the total respondents

6. Conclusion

This study has been able to address the onerous tasks that had been confronting policy makers and stakeholders as to knowing y as well as analyze the factors determining adequate and satisfactory housing that will serve as a guide for future housing design and development in Enugu State. The study identified and classified the factors that influence tenants' satisfaction with their dwelling units into five components which explained 98.5 percent of observed variation in public housing satisfaction variables. The five factors are proper estate management, nearness to facilities, overall appearance of buildings, availability of facilities and numbers of rooms in a unit house were the major determinants that influence tenants' satisfaction with their housing estates. It is now obviously clear that the residents in the various housing estates in the area had moderate satisfaction with

the houses across the various residential housing estates in the study area; hence the percentage residents' satisfaction level was aggregated to 58.76%.. Furthermore, the residents' socio-economic status has been established to have strong influence in their housing satisfaction level.

This study surprisingly, has shown that apart from income and age, and marital status of residents also influences resident's satisfaction. Hence, these additional factors must be seriously considered in the course of planning for housing estates in the Imo State.

This study has been able to address the onerous tasks that had been confronting policy makers and stakeholders as to knowing as well as analyze the adequate and satisfactory housing that will serve as a guide for future housing design and development particularly Owerri urban and Imo state in general. It is now obviously clear that the residents in the various housing estates in the area had moderate satisfaction with the houses across the various residential housing estates in the study area.

The implementation of the recommendations made in this study will form a solid a base in stabilizing the unsatisfactory comments and feeling of most dwellers in Nigeria public housing estates.

7. Recommendation

Improvement on estate features including security, good access roads with drainage, accessibility to recreational areas.

Efforts should be made to improve the quality and design of housing units. This includes ensuring adequate space, amenities, and

Urban designers, planners and policymakers should to take growth tendencies of residential areas into consideration when planning and designing housing projects. Offering a variety of low, medium, and high density housing options can assist in accommodating different tastes and enhance general housing satisfaction.

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